

# H-Sphere User Menu Based Guide

H-Sphere user guide explains how to administer the extensive features of your control panel to setup your email accounts and databases, increase your disk space and traffic quotas, configure web statistics, and perform many other important operations. All from your web browser.

**Starting with your account:** [setting your temporary index page](#), [uploading your site](#), [contents of your home directory](#).

**Control Panel Basics:** [changing hosting plan](#), [changing billing period](#), [control panel password](#), [FTP password](#), [changing traffic limit](#), [changing disk quota](#), [selecting skins](#) (before v.2.4), [control panel language](#).

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**Creating, promoting and managing your site:** [SiteStudio website builder](#), [Search Engine Submit](#), [WebShell and htProtect](#), [Reverse Traceroute](#), [Site Toolbox](#), [Kanoodle](#).

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**MySQL databases:** [creating MySQL database and its users](#), [editing MySQL databases \(phpMyAdmin\)](#), [MySQL disk quota](#), [changing user passwords](#), [user privileges](#).

**PostgreSQL databases:** [creating PostgreSQL users](#), [deleting users and changing passwords](#), [creating PostgreSQL databases](#), [editing PgSQL databases \(phpPgAdmin\)](#) and [user privileges](#), [PgSQL quota](#).

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## Starting with Your Account

Related Docs: • [FTP: Sharing Access to Your Home Directory With Others](#)

This document covers the following topics:

- [Your temporary index page](#)
- [Uploading your site](#)
- [Contents of your home directory](#)

## Your Temporary Index Page

You will be able to access your Web site right after you register your account. To do this, you will have to use an instant domain alias. Instant Domain Alias is an additional web address which lets you access your site during the first several hours after the domain name registration, the time when the site is yet unavailable at the newly registered domain. Over the next few days DNS servers all across the Internet will update themselves with your new site name. Once that happens, you will be able to access your site at the domain you have registered.

The moment your account is registered, a temporary index page is added to your site's directory.

It will be there until you upload your site and replace it with your own index page (e.g. *yoursite/index.html*). Meanwhile, from this temporary page you can:

- administer your account. Enter your control panel login and password into *"Login to your Control Panel"*. This login and password are e-mailed to you at the address you specified at signup. Use the Control Panel to view your bills, change your contact/billing information, change passwords, get more disk space, report problems to the technical support staff and much, much more.
- create a web site in a matter of minutes right from your browser. Use the option *"Launch Site Builder"*. Initially, the password to log into the site builder is the same as that for the control panel.

## Uploading Your Site

Whenever possible, upload your site using the utilities that come with your web-site development software. For instance, if you made your site with SiteStudio, FrontPage or Dreamweaver, use their integrated web publishing tools. If you made your site with simple text editors, or if your site-building software does not have a publishing utility, use freestanding FTP clients, such as CuteFTP, SmartFTP, or the [built-in web-based FTP agent](#).

Please note that site publishing tools don't remove your old web content from the server. For instance, if you used SiteStudio to upload a site with 15 pages and later you published an updated 7 page version of this site, your directory on the server will have all the new pages and the old pages that haven't been overwritten. If you publish many versions of the website, the site may become cluttered with old files.

*Warning:* If you have a complete website, be careful not to overwrite it with a publish command.

**Don't upload your site to the root of your user directory!** Instead, put it to the specific directory. See below for more information.

Related: [Sharing access to your home directory with others.](#)

## Contents of Your Home Directory

Your home directory contains several default subdirectories. Their number and names will differ depending on your plan, yet some of them are common for all plans. Here are some of the directories that are automatically created and may not be deleted:

- **Directories that contain your sites.** Each of your sites is put in a separate directory. The name of the directory is the same as your site's domain name. If you have more than one site, you will have several such directories. These are the directories where you will upload your .html files or any other files that you want to make accessible from the Internet. Each of these directories may contain their own /webalizer or /modlogan directories. **Do not delete either of these directories!** Your site is too valuable to lose at a touch of a button.
- **The Logs directory.** It contains directories for every site with transfer log enabled. Each such directory contains its own set of log files that are required to write and read the data about all visits to your sites. **Deleting the Logs directory will cause the loss of the web statistics accumulated in the course of your site operation.** Click [here](#) for more on web statistics.
- **The Virtual FTP directory.** Its name is the dedicated IP address. This directory is created when you enable Virtual FTP Server and can be accessed by virtual FTP users to list and download its content. There are as many such directories as dedicated IP addresses. **Deleting Virtual FTP directories will cause incorrect operation of Virtual FTP.** However, you may harmlessly delete individual files in these directories. Click [here](#) for more on Virtual FTP.
- **The subdomain directories.** When you make a subdomain, a new directory is created with the subdomain name as the directory name. **If you delete a subdomain directory, internet visitors will get the 404 "File not found" error when attempting to access the subdomain.** Click [here](#) to read on how to create subdomains.
- **The ssl.conf directory.** This directory stores SSL pairs for all encrypted sites. **Deleting the ssl.conf directory will result in incorrect SSL operation.**

**Warning:** Don't delete ANY default directories in your root directory, as this will cause malfunctions of your account. As a rule of thumb, you may delete only directories and files you have uploaded yourselves or that have been uploaded by any of your Virtual FTP and Anonymous FTP users.

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Related Docs: • [FTP: Sharing Access to Your Home Directory With Others](#)

# Control Panel Basics

Related Docs: • [Starting with Your Account](#)

This document explains how to

- [change your hosting plan](#)
- [change your billing period](#)
- [change your control panel password](#)
- [change your FTP password](#)
- [change your traffic limit](#)
- [change your disk quota](#)
- [select a different skin](#)
- [change control panel language](#)

## Changing Your Hosting Plan

Your hosting plan determines the services you get with the account and the prices for these services. Big sites with high hit rates and special services require more expensive plans; cheaper plans are suitable for simpler sites.

To change to a different plan:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Change* icon next to your plan name.
3. Select your new plan and click *Submit*

**Warning:** Switching plans will disable the resources that are unavailable under the plan you are switching to.

If you don't see the plan of your choice in the list that appears, it means it is incompatible with your current plan. You can't change to an

incompatible plan, but you can create a new account under this plan and then, if you want, you can delete your old account.

*Plan Upgrade:* If you are switching to a 'higher' plan, your disk quota doesn't increase, but free units do. As a result, your disk quota may turn out to be lower than free units, so you can increase your disk quota without being charged. The same is true of other resources.

*Plan Downgrade:* If you are switching to a 'lower' plan, the system reduces your quotas for free units. If you are using more than free units, the system reduces the quota to the amount you are using.

More about [billing on changing hosting plan](#).

## Changing Your Billing Period

Your [billing period](#) determines how far in advance you pay [recurrent fees](#). Your hosting plan may be configured to allow you to switch between billing periods of different length, price and discount policies.

To change the billing period:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Change* icon next to your billing period.
3. Select a different billing period and click *Submit*.

More about [billing on changing billing periods](#).

## Changing Your Control Panel Password

You need your control panel password to log into the control panel. Initially, this password is the same as your FTP password, but you can make these two passwords different.

To change the control panel password:

1. Select *Quick Access* in the *Account* menu.
2. Click *Change Password* in the *Quick Access* section.

## Changing Your FTP Password

You need your FTP password to upload your site to the server. Initially, this password is the same as your Control Panel password, but you can make these two passwords different.

To change the FTP password:

1. Select *FTP User* in the *FTP/User Account* menu.
2. Click the *Change* icon next to *Password*.

## Changing Your Traffic Limit

Traffic limit is the gigabytes of transferred data you pre-pay for at the beginning of the billing period. Every month the system checks if you stay within the limit, and if you don't, it charges you for the excess. Then your traffic is reset.

*Example: If your billing period is 2 months long and started on the 5th of October, the first billing month will end on the 5th of November, and your total traffic will be reset. However, if you change your total traffic limit on the 15th of November, your traffic will be reset and a new billing month will start.*

Note: if you fail to run up all your quota resource, you are not returned the payment for the unused megabytes.

If you expect to run up more traffic than comes with your plan, it's a good idea to raise your traffic limit. To change the traffic limit:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Change* icon next to *Total traffic*.
3. Enter how much traffic you expect to run up throughout your billing period.

Click [here](#) to read more on traffic.

## Changing Your Disk Quota

([What is disk quota?](#))

To change your disk quota:

1. Select *Quick Access* in the *Account* menu.
2. Enter how much disk space you would like to have.

Read more about [disk space](#).

## Selecting a Different Skin

Different skins offer different control panel navigation. To change the skin:

1. Select *Look and Feel* in the *Account* menu.
2. On the page that appears, select the name of the skin in the *Choose Design* box and click the *Choose* button.
3. Select the icon set and click the *Set* icon.
4. Set *Tooltips state*. This option determines whether or not to show assisting hints at the top of each page.

Read more about [CP skins in HS 2.4 and up](#).

## Changing Control Panel Language

To change the language of the control panel:

1. Select *Language* in the *User* menu.
2. On the page that appears, select the preferred language from the drop-down box and click *Submit*.

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Related Docs: • [Starting with Your Account](#)

# Choosing And Configuring CP Skins

(version 2.4 and up)

Related Docs: • [CP Basics](#)

In HS version 2.4, Control Panel interface design underwent significant modifications:

1. New designs (skins), *XPressia* and *XPressia Lite*, were added, with a dropdown menu panel on the top of the page. *XPressia Lite* is specially designed to be used if your browser works slowly with XPressia.
2. The obsolete *Text-Based* skin was completely removed from CP interface.
3. Instead of the *Text-Based* skin, it is provided a possibility to choose the *Text Links* mode from the *Choose Iconset* select box, with text-only links instead of icons in the *Quick Access* page.

**Note:** If a user chose the *Text-Based* skin before HS update to 2.4, this user's CP will appear in the *Left Menu* default H-Sphere skin after update. If *Text-Based* was a default user CP skin, it will be replaced with a new default interface skin set by administrator.

To select a skin and configure interface design settings:

1. Select *Look and Feel* in the *Account* menu. The following page will appear:

**Choose design**

Choose design XPressia Lite Choose

Choose Iconset Text Links Set

Contact/Billing Info	Tools	WebServer
Contact Info	File manager	MimeTypes
Billing Info	WebProtect	Error Pages

Tooltips state ? ON

2. Select the name of a skin in the *Choose Design* box. You will see the skin preview. Click the *Choose* button.

**Note:** If your browser works slowly with XPressia, choose *XPressia Lite* which is specially designed for such situations.

3. Select an icon set in the *Choose Icon Set* box. You will see the preview of images from this icon set. Click the *Set* button.

**Note:** Choose the *Text Links* mode if your browser is slow in drawing images.

4. Set *Tooltips state*. This option determines whether or not to show hints at the top of each page.

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Related Docs: • [CP Basics](#)

# Registering Domains

Related Docs: • [Configuring Domains](#)

To add a new domain name to your account:

1. Select *Add New Domain* in the *Domain Settings* menu:
2. Choose the type of domain you want to register.

You can choose out of the following options:

- [Register a standard domain](#)
- [Transfer a domain with registrar changes](#)
- [Transfer a domain without registrar changes](#)
- [Create a domain based on a provider's domain name \(third level domain\)](#)
- [Host a website without a domain name](#)
- [Park an external domain](#)
- [Create an account without any domain](#)

## Registering Standard (Second Level) Domains

To create a new standard domain (.com, .net, .org, etc.), enter your desired domain name into the field in the first form omitting the *www* part:

Domain Name Registration	
Register a second-level domain, e.g. <i>yourdomain.com</i> .	
Domain name	www. <input type="text" value="example"/> + . <input type="text" value="com"/>
<input type="button" value="Submit"/>	

To its right, select the top level domain: *.com*, *.org*, *.net*, etc., then enter your contact and billing information. Based on these data, the system generates a domain registration request and submits it to the domain registration company.

## Transferring Domains With Registrar Changes

Choose this option to transfer your existing domain to the registrar of your hosting provider and update DNS server IPs in the registrar database.

## Transferring Domains Without Registrar Changes

Choose this option if:

- (a) you prefer to contact the registrar personally rather than apply changes automatically;
- (b) you don't have a domain yet, but you are going to register it later;
- (c) you would like to register a non-standard or regional domain, which can't be registered automatically (e.g. *your\_domain.de*);
- (d) you prefer a different registrar than the one used by your hosting provider.

In either case, you need to make sure that the domain name is valid. Enter it into the box, omitting the *www.* part.

Other Domain Name Registration & Transfer	
Transfer a domain you already have	
Domain name	<input type="text" value="www.example.net"/> +
<input type="button" value="Submit"/>	

Following the registration you will get an e-mail notification with the information to send to your domain name registration company. They will make appropriate changes on the root DNS servers, and within a couple of days your domain will be accessible at the new IP address. In the meantime, your site will be available by the instant domain alias.

Domain registration is a standard procedure. First, you purchase a domain name from a domain registration company. Second, you register this domain name with your web-hosting provider and get your new IP address. Third, you send this IP address to your domain registration company, where it is set as the IP address for your domain name. It is only then that your site becomes available to all Internet community. This is true both of standard and nonstandard domains. In case of standard domain names, however, the registration process is automated.

You can't transfer domains that are already in use in the system. Nor can you transfer third level domains if they use a second level domain owned by another user.

## Creating Domains Based on Your Provider's Domain Names (Third Level Domains)

Third level domains are registered on your provider's DNS server. You don't need to register a third level domain with a domain registration company. If you choose to create a third level domain, it will contain your provider's domain name. E.g. if your provider's domain name is *besthosting.com*, and the third level domain you are registering is *mythirdlevel*, the fully qualified domain name would be *mythirdlevel.besthosting.com*.

Third level domain registration is available only if it is allowed under the selected plan. Functionally, third level domains have same features as second level domains.

To register a third level domain name, enter the desired domain name in the *Domain name* field. From the box on the right, select

provider's domain name where you would like to create the third level domain:


Third Level Domain Name Registration	
Register your own domain based on a domain name we are offering, e.g. <i>yourdomain.providersdomain.com</i>	
Domain name	www. <input type="text" value="example"/> + <input type="text" value="olegt.psoft"/>
<input type="button" value="Submit"/>	

## Hosting Sites Without Domain Names

You can also host sites without domain names (the so-called stop-gap domains). When you create a stopgap domain, you get no DNS zone, and you cannot use e-mail service. However, you will be able to access and manage your site using the instant domain alias you get at signup.


Stopgap domains support web site management and FTP services. Also, you can have IP-only access if you get a dedicated IP.

To create a stopgap domain, just click the *Submit* button in the *Stopgap domain registration* form:

Stopgap domain registration 
Click to host a site without a domain name. It will have no DNS zone or mail service, but you will be able to FTP, configure and view it from the Internet by an instant domain alias that looks similar to <i>123.uNNNN.providersdomain.com</i> . Also, there is a possibility to make the site accessible by a dedicated IP.
<input type="button" value="Submit"/>

## Parking External Domains

This feature allows you to use H-Sphere DNS server to map IPs to domain names serviced and hosted on other servers (not those of H-Sphere). In this case, a DNS zone is created with a custom DNS A record for the domain name and its IP is entered in the form below:

Domain parking 	
Register a domain for your site that is hosted elsewhere. This will create a DNS zone that will map this domain to the IP of the server where your site is hosted.	
Domain name	<input type="text" value="www.example.org"/> +
Domain IP address	<input type="text" value="192.168.112.55"/> +
<input type="button" value="Submit"/>	

## Creating Accounts Without Domains

At signup, you can create an account without any domain. If you choose this option, your account will have FTP and disk space. But you won't have:

- DNS zone
- Virtual and Anonymous FTP
- Mail service
- ODBC support

You can create a domain to this account later in the future.

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Related Docs: • [Configuring Domains](#)

# Configuring Domains

Related Docs: • [Editing DNS settings](#)

This document covers the following topics:

- [Removing domains](#)
- [Instant domain aliases](#)
- [Creating subdomains](#)
- [Shared and dedicated IP hosting](#)
- [Domain aliasing](#)
- [Server aliasing](#)

## Removing Domains

To remove a domain, do the following:

1. Select *Domain Info* link in *Domain Settings* menu on the left.
2. Click the *Delete* icon in the *Domain name* field at the top of the page.
3. Confirm the deletion by clicking "Yes, I agree with the above".
4. Choose whether you would like to preserve the content of the domain's directory.

Remove web content	
Check the boxes next to the domains you would like to remove web content for	
<input type="checkbox"/> example.olegt.psoft	
<input type="button" value="Submit"/>	

- ◆ If you choose to leave web content, all this website will remain on the server and will be accessible by FTP.
- ◆ If you choose to remove web content, all this website and it's directory will be permanently deleted from the server.

## Instant Domain Aliases

An instant domain alias is an additional web address that gives access to your website when you don't have a real domain name or when your real domain name is temporarily unavailable. Instant domain aliases are generated randomly based on your provider's domain name and can't be changed. To enable or disable access to your website by instant domain alias:

1. Select *Quick Access* in *Account* menu.
2. Click the *Web Options* icon to go to your web options page.
3. Select the domain if you have more than one.
4. Click *Edit* next to *Web Service*.
5. At the bottom of the *Web Service* page that appears, enable or disable *Instant access domain alias*.

## Creating Subdomains

A subdomain is a lower level domain. It is added on the left of the domain name, e.g. *subdomain.example.com*. You can create as many subdomains as allowed by the plan. Domains and subdomains have equal functional capabilities, including web site management, e-mail service, FTP, dedicated IPs, etc., but subdomains do not have their own DNS zones and usually cost less.

To create a subdomain, go through the following steps:

1. Select *Domain Info* link in *Domain Settings* menu in user's Control Panel.
2. Click *Add* in the *Sub Domains* field. You will be asked to enter the subdomain name:



The screenshot shows a web form titled "Add new subdomain to example.olegt.psoft". The form contains a label "SubDomain Name" with a blue question mark icon to its left. To the right of the label is an empty text input field with a red exclamation mark icon to its right. Below the input field is a button labeled "Create subdomain".

3. Enter the new subdomain. It will be displayed in the *Subdomain* field of the *Domain Settings* page.

# Shared and Dedicated IP Hosting

This is also called Virtual Hosting (Shared IP) and IP Based Hosting (Dedicated IP).

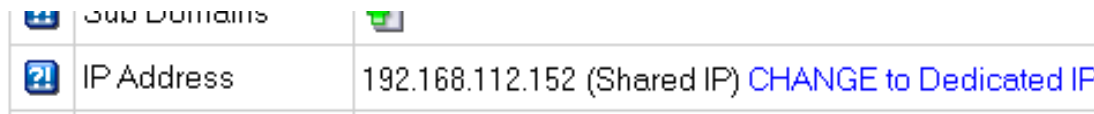
- Shared IP hosting – one IP address is assigned to several domains and access to a domain is available only by its domain name;
- Dedicated IP hosting – one IP address is assigned to one domain. To access a domain you can use either its IP address or its domain name.

	Advantages	Disadvantages
Shared IP	<ul style="list-style-type: none"> <li>• can be used for virtually unlimited number of virtual hosts;</li> <li>• easy to configure and use;</li> <li>• requires no additional hardware or software;</li> <li>• can be used for free.</li> </ul>	<ul style="list-style-type: none"> <li>• does not support Virtual FTP;</li> <li>• does not support SSL protection.</li> </ul>
Dedicated IP	<ul style="list-style-type: none"> <li>• supports Virtual FTP</li> <li>• supports SSL</li> </ul>	<ul style="list-style-type: none"> <li>• It is a pay service</li> </ul>

Switching from Dedicated IP to Shared IP will delete your virtual FTP and SSL services.

To change the type of IP, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. If you have several domains, choose the one to enable virtual FTP for.
3. Click *Change to Shared IP* in the *IP Address* field:



4. If prompted, confirm the change by clicking "Yes, I agree with the above".

**IMPORTANT:** After you switch between shared and dedicated IPs, it will take several hours before the domain becomes available at the new IP address.

Domains on dedicated IPs don't have instant access aliases.

You can use an IP-only server. To create it, choose "*no domain*" during signup. Following the signup, you should change IP to Dedicated.

## Domain Aliasing

Domain aliasing, or domain stacking, is creating domain names that point to other domains. For example, if your domain name is *example.com*, you can register another domain name, e.g. *example.net* and have it point to the location of *example.com*. This means, every Internet user who goes to *example.net* will land in *example.com*.

A domain alias may have:

- its own DNS zone;
- custom DNS records;
- separate mail service.

To create a new domain alias, do the following:

1. Register the alias, exactly as you register domain names.
2. Select *Domain Info* link in *Domain Settings* menu.
3. Click the *Add* icon in the *Domain Aliases* field at the bottom of the page.
4. Confirm by clicking "Yes, I agree with the additional charges".
5. Enter the domain alias. This must be a fully qualified domain name, e.g. *example.com*:

New Domain Alias	
Alias for domain example.olegt.psoft	www. <input type="text" value="example.psoft"/> +
Create DNS zone (recommended)	<input checked="" type="checkbox"/>
New Mail Domain Alias	<input checked="" type="checkbox"/>
<input type="button" value="Submit"/>	

- ◆ leave the *Configure DNS* box unchecked if the domain alias is registered on a different DNS server. In this case, DNS for this domain alias will not be maintained and mail service will be inaccessible for this domain alias.
- ◆ check the *Configure DNS* box if you want a DNS record for this domain alias to be created on this hosting server. In this case you'll be able to create and edit custom DNS records for this domain alias, and Mail Service will be available.

## Server Aliasing

Server aliases are additional names for your virtual host. Unlike domain aliases, they are not added to your DNS zone, and are registered only with apache. For instance, if your virtual host name is *example.com* and you also would like it to be available at *www.example.com*, you should add *www* server alias to the *example.com* domain.

To add a server alias, do the following:

1. Select *Quick Access* in *Account* menu.
2. Click the *Web Options* icon to go to your web options page.
3. Click the *Edit* icon next to the domain you need.
4. Scroll down to the *Server alias* field and click the *Add* icon.
5. Enter server alias. It will be added to the list of server aliases for this virtual host name.

New Alias	
New Alias	<input type="text" value="test"/> + .example.olegt.psoft
<input type="button" value="Submit"/>	

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Related Docs: • [Editing DNS settings](#)

## Editing DNS Settings

Related Docs: • [Configuring Domains](#)

This document explains

- [what is DNS](#) and
- [how to create custom DNS records](#)

## What is DNS?

DNS can be considered something similar to a phone book. When you move from one location to another, your name stays the same, but your phone number may change. In order to point your name to the new phone number, you must contact the telephone service provider so they assign you the new phone number and update all directory information to reflect you as pointing to this new phone number.






















In this way, the IP number can be compared to a phone number: When someone calls <http://www.example.com/>, your ISP looks at the DNS server, and asks "how do I contact example.com?" The DNS server responds: "It can be found at 198.105.232.4". As the Internet understands it, this can be considered the phone number for the server, which houses the <http://www.example.com> web site.

The DNS records for your domain are kept on your hosting server in the place called DNS zone. When you register a domain by means of the control panel, all DNS records are automatically created for you, but in some rare cases you may need to add custom records to your DNS zone. An example would be when you want all email to be processed by an external mail server rather than by the built-in mail system. However, such user intervention requires knowledge of DNS configuration and clear understanding of what is to be done.



## How Do I Create Custom DNS records?

To create a custom record to your DNS zone, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. On the page that appears, click the *Edit* icon in the *DNS Configuration* field:

Edit Domain		
	Domain name	unixtest.test200.psoft  
	Sub Domains	
	IP Address	192.168.114.200 (Shared IP) <a href="#">CHANGE to Dedicated IP</a>
	Name Servers	ns.test200.psoft -> 192.168.114.200
	DNS configuration	
	Mail Service	 
	Web Service	 
	Transfer HTTP	<b>0 KB</b> used (since May 25, 2004)
	HTML Directory Name	/hsphere/local/home/unixtest/unixtest.test200.psoft
	FTP	Your FTP password is the same as your system password, your FTP site is <b>ftp.unixtest.test200.psoft</b>
	Domain aliases	
	<b>Add new domain</b>	

3. This link will take you to the *DNS Configuration* page:

DNS configuration					
Zone: <a href="#">unixtest.test200.psoft</a>  					
Name	TTL	Class	Type	Data	
<b>Built in A records</b>					
unixtest.test200.psoft	86400	IN	A	192.168.114.200	
*.unixtest.test200.psoft	86400	IN	A	192.168.114.200	
<b>Custom A records</b>					
<a href="#">Add DNS A Record</a>					
<b>Built in MX records</b>					
unixtest.test200.psoft	86400	IN	MX	10 mail.test200.psoft	
<b>Custom MX records</b>					
<a href="#">Add DNS MX Record</a>					
<b>Built in CNAME records</b>					
mail.unixtest.test200.psoft	86400	IN	CNAME	mail.test200.psoft	
<b>Custom CNAME records</b>					
<a href="#">Add DNS CNAME Record</a>					

On this page you can see several blocks of DNS records. Some are built-in and non-removable; others are user-defined and can be deleted. Built-in MX records require special consideration: they can be removed by disabling mailservices for this domain., but all e-mail resources, including mailboxes, forwarders, and autoresponders will also be deleted. The removal of H-Sphere 2.x email services was made possible to enable the use of e-mail services provided by other mail servers.

You can add any type of DNS records by clicking an appropriate link. You will be asked to enter corresponding DNS data.

## Adding Custom A Records

Normally, A records are used to map domain names and web server IP's.

If you have selected A record, the following page appears:

New custom A DNS record				
\$ORIGIN unixtest.test200.psoft				
Name	TTL	Class	Type	Data
example +	86400	IN	A	192.168.112.111 +
<input type="button" value="Submit"/>				

- **Name:** enter the string to map to the web server.
- **TTL:** set how many seconds will elapse before the record is refreshed in the DNS cache.
- **Data:** enter the IP of the web server.

WARNING: Please pay attention to \$ORIGIN when you add an A record.

## Adding Custom MX Records

Custom MX records should be added when you want to use your external mail servers to process your e-mail. To use your external servers **instead** of those you get by default, you need to disable mail service on the *Domain Settings* page of your control panel. To use the default mail servers **in addition** to those you get by default, you need to keep mail service enabled in the control panel. The priority of the custom MX record will define whether your external servers will act as secondary or primary. For instance, if you set the priority of the custom MX record higher than 10 (e.g. 11), your external mail server will be used as secondary. If you set the priority of the custom MX record lower than 10 (e.g. 9), your external mail server will be used as primary. In the latter case, your mail will be sent to your external mail server until it goes down or becomes otherwise inaccessible. Then the default mail server will take over.

When you enable mail service in the control panel, an MX record is created automatically in the DNS zone. If mail service is disabled, this built-in MX record remains in the DNS zone, and you can remove it manually using the control panel interface.

If you have selected MX record, the following page appears:

New custom MX DNS record				
\$ORIGIN unixtest.test200.psoft				
Name	Class	Type	Data	
<input type="text"/>	IN	MX	<input type="text"/>	<input type="text" value="192.168.112.444"/>
<input type="button" value="Submit"/>				

- **Name:** your local domain name. If you leave the *Name* field blank, all mail will be redirected for the base zone.
- **Data:** the priority of the record and mail domain name (not the IP) mail will be forwarded to.

IMPORTANT: To add an MX record for the base domain, leave the *Name* field empty.

## Adding Custom CNAME Records

Finally, CNAME records are used to map aliases with domain names.

If you have selected CNAME record, the following page appears:

New custom CNAME DNS record				
\$ORIGIN unixtest.test200.psoft				
Name	TTL	Class	Type	Data
<input type="text" value="example"/>	<input type="text" value="86400"/>	IN	CNAME	<input type="text" value="192.168.112.555"/>
<input type="button" value="Submit"/>				

- **Name:** The alias you give to the real host name.
- **TTL:** set how many seconds will elapse before the record is refreshed in the DNS cache.

- **Data:** The real name of the host you create an alias to. This must be an official host name. It cannot be an alias. A CNAME-record should always point to an A-record to avoid circular references.

**WARNING:** Please pay attention to \$ORIGIN when you add a CNAME record.

---

Related Docs: • [Configuring Domains](#)

## Creating, promoting and managing your site

Related Docs: • [Starting with Your Account](#)

Your account comes with a comprehensive suite of web tools that will help you create, promote and manage your sites:

- [SiteStudio to create a professional website without knowing HTML](#)
- [Search Engine Submit to register your website with major search engines](#)
- [WebShell to manage files in your home directory and htProtect to protect any directory on your site](#)
- [Reverse Traceroute to troubleshoot your domain](#)
- [Site Toolbox to promote your website and increase site attendance](#)

### SiteStudio Site Builder

Before you pay a fortune to a web design studio or waste hours making a nice-looking web site in FrontPage, consider our online site builder that will create you a professional website in a matter of minutes and post it to your directory on the server.

To start SiteStudio, do the following:

- Select *Quick Access* in the *Account* menu.
- Click *SiteStudio* icon on the page that appears.
- Select domain to launch Site builder

Then follow the on–screen instructions.

## Search Engine Submit

This utility registers your website with major search engines on the web. Since the time it was created, most search engines have switched to commercial registration services, and will not accept requests submitted by this automatic registration tool. For better effects, consider [SiteToolbox](#), a commercial solution for website promotion.

To start the Search Engine Submit utility, select the *Submit URL* link in the *Domain Settings* menu. On the page that appears, check the engines to register the site with and fill in the following fields:

Submit your sites to search engines	
Domain to submit	<input type="text" value="example.test120.psoft"/>
Contact e-mail	<input type="text" value="example@example.net"/> +
Key Words (Keywords must be separated by spaces)	<input type="text" value="web hosting, webhosting, domain registration, register domains, webhosting services, web promotion, web services"/>
Description	<input type="text"/>
Timeout:	<input type="text" value="90 sec"/>

- **Domain to submit:** select the site you would like to be indexed.
- **Contact Email:** most search engines require a contact e–mail address.
- **Key Words:** some search engines provide the possibility for entering additional keywords your site can be searched by.
- **Description:** this text will show to Internet users as a description of your site in the list of search results.
- **Time–out:** this is the time you allow for registering one site with all search engines. If this period is too short, the site will get registered with only a few search engines.

Next, click *Submit*. Be patient while the server processes your request.

**Warning:** Avoid submitting a large number of web sites at a time, or the browser will time out before the program has finished.

You may have to wait a week or more before some search engines start showing the sites in search results.

## WebShell File Manager and htProtect

WebShell allows you to copy, move, delete, and rename files and directories in your home directory on the server. Also, you can use it to upload, download, compress and decompress files as well as preview them in the browser.

Starting from H-Sphere version 2.3, htProtect utility is integrated into WebShell. Protect utility allows you to password-protect any directory on your site so only authorized visitors can open its content with their browsers.

To launch WebShell, click the *File Manager* icon on the *Quick Access* page in the *Account* menu.

WebShell and Protect manuals are available from the WebShell interface, *Help* button.

## Reverse Traceroute

This net troubleshooting tool allows you to ping any Internet host from your hosting server. In other words, you can use this tool to determine if a host is reachable and how long it takes for the signal to go all the way through.

To launch the *Reverse Traceroute* tool, do the following:

- Select *Trace Route* link in the *Domain Settings* menu.
- In the form that appears, enter the host name or the IP address of the server you would like to ping:

Enter the host name You want to trace

192.168.112.124 + Time-Out: 1 min Trace

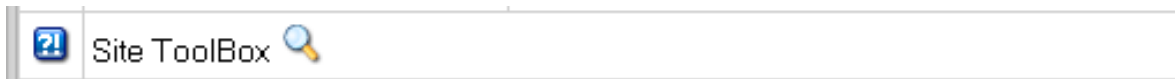
- 1 min
- 2 min
- 3 min
- 4 min
- 5 min

- Select the timeout period. If you see the connection is slow, select a bigger period.
- Click *Trace* and wait for the result. The next page will show all the hosts that were passed to reach the target server.

## Site Toolbox

You can promote your site with Site Toolbox utility by referring to the link in your user control panel. To have your website promoted:

1. On your user control panel home page, select the *Domain Info* link in the *Domain Settings* menu.
2. In the list of domains that shows, click *Edit* next to the necessary domain.
3. On the *Edit Domain* page that shows, click *Web Service*.
4. On the page that appears, click the lens icon against *Site Toolbox*.



It will take you directly to the Site Toolbox website and all further actions will be taken outside H-Sphere interface.

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Related Docs: • [Starting with Your Account](#)

# Promote Your Site With Kanoodle

Do you have a website, but don't have any traffic?

Do you have great products and services? Are you wondering how you can get people to buy them?

Kanoodle is the answer.

Kanoodle.com is a "Pay-Per-Click" Search Engine that helps drive traffic to your website. Not sure what "Pay-Per-Click" means? Pay-Per-Click, or PPC, is just that. You only "pay" when a potential customer "clicks" on a search engine listing that directs them to your website. PPC is the fastest, most effective, and affordable form of on-line advertising to increase your website's traffic, branding, and sales!

Kanoodle.com is affiliated with thousands of Search Engines across the Internet. They power over 750 Million search results per month. You simply list your site with Kanoodle and they automatically list you on thousands of their partner sites like Infospace, Webcrawler, Metacrawler, Dogpile, and Go2net. It's that easy!

When a potential customer goes to Kanoodle.com or one of their thousands of affiliated search engines, and types in one of your key words, your site comes up. Enabling you to drive traffic, make more sales, establish your brand, and earn much more money.

It's Totally FREE With No Deposit Or Credit Cards Required.

If you are already registered with Kanoodle, enter your parameters in the form below and click Submit.

To get registered with Kanoodle:

1. Select *Kanoodle* in the *Domain Settings* menu
2. At the bottom of the page that appears, click *Create a new trial Advertiser account with Kanoodle*
3. Enter your details and click *Submit*.
4. Once your account is created, you will receive a confirmation email from Kanoodle.com

In your Kanoodle interface bid on how much you are willing to pay for each potential customer to come to your site. Bidding starts at 5 cents per click! The higher you bid on your keywords against your competition, the higher your site will appear throughout

Kanoodle.com's search listings.

## Website Statistics

Related Docs: • [Starting with Your Account](#)

Depending on your hosting plan, your account may include different tools to track and report your website statistics. This document discusses:

- [Understanding Website Statistics](#)
- [Enabling Stats Logging](#)
- [Viewing Raw Logs](#)
- [Log Analyzers](#)
  - ◆ [Urchin](#)
  - ◆ [AWStats \(Advanced Web Statistics\)](#)
  - ◆ [Webalizer](#)

## Understanding Website Statistics

Information about the operation of your site is critical for decision-making. To obtain this information, you need to analyze statistical data that is written to log files in your home directory on the server:

- Error log – stores data about errors generated by the server (e.g. Page Not Found error) or by your CGI scripts;
- Transfer log – stores combined data about every visit to your site, including:
  - Remote host IP (i.e. visitor's IP);
  - Time of request (i.e. when visitor requested the page);
  - First line of request;
  - Error generated by request, if any;
  - Size of message sent in response to the request;
  - Referrer (i.e. from which page visitor was directed);

- Agent ID (i.e. type of browser or another agent and related information, such as user's OS, etc.) ;
- Referrer log – stores the list of URLs from which visitors are referred to your site; and
- Agent log – stores data about agents used to enter the site -- such as browsers or any other Internet-based software -- and all related data.

These are called *raw* logs which processed to obtain readable information, usually in the form of tables and charts. So, to start with your website statistics, check if stats logging is enabled.

## Enabling Stats Logging

To enable or disable writing to log files:

- Select domain Info in the Domain Settings menu.
- Click the *Edit* icon next to the *Web Service* field.
- On the page that shows, scroll down to the *Settings* section and click the *ON/OFF* icon next to the log files.

## Viewing Raw Logs

Raw logs are difficult to read, but luckily you don't need to do this. However, if you need to take a look at the logfile records:

1. Select *Quick access* in the *Account* menu and click the *Web Options* icon.
2. Choose the necessary domain
3. Scroll down to Log files and click the *View* icon next to it.
4. List of log files shows.
5. Click the necessary file and all its records will show.

*Note:* Entering *end* in the *Line Number* field will show a list of records from the tail of a logfile.

## Log Analyzers

Log analyzers parse raw logs to produce visual reports in HTML format for viewing through a browser.

To enable these analyzers and view statistics reports for your sites:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon next to *Web Service*.
3. On the page that shows, enable/disable the statistics package you want.
4. Click the *Apply* link on the right of this domain.
5. Click the *View* icon to go to the page of the statistics report.

This page is renewed once every 24 hours. Please wait till the next morning to see the report to show up. The report must contain statistics since the raw logs were [enabled](#).

## Urchin

[Urchin](#) is a commercial (not free) web analytics software, which can be available both for Unix and Windows hosted accounts.

Urchin is used on millions of sites worldwide, including over 20% of the Fortune 500.

Urchin will help you:

- \* **Track** overall site traffic, including unique visitors, referrals, domains, and search engines
- \* **Analyze** and improve the quality and loyalty of your site's traffic
- \* **Make** more money by maximizing the effectiveness of your search engine optimization and cost-per-click advertising

Urchin software analyzes your website log files and delivers fast, interactive reports and graphics on every aspect of your website's traffic and visitors.

Urchin is easy to install and allows you to view reports in seven languages, with clear explanations of what you are viewing on each report.

Urchin is an essential tool for web designers, marketing professionals, webmasters, and anyone interested in the success of their web

business. Urchin is modular, so you can buy the licenses that best fit your needs.

## AWStats

[AWStats](#) is a free web analytics tool, which can available both in Unix and Windows hosted accounts. It generates web, ftp or mail server statistics into graphical web pages.

AWStats has a separate configuration file for each serviced domain. You can find this file in your home directory `<DOMAIN_NAME>/cgi-bin/awstats.<DOMAIN_NAME>.conf`.

To protect your AWStats reports from unauthorized access, you need to configure access rules for `<DOMAIN_NAME>/cgi-bin/awstats.pl` in the `.htaccess` file as suggested in AWStats [Security Tips](#).

## Webalizer

Webalizer is one of the most popular free statistics packages, can be available only for Linux hosted accounts. Once you have Webalizer enabled, it starts collecting your web statistics. You can see it in your browser by going to `http://<your_domain>/webalizer/`.

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Related Docs: • [Starting with Your Account](#)

## FTP: Sharing Access to Your Home Directory With Others

Related Docs: • [Mailboxes](#)

There are three ways to allow guest users to download, upload or view files in dedicated directories of your account:

- [FTP sub-accounts](#) (available only for Unix based accounts)
- [Virtual FTP](#) (available only for Unix based accounts)
- [Anonymous FTP](#)
- [Anonymous FTP Upload Facilities](#)

## FTP Subaccounts

(available only for Unix based accounts)

The simplest way to authorize your friends or colleagues to work with particular directories of your account is to create FTP subaccounts. An FTP subaccount is a combination of a username and a password, which gives full FTP permissions to a single directory, without giving access to the root directory, other directories or the control panel. No dedicated IP is required for FTP subaccounts. Although each FTP subaccount has a login which is different from yours, both have the same ID in the system.

To create a new FTP subaccount:

- Select *FTP User* link in *FTP/User Account* menu.
- At the bottom of the page that shows, find *FTP sub-accounts* and click the *Add* icon.
- On the next page, enter the FTP login and password that will be used by this other user, and the directory this user will be restricted to.

The directory must be relative to your home directory. If you leave the *directory* field empty, FTP sub-users will have access to your whole *home* directory.

FTP subaccount traffic is a part of the Total/Summary traffic, but you can always see how much FTP traffic has been run up by an individual FTP subaccount by going to the *FTP Manager* page and clicking the *Edit* icon next to the subaccount login.

## Virtual FTP

(available only for Unix based accounts)

Virtual FTP provides ampler possibilities than FTP sub–accounts. You can give your authorized Virtual FTP users access to more than one directory and specify a different set of permissions for each directory. Virtual FTP users log right into your root, but can enter only those directories you allow them to enter.

To provide Virtual FTP Access to a certain domain, do the following:

1. If you are using a dedicated IP, skip this step. Otherwise, [switch to dedicated IP](#).
2. Select *FTP* in *FTP/User Account* menu.
3. Enable FTP for this domain:

FTP		
Domain Name ?	FTP ?	Anonymous FTP ?
maxcp.test	<input type="checkbox"/>	<input type="checkbox"/> (FTP required)

If you have several domains, choose the one to enable virtual FTP for.

4. Click the confirmation link to agree with the charges.
5. Fill the form that appears:

Adding new virtual FTP host	
Home Directory	/hsphere/local/home/unixtes8
Name of the server	<input type="text" value="ftpserver"/> +
E-mail of the administrator	<input type="text" value="admin@example.com"/> +
<input type="button" value="Submit"/>	

- Add *Name of the Server* for the new virtual host. This name will appear in the welcome message when guest users connect to your server with FTP clients.
  - Enter *E-mail of the administrator* by which FTP users can reach you with questions or comments.
6. Create a new Virtual FTP User by going to the *FTP Host* page and clicking *Add* for *Virtual ftp–users*

New FTP User	
Login	<input type="text" value="ftptest"/> +
Password	<input type="password" value="*****"/> +
Confirm password	<input type="password" value="*****"/> +
<input type="button" value="Submit"/>	

7. Click the *Add* icon for *Virtual FTP Directories* and enter the name for the new Virtual FTP Directory:

New FTP Directory	
Directory	<input type="text" value="ftpdirectory/"/> +
Permissions	<input checked="" type="checkbox"/> Read <input type="checkbox"/> Write <input checked="" type="checkbox"/> List <input checked="" type="checkbox"/> Grant permissions for all users
<input type="button" value="Submit"/>	

– End it with a slash, e.g.: *Dir1/*.

– The location must be specified relative to root.

To create a virtual FTP directory inside a different directory, include the path, for example *UserDirs/Dir1/*.

On the same page, specify permissions to this directory:




*Read*: check to allow file downloads from this directory.

*Write*: check to allow file uploads to this directory. *List*: check to allow viewing / browsing the contents of the directory. It is usually used jointly with *Read*.

*Grant Permissions to all users*: check to grant these permissions to all your Virtual FTP users. If you leave this property unchecked, you will have to define permissions on this directory individually for each Virtual FTP User.

8. Click the *Edit* icon next to the directory you have just created. If you haven't granted the same permissions to all your Virtual FTP Users, you can specify permissions for each of them individually:

**Update Virtual FTP Directory**

Directory	ftpdirectory/
Permissions	<input checked="" type="checkbox"/> Read <input type="checkbox"/> Write <input checked="" type="checkbox"/> List <input type="checkbox"/> Grant permissions for all users
Authorized users	ftptest   
<input type="button" value="Submit"/>	

*If you have chosen to grant the same permissions to all users, you can skip this step.*






## Anonymous FTP

This feature allows you to give public FTP access to a dedicated directory in your account. A special directory is created in your root, and its content can be viewed and downloaded, but not uploaded.

Anonymous FTP becomes available only after you create a Virtual FTP server. To configure Anonymous FTP, do the following:
















1. Select *FTP* in *FTP/User Account* menu.
2. If you have several domains, choose the one to enable virtual FTP for. On the page that appears, switch to dedicated IP. ([Read more about Shared and Dedicated IPs.](#))
3. *Skip this step if you have already enabled Virtual FTP.*  
Select *FTP* in *FTP/User Account* menu. Enable FTP for this domain:

**FTP**

Domain Name 	FTP 	Anonymous FTP 
maxcp.test		 (FTP required)

and agree with the charges.

4. On your control panel home page, select *FTP in FTP/User Account* menu. Enable Anonymous FTP for this domain:




















FTP vhost		
	Home Directory	/hsphere/local/home/ftpuser
	Name of the server	ftpserver 
	E-mail of the administrator	olesya@psoft.net
	IP Address of the FTP server	192.168.116.245
	Virtual FTP traffic	0 KB used out of 1.0 GB limit 
	Virtual ftp-users	
	Virtual ftp-directories	
	Anonymous FTP	
	Anonymous FTP Upload Facilities	

5. Agree with the charges if any.

## Anonymous FTP Upload Facilities

If you want to allow anonymous FTP users to upload files, enable *Anonymous FTP Upload Facilities* by doing the following:

1. Enable [Anonymous FTP](#).
2. At the bottom of the *FTP vhost* page you will find a new option to enable anonymous FTP upload facilities:

FTP vhost		
	Home Directory	/hsphere/local/home/unixtes8
	Name of the server	ftpserver 
	E-mail of the administrator	admin@example.com
	IP Address of the FTP server	10.128.4.31
	Virtual FTP traffic	0 KB used out of 1.0 GB limit 
	Virtual ftp-users	ftptest   
	Virtual ftp-directories	ftpdirectory/   
	Anonymous FTP	
	Anonymous FTP Upload Facilities	

Turn it on. This will create a dedicated directory inside the Anonymous FTP directory.

\* The Uploads (Windows based plans) / Incoming (Unix based plans) directory have only 'upload' permissions, so it will allow neither downloading nor viewing its content.

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Related Docs: • [Mailboxes](#)

# Manipulating Pages

Related Docs: • [Adding Support for Dynamic Web Content](#) • [Adding Generic CGI Scripts](#) • [FrontPage Extensions](#)

This document introduces you to the tools that enhance navigation between the pages of your site. These are:

- [Redirect URL](#) to redirect visitors from one page to another;
- [Directory Indexes](#) to specify what files will be treated as index pages;
- [Error Pages](#) to configure error pages that are shown when the requested pages fail to open;
- [Server Side Imagemap](#) to add links to parts of your images;
- [MIME Types](#) to specify the MIME type for a particular file extension.

## Redirect URL

Use this feature to redirect your visitors from one web page to another or even to a different website.

To create a redirect in a Unix-based account, do the following:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Web Options* icon.
3. Click the *Edit* icon next to the domain you need.
4. On the *Web Service* page, scroll down to find the *Redirect* option and click the *Add* icon next to it.
5. Agree with the charges.
6. On the page that appears, create the redirect rule.

### Unix-based accounts

Entering `http://www.examples.com/products` into the *Redirect from* field and `http://www.examples.com?param1=yes` in the *to* field, will take all the `http://www.examples.com/products` visitors to the `http://www.examples.com?param1=yes` page.

**Add Redirect** ?

Redirect from	http://www.olegt.psoft/index.html +
to	http:// <span style="border: 1px solid black; padding: 2px;">example.com</span> +
Redirect status	<input type="radio"/> Permanent status <input checked="" type="radio"/> Temporary status <input type="radio"/> See other status <input type="radio"/> Gone status Note: When the "gone" status is used, the "to" argument must be omitted.
<input type="button" value="Submit"/>	


If you leave the *Redirect from* field empty, visitors will be redirected from any location in the site. In the *to* field, you can enter URLs with parameters, as illustrated in the screenshot above.

Leave *Redirect status* as is unless you want to change the default:

- *Permanent*  
returns a permanent redirect status (301) indicating that the resource has moved permanently.
- *Temporary*  
returns a temporary redirect status (302). This is the default and indicates to the client that the resource has moved temporarily.
- *See other*  
returns a "See Other" status (303) indicating that the resource has been replaced.
- *Gone*  
will cause a visitor's browser display "*The requested resource is no longer available on this server and there is no forwarding address. Please remove all references to this resource.*" message when trying to go to the 'to' URL..

### Windows-based accounts

In Windows plans, redirect works in a slightly different manner:

New Redirect 	
Redirect from	<input type="text" value="www.olegttest.olegt.psoft/index.html"/> +
to	<input type="text" value="http://"/> <input type="text" value="www.example.com"/> +
Redirect status	<p>The client will be sent to:</p> <input type="checkbox"/> The exact URL entered above <input type="checkbox"/> A directory below this one <input type="checkbox"/> A permanent redirection for this resource
<input type="button" value="Submit"/>	

- *The exact URL entered above*  
 redirects requests for any files in the indicated directory to one file. For example, to redirect all requests for *products.html* file to the following URL: '*www.example.net*', enter *www.example.net/products.html* in the *To* field and select this option.  
 You can redirect requests to URLs with parameters, for example *www.examples.net/?param1=yes*  
 \*Note: you can redirect requests for files and directories both to your own site and to any other external URL.
- *A directory below this one*  
 redirects a parent directory to a child directory.  
 – For example, to redirect your '*examples.net/products*' directory to a subdirectory named '*news*', enter '*example.net/products/news*' in the '*to*' text box and select this option. Without this option, the Web server will continually map the parent to itself.
- *A permanent redirection for this resource*  
 sends the following message to the client: '301 Permanent Redirect'. Redirects are considered temporary, and the client browser receives the following message: '302 Temporary Redirect'. Some browsers can use the '301 Permanent Redirect' message as the signal to permanently change a URL, such as a bookmark.

## Directory Indexes

This tool allows you to set your own index pages instead of those specified in the default settings. In other words, you can tell your visitors' browsers which page to load as they hit your domain. Usually, it's */index.html* by default, but you can set any other custom welcome page.

*Example:* If a visitor goes to your site *http://www.example.com*, the first page to open will be *http://www.example.com/index.html*. However, if you set

*/welcome.html* as the directory index, the page to open will be *http://www.example.com/welcome.html*.

**Warning:** your custom index pages won't add to the defaults; they will replace them. Therefore, make sure to enter the full list of indexes you would like to have in your configuration.

To set your custom directory indexes, do the following:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Web Options* icon on the page that shows.
3. Click the *Edit* icon next to the domain you need.
4. On the *Web Service* page, scroll down to find the *Directory Indexes* option and turn it on.
5. Agree with the charges.
6. In the box that appears, enter the names for files that will be treated as indexes. Put file names in the descending order of priority and separate them with spaces (e.g. *index.html cgi.bin about.html*).



The screenshot shows a web form titled "Directory Indexes". It features a text input field containing the text "index.html". Below the input field is a note: "Note: paths must be separated by spaces. E.g.: index.html example/start.html". At the bottom of the form is an "Update" button.

7. *Skip this step if you are using a Windows-based plan.*

At the top of the *Web Service* page, click the *Apply* link for the Server configuration to change. The changes will take effect within 15 minutes.

8. To edit the list you have made, click the *Edit* icon next to the *Directory Indexes* option: with spaces (e.g. *index.html cgi.bin about.html*).



If you are using a Unix-based plan, click the *Apply* link at the top of the *Web Service* page.

# Error Pages

Use this utility to define what will be done if a requested page on your site is missing or fails to open for any other reason. In order to specify your own ErrorDocuments, you need to be slightly familiar with the server returned error codes:

## *Successful Client Requests*

200 OK  
201 Created  
202 Accepted  
203 Non-Authorative Information  
204 No Content  
205 Reset Content  
206 Partial Content

## *Client Request Redirected*

300 Multiple Choices  
301 Moved Permanently  
302 Moved Temporarily  
303 See Other  
304 Not Modified  
305 Use Proxy

## *Client Request Errors*

400 Bad Request  
401 Authorization Required  
402 Payment Required (not used yet)  
403 Forbidden  
404 Not Found  
405 Method Not Allowed  
406 Not Acceptable (encoding)  
407 Proxy Authentication Required  
408 Request Timed Out  
409 Conflicting Request  
410 Gone  
411 Content Length Required  
412 Precondition Failed  
413 Request Entity Too Long  
414 Request URI Too Long  
415 Unsupported Media Type

## *Server Errors*

500 Internal Server Error  
501 Not Implemented  
502 Bad Gateway  
503 Service Unavailable  
504 Gateway Timeout  
505 HTTP Version Not Supported

To configure Error Pages, do the following:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Web Options* icon on the page that shows.
3. Click the *Edit* icon next to the domain you need.
4. On the *Web Service* page, scroll down to find the *Error* option and click the *Add* icon on its right.
5. In the form that appears, enter the error document settings:

## **For Unix accounts:**

New Error Document	
Error Document Code	404 Not Found ▼
Message or URL	http://www.example.com/error404.html +
Type	<input checked="" type="radio"/> Redirect <input type="radio"/> Message
Submit	

- *Error Document Code*: choose the one you need from the drop-down box.
- *Message or URL*: Enter the message the visitor will get or the URL of the page that the visitor will be taken to if the requested page is not found.
- *Type*: Specify if the text in the previous field must be treated as a URL (*Redirect*) or as a text message (*Message*).

#### For Windows accounts

Users will get a slightly different form to enter the path to the custom error page.

\* Note that the path should be relative to the home directory, not to the virtual host directory.

New Error Document	
Error Document Code	400 Bad Request ▼
Choose the document type	<input checked="" type="radio"/> FILE <input type="radio"/> URL
Path to Custom Error page	<input type="text"/> !

If you check "FILE":

- only static error page files can be used;
- the same error page files for this domain can be shared with other account domains.

For instance, with the following file path, all account domains will share this error page: `pages\404_error.html`

- use the "\" character as a delimiter in the file path;
- do not start the file path with "\".

If you check "URL":

- it will allow you to use scripts (php/ASP) to dynamically generate error pages (alternatively, use static error page files for each type of error page);

- error page files for this domain can't be shared with other domains;
- "Path to Custom Error page" must be relative to the virtual host and start with "/".

## Server Side Imagemap

This feature allows your server to regard files with a specific extension as map files. In other words, the server checks the file with the specified extension to define the links of an image (unlike a client-side image map, which uses the info inserted into the HTML code) and reports back to the browser where to go.

To add an imagemap file extension, do the following:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Web Options* icon on the page that shows.
3. Click the *Edit* icon next to the domain you need.
4. On the *Web Service* page, scroll down to find the *Server Side Imagemap* option and click the *Add* icon on its right.
5. Agree with the charges.
6. Enter the file extension beginning with a dot:



New Imagemap File Extension	
File Extension	<input type="text"/> !
<input type="submit" value="Submit"/>	

## MIME Types

This utility allows you to define file formats that are not defined in web browsers. This enables the browser to display or output files that are not in HTML format, just like it displays simple text files, .gif graphics files and PostScript files.

To add a definition for your own file format, do the following:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Web Options* icon on the page that shows.
3. If you have several domains, click the *Edit* icon next to the target domain.
4. On the *Web Service* page, scroll down to find the *MIME Type* option and click the *Add* icon on its right.
5. Agree with the charges.
6. On the page that appears, enter the extension for this file type:

New Mime Type	
File Extension	<input type="text"/> !
MIME Type	<input type="text"/> !
<input type="submit" value="Submit"/>	

Begin file extension with a dot. The MIME type must comply with MIME type specifications, e.g.: *text/rtf* or *video/mpeg*.

---

Related Docs: • [Adding Support for Dynamic Web Content](#) • [Adding Generic CGI Scripts](#) • [FrontPage Extensions](#)

## Adding Support for Dynamic Web Content

(updated for version 2.4.3)

Related Docs: • [Adding Generic Scripts](#)

This document explains how to add support for dynamic web pages, including:

- [CGI scripts](#)
- [PHP scripts](#)
- [ASP](#) (Windows-based accounts)
- [ASP.NET](#) (Windows-based accounts)
- [ColdFusion](#) (Windows-based accounts)
- [SSI \(Server Side Includes\)](#)
- [PHP/MySQL Applications](#) (Unix-based accounts)

## CGI Scripts

To add CGI support, it will suffice to create a CGI alias or, in other words, to specify a CGI file extension and a CGI handler for it, for instance Perl. For example, you can specify that all \*.cgi files must be treated as executable Perl scripts.

To add a CGI alias, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page that shows, scroll down to find the *CGI-dir* option and turn it on. Now all files in the *cgi-bin* directory will be treated as CGI executables. This is the directory to place all your cgi scripts.
4. On the *Web Service* page, scroll down to find the *CGI* option and click the *Add* icon on its right.
5. Enter an extension beginning with a dot and select the handler from the list:



New CGI Alias	
File Extension	<input type="text"/> !
<input type="submit" value="Submit"/>	

## PHP scripts

You can add support to your own PHP scripts. As of May 1st 2004, the highest supported version is PHP 4.3.6.

To add PHP support, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page, scroll down to find the *PHP* option and turn it on.
4. Agree with the charges.
5. *Skip this step if you are using a Windows-based plan.*  
At the top of the *Web Service* page, click the *Apply* link for the Server configuration to change. The changes will take effect within 15 minutes.
6. On the *Web Service* page, click the *Add* icon that has appeared next to the *PHP* option.
7. On the page that appears, enter an extension for your PHP pages beginning with a dot, for instance *.php4*. Select the MIME type from the list.
8. *Skip this step if you are using a Windows-based plan.*  
At the top of the *Web Service* page, click the *Apply* link for the Server configuration to change. The changes will take effect within 15 minutes.

## ASP

To add support for ASP (Active Server Pages) in a Windows-based account, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page, scroll down to find the *ASP* option and turn it on.
4. Agree with the charges.

## ASP.NET

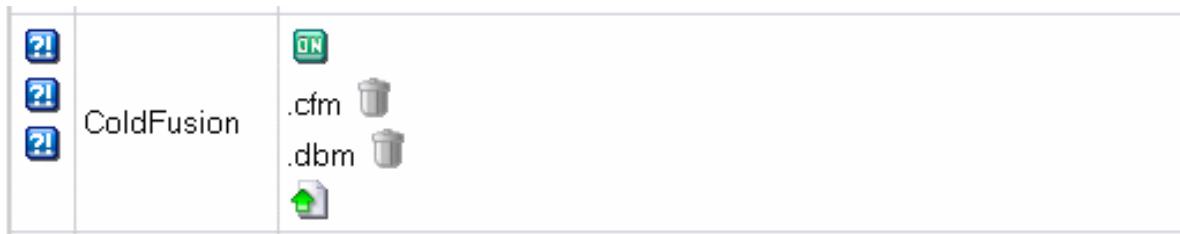
To add support for ASP.NET in a Windows-based account, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page, scroll down to find the *ASP.NET* option and turn it on.
4. Agree with the charges, if any.

## ColdFusion

To add ColdFusion support in a Windows-based account, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page, scroll down to find the *ColdFusion* option and turn it on.
4. Agree with the charges.
5. If you need to add custom file extensions to be handled by ColdFusion, click the *Add* icon that has appeared next to the *PHP* option:



6. On the page that appears, enter an extension for your PHP pages beginning with a dot.

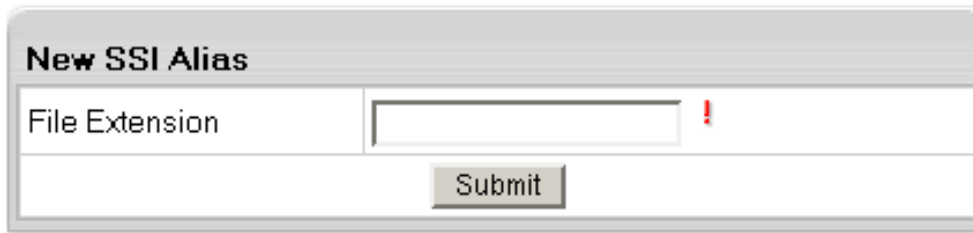
Note: If your account wasn't created from the control panel, default extensions won't be added when you enable ColdFusion.

## Server Side Includes

You can add your own SSI aliases or, in other words, specify SSI file name extensions. For example, you can specify that all \*.ssi files must be treated as server side includes.

To add an SSI alias, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page, scroll down to find the *SSI* option and click the *Add* icon on its right.
4. Agree with the charges, if any.
5. In the window that appears, enter your SSI file extension beginning with a dot:



6. *Skip this step if you are using a Windows-based plan.*

At the top of the *Web Service* page, click the *Apply* link for the Server configuration to change. The changes will take effect within 15 minutes.


## PHP/MySQL Applications

(Unix-based accounts)

Starting with version 2.4.3, a set of over 20 PHP/MySQL applications is supplied with H-Sphere. If your hosting provider enabled it in your plans, you can install these applications on your domains.

To install application:

1. Select *EasyApp* in the *Domain Settings* menu.
2. On the page *EasyApps Collection* that shows, you'll see the list of applications that can be installed:



The screenshot shows a window titled "EasyApps Collection". It is divided into two columns. The left column lists applications under three categories: "Blogs", "CMS & Portals", and "Forums". The right column is titled "Following applications can be upgraded" and is currently empty.

EasyApps Collection	Following applications can be upgraded
<b>Blogs</b> <ul style="list-style-type: none"><li>* b2evolution ()</li><li>* feedonfeeds ()</li></ul>	
<b>CMS &amp; Portals</b> <ul style="list-style-type: none"><li>* Mambo CMS ()</li><li>* xoops ()</li><li>* PHP Nuke ()</li><li>* PhpWiki ()</li></ul>	
<b>Forums</b> <ul style="list-style-type: none"><li>* XMB Forum ()</li><li>* SM Forum ()</li><li>* <u>phpBB</u> ()</li></ul>	

3. Press on the title of application you want to install.
4. You'll find yourself at a page with its description (outline, homepage, disk space etc.) and a link to install it:

## EasyApps Collection

### Blogs

- \* b2evolution
- \* feedonfeeds

### CMS & Portals

- \* Mambo CMS (1)
- \* xoops
- \* PHP Nuke
- \* PhpWiki

### Forums

- \* XMB Forum
- \* SM Forum
- \* phpBB

### E-Commerce

- \* phpcoin
- \* CubeCart
- \* sugarsale
- \* PHPAdsNew
- \* osCommerce

### Support Systems

- \* helpcenterlive
- \* phpMyChat
- \* phpMyFAQ
- \* CS Live Helper

### Galleries



### phpBB

phpBB is a high powered, fully scalable, and highly customizable Open Source bulletin board package. phpBB has a user-friendly interface, simple and straightforward administration panel, and helpful FAQ. Based on the powerful PHP server language and your choice of MySQL, MS-SQL, PostgreSQL or Access/ODBC database servers, phpBB is the ideal free community solution for all web sites.

Homepage: <http://www.phpbb.com/>

Disk Space: 2.5 MB

Documentation: <http://www.phpbb.com/support/>

Support Forum: <http://www.phpbb.com/phpBB/>

License: [GPL](#)

[Install](#) (2.0.13)

### Installed Applications

None

5. Click *Install*. The page similar to this will appear:

**phpBB**

Domain	oscomm.test241.psoft	▼
Path	/phpbb2	+
User name	admin	+
Password	*****	+
Confirm	*****	+
E-mail	admin@test.com	+

I agree to be bound by the terms of usage of this script

6. Fill in the necessary data:

- ◆ **Domain** – choose a domain, if you have more than one, to install the application on.
- ◆ **Path** – location of the application, when you have installed it, in relation to the domain's root directory.
- ◆ **User name** – name of the application's administrator.
- ◆ **Password** – password of the administrator.
- ◆ **E-mail** – electronic address to send notifications to, which'll be written in the application config file.

In rare cases, such as with Advanced Poll etc., you will be redirected to the original installation page.

In case of more extensive data to fill in, refer to the application's documentation.

7. Press *Submit Query*.

8. Agree with the additional charges for MySQL-related resources that will be needed for the application to work.

9. After the application is installed, you'll find it on the page with its description under *Installed Applications*. Press the *Edit* button to change its settings:

## EasyApps Collection

### Blogs

- \* b2evolution
- \* feedonfeeds (1)

### CMS & Portals

- \* Mambo CMS (1)
- \* xoops
- \* PHP Nuke
- \* PhpWiki

### Forums

- \* XMB Forum
- \* SM Forum
- \* phpBB (1)

### E-Commerce

- \* phpcoin
- \* CubeCart
- \* sugarsale
- \* PHPAdsNew
- \* osCommerce

### Support Systems

- \* helpcenterlive
- \* phpMyChat



### Mambo CMS

Mambo is a full-featured content management system that can be used for everything from simple websites to complex corporate applications.

Homepage: <http://mamboserver.com>

Disk Space: 7.4 MB


Documentation: <http://docs.mamboserver.com/>

Support Forum:  
<http://forum.mamboserver.com/>

License: [GPL](#)

[Install](#) (4.5.1a)

### Installed Applications

testing.com/mambo (4.5.1a) 



Related Docs: • [Adding Generic Scripts](#)

# Adding Generic CGI Scripts

Related Docs: • [Adding Support for Dynamic Web Content](#)

Owners of Unix accounts can use simple CGI wizards to enhance their sites with the following scripts:

- [Counter](#)
  - [Guestbook](#)
  - [FormMail](#)
  - [Forum](#)
  - [phpBB forum](#) (requires MySQL)
  - [mnoGoSearch utility to search your site](#) (requires MySQL)
- 
- [Fixing broken scripts](#)

All CGI scripts for a particular site are stored in the `cgi-bin` directory, unless specified otherwise. If you accidentally delete any files in the `cgi-bin` directory, you can recover them by going to the *Web Options* page and clicking the *Restore to default* link. Your existing files remain untouched, so you will not lose your changes. To get rid of undesirable changes in the script files, delete these files and then click the *Restore to default* link on the *Web Options* page. Also, use the *Restore to default* link to fix your temporary index page to default. See the [Contents of Your Home Directory](#) chapter of this manual for more information on the files and catalogues not to be deleted.

## Counter

To add a counter to your site, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Click the *Edit* icon in the *Preinstalled Scripts* field.
4. Enable the counter for domains in the list.
5. Click the *View* icon for more instructions.

## Guestbook

To add a guestbook to your site, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Click the *Edit* icon in the *Preinstalled Scripts* field.
4. Enable the guestbook for domains in the list.
5. Click the *View* icon for more instructions.

## Formmail

To add a formmail script to your site, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Click the *Edit* icon in the *Preinstalled Scripts* field.
4. Enable the formmail for domains in the list.
5. Click the *View* icon for more instructions.

## Chat

To add a chat to your site, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Click the *Edit* icon in the *Preinstalled Scripts* field.
4. Enable chat for domains in the list.
5. Click the *View* icon for more instructions.

## Forum

To add a forum to your site, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Click the *Edit* icon in the *Preinstalled Scripts* field.
4. Enable forum for domains in the list.
5. Click the *View* icon for more instructions.

## phpBB Forum

(both for Unix and Windows based accounts)

Add the [phpBB](#) forum (distributed according to [phpBB License Agreement](#)). It is a high powered, fully scalable, and highly customisable bulletin board package. phpBB has a user–friendly interface, simple and straightforward administration panel, and helpful FAQ.

phpBB Key Features:

- Unlimited forums and posts
- Multiple language interface
- Private or public forums
- Powerful search utility
- Private messaging system
- Complete customisation with templates

phpBB files are stored in a separate directory for each of your sites.

To add phpBB forum to your site, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.

3. On the *Web Service* page, scroll down to find the *phpBB* option and turn it on:



4. Agree with charges, if any.

5. Go through the installation wizard. You'll be prompted to select from the existing MySQL databases to use with phpBB or create a new one:



**WARNING:** Assigning a previously created MySQL database to be used for phpBB needs, you will remove contents of all its tables.

6. Choose or create a MySQL user to access and manage MySQL DB you have allocated for use with phpBB.

7. Click the *Setup* icon to install the script:



8. You'll be taken to the phpBB admin control panel, where you can start configuring the forum to your liking.

\* If you are taken to the setup page again, click the Fix button. This will reset the config.php script which contains settings to access php BB MySQL db.

## mnoGoSearch

If you are running a Unix-based account, you can enhance your site with mnoGoSearch ([disclaimer](#)), a utility that searches your site by keywords.

mnoGoSearch script file is stored in the `cgi-bin` directory, but its configuration files are located in the `mnoGoSearch/` directory in your root.

To enable mnoGoSearch, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page, scroll down to find the *mnoGoSearch* option and turn it on:



4. Agree with charges, if any.
5. Go through the wizard. You'll be prompted to select from the existing MySQL databases or create a new one to be used by mnoGoSearch:



**WARNING:** Assigning a previously created MySQL database to be used for mnoGoSearch needs, you will remove contents of all its tables.

6. Choose or create a MySQL user to access and manage MySQL DB you have allocated for use with mnoGoSearch.
7. Go to your search page by clicking the *View* icon:



To make it available to the Internet users, put a link to your mnoGoSearch page on your site's pages.

\* *Note: It will take some time to index your site pages and get your search working.*

You can extend your mnoGoSearch capabilities (e.g.: set local charset) by editing file `indexer.conf`. To learn how to work with `indexer.conf`, refer to `indexer.conf-dist` which can be found in the `'account'/mnogosearch/'domain'/` directory.  
*\* If you mishandle anything, you can always restore mnoGoSearch configuration to the default by clicking the Edit icon, but all your custom settings will be lost.*

## Fixing Broken Scripts

If you have accidentally deleted any of your CGI scripts and/or the index page (`index.html`), you can restore them to default. To get rid of any undesirable changes in you CGI scripts and go back to the default settings, delete the unnecessary files and restore the scripts.

To fix/restore the scripts:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page, click the *Restore to default* link.

---

Related Docs: • [Adding Support for Dynamic Web Content](#)

## FrontPage Extensions

Related Docs: • [Creating, promoting and managing your site](#)

FrontPage Extensions (FPE) are required to provide some advanced server-side functionalities offered by Microsoft FrontPage. This document explains how to:

- [install FPE](#)
- [configure FPE](#)
- [fix problems with FPE](#)

It's a good idea to install and configure Front Page Extensions prior to uploading your web pages.

## Installation

To install FrontPage extensions, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Enable *FrontPage Extension* for domains in the list.
4. Agree with the charges.
5. Now you can proceed to FrontPage configuration.

## Configuration

To configure FrontPage mail settings in Unix or Windows based accounts:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Click the *Edit* icon in the *FrontPage* section.
4. On the page that appears, make sure to supply the *sender* and *reply to* e-mail addresses. They will be used in FrontPage mail forms.
5. Click Submit.
6. You will be taken to the list of your domains. If you are under a Unix-based plan, click *Apply* for the domain you made changes to.
7. Now that you have applied your changes, you can upload your web pages.

## Fixing Problems

If, for some reason, your FrontPage fails to perform correctly, try reinstalling FrontPage Extensions by doing the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Click the *Fix* icon in the *FrontPage* section.  
**Important:** that will remove all your custom FrontPage custom settings and configurations and reinstall the default ones.
4. Click the *Edit* icon right beside the *Fix* icon.
5. On the page that appears, make sure to supply the *sender* and *reply to* e-mail addresses. They will be used in FrontPage mail forms.

Related Docs: • [Creating, promoting and managing your site](#)

## Managing Traffic

Related Docs: • [Paying for Hosting](#)

This document discusses different types of traffic and related issues:

- [Summary Traffic](#)
- [Traffic Cycle](#)
- [What is traffic limit and how do I change it?](#)
- [Throttle policy](#)

## Summary Traffic

Traffic is the data transferred **to and from** your website by your visitors plus the data transferred to and from your mailbox by incoming and outgoing mail. You can also have other types of traffic that make up your Summary Traffic:

Type of traffic	Generated when...
-----------------	-------------------

FTP User	... you upload your files to your web account. If you have any FTP sub-accounts, their traffic will be included here, too.
Virtual FTP	... authorized or anonymous internet users download, upload or view files in your virtual FTP directories. If you administer your account through dedicated IP, it will be also added to Virtual FTP Traffic.
Mail	... e-mail messages are sent or received.
HTTP	... internet visitors browse your web site(s).
Real Server FTP	... internet users download media files from your RealServer directory.
Real User FTP	... you upload your media files to your RealServer directory.

\* Control Panel navigation is not included into the total traffic.

You can see what makes up your *Summary* Traffic by clicking the *Magnifying Glass* icon next to Traffic Details

## Traffic Cycle

Regardless of account's billing period, traffic usage is calculated at the end of traffic cycle which is one month or less if traffic cycle is forced to close with a traffic limit change or other events, such as billing period closure, changing to another billing period, or other plan. For example, if you sign up on March 7 for a billing period of 6 months, traffic will be closed and reset on the 7th of each month.

The traffic run up during the last day of the traffic cycle is transferred to the next traffic cycle calculations.

## What is Traffic Limit and How Do I Change It?

The use of traffic cannot be physically restricted. This means nothing happens if you exceed your traffic limit that initially equals *Free* gigabytes allowed with your account: your web-sites, mailboxes and virtual ftp accounts will continue to work. Each GB beyond the limit, however, will be charged at the *overlimit* rate. To prevent overlimit charges, you can reserve more traffic by changing your traffic limit to the bandwidth level you are expecting to have. With traffic limit increased, each traffic month you'll be accrued recurrent fee for the whole booked amount, which is usually lower than the usage(overlimit) charges.

**To change traffic limit:**

1. Select *Account Settings* in the *Account Menu*.
2. Click the *Change* icon in the *Transfer Summary Traffic* field.
3. On the page, enter summary traffic you expect to run up over the month.

When you are changing traffic limit, the current traffic cycle closes, and the following calculations are performed:

1. Traffic limit for a traffic cycle is prorated to the period from the start of the traffic month to the day when the traffic limit is changed.
2. The resulting GBs are subtracted from total traffic run up by this day.
  - \* The traffic run up during the last day of the traffic cycle is transferred to the next traffic cycle calculations.
3. If the result is positive, it is accrued usage fee.
4. Traffic is reset.
5. If at the beginning of the billing period you pre-paid for the traffic limit, you are refunded the recurrent fee prorated to the time left to the end of the billing period.
6. If new traffic limit is higher than free GBs provided by the plan, you are accrued recurrent fee prorated to the time left to the end of the billing period.

As the result of traffic cycle interruption the billing period for traffic becomes different from the billing period for the account.

For example, you are hosted with 0 free units, the traffic limit is 6 GB, and the billing period of 6 months starts 1 January. By 15 January, you run up 3.5 GB of traffic and decide to increase traffic limit.

1. 6 GB of month traffic limit is prorated to 15 days which makes 3 GB.
2. Prorated traffic limit of 3 GB is subtracted from 3.5 GB of traffic run up for 15 days which makes 0.5 GB.
3. 0.5 GB of excess traffic is charged at a usage fee.
4. Traffic is reset.
5. A new traffic month is open and since then will close on the 15th of each month
6. You are refunded recurrent fee for pre-paid 6 GB traffic limit. The refund is prorated to five and a half month left to the end of billing period.
7. You are accrued recurrent fee for the increased traffic limit. The fee is prorated to five and a half months left to the end of billing period.

# Throttle Policy

You can throttle the use of traffic in your account by delaying or refusing requests to your sites.

To enable the Throttle module, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Scroll the page to find the *Throttle Policy* option and turn it on:



4. Agree to charges, if any.
5. Select the type of policy and click *Submit*:

A form titled "Throttle Policy" with a gray header. Below the header, there is a section titled "Current Policy Settings" with the text "Policy Type: None". Below that is a section titled "Change Policy Settings". In this section, there is a "Policy Type" field with a blue question mark icon. A dropdown menu is open, showing the following options: "None", "Concurrent", "Document", "Idle", "Original", "Random", "Request", "Speed", and "Volume". Below the dropdown is a "Submit" button.

6. Complete the wizard.
7. At the top of the *Web Service* page, click the *Apply* link.

The eight *throttling policies* are:

- **Concurrent** – impose a limit on the number of concurrent requests at any one time. The period specifies how long data is accumulated before the counters are reset.
- **Document** – excluding requests for HTML page elements such as images and style sheets, impose a limit on the number of requests per period. When this limit is exceeded, all further requests are refused, until the elapsed time exceeds the period length, at which point the elapsed time and the counters are reset. Note that the requests (hits) column of the throttle status display does not include the requests for page elements.
- **Idle** – impose a minimum idle time between requests. When the minimum is not reached, the request incurs a calculated delay penalty or is refused. First, whenever the elapsed time exceeds the period length, then the counters are reset. Second, if the idle time between requests exceeds the minimum, then the request proceeds without delay. Otherwise the request is delayed between one and ThrottleMaxDelay seconds. If the delay would exceed ThrottleMaxDelay, then the request is refused entirely to avoid occupying servers unnecessarily. The delay is computed as the policy minimum less the idle time between requests.
- **Original** – impose a limit on the volume (kbytes sent) per period, which when exceeded the request incurs a counter-based delay penalty or is refused. First, whenever the elapsed time exceeds the period length, then the volume and elapsed time are halved. Second, if the volume is below the limit, then the delay counter is decreased by one second if it is not yet zero. Otherwise, when the limit is exceeded, the delay counter is increased by one second. The delay can be between zero and ThrottleMaxDelay seconds, after which the request will be refused to avoid occupying servers unnecessarily.
- **Random** – randomly accept a percentage (limit) of the requests. If the percentage is zero (0), then every request is refused; if the percentage is 100, then all requests are accepted. The period specifies how long data is accumulated before the counters are reset.
- **Request** – impose a limit on the number of requests per period. When this limit is exceeded all further requests are refused until the elapsed time exceeds the period length, at which point the elapsed time and counters are reset.
- **Speed** – impose a limit on the volume (kbytes sent) per period, which when exceeded the request incurs a calculated delay penalty or is refused. First, whenever the elapsed time exceeds the period length, then the limit (allowance) is deducted from the volume, which cannot be a negative result; also the period length is deducted from the elapse time. Second, if the volume is below the limit, in which case the request proceeds without delay. Otherwise the request is delayed between one and ThrottleMaxDelay seconds. If the delay would exceed ThrottleMaxDelay, you refuse the request entirely to avoid occupying servers unnecessarily. The delay is computed as one plus the integer result of the volume times 10 divided by the limit.
- **Volume** – impose a limit on the volume (kbytes sent) per period. When this limit is exceeded all further requests are refused, until the end of the period at which point the elapsed time and counters are reset.

You can also set throttle policy to **None** which imposes no restrictions on a request and used as a place holder to allow monitoring. The limit currently serves no purpose. The period specifies how long data is accumulated before the counters are reset. Remember to apply the changes you have made. Press *Apply* in the *Web Service* -> *Server Configuration* row.

---

Related Docs: • [Paying for Hosting](#)

# Disk Space

Related Docs: • [Paying for Hosting](#)

Questions Considered:

- [Introduction. Disk Space Concepts](#)
- [Disk Space Billing](#)

## Introduction. Disk Space Concepts

Your account allows you to host your website, store incoming and outgoing mail, create and manage databases. These tasks require disk space on the hosting servers provided to you through [individual resource quotas](#). Your account's plan may be, also, configured with [summary disk usage](#) to control disk space usage on an overall basis for all your disk space consumig resources combined together.

## Individual Resource Quotas

*Quotas* are set separately for your home directory, each mailbox and DB and define how many MB you can store in it. You can't upload and store more MB than the resource's quota allows (except for [MySQL DBs](#) and [PgSQL DBs](#)) and will get an error message if you try to do so. Every 5 minutes the system scans your home FTP directory, mailboxes and DBs to see how much disk space is being used and updates the corresponding quota usage readings, so you can always check how many MB are being used by the resource and how many more MB can be uploaded.

### Increasing Quotas

To upload more MB than the resource's quota allows, you can increase it.  
Learn how to increase quota for:

- [your home directory](#)

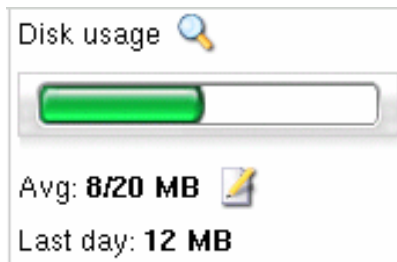
- [mailbox](#)
- [MySQL DB](#)
- [PgSQL DB](#)
- [MS SQL DB](#)

Resources' quotas can be *max restricted* which means you won't be able to increase it any higher when this limit is reached. To check how much you can increase your quotas to, go to *Billing* → *Online price* and check the *Max* field in the quota's entry.

## Summary Disk Usage

### Average and Last Day Summary Disk Usage

Every 24 hours the system scans your FTP home directory, each of your mailboxes and DBs to summarize disk space used by these resources which makes *summary disk usage for the last day*. Summary readings of each daily scan are added up and divided by days elapsed from the beginning of the [billing month](#) to make your *average summary disk usage*. If your hosting plan is configured with the *summary disk usage* resource, you will see both figures on your *Account* → *Quick Access* page:



### Summary Disk Usage Limit

Free disk space allocated for all your disk space consuming resources makes your initial *summary disk usage limit*. However, it doesn't stop you from using more disk space as [quotas](#) do. If you exceed it, you will be charged overlimit fees (for details see [Charges for Summary Disk Usage](#)). To prevent it, increase your *summary disk usage limit* clicking the *Edit* icon next to the [summary disk usage bar](#) and entering a new *summary disk usage limit*. Summary disk usage limit can be *max restricted* which means you won't be able to increase it any higher when this limit is reached. To check how much you can increase your quotas to, go to *Billing* → *Online price* and check the

*Max* field in the *summary disk usage* entry.

Keep in mind that your hosting plan can be configured to suspend your account if you use your *summary disk usage limit* by certain percent. Before suspension, you would be usually warned by e–mail of approaching your limit.

## Disk Space Billing

Depending on your account's plan configuration you can be charged for disk space based on:

- [individual resource quotas](#) ([what's this?](#))
- [summary disk usage](#) ([what's this?](#))

## Charges for Individual Resource Quotas

When you increase:

- FTP, mailbox or MS SQL quota you are charged [recurrent fee for billing period resources](#);
- My or PG SQL DB quota you are charged [recurrent fee for monthly resources](#).

## Charges for Summary Disk Usage

If by the end of the [billing month](#) your [average summary disk usage](#) exceeds [summary disk usage limit](#), you are charged [usage \(overlimit\) fees](#).

If you increase your [summary disk usage limit](#), every month you will be charged [recurrent fee](#) which is usually less than [usage fees](#).

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Related Docs: • [Paying for Hosting](#)

# Mail Overview

(version 2.4 and up)

Related Docs: • [Mail before version 2.4](#) • [Mailboxes](#) • [Mail Forwards](#) • [Mailbox Aliases](#) • [Autoresponders](#) • [Mailing Lists](#) • [Mail Domain Aliases](#) • [AntiSpam](#) • [AntiVirus](#)

Questions Considered:

- [mail resources](#)
- [navigation](#)

## Mail Resources

Your hosting plan may provide the following mail resources:

- [mailbox](#) to send, receive, read and store e-mails
- [mail forward](#) to automatically forward all incoming mail to a list of remote addresses
- [mailbox alias](#) to have an alternative address to an existing mailbox
- [mail autoresponder](#) to automatically reply to senders with a uniform response when mail arrives in a mailbox
- [mailing list](#) to send mail to multiple recipients
- [mail domain alias](#) to have an alternative domain name to a mail domain
- [antispam](#) to trace, filter out and delete spam messages coming to your mailbox
- [antivirus](#) to check incoming mail for viruses and delete the virus mail
- [SPF](#) or [Sender Policy Framework](#) (version 2.4.3 and up) to set rules for your correspondents' mail servers to determine whether e-mails received from your maildomain are forgery or not.

## Navigation

Click the *Mail Info* menu to manage your account mail services from the *Mail controls* page:

**Mail controls**

Mail domains

**Mail Service**

Incoming POP3 Server	mail.bulo1.mmm.com
Outgoing (SMTP) Server	mail.bulo1.mmm.com
Login	The e-mail address you use (e.g. user@domain.com)
Mail traffic	<b>0 KB</b> used (since Jun 22, 2004)
Mail relay	mail1.hs.psoft.net -> mail2.hs.psoft.net
AntiSpam	preferences applied to mail resources
	for all mailboxes  for all mail resources (box,forward,alias,responder)
AntiVirus	preferences applied to mail resources
	for all mailboxes  for all mail resources (box,forward,alias,responder)
SPF	
	for all domain aliases with mail service or mail domain alias












**Mail domain aliases**

bulo1.mda	
bulo1sdns.ali	

**E-mail Setup Functions**

[New E-mail](#)   [New Mailing List](#)   [New Mail Domain Alias](#)

E-mail	Resources included	Properties
<a href="mailto:postmaster@bulo1.mmm.com">postmaster@bulo1.mmm.com</a>		10 MB <b>(Unchangeable)</b> <b>Store To:</b> sdfdf
<a href="mailto:sdfdf@bulo1.mmm.com">sdfdf@bulo1.mmm.com</a>		<b>0.03 MB of 1 MB</b> <b>Subscriber:</b> olesya@pssoft.lviv.ua

- **Mail domains:** a mail domain whose mail resources you can manage and view on the mail domain controls page. To manage mail resources on your other domains, choose it from the drop–down list and click the *Go* button next to the drop–down list.
- **Incoming POP3 Server and Outgoing (SMTP) Server:** servers to deliver mail from and to your mail resources.
- **Login:** login to [sign into your mailbox](#) or [change its password](#) from outside your control panel.
- **Mail traffic:** traffic run up by incoming and outgoing mail on the mail domain it is displayed for.  
Mind that it also includes traffic generated by incoming [spam](#) or [virus](#) messages the system deletes. [More on traffic.](#)
- **Mail relay:** switch the option on to ensure incoming mail is kept on the mail relay server, if your primary mail server goes down.
  
- **AntiSpam:** this resource filters and deletes incoming spam messages. Since 2.4.1 [antispam](#) can be added for *for all mailboxes* or *for all mail resources*.
- **AntiVirus:** this resource checks incoming mail for viruses. Since 2.4.1 [antivirus](#) can be added for *for all mailboxes* or *for all mail resources*.
- **SPF:** determines rules to be used by your correspondents' mail servers to check whether e–mails received from your maildomain are forgery or not.
- **Mail domain aliases:** aliases of your mail domain. [More on maildomain aliases.](#)
- **[Prev] [1] [2] ... [Next]** navigation links (appear if there are more than 10 mail resources on the maildomain) to the rest of your mail resources
- **New E–mail and New Mailing List:** links to create [new mail resources](#).
- **E–mail:** e–mail address of mail resources on the mail domain.
- **Resources included:** mail resources working on this e–mail address:
  - ◆  – mailbox ([more](#))
  - ◆  – forward ([more](#))
  - ◆  – mailbox alias ([more](#))
  - ◆  – autoresponder ([more](#))
  - ◆  – antispam ([more](#))
  - ◆  – antivirus ([more](#))
- **Properties:** properties of mail resources working on this e–mail address:
  - ◆ 12 MB of 20 MB – mailbox quota usage ([more](#))
  - ◆  – sign in the mailbox ([more](#))
  - ◆  – catch all
  - ◆  – discard all incoming emails ([more](#))
  - ◆  – add subscribers/moderators/trailer to a mailing list ([more](#))
  - ◆  – delete all mail resources working on the e–mail address

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Related Docs: • [Mail before version 2.4](#) • [Mailboxes](#) • [Mail Forwards](#) • [Mailbox Aliases](#) • [Autoresponders](#) • [Mailing Lists](#) • [Mail Domain Aliases](#) • [AntiSpam](#) • [AntiVirus](#)

## Mail Before Version 2.4

Related Docs: • [Mail Overview \(version 2.4 and higher\)](#)

- **Mailboxes:**

- ◆ [creating mailboxes](#)
- ◆ [configuring mailboxes](#)
- ◆ [creating mail autoresponders](#)
- ◆ [editing autoresponders](#)

- **Forwards:**

- ◆ [creating forwards](#)
- ◆ [configuring forwards](#)
- ◆ [setting multiple addresses](#)

- **Mailing Lists:**

- ◆ [creating mailing lists](#)
- ◆ [configuring mailing lists](#)

- **Aliases:**

- ◆ [creating mailbox name alias](#)
- ◆ [removing mailbox name alias](#)
- ◆ [creating mailbox domain aliases](#)
- ◆ [removing mailbox domain aliases](#)

- **Mail Autoresponders:**

- ◆ [creating mail autoresponders](#)
- ◆ [editing autoresponders](#)

- **Configuring Mail Clients:**

- ◆ [adding subscribers](#)
- ◆ [adding moderators](#)
- ◆ [adding message trailers](#)

- ◆ [configuring Outlook Express](#)
- ◆ [configuring Netscape Mail](#)
- ◆ [configuring Eudora Mail](#)

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Related Docs: • [Mail Overview \(version 2.4 and higher\)](#)

## Mailboxes

(version 2.4 and up)

Related Docs: • [Mail Overview](#) • [Mail Forwards](#) • [Mailbox Aliases](#) • [Autoresponders](#) • [Mailing Lists](#) • [Mail Domain Aliases](#) • [AntiSpam](#) • [AntiVirus](#)

Questions Considered:

- [understanding mailboxes](#)
- [creating mailboxes](#)
- [removing mailboxes](#)
- [mailbox storage quota](#)
- [mailbox password](#)
- [discarding all](#)

- [incoming mail](#)
- [signing into a mailbox](#)

## Understanding Mailboxes

*Mailboxes* are used to send and receive e-mails via client based mail software and can store mail on the hosting mail server.



## Creating Mailboxes

To create mailboxes in addition to webmaster and postmaster mailboxes obligatory created on each maildomain:

1. Click *New E-mail* on the maildomain Controls page:

[1]		<a href="#">New E-mail</a> <a href="#">New Mailing List</a>	
E-mail 	Resources included	Properties	
<a href="#">postmaster@example.com</a>		10 MB <b>(Unchangeable)</b> 	
<a href="#">webmaster@example.com</a>	 	<b>0.03 MB of 5 MB</b> 	

2. On the configuration page that you will be taken to, do the following:












Add new E-Mail	
Email address	admin + @bulo1.mmm.com
 Catch All	<input type="checkbox"/>
AntiSpam	<input checked="" type="checkbox"/>
AntiVirus	<input checked="" type="checkbox"/>
 <input checked="" type="checkbox"/> MAILBOX	
Password	***** +
Comment	
Discard All Incoming Mail	<input type="checkbox"/>
Alias By	host,hostmaster,contact + @bulo1.mmm.com * to add several aliases at a time, enter their names separated by ',' or ';' or 'SPACE'

- ◆ Enter mailbox name in the *Email address* field.
  - ◆ Check the *Catch All* box to collect email messages sent to a nonexistent account on the mail domain.  
If *Catch All* isn't enabled on any mail resource running on the mailbox's mail domain, such email message will bounce back to the sender with an error notification.
  - ◆ *AntiSpam*: check this option to enable antispam filtering for your mailbox. (Read about [AntiSpam protection](#))
  - ◆ *AntiVirus*: check this option to enable antivirus protection for your mailbox. (Read about [AntiVirus protection](#))
3. Check the box next to *MAILBOX* and configure:
- ◆ *Password*: see [below](#).
  - ◆ *Comment*: enter description to help identify the mailbox.
  - ◆ *Discard All Incoming Mail*: see [below](#).
  - ◆ *Alias by*: use this option for mass creation of mail aliases. Enter alias names (without the @ part) separated by ',' or ';' or 'SPACE'.
4. Click the *Submit* button at the bottom of the form.
5. Agree with the charges, if any.

# Removing Mailboxes












To remove a mailbox **preserving other services** running on this e-mail address:

1. Click the mailbox e-mail address in the *E-mail* list on the maildomain Controls page:

[1]		<a href="#">New E-mail</a> <a href="#">New Mailing List</a>
E-mail 	Resources included	Properties
<a href="mailto:postmaster@example.com">postmaster@example.com</a>		10 MB <b>(Unchangeable)</b> 
<a href="mailto:mailbox1@example.com">mailbox1@example.com</a>	     	0.03 MB of 5 MB  <b>Subscriber:</b> mailresource@example.com 

2. Uncheck *MAILBOX*.
3. Click the *Submit* button at the bottom of the form.

To remove a mailbox **with other mail services** running on this e-mail address, click the *Trash* icon in the mailbox *Properties* entry on the Mail Controls page:

[1]		<a href="#">New E-mail</a> <a href="#">New Mailing List</a>
E-mail 	Resources included	Properties
<a href="mailto:postmaster@example.com">postmaster@example.com</a>		10 MB <b>(Unchangeable)</b> 
<a href="mailto:mailbox1@example.com">mailbox1@example.com</a>	     	0.03 MB of 5 MB  <b>Subscriber:</b> mailresource@example.com 

Postmaster mailbox can't be deleted.












To delete a Catch All mailbox, first switch *Catch All* OFF.

## Mailbox Storage Quota

Mailbox quota defines how many MB of mail you can store in your mailbox. You can't store more than allowed by the mailbox quota. It is not included into the site disk space quota. If your hosting plan allows, you can increase the initial free mailbox quota.

### To increase mailbox quota:

1. On the mailldomain Controls page click the *of X MB* link in the mailbox *Properties* entry:

E-mail 	Resources included	Properties
<a href="#">postmaster@example.com</a>		10 MB <b>(Unchangeable)</b> 
<a href="#">mailbox1@example.com</a>	     	<b>0.03 MB of 5 MB</b>  <b>Subscriber:</b> mailresource@example.com 

2. Enter new quota size in megabytes and click the *Submit* button.

From this moment on, you will be charged for the difference between this new amount and the free amount your hosting plan grants. This charge will be added to the recurrent fee at the beginning of each billing period.

You can't change quota for the postmaster mailbox.

## Mailbox Password

Mailbox password is an alphanumeric combination that authenticates logging into the mailbox. It is required when you are logging into the mailbox outside your control panel or when you configure an external mail client to access your mailbox.

To change mailbox password:

1. Click the e-mail address in the *E-mail* list on the mailldomain Controls page.
2. In the *MAILBOX* section enter a new password in the *Password* and *Confirm password* fields.

3. Click the *Submit* button at the bottom of the form.









## Discarding All Incoming Mail

If you don't need ALL your incoming mail, you can configure your mailbox to discard all incoming mail. In this case senders won't receive 'undelivered mail' notifications.

1. Click the mailbox e-mail address in the *E-mail* list on the maildomain Controls page.
2. In the *MAILBOX* section check the *Discard All Incoming Mail* box.
3. Click the *Submit* button at the bottom of the form.

## Signing into a Mailbox

To send and receive mail from your mailbox you should sign in. This can be done from your control panel by clicking the *Launch Webmail* icon in the *Properties* column:

[1]		New E-mail New Mailing List	
E-mail 	Resources included	Properties	
<a href="mailto:postmaster@example.com">postmaster@example.com</a>		10 MB (Unchangeable) 	
<a href="mailto:mailbox1@example.com">mailbox1@example.com</a>	  	0.03 MB of 5 MB  <b>Subject:</b> Autoreply	

Provided you signed up for a Unix/Linux plan, you can also sign into your mailbox from outside your control panel by entering `http://YOUR_WEB_SERVER_IP` in the Address field of your browser and clicking the IMP-mail client link on the page you are taken to.

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Related Docs: • [Mail Overview](#) • [Mail Forwards](#) • [Mailbox Aliases](#) • [Autoresponders](#) • [Mailing Lists](#) • [Mail Domain Aliases](#) • [AntiSpam](#) • [AntiVirus](#)

# Mail Forwards

(version 2.4 and up)

Related Docs: • [Mail Overview](#) • [Mailboxes](#) • [Mailbox Aliases](#) • [Autoresponders](#) • [Mailing Lists](#) • [Mail Domain Aliases](#) • [Configuring Outlook Express](#)

Questions Considered:

- [understanding mail forwards](#)
- [creating mail forwards](#)
- [editing mail forwards](#)
- [removing mail forwards](#)





## Understanding Mail Forwards

*Mail forwards* redirect all mail sent to the mail forward e-mail address to other e-mail addresses.


## Creating Mail Forwards

To create a mail forward:

1. Click *New E-mail* on the *maildomain Controls* page:

[1]		<a href="#">New E-mail</a> <a href="#">New Mailing List</a>
E-mail 	Resources included	Properties
<a href="mailto:postmaster@example.com">postmaster@example.com</a>		10 MB <b>(Unchangeable)</b> 
<a href="mailto:webmaster@example.com">webmaster@example.com</a>	 	<b>0.03</b> MB of <b>5 MB</b>  












- On the configuration page, that you will be taken to, enter the mail forward name in the *Email address* field.
- Check the *Catch All* box to resend messages to a nonexistent account on the mail domain to addressees entered in the [mailforward configuration form](#).  
If catch all isn't enabled on any mail resource running on the mailforward's mail domain, such messages will bounce back to the sender with an error notification.
- Check the box next to *MAIL FORWARD*.
- Enter destination e-mail addresses separated with ',' or ';' or 'ENTER' or 'TAB' or 'SPACE':

	<input type="checkbox"/> <b>MAIL FORWARD</b>
Enter forward emails separated by ',' or ';' or 'ENTER' or 'TAB' or 'SPACE':	
<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>	
	

- Click the *Submit* button at the bottom of the form.
- Agree with the charges, if any.


## Adding/Removing Destination Addresses

First, click the forward e-mail address in the *E-mail* list on the *maildomain Controls* page:

[1]		<a href="#">New E-mail</a> <a href="#">New Mailing List</a>
E-mail 	Resources included	Properties
<a href="mailto:postmaster@example.com">postmaster@example.com</a>		10 MB <b>(Unchangeable)</b> 
<a href="mailto:mailbox1@example.com">mailbox1@example.com</a>	     	<b>0.03 MB of 5 MB</b>  <b>Subscriber:</b> <a href="mailto:mailresource@example.com">mailresource@example.com</a> 

To add e-mail addresses to the list of destination addresses:

1. Enter destination e-mail addresses separated with ',' or ';' or 'ENTER' or 'TAB' or 'SPACE':

	<input type="checkbox"/> <b>MAIL FORWARD</b>
Enter forward emails separated by ',' or ';' or 'ENTER' or 'TAB' or 'SPACE':	
<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>	
	

2. Click the *Submit* button at the bottom of the form.

To remove e-mail addresses from the list of destination addresses:

1. Check the *Delete* box next to the e-mail address you'd like to remove from the list of forwards.
2. Click the *Submit* button at the bottom of the form.












## Removing Mail Forwards

To remove a mail forward **preserving other services** (such as mailbox, mail alias, etc.) running on this e-mail address:

1. Click the mail forward e-mail address in the *E-mail* list on the *maildomain Controls* page as when you are [editing mail forward](#).
2. Uncheck the *MAIL FORWARD* box.

3. Click the *Submit* button at the bottom of the form.

To remove a mail forward **with other mail services** (such as mailbox, mail alias, etc.) running on this e-mail address, click the *Trash* icon in the mail forward *Properites* entry on the *Mail Controls* page:

[1]		New E-mail New Mailing List	
E-mail 	Resources included	Properties	
<a href="#">postmaster@example.com</a>		10 MB (Unchangeable) 	
<a href="#">mailbox1@example.com</a>	     	0.03 MB of 5 MB  <b>Subscriber:</b> mailresource@example.com	

To delete a Catch All mail forward, first switch *Catch All* off.

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Related Docs: • [Mail Overview](#) • [Mailboxes](#) • [Mailbox Aliases](#) • [Autoresponders](#) • [Mailing Lists](#) • [Mail Domain Aliases](#) • [Configuring Outlook Express](#)

## Mailbox Aliases

(version 2.4 and up)

Related Docs: • [Mail Overview](#) • [Mailboxes](#) • [Mail Forwards](#) • [Autoresponders](#) • [Mailing Lists](#) • [Mail Domain Aliases](#) • [Configuring Your E-mail Client](#)

Questions Considered:

- [understanding mailbox aliases](#)
- [creating mailbox aliases](#)
- [editing mailbox aliases](#)
- [unassigning mailbox alias from mailbox\(es\) it is currently assigned to](#)
- [removing mailbox aliases](#)

## Understanding Mailbox Aliases

*Mail aliases* are alternative addresses to existing [mailboxes](#) on the same domain name. Messages sent to a mailbox alias arrive to the primary mailbox.

## Creating Mailbox Aliases

To create a mailbox alias:

1. Click *New E-mail* on the maildomain Controls page:



[1]	<a href="#">New E-mail</a> <a href="#">New Mailing List</a>	
E-mail 	Resources included	Properties
<a href="mailto:postmaster@example.com">postmaster@example.com</a>		10 MB <b>(Unchangeable)</b> 
<a href="mailto:webmaster@example.com">webmaster@example.com</a>	 	<b>0.03</b> MB of <b>5 MB</b>  

2. On the configuration page, that you will be taken to, enter the mailbox alias name in the *Email address* field.
3. Check the *Catch All* box to intercept messages sent to a nonexistent account on the mail domain.  
If *catch all* isn't enabled on any mail resource on this domain, such messages will bounce back to the sender with an error notification.
4. Check the box next to *MAIL ALIAS*.
5. Click the name of the mailbox in the *Click to choose from existing mailboxes* list on the left to assign the mailbox alias to it:

<input type="checkbox"/> <b>MAIL ALIAS</b>	
Click to choose from existing mailboxes:	You've chosen:
<div style="border: 1px solid gray; padding: 5px;">           webmaster            mailbox1            mailbox2            mailbox3            mailbox4         </div>	<div style="border: 1px solid gray; padding: 5px;">           [ Select the mailboxes ]         </div> <div style="text-align: right; margin-top: 5px;"> <input type="button" value="Delete"/> </div> <p>       * Mail alias won't be created for deselected mailboxes.        * Click with the Shift or Ctrl key pressed to select more than one mailbox.     </p>

To assign a mailbox alias to more than one mailbox, click mailbox names in the list with the Shift or Ctrl key pressed. Chosen mailbox(es) will appear in the *You've chosen:* list on the right.












\* *Caution:* the mailbox alias won't be created for the deselected mailboxes.

6. Click the *Submit* button at the bottom of the form.
7. Agree with charges, if any.

## Editing Mailbox Aliases

You can change a mailbox alias or assign it to other mailbox(es) or do both. To edit a mailbox alias:

1. Click the mailbox alias e-mail address in the *E-mail* list on the maildomain Controls page:

[1]		<a href="#">New E-mail</a> <a href="#">New Mailing List</a>
E-mail 	Resources included	Properties
<a href="mailto:postmaster@example.com">postmaster@example.com</a>		10 MB <b>(Unchangeable)</b> 
<a href="mailto:mailbox1@example.com">mailbox1@example.com</a>	     	<b>0.03 MB of 5 MB</b>  <b>Subscriber:</b> mailresource@example.com 

2. Perform steps 5 to 7 of the [create mailbox aliases](#) procedure.

## Unassigning Mailbox Alias from Mailbox(es) It is Currently Assigned to

To unassign a mailbox alias from the mailbox(es) it is currently assigned to:

1. Click the mailbox alias e-mail address in the *E-mail* list on the mailldomain Controls page as you do when [changing mailbox aliases](#).
2. Select the mailbox name it is currently assigned to in the left *You've chosen:* mailbox list.
3. Press the *Delete* button next to the list.












To remove several mailboxes from the *You've chosen:* mailbox list on the left, select the mailboxes names in the list with the Shift or Ctrl key pressed and click the *Delete* button.

## Removing Mailbox Aliases

To remove a mailbox alias preserving other services running on it's e-mail address:

1. Click the mailbox alias e-mail address in the *E-mail* list on the mailldomain Controls page as you do on the first step of [Changing Mailbox Aliases](#) guide.
2. Uncheck the MAIL ALIAS box.
3. Click the *Submit* button at the bottom of the form.

To remove a mailbox alias along with all mail services running it's e-mail address, click the *Delete* icon in the mailbox alias *Properties* column on the Mail Controls page:

[1]		New E-mail   New Mailing List	
E-mail 	Resources included	Properties	
postmaster@example.com		10 MB <b>(Unchangeable)</b>	
mailbox1@example.com	     	0.03 MB of 5 MB	 <b>Subscriber:</b> mailresource@example.com 

To delete a Catch All mailbox alias, first switch Catch All OFF.

---

Related Docs: • [Mail Overview](#) • [Mailboxes](#) • [Mail Forwards](#) • [Autoresponders](#) • [Mailing Lists](#) • [Mail Domain Aliases](#) • [Configuring Your E-mail Client](#)

## Autoresponders

(version 2.4 and up)

Related Docs: • [Mail Overview](#) • [Mailboxes](#) • [Mail Forwards](#) • [Mailbox Aliases](#) • [Mailing Lists](#) • [Mail Domain Aliases](#) • [Configuring Outlook Express](#)

- Questions Considered:
- [understanding autoresponders](#)
  - [creating autoresponders](#)
  - [editing autoresponder message and its subject](#)
  - [removing autoresponders](#)

## Understanding Autoresponders

*Autoresponder* automatically sends a preset message in reply to all mail sent to the autoresponder's e-mail address. They don't store the incoming mail as [mailboxes](#) do, nor can they be used to send messages other than the preset autoresponse.

## Creating Autoresponders

To create an autoresponder:

1. Click *New E-mail* on the maildomain Controls page or existing mailbox settings:



[1]	<a href="#">New E-mail</a> <a href="#">New Mailing List</a>	
E-mail 	Resources included	Properties
<a href="mailto:postmaster@example.com">postmaster@example.com</a>		10 MB <b>(Unchangeable)</b> 
<a href="mailto:webmaster@example.com">webmaster@example.com</a>	 	<b>0.03</b> MB of <b>5 MB</b>  

2. If you chose *New E-mail*, enter the autoresponder name in the *Email address* field.
3. Check *Catch All* to reply with this message if mail arrives at a nonexistent address on this mail domain.  
If catch all isn't enabled on any mail resource running on the autoresponder's mail domain, incoming mail will bounce back to the sender with an error notification.
4. Scroll down to the *Autoresponder* section and fill out the form:

<input type="checkbox"/> <b>AUTORESPONDER</b>	
Include incoming message	<input checked="" type="checkbox"/>
Subject	Your message has been rece
Message	
<p>Thank you for contacting us!          We will get back to you shortly.</p> <p>Support Department</p>	
Attachments	<div style="border: 1px solid gray; padding: 2px;"> <p>[ Select the files to attach ]</p> <p>logo.jpg</p> </div> <input type="button" value="Add"/>
<input type="button" value="Submit"/>	












- ◆ Check the box next to *AUTORESPONDER*.
  - ◆ Choose whether you want to quote the original message in the autoresponder.
  - ◆ Enter the uniform response in the *Message* field and its title in the *Subject* field.
  - ◆ **H-Sphere 2.4.2:** You can add attachments to your autoresponder, for instance your corporate logo.
5. Click the *Submit* button at the bottom of the form.
  6. Agree with the charges, if any.

In older builds of H-Sphere 2.4, autoresponder had a field 'Send a copy to', which was removed later, because it duplicated the functionality of mail aliases and mail forwards. In newer versions it is used only for backward compatibility. If the field is cleared, it disappears.

## Editing autoresponder message or its subject

To edit autoresponder message or its subject:

1. Click the autoresponder e-mail address in the *E-mail* list on the maildomain Controls page:

[1]		New E-mail New Mailing List	
E-mail 	Resources included	Properties	
<a href="mailto:postmaster@example.com">postmaster@example.com</a>		10 MB (Unchangeable) 	
<a href="mailto:mailbox1@example.com">mailbox1@example.com</a>	     	0.03 MB of 5 MB  <b>Subscriber:</b> mailresource@example.com	












2. Perform last three steps of the [create autoresponder](#) procedure above.

## Removing Autoresponders

To remove an autoresponder preserving other services running on its e-mail address:

1. Click the autoresponder e-mail address in the *E-mail* list on the maildomain *Controls* page as you do on the first step of [editing autoresponder message or its subject](#) guide.
2. Uncheck the AUTORESPONDER box.
3. Click the *Submit* button at the bottom of the form.

To remove an autoresponder along with all mail services running on its e-mail address, click the *Trash* icon in the autoresponders *Properties* section on the Mail Controls page:

[1]		New E-mail   New Mailing List
E-mail 	Resources included	Properties
postmaster@example.com		10 MB (Unchangeable) 
mailbox1@example.com	     	0.03 MB of 5 MB  <b>Subscriber:</b> mailresource@example.com 

To remove a Catch All autoresponder, first switch *Catch All* off.

Related Docs: • [Mail Overview](#) • [Mailboxes](#) • [Mail Forwards](#) • [Mailbox Aliases](#) • [Mailing Lists](#) • [Mail Domain Aliases](#) • [Configuring Outlook Express](#)

## Mailing Lists

(version 2.4 and up)

Related Docs: • [Mail Overview](#) • [Mailboxes](#) • [Mail Forwards](#) • [Autoresponders](#) • [Mailbox Aliases](#) • [Mail Domain Aliases](#) • [Configuring Outlook Express](#)

Questions Considered:

- [understanding mailing lists](#)
- [create mailing lists](#)
- [configure mailing lists](#)
- [manage subscribers](#)

- [send mailing list messages](#)
- [manage moderators](#)
- [add trailers to mailing lists](#)
- [remove mailing lists](#)

## Understanding Mailing Lists

*Mailing lists* act similar to [forwards](#) with the only difference that they offer wider possibilities such as independent end user subscription, message and subscription moderation, archivation and much [more](#).

The mailing list solution available in the control panel is the popular [EZMLM/IDX MAILING LIST MANAGER](#). For comprehensive information on EZMLM, see [EZMLM FAQ](#).

## Creating Mailing Lists

To create a mailing list:

1. Select *Mail Info* in the *Mail Info* menu.
2. On the mail domain controls page click *New Mailing List*
3. Create the mailing list using the form that appears:

Add a new Mailing List	
Email address	<input type="text" value="subscribe"/> + @example.com
Comment	<input type="text" value="test"/>
<input type="submit" value="Submit"/>	












- ◆ *E-mail address*: the name of the mailing list from which mail will be forwarded to subscribers.
    - \* *Note*: you can enter only a new e-mail address. If you need to use an existing address, first delete the resource that uses it.
  - ◆ *Comment*: a comment that will help you identify this address among other mail resources, if needed.
4. Agree to additional charges if any.

See below how to [configure](#) the mailing list according to your needs.

## Configuring a Mailing List

To configure a mailing list:

1. Click the mailing list e-mail address in the *E-mail* list on the maildomain Controls page:

[1]		New E-mail	New Mailing List
E-mail 	Resources included	Properties	
<a href="#">postmaster@example.com</a>		10 MB <b>(Unchangeable)</b>	
<a href="#">mailbox1@example.com</a>	     	0.03 MB of 5 MB	 <b>Subscriber:</b> mailresource@example.com 

2. On the page that appears, configure mailing list preferred settings:

List owner (e-mail address):	<input type="text" value="subscribe@example.com"/> 
------------------------------	--

Enter the e-mail address that enables mail list subscribers to report their problems or error messages sending requests to *your\_mailinglist-owner@domain.com*. Since **EZMLM** can take care of virtually all requests without human intervention, the list owner may read mail only infrequently.

<input checked="" type="radio"/> Archived	<input type="radio"/> Not archived
---	------------------------------------

By default, all messages sent to a list are kept archived. This way, subscribers can later retrieve messages from the archive. For instance, subscribers haven't been following the list for a while, or they just want to see the discussion of a specific question.

E.g.: retrieve one message at a time with the `-get` command: `your_mailinglist-get.123@domain.com` (get message 123)

Read more on commands to [access the ezmlm message archive](#).

\* The archive is also used to create [digests](#).

Check *Not Archived* to disable archiving the messages sent to the list.

<input type="radio"/> Block archive. Only moderators are allowed to access the archive.	<input checked="" type="radio"/> Archive access is open to anyone or subscribers only, depending on the Guard settings.
---	---

You can prohibit the overall access to the archive and authorize only moderators to get at it.

<input type="radio"/> Digest	<input checked="" type="radio"/> No digest. Do not set up the digest list.
------------------------------	--

Check the *Digest* box to set up the mailing list with a digest function. The digest is a special kind of mailing list extension. Instead of sending separate messages, it sends out a collection of messages ordered by digest subscribers collections of messages. Digest is sent out when a predetermined time or traffic limit has been reached. Receiving digest is very convenient for users who want to follow a list, but not to participate in the discussion. Digests contain each message as it was sent out by the list. No editorials, no missing messages. If the list owner has chosen to restrict posts and archive access to subscribers, digest subscribers are automatically given the same privilege.

From the subscriber point of view, the digest list for the mailing list `your_mailinglist@domain.com` is called `your_mailinglist-digest@domain.com`. You use the same commands to work with digest as you do when you work with the main list. The only difference is that you use your commands with '**digest**' indication.

<input type="radio"/> Prefix. Set up the list so that the outgoing subject will be prefixed with the list name.	<input checked="" type="radio"/> No prefix.
---	---

Check "*No prefix*" to prohibit adding prefix to the subject line of each message that does not already contain it. If you want the subject line of each message that does not contain it, to include the prefix, place the text in the file `DIR/prefix`

<input type="radio"/> Guard archive. Archive access requests from unrecognised SENDERs will be rejected.	<input checked="" type="radio"/> Do not guard archive. Archive access request from any SENDERs will be serviced.
--	--

Here you can restrict the access to the mailing list archive by allowing only subscribers retrieve the archive. Non-subscribers' requests will be rejected.

<input type="radio"/> Subscriptions don't require confirmation.	<input checked="" type="radio"/> Subscription requires confirmation by reply to a message sent to the subscription address.
---	---

Usually an applicant for subscription (*your\_mailinglist-subscribe@domain.com*) is sent a confirmation request. To confirm it, one should just reply to the message. When it is done, recipient's address is added to the database and he becomes a subscriber. This verification mechanism tests if the person at the subscription address really wants to be a subscriber. You can always include or exclude confirmation from the subscription procedure.

<input type="radio"/> Unsubscribe does not require confirmation.	<input checked="" type="radio"/> Unsubscribe requires confirmation by a reply to a message sent to the subscription address.
--	--

Normally, confirmation is not required to unsubscribe from a mailing list. However, this option gives added security in that one can't remove another without permission.

<input type="radio"/> List subscribers. Remote administrators can request a subscriber list, and search the subscriber log.	<input checked="" type="radio"/> The subscriber list cannot be obtained.
---	--

Mailing list users are not allowed to list the addresses of all subscribers. Still, you can allow remote administrator to get it. The subscription log stores entries for each modification made to the subscriber database. Remote administrators can list this log or search it for specific entries. For example, listing this file allows the remote administrator to see recent additions and removals.

<input type="radio"/> Message moderation.	<input checked="" type="radio"/> Message posting is not moderated.
---	--

In special cases, the list owner may set up the list to be message moderated. On a message moderated list, messages, instead of going directly to the list (to send messages to the list, one must know its name. If the list is called *mailinglist@domain.com*, just send a message to *mailinglist@domain.com*), are sent to one or more moderators. They can accept or reject, but not modify the message. If the message is accepted, it is sent to the list unmodified. If it is rejected, it is e-mailed back to the sender, optionally

with an explanation from the moderator. On moderated lists it may take a little longer for the message to reach all the subscribers, since it has to be read and approved by at least one moderator before being sent out to the subscribers.

<input type="radio"/> New text file. Allow remote administrators to edit files in <i>dir/text/</i> .	<input checked="" type="radio"/> Not new text file. Text file editing not allowed.
--	--

Here, you can allow remote administrators to edit the text files that make up most of the ezmlm responses. Replies are sent only if the target address is a remote administrator. With this switch, ezmlm replies to the `-edit` command with a list of the files in *dir/text/*. Only files where editing seems reasonable are included in the list. The remote administrator can edit any file in *dir/text/* by sending e-mail containing the new text to `-edit.file` where `file` is the name of the file replaced (edited). In reply to this command, ezmlm sends a message with the file and editing instructions. A `cookie` based on the date, file name, and contents of the file is added to the `Reply-To:` address. The cookie becomes invalid as soon as the file has been changed, or after 27 hours, whichever is shorter. Also, the cookie cannot be used to edit any other file, even if the other file has exactly the same content.

<input type="radio"/> Posts from addresses other than moderators are rejected. This is applicable to message moderated lists only.	<input checked="" type="radio"/> Others not rejected. For moderated lists, all posts are forwarded to moderators. The switch affects only moderated lists.
--	--

Here you can disable posting by subscribers to the mailing list, so they will only receive messages posted by moderators. This is usually chosen to send announcement or notifications where the interaction between recipients is not intended.

<input checked="" type="radio"/> Respond to administrative requests and allow archive retrieval.	<input type="radio"/> Allow only digest creation, remote administration, and archive retrieval by remote administrators, (if the list is configured with this option).
--	--

If you enable this function, users will be required to request to the remote administrator in order to retrieve mail list archives. Otherwise, archive will be accessible only to the remote administrator.

<input type="radio"/> Request address is serviced	<input checked="" type="radio"/> Do not process messages sent to the 'request' address
---	--

With this option enabled, it will process commands sent in the subject to `list-request@host`.

<input type="radio"/> Enables remote administration	<input checked="" type="radio"/> No remote administration
---	---

A remote administrator is an address with the rights to do certain administrative tasks remotely by E-mail. Depending on how the list is configured, remote administrators may have the right/ability to list subscribers, search for subscriber addresses by name, add and remove subscriber addresses and/or edit the texts that are sent in reply to list commands.

<input type="radio"/> Subscription moderation	<input checked="" type="radio"/> Subscriptions are not moderated
---	--

Mailing lists may use subscription moderation. Subscription to these lists is identical to the process described [above](#), except that after confirmation the request is passed on to the list moderator(s). One becomes a subscriber only after his request has been approved by a moderator, i.e. he replies to the ``Reply-To:" address.

<input type="radio"/> User posts only	<input checked="" type="radio"/> Do not restrict posts based on SENDER address
<input type="button" value="Submit"/>	

You can set up your mailing list to allow posts from subscribers only. In this case posts received from non-subscribers will be rejected and sent back.

As per [ezmlm manpages](#), "there is no reason to combine of SENDER checks on posts with message moderation. Therefore, the combination of the -u switch with the -m switch is used for a configuration with SENDER restrictions (like with -u alone), with the difference that posts from non-subscribers will be sent for moderation instead of being rejected. This allows the list admin to let non-subscribers post occasionally, as well as to catch subscribers posting from non-subscriber addresses."

3. Click the *Submit* button to save changes.

For specific details on how to configure your mail list, please read documentation at [www.ezmlm.org](http://www.ezmlm.org))

## Managing Your Mail List Subscribers

The number of subscribers shows in brackets in the mailing list *Properties* column.

**To add subscribers** to a mailing list:

1. Click the *Subscribers* icon in the mailing list *Properties* column on the mail domain controls page.
2. Enter subscriber's email address in the *Add subscriber* field. To add several subscribers at once, enter their e-mail addresses

separated with line break in the *Batch subscribers creation* field:

Manage list subscribers		
Mail domain	example.com	
Mail list	mailinglist1@example.com	
Help address	mailinglist1-help@example.com	
Subscription address	mailinglist1-subscribe@example.com	
Unsubscription address	mailinglist1-unsubscribe@example.com	
N	Email address	Action
1	subscriber2@example.com	
2	subscriber1@example.com	
[1]		
Remove all subscribers		
Add subscriber	<input type="text"/>	 <input type="submit" value="Submit"/>
Batch subscribers creation		
<div style="border: 1px solid gray; height: 150px; width: 100%;"></div>		
<input type="submit" value="Submit"/>		

3. Click *Submit*.

**To remove subscribers** from a mailing list:

1. Click the *Subscribers* icon in the mailing list *Properties* column on the mail domain controls page.
2. Click the *Delete* icon next to the subscriber to delete subscribers one by one or the *Delete* icon in *Remove all subscribers*.

## Sending Messages to Mailing List Subscribers



To send a message to a mailing list, send the newsletter to the mailing list e-mail address using WebMail or any mail client such as Outlook Express.

## Managing Your Mailing List Moderators

*Moderators* approve of message posts and requests for subscription. Individual moderator's addresses are kept secret, even from other moderators. The total number of moderators is displayed in brackets in the mailing list *Properties* column.

**To add a moderator** to your mailing list:

1. Click the *Moderators* icon in the mailing list *Properties* column on the mail domain controls page.
2. Enter moderator's email in the *Add moderator* field:

Manage list moderators	
Mail domain	example.com
Mail list	mailinglist@example.com
Email address	Action
moderator2@example.com	
moderator1@example.com	
Add moderator	<input type="text"/>  <input type="button" value="Add"/>

3. Click *Submit*.

**To remove a moderator** from your mailing list:

1. Click the *Moderators* icon in the mailing list *Properties* column on the mail domain controls page.
2. Click the *Delete* icon next to the moderator

There can be several moderators, both for messages and subscription:

- *Message moderators* allow messages to be sent to the mail list. The message will be passed on to the mailing list subscribers only if a moderator approves it.
- *Subscription moderators* allow people to join the list. If at least one subscription moderator approves the request, the user address becomes a subscriber.


As a rule of thumb, most lists use the same addresses for both functions.

## Adding Mailing List Trailer

*Message trailer* is a uniform text added to each message. Typically, it contains instructions on how to unsubscribe from the list and similar information for subscribers. There can be only one trailer for all messages within one mailing list.

**To add a message trailer:**

1. Click the *Trailer* icon in the mailing list *Properties* column on the mail domain controls page.
2. Enter the text that will be added to each of your subscribe messages:



The screenshot shows a window titled "Mailing List Message Trailer (mailinglist@example.com)". Inside the window, there is a text area with the following text: "This trailer will be added to to each message. This usually would contain information on how to unsubscribe from the list, or where the list html archive is kept." Below this text area is a large, empty text input field with the placeholder text "Enter yor mailing list message trailer here." At the bottom center of the window is a "Submit" button.

3. Click *Submit*.

### To edit a message trailer:











1. Click the *Trailer* icon in the mailing list *Properties* column on the mail domain controls page.
2. Edit the text and click *Submit*.

### To remove a message trailer:

1. Click the *Trailer* icon in the mailing list *Properties* column on the mail domain controls page.
2. Remove the text from the text field and click *Submit*.

## Removing Mailing Lists

To remove a mailing list click the *Trash* icon in the mailing lists *Properties* column on the Mail Controls page:

[1]		New E-mail   New Mailing List	
E-mail 	Resources included	Properties	
<a href="mailto:postmaster@example.com">postmaster@example.com</a>		10 MB <b>(Unchangeable)</b> 	
<a href="mailto:mailbox1@example.com">mailbox1@example.com</a>	    	0.03 MB of 5 MB  <b>Subscriber:</b> mailresource@example.com	

---

Related Docs: • [Mail Overview](#) • [Mailboxes](#) • [Mail Forwards](#) • [Autoresponders](#) • [Mailbox Aliases](#) • [Mail Domain Aliases](#) • [Configuring Outlook Express](#)

# Mail Aliases

Related Docs: • [Mailboxes](#)

Questions Considered:

- [understanding mail domain aliases](#)
- [creating mail domain aliases](#)
- [removing mail domain aliases](#)

## Understanding Maildomain Aliases

Mail resources on a mail domain that has a *mail domain alias* will all have alternative addresses. Mail resources and their aliases will have different domain parts (i.e. mail domain and its alias) and the same resource names. For instance, with *example.net* being a mail alias to *example.com*, every mail resource on *example.com* will have a counterpart on *example.net*, specifically:

mailbox@*example.net* will be an alternative mail address to mailbox@*example.com*

mailforward@*example.net* will be an alternative mail address to mailforward@*example.com*

autoresponder@*example.net* will be an alternative mail address to autoresponder@*example.com*
























etc.

## Creating Mail Domain Aliases

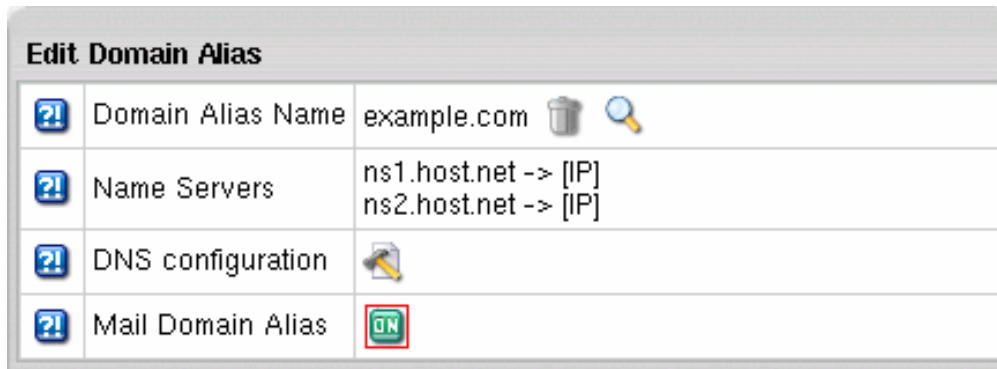
Mail domain aliases come with regular domain aliases only. You can't have a mail domain alias without a regular domain alias. Mail domain alias can be enabled or disabled in your hosting plan. To create a mail domain alias:

1. Select the *Domain Settings* menu.
2. If there are several domains on the page that appears, choose the one that you'd like to create mail domain alias for.

3. At the bottom of the form, click *Add* to add a totally new domain alias or *Edit* to use your domain alias with mail service:

Edit Domain	
 Domain name	example.com  
 Sub Domains	
 IP Address	111.111.111.111 (Shared IP) <a href="#">CHANGE to Dedicated IP</a>
 Name Servers	ns1.demo.com -> 111.111.111.111 ns2.demo.com -> 111.111.111.111
 DNS configuration	
 Mail Service	 
 Web Service	 
 Transfer HTTP	<b>254 KB</b> used (since Apr 28, 2004)
 HTML Directory Name	/hsphere/local/home/user/example.com
 FTP	Your FTP password is the same as your system password, your FTP site is <b>ftp.example.com</b>
 Domain aliases	<a href="#">test.com</a>   
<b>Add new domain</b>	

4. On the next page, when creating or editing existing domain alias make sure *Mail Domain Alias* is on:



5. Select *Mail Info* in the *Mail Info* menu to check whether Mail Domain Alias has been activated:



Note that on the *Mail Settings* page you can create mail domain aliases only based on existing domain aliases.

## Removing Mail Domain Aliases

### Important:

Removing mail domain aliase, you remove aliases for ALL your mail resources on the primary mail domain. You cannot remove a mail domain alias for an individual mail resource.

To remove a mail domain alias:

1. Go to the E-mail resource page.
2. In the Mail Control section choose the mail domain you are removing mail domain alias for.
3. The Mail Domain Aliases section will list all the current mail domain aliases for this mail domain.
4. Click the *Delete* icon next to the mail domain alias you would like to remove.

---

Related Docs: • [Mailboxes](#)

# AntiSpam Protection

(version 2.4.1 and up)

Related Docs: • [Mail Overview](#) • [Mailboxes](#) • [Mail Forwards](#) • [Mailbox Aliases](#) • [Autoresponders](#) • [Mailing Lists](#) • [Mail Domain Aliases](#) • [Antivirus](#)





AntiSpam allows to trace, filter out and delete spam messages coming to your mailbox. The system doesn't delete messages recognized as spam. It only marks them as spam and delivers them in a regular way, which is why these messages also count against your summary traffic.

You can manage antispam protection:

- [on the account level](#)
- [on the mail domain level](#)
- [on the mail resource level](#)

## To manage antispam for the entire account:

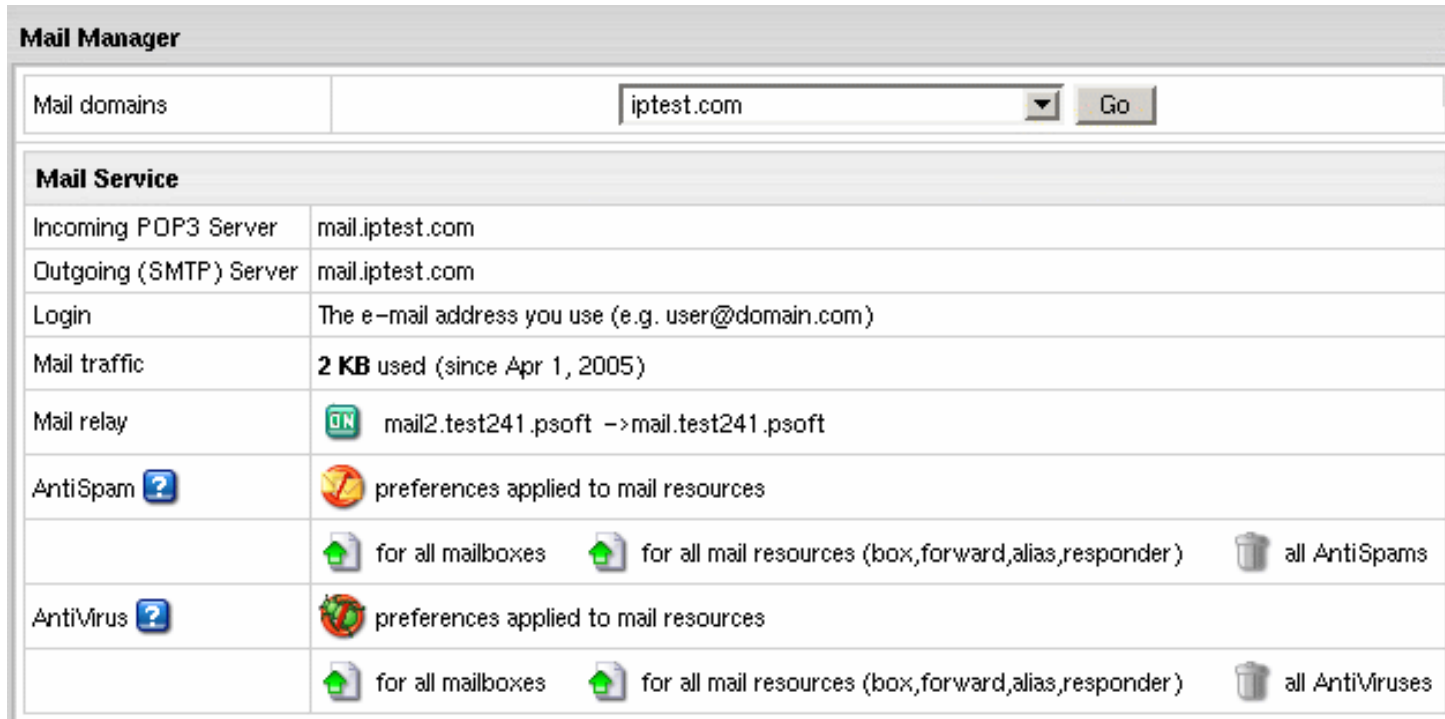
1. Select *Account settings* in the *Account* menu. The following page will show:

AntiSpam	 Include for new mail resources
	 for all mailboxes  for all mail resources (box,forward,alias,responder)
	 all AntiSpams












2. Click to add antispam resource *for all mailboxes* or *for all mail resources (box, forward, alias, responder)* in this account.
3. You can delete all antispams in this account by clicking the *Trash* icon.

## To manage antispam at the level of maildomains:

1. Go to the *Mail Info* menu and select the mail domain from the drop-down box.
2. Click *Go* and you will see the mail service details of the chosen mail domain:



The screenshot shows the Mail Manager interface. At the top, there is a header "Mail Manager". Below it, a form contains a "Mail domains" label, a dropdown menu with "iptest.com" selected, and a "Go" button. The main content area is titled "Mail Service" and contains a table of settings:

Incoming POP3 Server	mail.iptest.com
Outgoing (SMTP) Server	mail.iptest.com
Login	The e-mail address you use (e.g. user@domain.com)
Mail traffic	2 KB used (since Apr 1, 2005)
Mail relay	 mail2.test241.psoft ->mail.test241.psoft
AntiSpam 	 preferences applied to mail resources
	 for all mailboxes  for all mail resources (box,forward,alias,responder)  all AntiSpams
AntiVirus 	 preferences applied to mail resources
	 for all mailboxes  for all mail resources (box,forward,alias,responder)  all AntiViruses


3. On the page you will be taken to, add antispam either *for all mailboxes* of this mail domain or *for all mail resources (box, forward, alias, responder)*.

If necessary, you can delete all antispams under this mail domain by clicking the *Trash* icon.
















4. Clicking the antispam icon will let you [configure antispam settings for mail resources](#).
5. Click the *Submit* button at the bottom of the form.

## To configure antispam protection for a mail resource:

1. Click the e-mail address in the *E-mail* list on the Mail Controls page. The following page will appear:

Add new E-Mail		
Email address	<input type="text" value="mailbox"/>	+ @example.test91.psoft
 Catch All	<input type="checkbox"/>	
AntiSpam	<input checked="" type="checkbox"/>	
AntiVirus	<input checked="" type="checkbox"/>	

2. Check the *AntiSpam* box.
3. Click the *Submit* button at the bottom of the form.
4. On the Mail Controls page click the *Antispam* icon in the *Resources included* column:

[1]	<a href="#">New E-mail</a> <a href="#">New Mailing List</a>	
E-mail 	Resources included	Properties
<a href="#">postmaster@example.com</a>		10 MB <b>(Unchangeable)</b> 
<a href="#">mailbox1@example.com</a>	  	0.03 MB of 5 MB  <b>Subject:</b> Autoreply 
<a href="#">mailresource@example.com</a>	    	0.03 MB of 5 MB  <b>Subscriber:</b> mailbox1@example.com 

5. Fill up the *Antispam preferences* page that will show:

Edit antispam preferences: borisfen.dom	
<b>Spam check level:</b>	Normal <input type="button" value="v"/>
<b>Spam processing:</b>	<input checked="" type="radio"/> Mark As Spam <input type="radio"/> Remove <input type="radio"/> Move To <input type="text"/> <input type="button" value="+"/>
<b>MaxScore level:</b> <input style="vertical-align: middle;" type="button" value="?"/>	Very Aggressive <input type="button" value="v"/>
<b>White list</b>	<b>Black list</b>
<input type="button" value="+"/>	<input type="button" value="+"/>
Enter emails or masks using '*' and '?' (such as *@domain.com, ?abc@domain.com, *.domain.com) separated by ',' or ';' or 'ENTER' or 'TAB' or 'SPACE'.	
<input type="button" value="Submit"/>	

- ◆ **Spam check level** determines how aggressively spam will be filtered. Antispam filters analyze each email message as it passes through the gateway email server and score it between 1 and 14. The larger the number the more likely it is considered to be spam:
  - ◇ *Very Aggressive*: guarantees almost anything delivered to your mailbox will be legitimate. However you will lose a lot of email (processes messages that score over 2)
  - ◇ *Aggressive*: guarantees anything delivered to you will be legitimate. Still a fair chance of false positives (processes messages that score over 4)
  - ◇ *Normal*: might block some mailing lists messages (processes messages that score over 7)
  - ◇ *Relaxed*: accepts semi-legitimate bulk mail (processes messages that score over 10)

◇ *Permissive*: accepts almost everything (processes messages that score over 14)

The default value is usually 5, but this can be changed by the hosting system administrator.

◆ **Spam processing:**

*Mark as spam*: this will tag the email as spam, i.e. add the word SPAM to the subject line of the email and then forward the email on to the client as an attachment with details.

*Remove*: this will delete the spam email so when the client performs a send/recieve, they will never see the email.

*Move To*: this allows you to specify a mailbox spam email goes to. The client will never see this email unless they access the specified mailbox.

◆ **MaxScore level** ( in 2.4.3 RC 1), if not *Undefined*, overrides the **Spam check level** with an alternative score range from 20 to 500:

◇ *Very Aggressive* – 20

◇ *Aggressive* – 40

◇ *Strict* – 60

◇ *Moderate* – 80

◇ *Neutral* – 100

◇ *Soft* – 150

◇ *Permissive* – 200

◇ *Loose* – 300

◇ *Very Loose* – 500

If a spam mail is detected on this level, it is deleted irrespective of your choice for **Spam processing**.

◆ **White List** – sender e–mail addresses to accept

◆ **Black List** – sender e–mail addresses to reject

*Note*: White and Black Lists have priority over the spam check level.

\* you can use masks using '\*' and '?'. For example: \*@domain.com, ?abc@domain.com, \*.domain.com

\* e–mail addresses or masks should be separated by ',' or ';' or 'ENTER' or 'TAB' or 'SPACE'.

6. Click the *Submit* button at the bottom of the form.

---

Related Docs: • [Mail Overview](#) • [Mailboxes](#) • [Mail Forwards](#) • [Mailbox Aliases](#) • [Autoresponders](#) • [Mailing Lists](#) • [Mail Domain Aliases](#) • [Antivirus](#)

# AntiVirus Protection

(version 2.4.1 and up)

Related Docs: • [Mail Overview](#) • [Mailboxes](#) • [Mail Forwards](#) • [Mailbox Aliases](#) • [Autoresponders](#) • [Mailing Lists](#) • [Antispam](#) • [Mail Domain Aliases](#)





AntiVirus resource checks incoming mail for viruses and if detects any, sends e-mail notification about it and deletes the virus mail. You can enable antivirus resource for all mail domains in your account, for specific maildomain and for mail resources of specific maildomain.

You can manage antivirus protection

- [on the account level](#)
- [on the mail domain level](#)
- [on the mail resource level](#)

## To manage antivirus for the entire account:

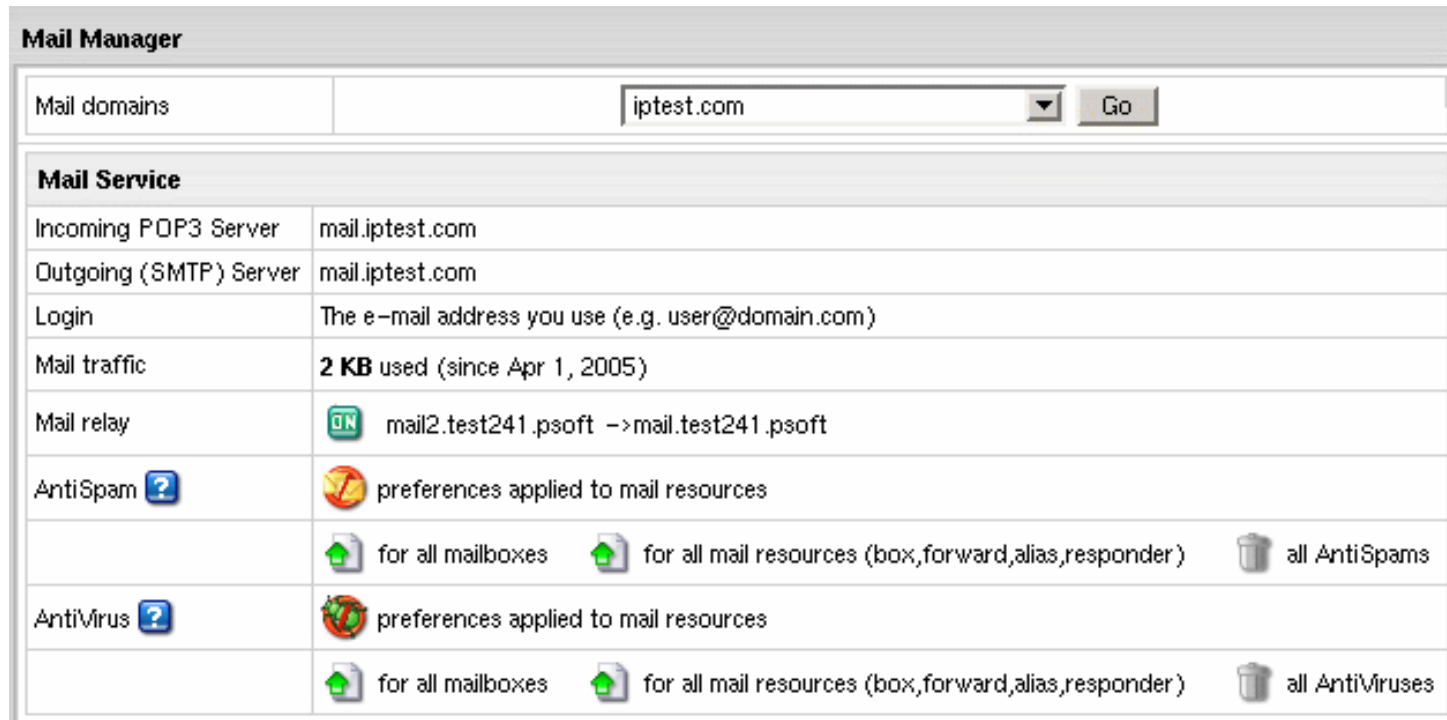
1. Select *Account settings* in the *Account* menu. The following page will show:

AntiVirus	 Include for new mail resources
	 for all mailboxes  for all mail resources (box,forward,alias,responder)
	 all AntiViruses












2. Click to add antivirus resource *for all mailboxes* or *for all mail resources (box, forward, alias, responder)* in this account.
3. You can delete all antiviruses in this account by clicking the *Trash* icon.

## To manage antivirus at the level of mail domains:

1. Go to the *Mail Info* menu and select a mail domain from the drop-down box.
2. Click *Go* and you will see the mail service details of the chosen mail domain:



The screenshot shows the Mail Manager interface. At the top, there is a header "Mail Manager". Below it, a "Mail domains" section contains a dropdown menu with "iptest.com" selected and a "Go" button. The main content area is titled "Mail Service" and contains a table of settings:

Incoming POP3 Server	mail.iptest.com
Outgoing (SMTP) Server	mail.iptest.com
Login	The e-mail address you use (e.g. user@domain.com)
Mail traffic	2 KB used (since Apr 1, 2005)
Mail relay	 mail2.test241.psoft ->mail.test241.psoft
AntiSpam 	 preferences applied to mail resources
	 for all mailboxes  for all mail resources (box,forward,alias,responder)  all AntiSpams
AntiVirus 	 preferences applied to mail resources
	 for all mailboxes  for all mail resources (box,forward,alias,responder)  all AntiViruses

3. On the page you will be taken to, add antivirus resource either *for all mailboxes* of this mail domain or *for all mail resources (box,forward,alias,responder)*.  
If necessary, you can delete all antiviruses under this maildomain by clicking the *Trash* icon.
4. Clicking the antivirus icon will let you [configure antivirus settings for mail resources](#).
5. Click the *Submit* button at the bottom of the form.

To configure antivirus protection for a mail resource:

1. Click the e-mail address in the *E-mail* list on the Mail Controls page. The following page will appear:

Add new E-Mail		
Email address	<input type="text" value="mailbox"/> +	@example.test91.psoft
Catch All	<input type="checkbox"/>	
AntiSpam	<input checked="" type="checkbox"/>	
AntiVirus	<input checked="" type="checkbox"/>	

2. Check the *AntiVirus* box.
3. Click the *Submit* button at the bottom of the form.
4. On the Mail Controls page click the *Antispam* icon in the *Resources included* column:

E-mail	Resources included	Properties
postmaster@olesya.test91.psoft		10 MB (Unchangeable)
mailbox@olesya.test91.psoft		0.03 MB of 5 MB  Store To: webmaster
webmaster@olesya.test91.psoft		0.03 MB of 5 MB  webmaster's account

5. The following page will show. Edit the *Antivirus preferences* if necessary.  
By default, it is set to *Remove* all incoming mail that bears a virus.

Edit antivirus preferences: mailbox@olesya.test91.psoft	
<b>Virus processing:</b>	<input type="radio"/> Mark As Virus <input checked="" type="radio"/> Remove <input type="radio"/> Move To <input type="text"/> +
<i>Warning: custom antivirus preferences for a mailbox override the maildomain ones</i>	
<input type="button" value="Submit"/>	

*Mark as virus:* this will tag the email as virus, i.e. add the word virus to the subject line of the email and then forward the email on to the client as an attachment with details.

*Remove:* this will delete the email so when the client performs a send/recieve, they will never see the email.

*Move To:* this allows you to specify a mailbox infected email goes to. The client will never see this email unless they access the specified mailbox.

6. Click *Submit*.

---

Related Docs: • [Mail Overview](#) • [Mailboxes](#) • [Mail Forwards](#) • [Mailbox Aliases](#) • [Autoresponders](#) • [Mailing Lists](#) • [Antispam](#) • [Mail Domain Aliases](#)

## Fighting E-mail Forgery SPF

(version 2.4.3 and up)

Related Docs: • [Mail Overview](#) • [Mailboxes](#) • [Mail Forwards](#) • [Mailbox Aliases](#) • [Autoresponders](#) • [Mailing Lists](#) • [Antispam](#) • [Mail Domain Aliases](#)

SPF or [Sender Policy Framework](#) fights e-mail forgery. It prevents unauthorized people from forging your email address. When you [enable SPF](#), a DNS record is created to define IPs allowed to send mail from your maildomain. On receiving an e-mail from your maildomain, correspondent's server checks if the IP address that the e-mail's come from is listed in your SPF DNS record. If it's not, the e-mail will be rejected or flagged as suspicious.

E-mails sent to your maildomain will undergo similar check-up. Provided SPF is enabled on the sender's maildomain, e-mails coming from the IP that isn't listed in the sender's SPF DNS record, will be rejected or flagged as suspicious according to your [SPF policy configuration](#)

SPF can be [enabled](#) / [disabled](#) for a mail domain and/or domain aliases with mail service or mail domain alias.

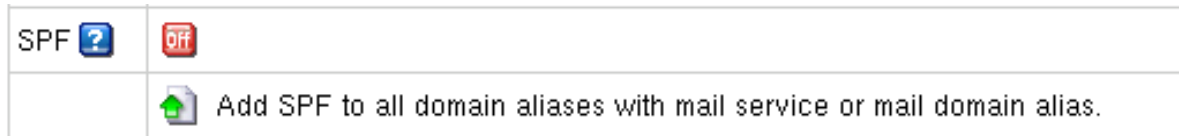
## Enabling SPF

To enable SPF on:

- **domain**

1. Go to *Mail Info* -> *Mail Manager*

2. Choose domain in the *Mail domains* drop-down list
3. Turn a button in the SPF's entry to ON:



4. On the page you'll be take to [configure SPF preferences](#)

- **domain alias**

1. Go to *Domain Settings* -> *Domain Info*
2. Click the domain name.
3. Click the *Edit* icon next to the domain alias
4. Turn a button in the SPF's entry to ON

\* You can't enable SPF on domain aliases without mail service or mail domain alias.

5. On the page you'll be take to [configure SPF preferences](#)

\* Alternatively you can enable SPF on all mail domain's aliases with mail service or mail domain alias, by clicking the *Add* icon below the SPF entry on your mail domain settings page.

## Disabling SPF

To dsiable SPF on:

- **domain**

1. Go to *Mail Info* -> *Mail Manager*.
2. Choose domain in the *Mail domains* drop-down list.
3. Turn a button in the SPF's entry to OFF.

\* Turning SPF OFF on the maildomain doesn't disable it on its aliases.

- **domain alias**

1. Go to *Domain Settings* -> *Domain Info*.
2. Click the domain name.
3. Click the *Edit* icon next to the domain alias.
4. Turn a button in the SPF's entry to OFF.

\* Alternatively you can disable SPF on all mail domain's aliases with mail service or mail domain alias, by clicking the *Add* icon

below the *Trashicon* below the SPF entry on your mail domain settings page.

## Configuring SPF Preferences

You configure SPF preferences when you [enable SPF](#). Later you can change SPF configuration by clicking the *Edit* icon next in the mail domain/mail domain alias SPF entry:



You'll be take to *SPF preferences* page:

Change SPF preferences for unix0307.moroz.ded	
SPF mechanism prefix 	<input type="radio"/> Fail <input type="radio"/> Softfail <input checked="" type="radio"/> Pass <input type="radio"/> Neutral
Apply the selected option for all domain aliases with SPF	<input type="checkbox"/>
<input type="button" value="Submit"/>	

Here you set SPF politics or recommendations on how mail received from your maildomain should be treated by correspondent's mail server. For example, setting *SPF mechanism prefix* to *fail*, you announce that any message received from this domain is a forgery and recommend corespondent's server to reject it.

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Related Docs: • [Mail Overview](#) • [Mailboxes](#) • [Mail Forwards](#) • [Mailbox Aliases](#) • [Autoresponders](#) • [Mailing Lists](#) • [Antispam](#) • [Mail Domain Aliases](#)

# Configuring Outlook Express

Related Docs: • [Mailboxes](#)

To configure your Outlook Express or any other e-mail client, you need to know your POP3 and SMTP servers. To find them out:

- Log into H-Sphere control panel;
- Select *Mail Info* in the *Mail Info* menu.

Your provider's mail server may use different SMTP relays for sending mail – **POP before SMTP** or **SMTP AUTH**. In POP before SMTP, the relay system collects your IP address when you authenticate yourself with the POP server, and then permits SMTP relaying from that IP address for a short period of time. In other words, if your server uses POP before SMTP, you need to check your mail first, only then you can send your messages. If your mail servers uses *SMTP AUTH*, you must configure your Outlook Express to send a login and password not only when you receive mail, but also when you send it. Ask your provider which relay the server uses.

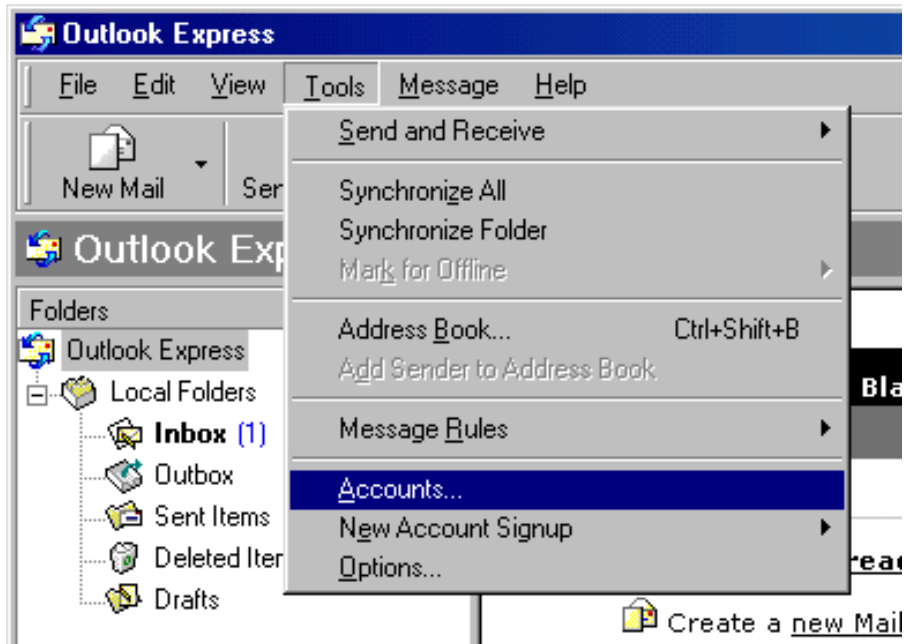
– [Configuring Outlook Express \(POP before SMTP relay\)](#).

– [Configuring with SMTP Auth relay](#).

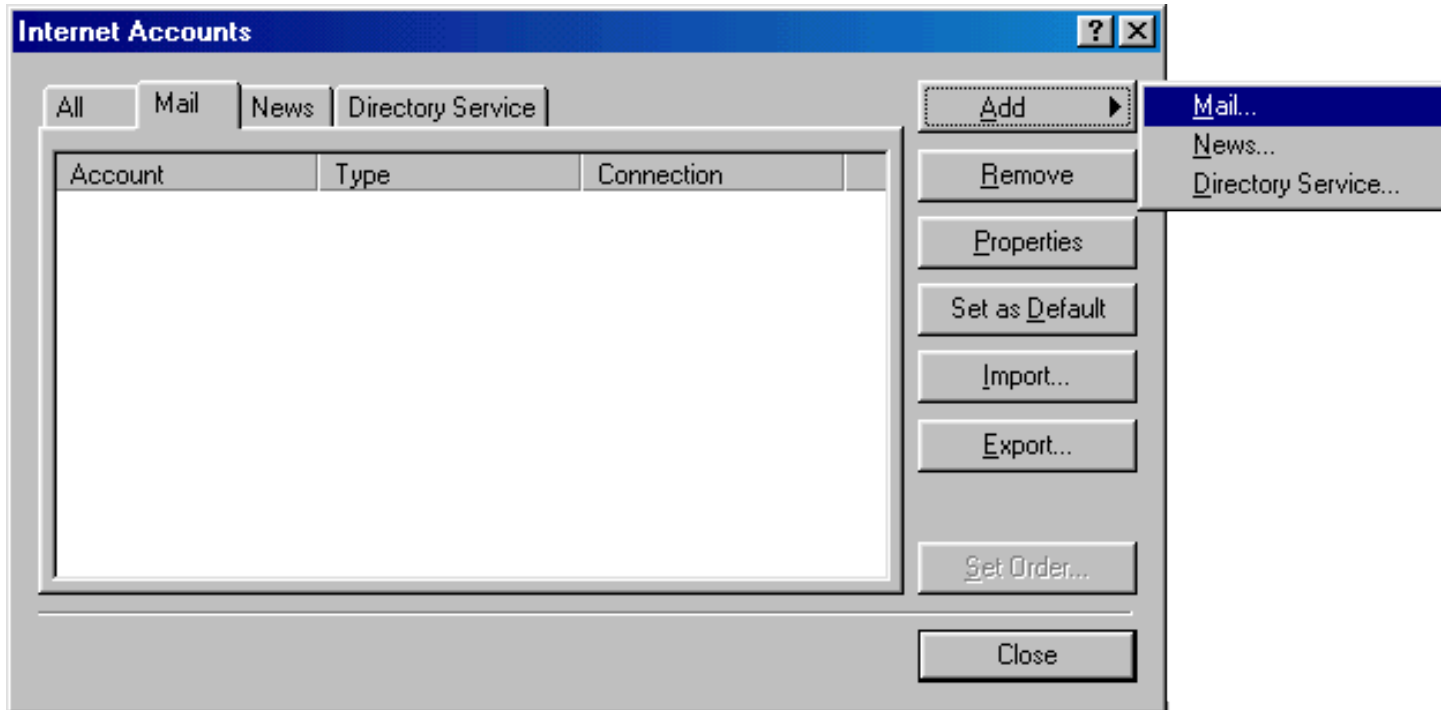
## Configuring Outlook Express

To configure this email client with the *POP before SMTP* relay:

1. Open Outlook Express.
2. In the menu bar, go to the *Tools* drop-down menu and select *Accounts*.



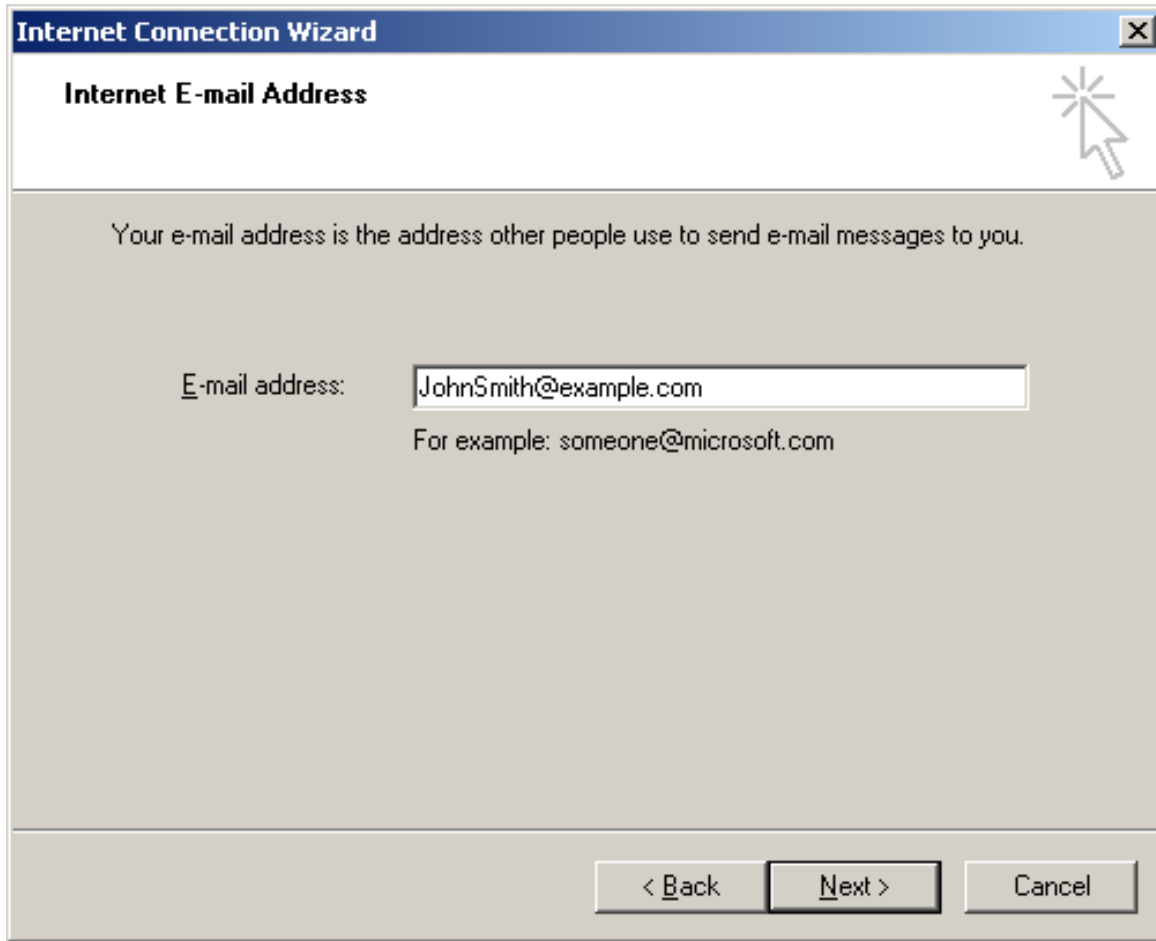
3. On the page that shows, click *Add* and select *Mail*.



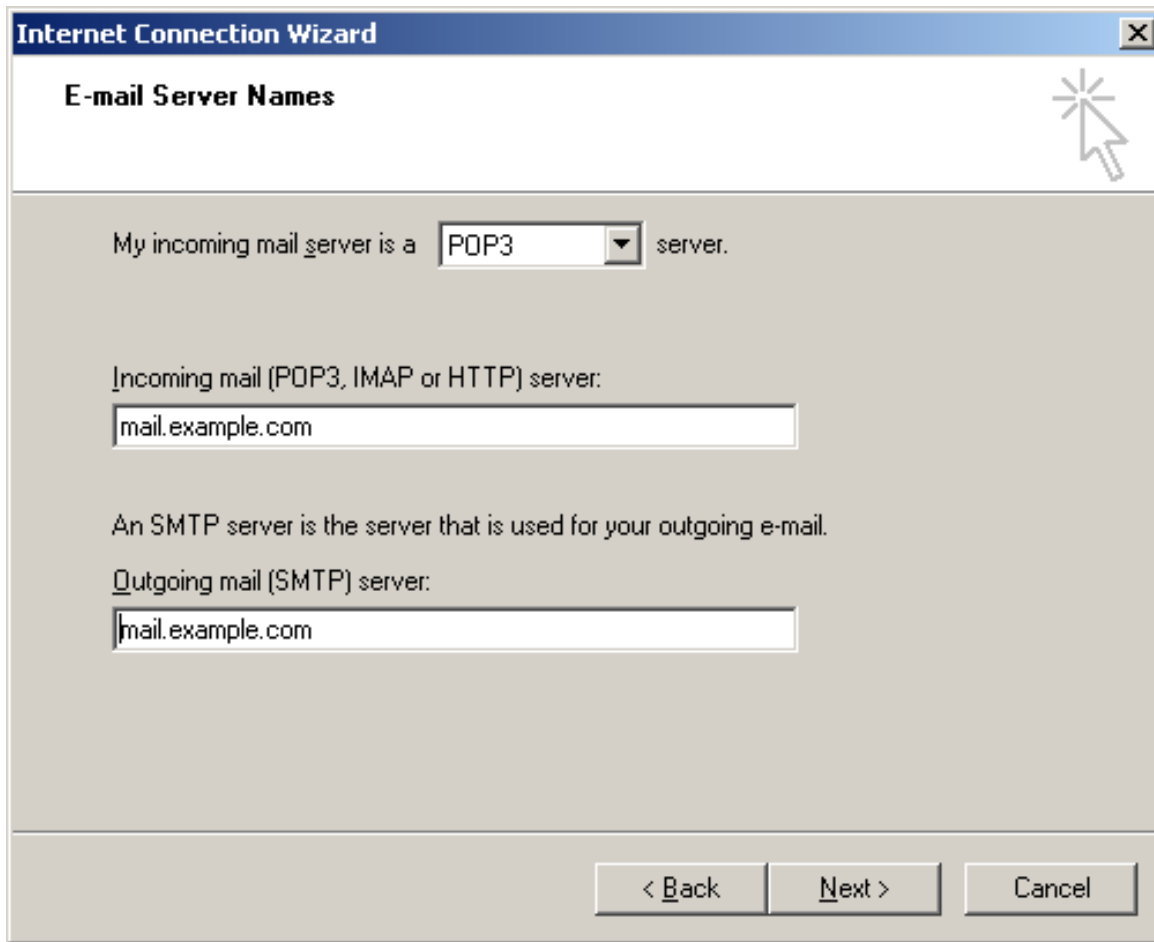
4. On the wizard page that shows, enter your name in the field and click *Next* to proceed.  
*Note:* this email will appear when you send out emails.



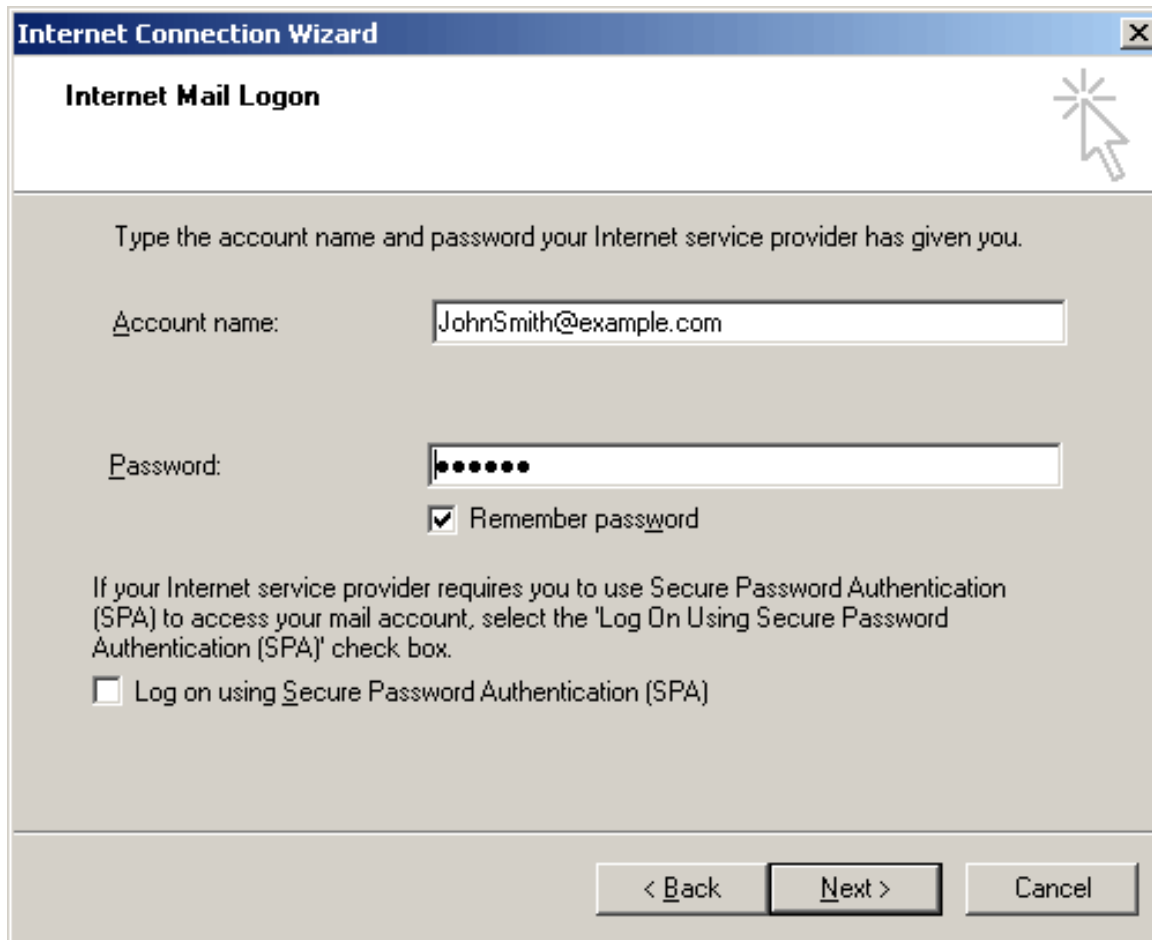
5. On the page that shows, enter your *Email Address* and click *Next* to proceed.



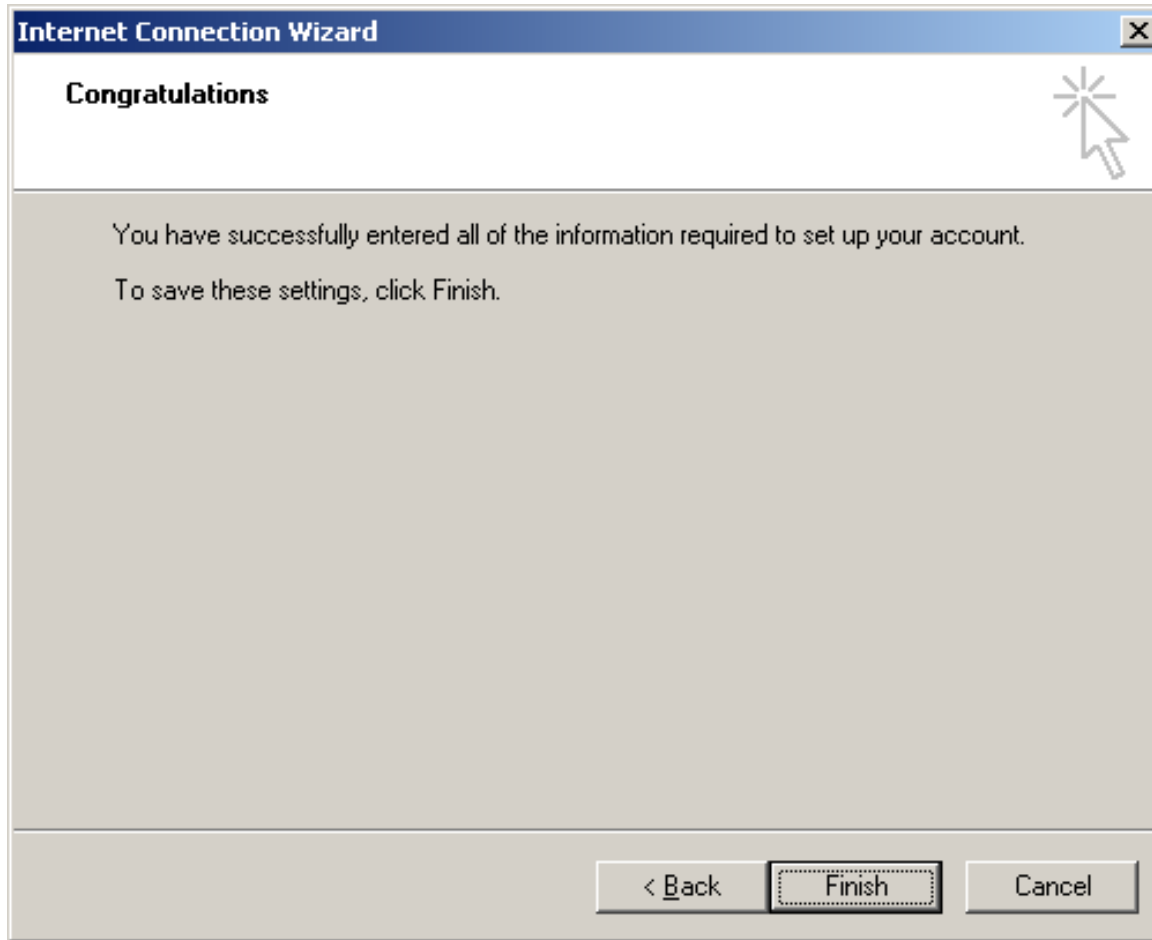
6. In the form that shows:
  - in the drop-down box, choose *POP3* as your *incoming server*;
  - enter the *Mail Server Name* for both *Incoming Mail* and *Outgoing Mail*;
  - click *Next* to proceed.



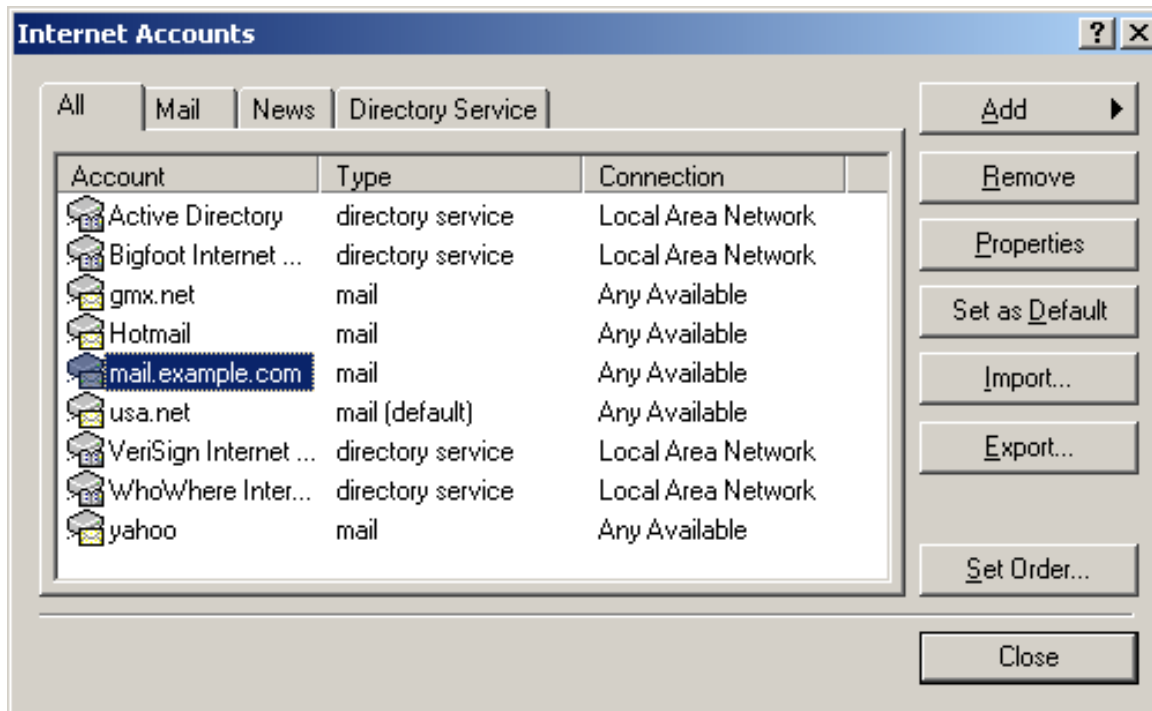
7. On the page that appears:
  - make sure to enter **full** email address in the *Account Name* field;
  - enter mailbox password in the *Password* field;
  - check the *Remember Password* box to avoid entering it every time you check or send email;
  - click *Next* to proceed.



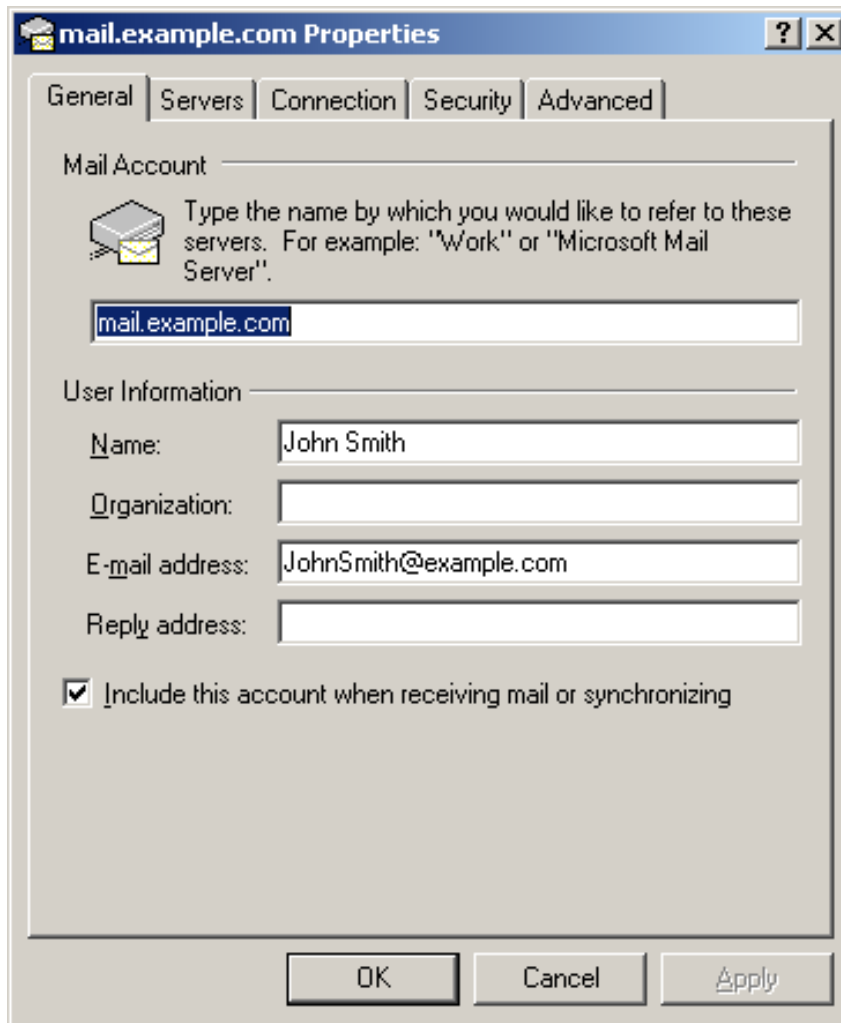
8. On the page that shows, click *Finish* to save settings and get back to the list of email accounts



9. Now that email account is created, select *Accounts* from the *Tools* drop-down list in the menu bar.
10. On the *Internet Accounts* window, select the newly created mail account and click *Properties* to edit the settings for your email account.



11. On the *Properties* page that appears, choose the *General* tab and check the settings of your email account.



Here you can:

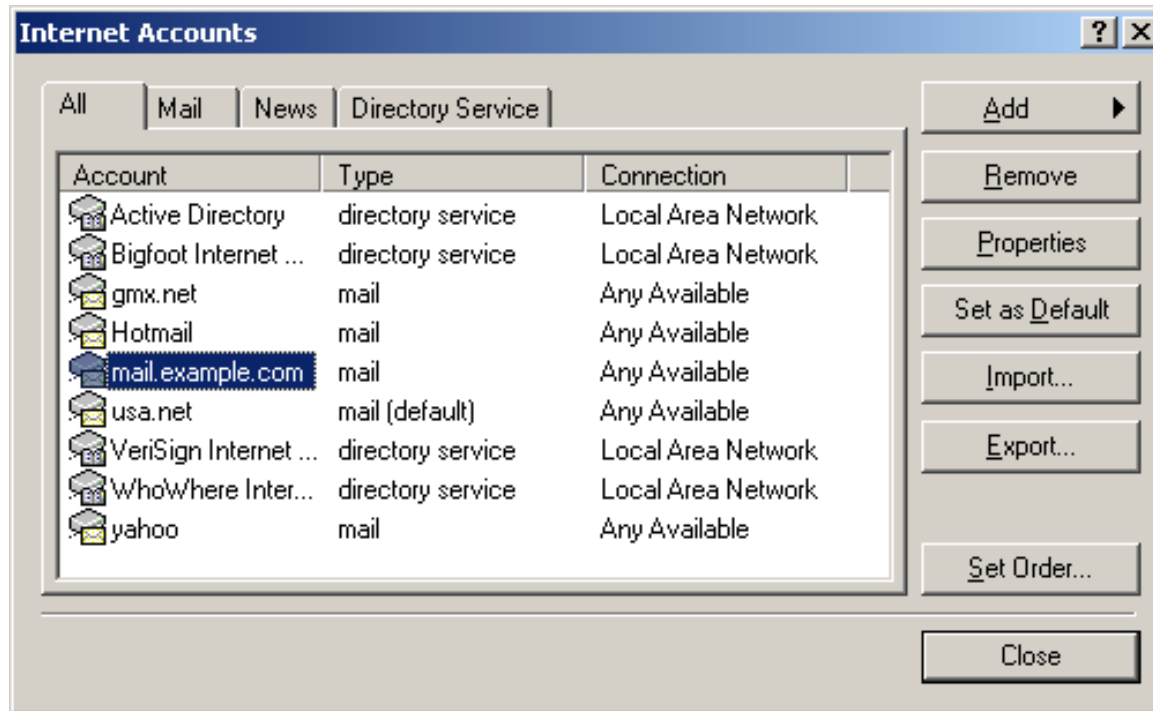
- set the name that will show in your letters
- set reply email (should be the same as email )

12. Click *Apply* and *OK* to save settings.

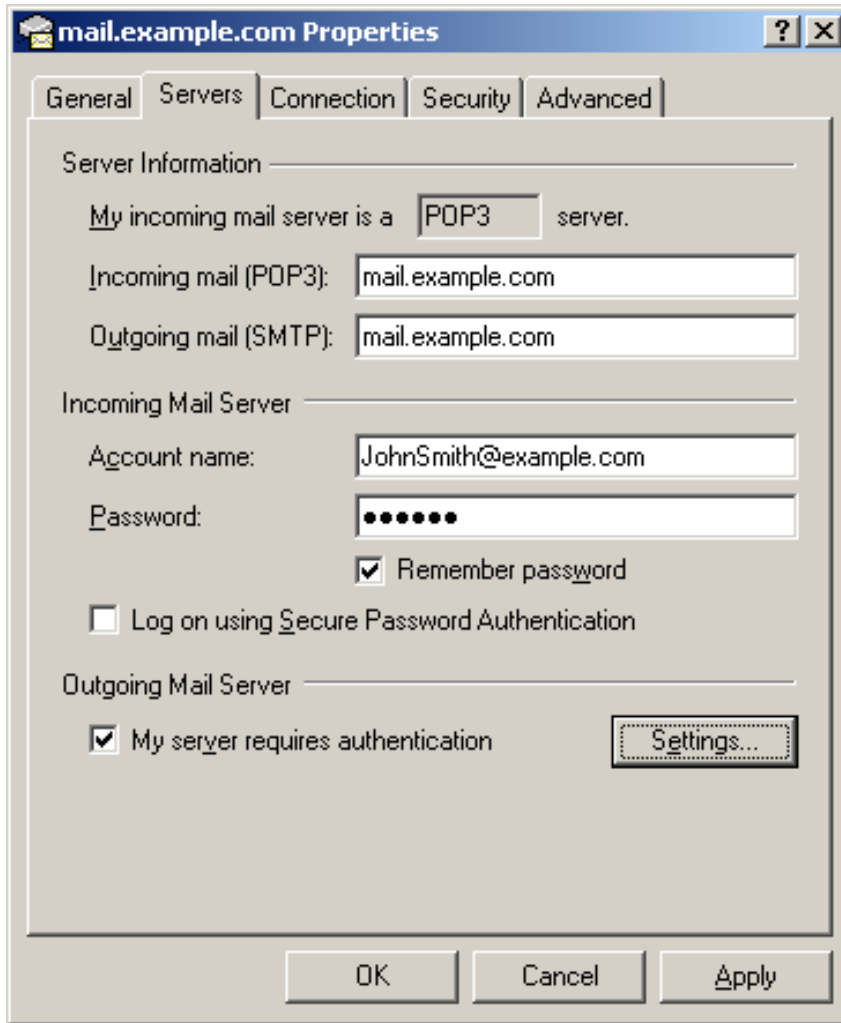
## Configuring Outlook Express with SMTP Auth Relay

You can set *SMTP Auth* relay right after your email account is created (steps 1– 8) as described [above](#). To set *SMTP Auth*, do the following:

1. Select *Accounts* from the *Tools* drop–down menu in the menu bar.
2. On the *Internet Accounts* window, select the newly created mail account and click *Properties* to edit the email settings.



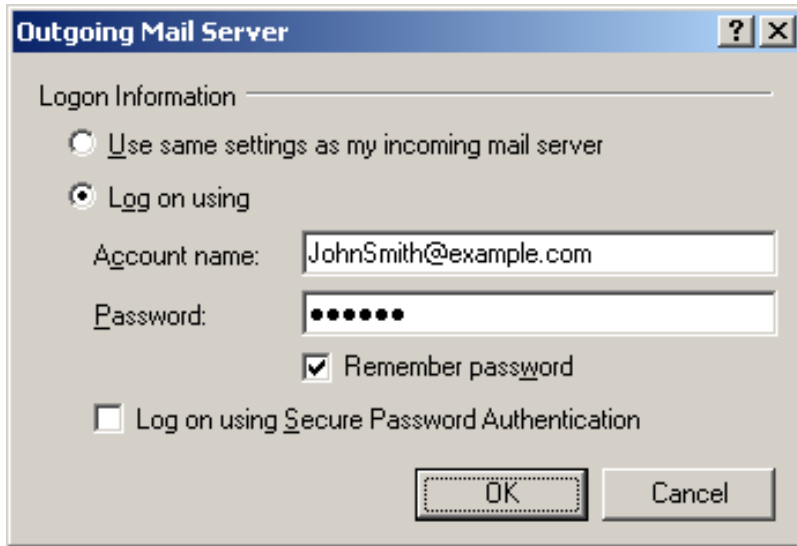
3. On the *Properties* page that appears, choose the *Servers* tab.
4. Check *My server requires authentication* box and click *Settings* on the right.



5. On the *Outgoing Mail Server* window that shows you can:

- use the same settings as incoming server;
- enter account name and input another password for outgoing email.

*Note:* make sure to check *Remember password* if you don't want to enter password each time you send out email.



6. Click OK.

7. Back on the *Properties* page, click *Apply* and OK to save settings and then close all dialog boxes.

Now that Outlook Express is configured, you can send and receive emails.

---

Related Docs: • [Mailboxes](#)

## Configuring Netscape Mail

Related Docs: • [Mailboxes](#)

To configure your Netscape Mail or any other e–mail client, you need to know your POP3 and SMTP servers. To find them out:

- Log into H–Sphere control panel;
- Select *Mail Info* in the *Mail Info* menu.

Your provider's mail server may use different SMTP relays for sending mail – **POP before SMTP** or **SMTP AUTH**. In POP before SMTP, the relay system collects your IP address when you authenticate yourself with the POP server, and then permits SMTP relaying from that IP address for a short period of time. In other words, if your server uses POP before SMTP, you need to check your mail first, only then you can send your messages. If your mail servers uses *SMTP AUTH*, you must configure your Outlook Express to send a login and password not only when you receive mail, but also when you send it. Ask your provider which relay the server uses.

– [Configuring Netscape Mail \(POP before SMTP relay\)](#).

– [Configuring with SMTP Auth relay](#).

## Configuring Netscape Email

To configure this email client with the *POP before SMTP* relay:

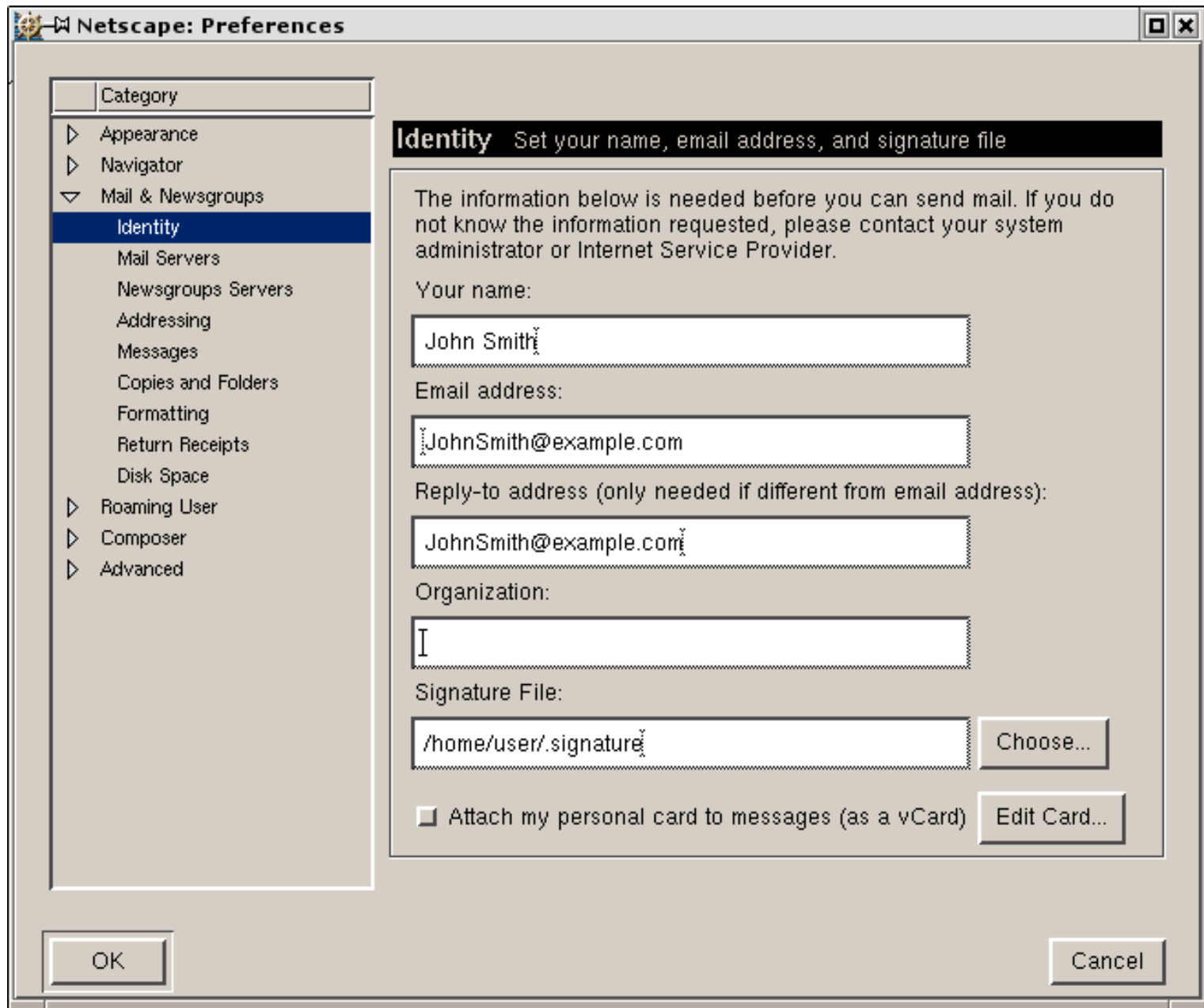
1. Open Netscape Mail.

Netscape users may experience problems with collecting their mail. In this case, mail server login name must be written with the % character instead of the @ sign, e.g. *username%example.com*. Netscape only supports a clear–text SMTP AUTH protocol so SSL use is required.

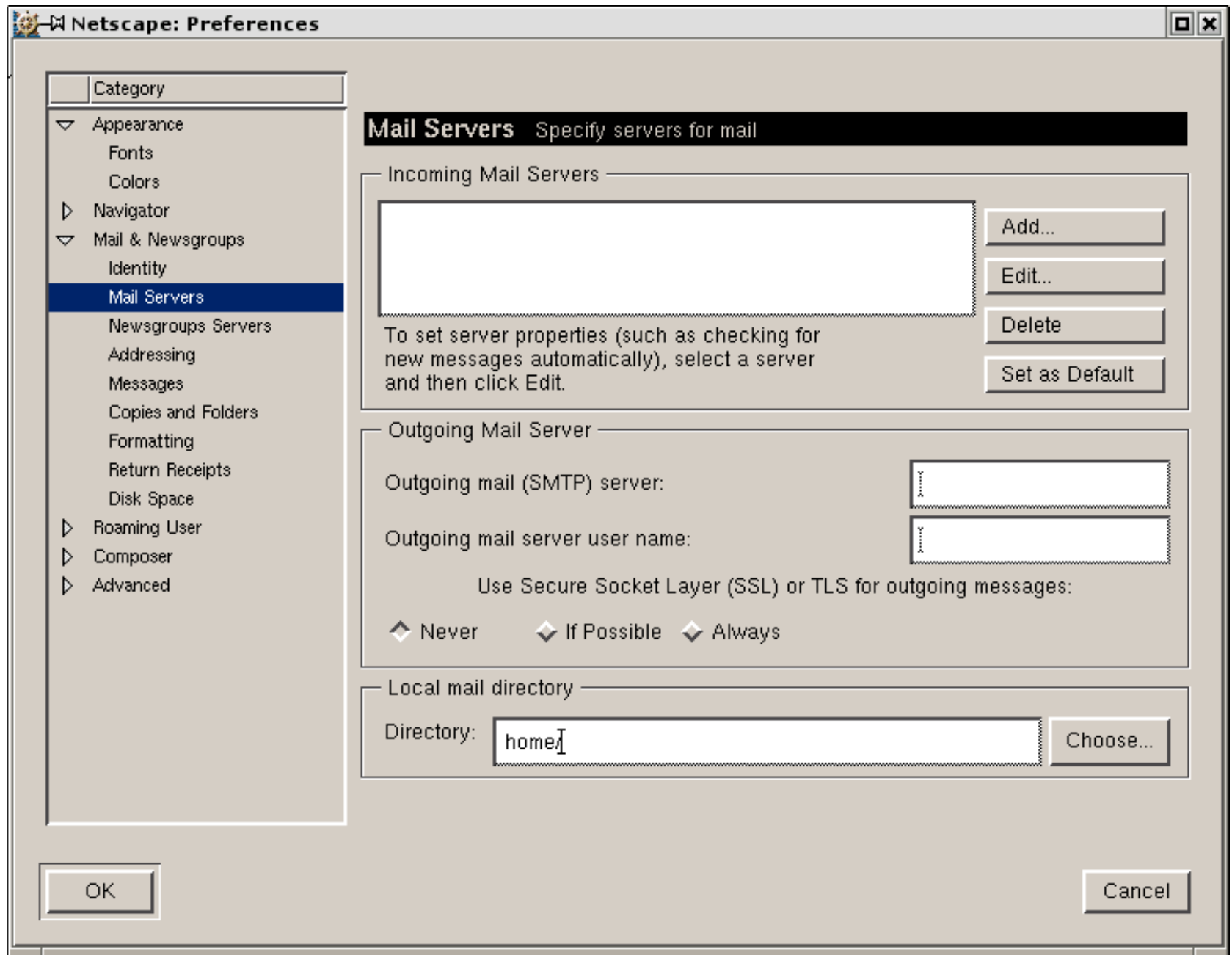
2. In the top menu bar, select *Preferences* from the *Edit* drop–down menu:



3. Click *Mail and Newsgroups* in the left menu and select *Identity*. On the page that appears:
- ◆ enter your name as the following example shows
  - ◆ enter the email address of the account you're setting up
  - ◆ enter the reply email address (usually the same as email address):

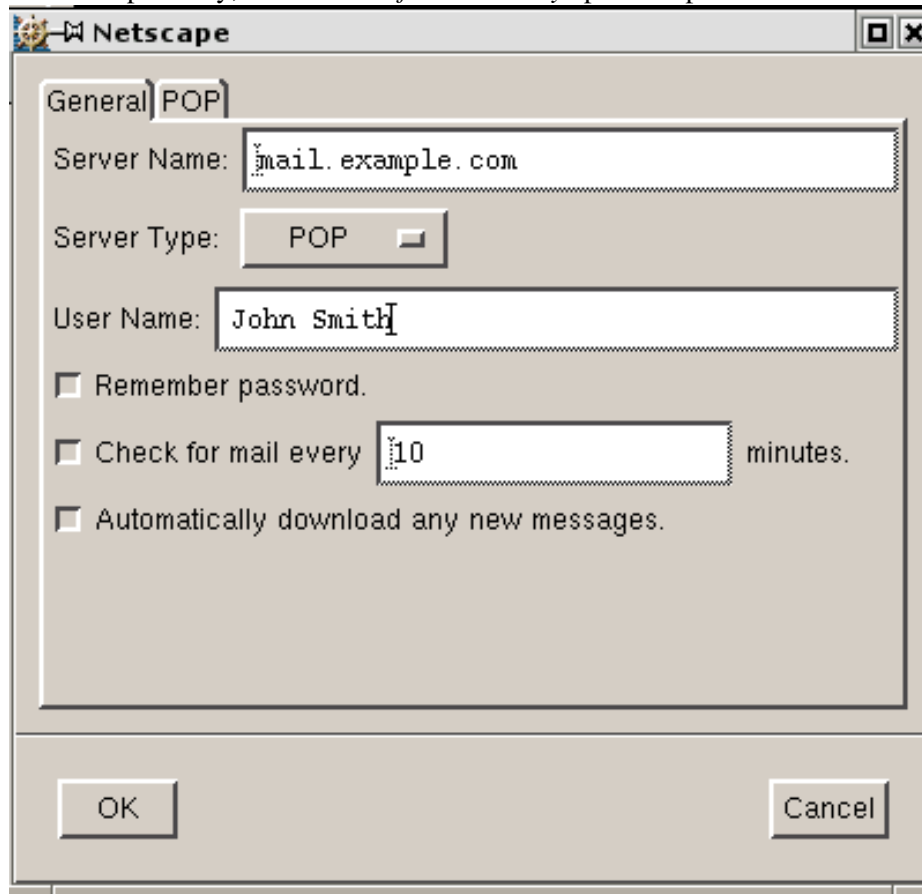


4. Select *Mail Servers* in the left menu and click *Add* against the *Incoming Mail Servers* field.

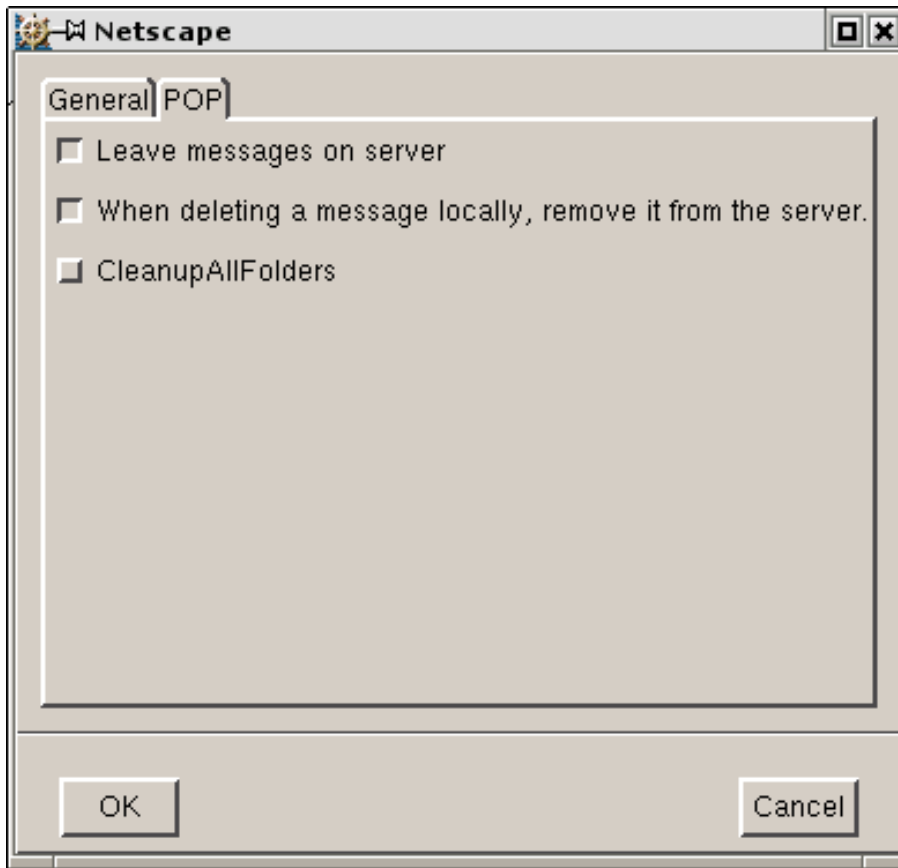


5. On the dialog window that shows, choose the *General* tab and fill the form:

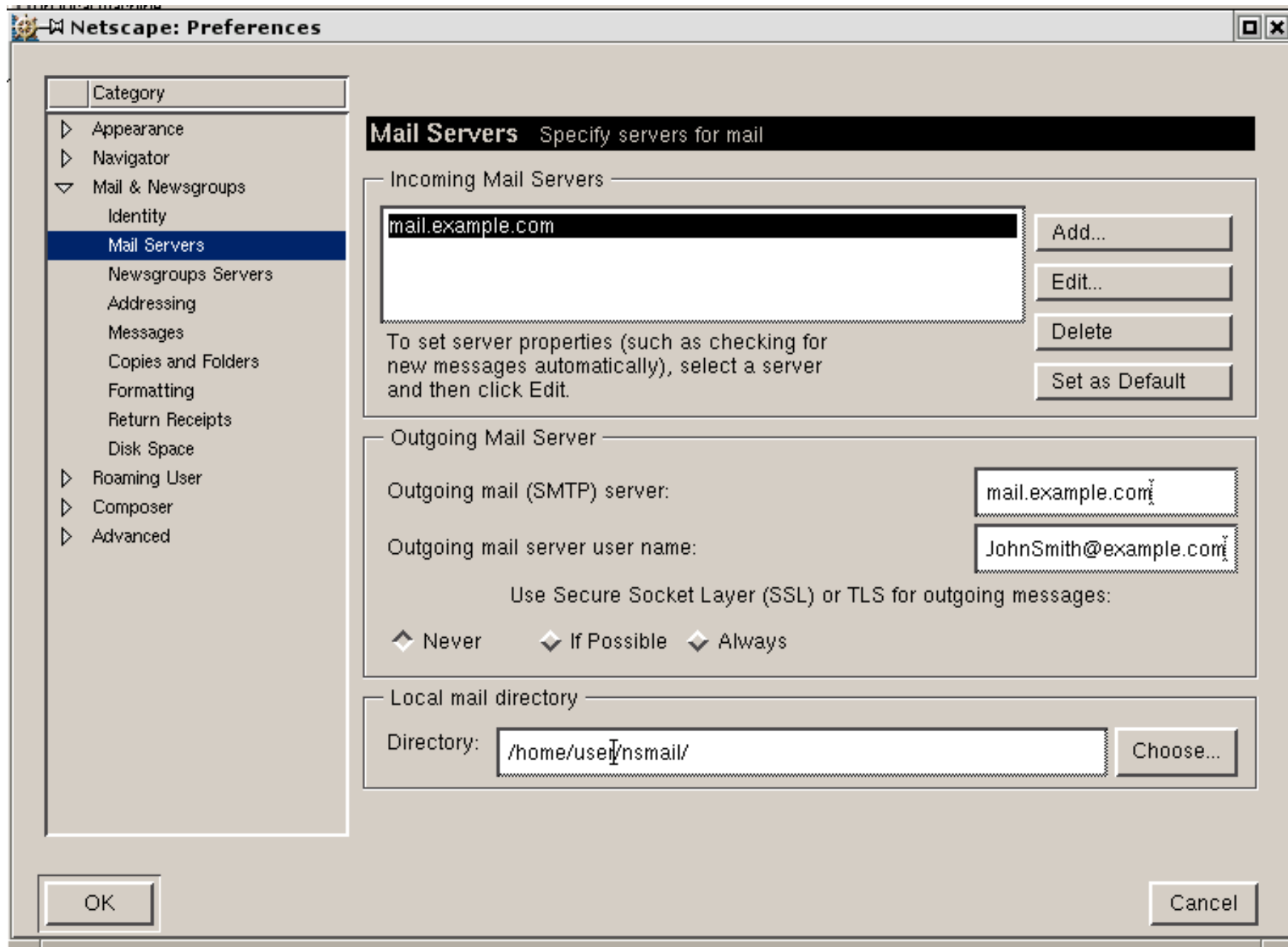
- ◆ Enter the *Server name*;
- ◆ Choose *POP* as *Server type*
- ◆ Enter *User name*
- ◆ Select *Remember password* if you want to login to your mail account without having to type a password every time.
- ◆ Optionally, select *Check for mail every* specified period of time.



6. Select the *POP* tab to choose different Incoming Mail options.



7. Click *OK* to save settings.
8. Back on the *Mail Servers* page, enter the *Outgoing Mail Server* info:
  - ◆ Enter *Outgoing Mail Server* name;
  - ◆ Enter *User name* (make sure to type full email address in this field).

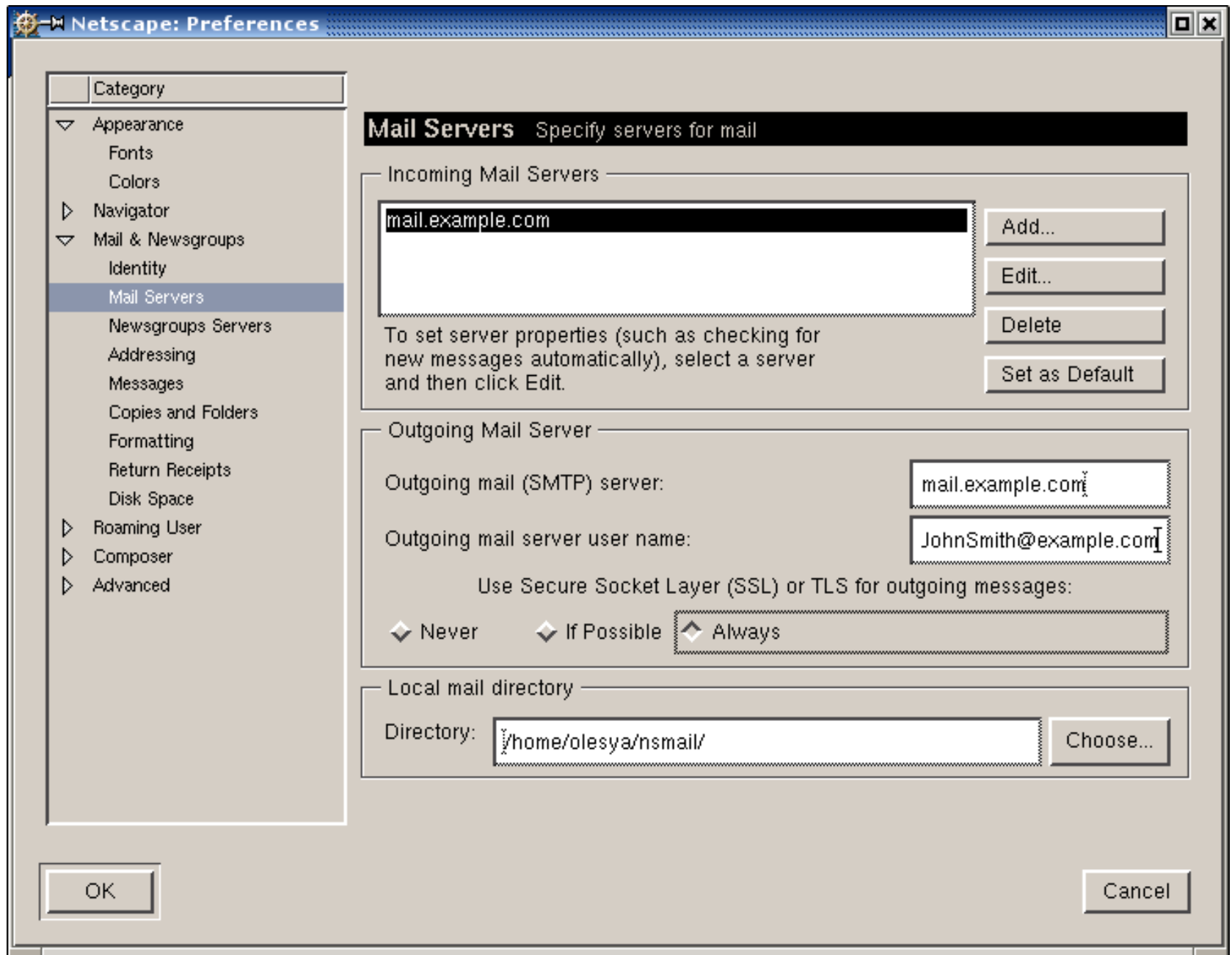


9. Click OK to save settings.

Now your netscape mail is configured and you are welcome to use it.

## Configuring with SMTP Auth relay

1. Repeat steps 1–8 from of the instructions [above](#)
2. Under "Use Secure Socket Layer (SSL) or TLS for outgoing messages", select *Always*.



3. Click OK to save settings.

Now that Netscape Mail is configured, you can send and receive emails.

---

Related Docs: • [Mailboxes](#)

## Configuring Eudora E-mail Client

Related Docs: • [Mailboxes](#)

To configure your Eudora or any other e-mail client, you need to know your POP3 and SMTP servers. To find them out:

- Log into H-Sphere control panel;
- Select *Mail Info* in the *Mail Info* menu.

Your provider's mail server may use different SMTP relays for sending mail – **POP before SMTP** or **SMTP AUTH**. In POP before SMTP, the relay system collects your IP address when you authenticate yourself with the POP server, and then permits SMTP relaying from that IP address for a short period of time. In other words, if your server uses POP before SMTP, you need to check your mail first, only then you can send your messages. If your mail servers uses *SMTP AUTH*, you must configure your Eudora to send a login and password not only when you receive mail, but also when you send it. Ask your provider which relay the server uses.

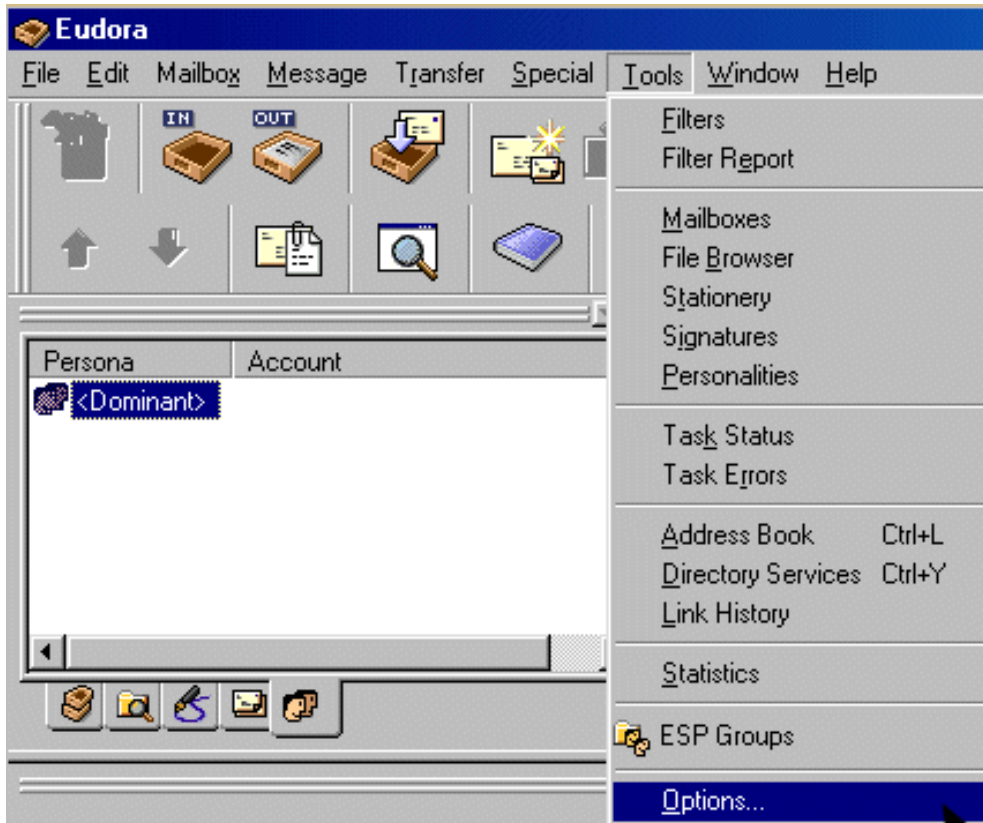
– [Configuring Eudora with POP before SMTP relay.](#)

– [Configuring with SMTP Auth relay.](#)

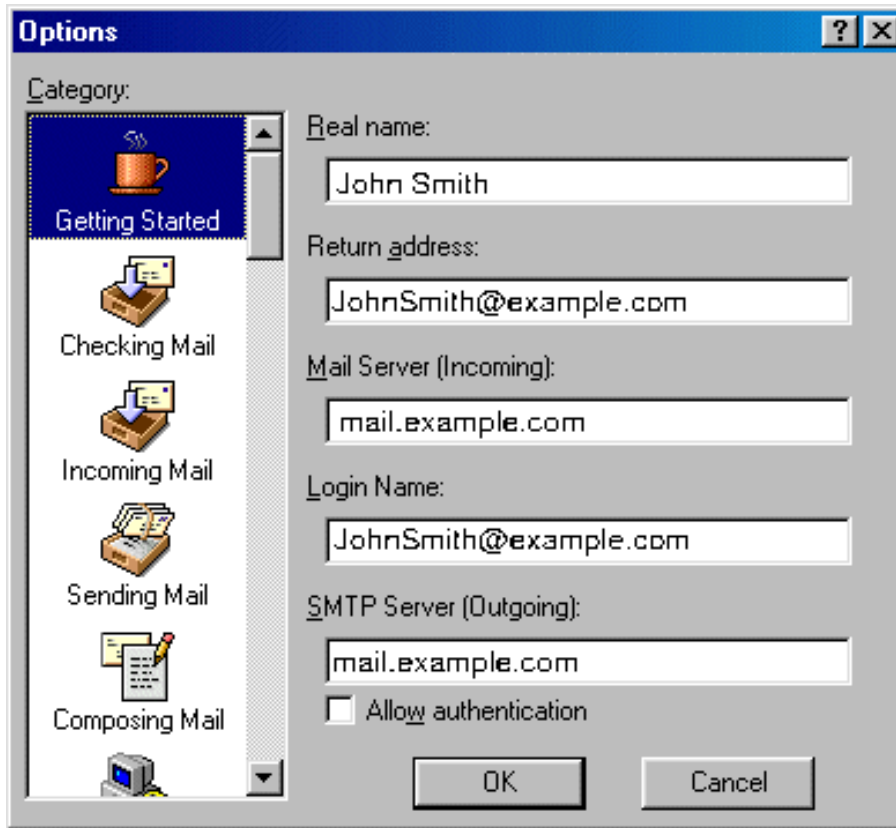
## Configuring Eudora

To configure this email client with the *POP before SMTP* relay:

1. Open Eudora.
2. In the menu bar, go to the *Tools* drop-down menu and select *Options*.



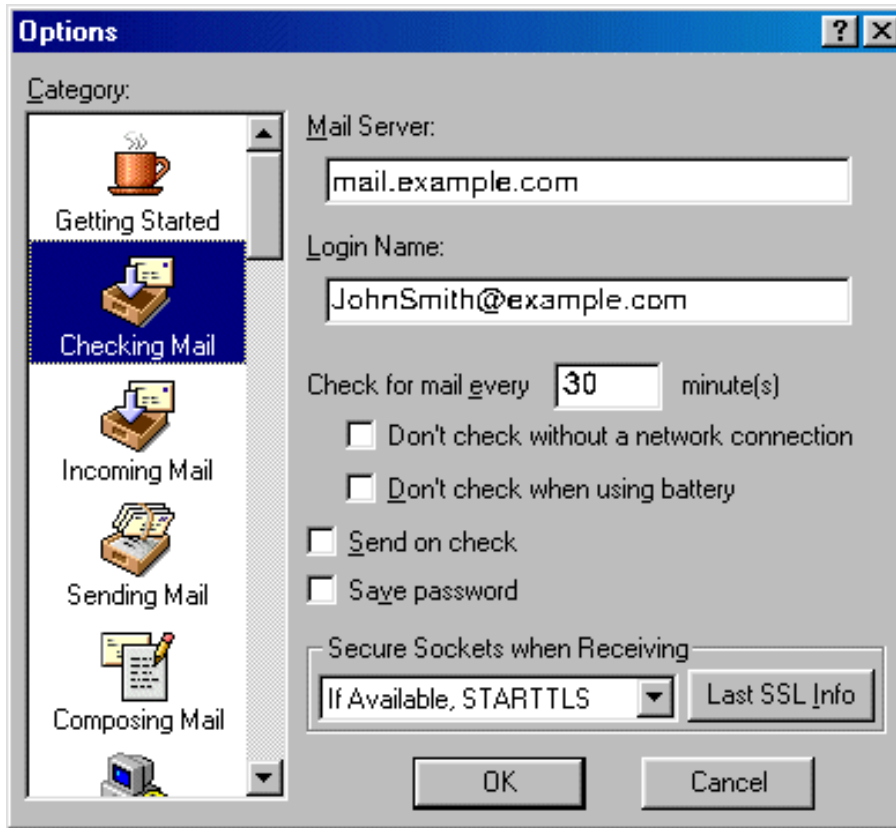
3. On the page that shows, select *Getting Started* on the left and fill in the following form:



- ◆ *Real name* – enter the name you would like others to see when they receive your e-mail;
- ◆ *Return address* – your full e-mail address;
- ◆ *Mail Server* – your incoming mail server;
- ◆ *Login Name* – your e-mail address;
- ◆ *SMTP Server* – your outgoing mail server.

Click *OK*. Once you have filled these fields, Eudora will populate other settings based on your input.

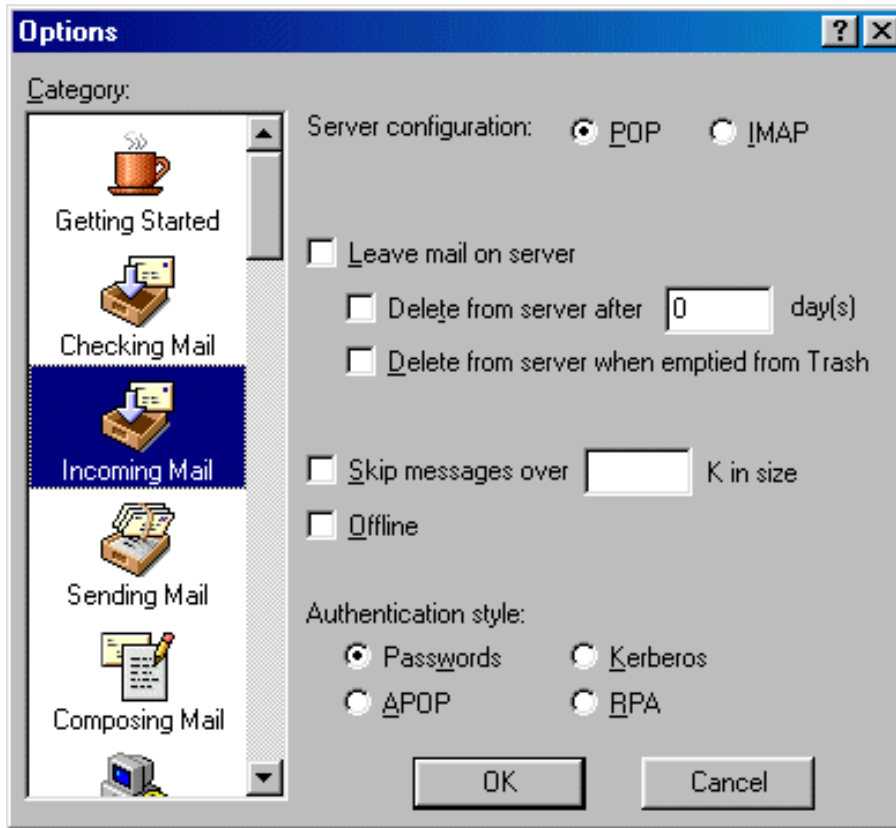
4. Select *Checking Mail* on the left and fill out the form that shows:



- ◆ *Mail Server (POP)* and *Login Name* should be populated from your input on the *Getting Started* screen.
- ◆ *Check for mail every "X" minutes* – determine how often Eudora will check for new mail messages when you are connected.
- ◆ *Send on check* – allows you to send any outgoing mail messages at the time that you check for incoming mail.
- ◆ *Save password* – check this option so you will not have to enter it each time you check your mail.

Click *OK* to save settings.

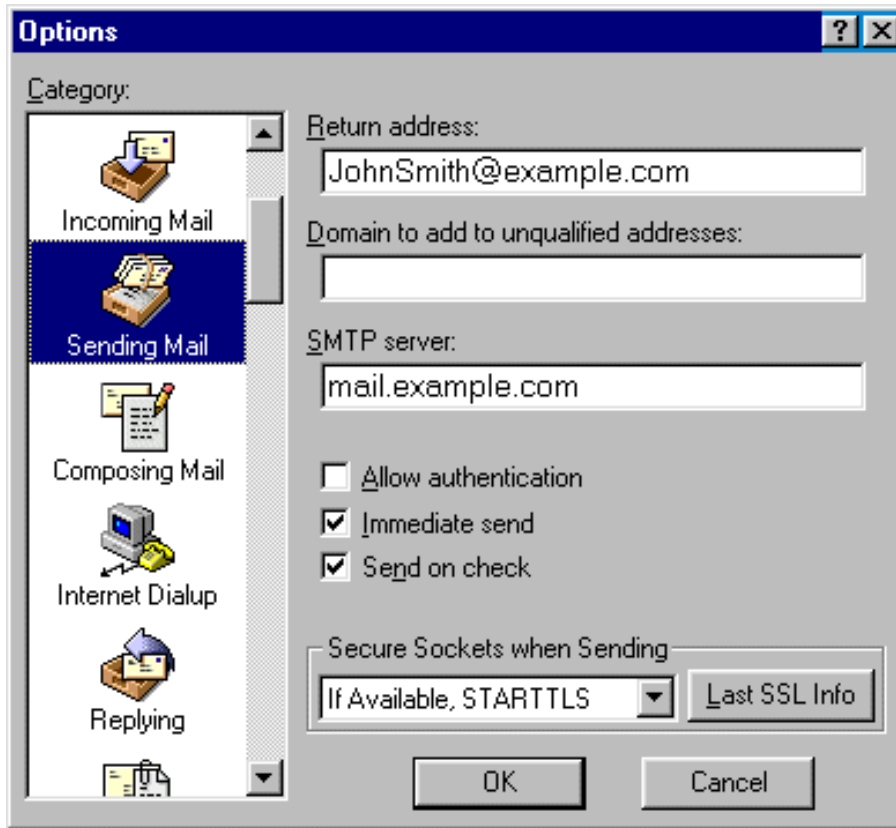
5. Select *Incoming Mail* on the left and check the necessary options:



- ◆ *Server Configuration* – must be set to POP;
- ◆ *Leave mail on server* – allows your e-mail to be stored on a server;  
Otherwise, mail can be deleted after storing for a certain amount of days or upon emptying from Eudora's Trash bin;
- ◆ *Skip messages* – allows you to not download messages that are of a large size;
- ◆ *Offline* should not be checked;
- ◆ *Authentication style* should be set to *Passwords*.

Click *OK*.

6. Select *Sending Mail* on the left.



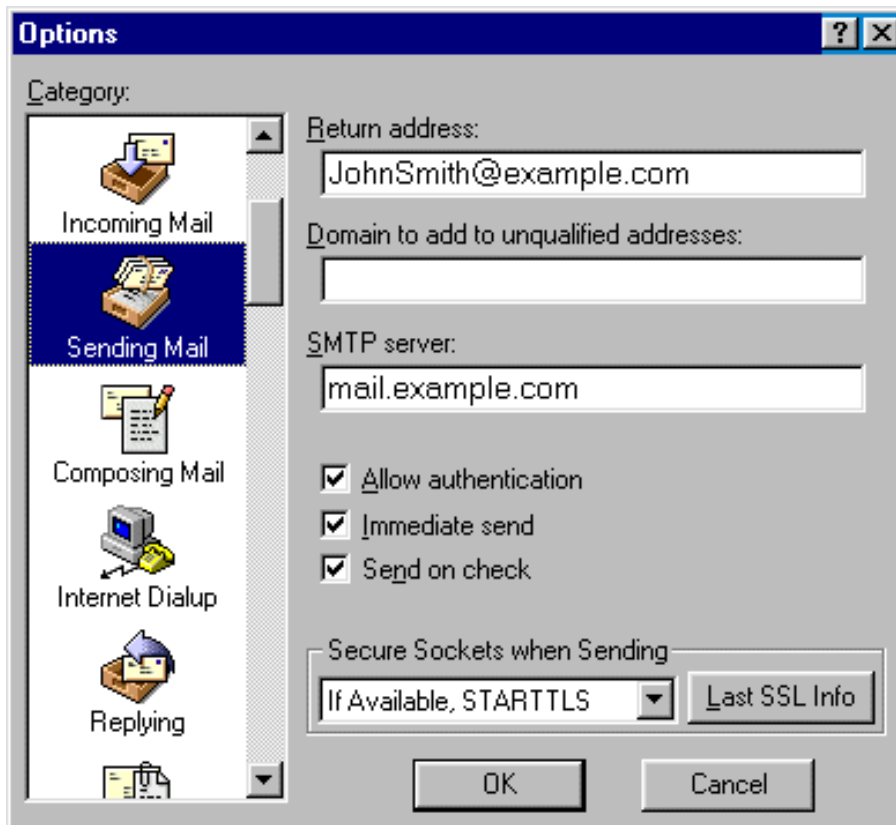
- ◆ *Return address* and *SMTP server* should already be completed from previous fields on the *Getting Started* tab;
- ◆ *Domain* field can be left blank;
- ◆ *Allow authentication* should not be checked for POP SMTP relay;
- ◆ *Immediate send* allows Eudora to send messages immediately after being written, as opposed to storing them in the Outbox for you to send at a later time;
- ◆ Check *Send on check* to send any outgoing mail messages at the time that you check for incoming mail;
- ◆ Leave *Secure Sockets* as the default setting;

Click *OK* to save settings.

## Configuring Eudora with SMTP Auth Relay

To set *SMTP Auth*, do the following:

1. Repeat steps 1–6 as described [above](#).
2. In addition to settings on step 6, check the *Allow authentication* box.



3. Click OK.

Now that Eudora Mail is configured, you can send and receive emails.

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Related Docs: • [Mailboxes](#)

# Hosting MySQL Databases

Related Docs: • [Hosting Microsoft SQL Databases](#) • [Hosting PostgreSQL Databases](#)

MySQL is a popular database management system. It allows you to add, access, and process stored data. This document will guide you through:

- [Creating MySQL database and its users](#)
- [Editing MySQL databases](#) (phpMyAdmin)
- [Changing MySQL disk quota](#)
- [Changing user passwords](#)
- [Adding MySQL users and granting them privileges](#)

## Creating MySQL Database and Its Users

MySQL users cannot exist separately from MySQL databases. You must stick to the following sequence:

1. Create a database
2. Add MySQL users to each created database.


However, MySQL users can be shared by different databases.

To create a MySQL database, do the following:

1. Select *MySQL* in the *Databases* menu and *MySQL DB creation Wizard* automatically appears.
2. On the form that shows enter the name of the database and database description if needed:

## The MySQL Database Creation Wizard Step 1

The first step of the MySQL database creation wizard allows you to create a database. In the Name of database field enter the name of the database you are creating. This name will be used later when you connect to the database from any database client or tool. The Database description field allows you to provide a short description of the database. This description is used only in the control panel to remind you of the purpose of this database.

Name of database	admin2_mysqlpdb +
Database description	test db
	<input type="button" value="Next"/>

### NOTE:

Starting from version 2.3.1, new MySQL databases are created with the *username\_* prefix, where *username* is a unique identifier that contains either first letters of the name of an account under which this database is created, or that account name's first letters and a unique number if there are several account names starting with the same letters. This is done to prevent the creation of databases with the same name under different users.

3. Agree with additional charges if any.
4. In the form that appears, create a new user or grant privileges to users of other databases:

## The MySQL Database Creation Wizard Step 2. Adding Users to admin2\_mysqlpdb

In this step you will add users and set their privileges on the newly created database. In the left part of the form you can add new users. In the right part you can set privileges for already existing users on the newly created database. To add a new user, enter the user login and password, then select a typical role for this user. If you need to set more specific privileges, you can do this from the "MySQL privileges" form later (after the user has been created). To set privileges on the newly created database for an existing user, select this user from the list, then select a typical role of this user and then press the "Add existing user" button. If you need to set more specific privileges on the database, you can do this from the "MySQL privileges" form later.

Add MySQL user to the database admin2_mysqlpdb		Granting privileges to an existing user on the database admin2_mysqlpdb	
User name	<input type="text" value="admin2_user2"/> +	Pick user	<input type="text" value="admin2_user"/> ▾
Password	<input type="password" value="*****"/> +	User role	<input type="text" value="read"/> ▾
Confirm password	<input type="password" value="*****"/> +	<input type="button" value="Grant"/>	
User role	<input type="text" value="read"/> ▾		
<input type="button" value="Add user"/>			
<input type="button" value="Finish"/>			

- ◆ Add a new user to the database you have just created. User roles are explained [below](#). Click *Add user*.
- ◆ Choose roles for users of other databases so they can use your new database. Click *Grant*.








5. Click *Finish* to complete creating your MySQL database.

## Editing MySQL databases (phpMyAdmin)







You can edit the content of your databases using the phpMyAdmin utility that comes with your control panel. To run phpMyAdmin, do the following:

1. Select *MySQL DBs* in the *Databases* menu.
2. In the form that appears, click the name of the existing *MySQL Database* you want to edit or the *Edit* icon on its right:

MySQL Server	
Host Name	mysql.test190.psoft (192.168.114.190)
Port number	3306

MySQL databases			
	Database name	Database description	Controls
	<a href="#">admin2_mysqlldb</a>	test db	 
	<a href="#">admin2_db2</a>		 
<b>Add database</b> 			

3. In the form that appears, click *Built in phpMyAdmin control panel* to start editing your database:

MySQL database management	
Host Name	mysql.test190.psoft (192.168.114.190)
Port number	3306
Database name	<a href="#">admin2_mysqlldb</a> 
phpMyAdmin	<a href="#">Built in phpMyAdmin control panel</a> you will need a properly configured dba user to log in (just add user with dba role if you don't have one)
Quota	Used <b>0.0 MB</b> out of <b>5 MB</b> 
Database users	<a href="#">admin2_user</a>    

4. Follow the instructions of the phpMyAdmin control panel to edit your MySQL DB.

## Changing MySQL disk quota.

MySQL disk quota is the maximum allowed size of **one** MySQL database. If you exceed this quota, you'll be charged for overlimit at a different (usually higher) price.

To change MySQL disk quota, do the following:

1. Select *MySQL DBs* in the *Databases* menu.
2. Click the *MySQL Database* or the *Edit* icon on its right:
3. Click the *Change* button against the *Quota* field and enter the new quota:



Change database quota for admin2_mysqladb	
Quota	<input type="text" value="5"/> +
<input type="button" value="Submit"/>	

4. Click *Submit*.
5. Agree to additional charges.

## Changing user passwords.

To change user password in the MySQL database, do the following:

1. Select *MySQL DBs* in the *Databases* menu.
2. Click the *MySQL Database* or the *Edit* icon on its right:
3. On the *MySQL database management* page click the *Change password* icon next to the DB user.



4. Enter new password and click the *Change* button.

Change password for admin2_user	
New user password	<input type="password" value="xxxxxx"/> +
Confirm password	<input type="password" value="xxxxxx"/> +
<input type="button" value="Change"/>	

## Adding MySQL users and granting them privileges.

Here you will learn how to add new users to an existing MySQL database.


1. Select *MySQL DBs* in the *Databases* menu.
2. Click the *MySQL Database* or the *Edit* icon on its right:
3. On the form that shows, click the *Add* icon against the *Database users* field.
4. Fill the following form:

Add MySQL user to the databaseadmin2_db2	
User name	admin2_user3 +
Password	***** +
Confirm password	***** !
User role	read ▾
Add	
Granting privileges to an existing user on the databaseadmin2_db2	
Pick user	admin2_user ▾
User role	read ▾
Grant	

Each user role involves a fixed set of privileges on this specific database:

Role:	Set of privileges:
read	select
read/write	select, insert, delete, update
dba	select, insert, update, drop, create, alter, index

5. Click the *Add* or *Grant* button and agree to additional charges.
6. To edit privileges, click the *Edit* icon next to the user. You will be brought to the *Privilege Maintenance* page.

You are about to administer user privileges on database	
Current user	admin2_user
Edit privileges	admin2_db2
<b>TT Edit privileges</b>	
Privilege name	Current status
grant	<input type="checkbox"/>
drop	<input type="checkbox"/>
update	<input type="checkbox"/>
create	<input type="checkbox"/>
alter	<input type="checkbox"/>
index	<input type="checkbox"/>
select	<input checked="" type="checkbox"/>
insert	<input type="checkbox"/>
delete	<input type="checkbox"/>
	<input type="button" value="Submit"/>

7. Check or uncheck the desired privileges and press the *Submit* button.

*Note:* For more information on MySQL access privileges, please refer to [www.mysql.com](http://www.mysql.com).

**IMPORTANT:** any changes in user privileges will be applied to the whole selected database.

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Related Docs: • [Hosting Microsoft SQL Databases](#) • [Hosting PostgreSQL Databases](#)

# Hosting PostgreSQL Databases

Related Docs: • [Hosting Microsoft SQL Databases](#) • [Hosting MySQL Databases](#)

**PostgreSQL** is a database management system based on Unix platform. It allows you to add, access, and process stored data. The SQL part of PostgreSQL stands for "Structured Query Language" – the most common standardized language used to access databases.

- [Creating PostgreSQL users](#)
- [Deleting users and changing their passwords](#)
- [Creating PostgreSQL databases](#)
- [Editing PgSQL databases and user privileges](#) (phpPgAdmin)
- [Changing PgSQL quota.](#)

## Creating PostgreSQL User(s)

Unlike with other databases, a PostgreSQL database cannot be created without a user. You must stick to the following sequence:

1. Create a PostgreSQL user.
2. Create a database.

*Note:* The first user in the list of users is the owner of a database, however the database can be used by others who obtain permissions from the owner.

To create a PostgreSQL database user, do the following:

1. Select *PGSQL* in the *Databases* menu and *Add PostgreSQL user* form automatically appears.
2. Fill the *Add PostgreSQL user* form on the *PostgreSQL Users* page.

Add PostgreSQL user ?	
User name	unixacc_pgsql +
Password	***** +
Confirm Password	***** +
<input type="button" value="Add"/>	

3. Agree to additional charges.

## Deleting Users and changing their passwords.

To delete the PostgreSQL database user, do the following:

1. Select *PGSQL Users* in the *Databases* menu.
2. Click the *Trash* icon next to the user name on the *PostgreSQL user management* page.
3. Agree to additional charges.

**Important:** *Trash* icon appears only next to non-owners. The owner of a database cannot be deleted, unless you remove the PostgreSQL database.

**PostgreSQL Server Settings** ?

? Host Name	psql.ultra.psoft
? Port number	5432

**PostgreSQL users management** ?

Users created by you. If you want to drop a user, first delete all the user's privileges. If you do not do this, a new user will have the privileges of a deleted user.

User name	Controls
unixacc_pgsq1	 
unixacc_pgsq12	 



To change the user password, do the following:

1. Select *PGSQL Users* in the *Databases* menu.
2. Click the *Change* icon next to the name of the user.
3. Enter a new password, confirm it, and click *Change*.

**Important:** the user privileges can be changed by means of [phpPgAdmin](#).

## Creating PostgreSQL Databases

Having at least one user, you can create a PostgreSQL database. This user will become the owner of this database.

To create a database, do the following:

1. Select *PGSQL DBs* in the *Databases* menu.
2. Click *Add Database* in the *PostgreSQL Databases* section:

**PostgreSQL Server Settings** ?

You can maintain any of your databases using any user created with any PGSQL GUI client. You can also use the built-in phpPGAdmin control panel by clicking its link from the manage database screen.

?	Host Name	psql.ultra.psoft (192.168.112.152)
?	Port number	5432

**PostgreSQL databases** ?

Database name	Database description	Database owner	Controls
			

3. Enter the name and description of the database:

**The PGSQL Database Creation**

Create a database. In the Name of database field enter the name of the database you are creating. This name will be used later when you connect to the database from any database clients or tools. The Database description field allows you to provide a short description of the database. The Database owner field allows you to choose from the list of users.

Database name	unixacc_ database +
Description	test
Database owner	unixacc_pgsql ▾
<input type="button" value="Submit"/>	

4. Click *Submit* and agree to additional charges.

## Editing PostgreSQL Databases and User Privileges






You can edit the content of your databases and user privileges using the phpPgAdmin utility that comes with your control panel.

To run phpPgAdmin, do the following:







1. Select *PGSQL DBs* in the *Databases* menu.
2. Click the name of the database you would like to edit.

You can also start this utility from the PostgreSQL database management page:

1. Select *PGSQL DBs* in the *Databases* menu.
2. Click the *Edit* icon for the database you are going to edit:

PostgreSQL databases 				
	Database name	Database description	Database owner	Controls
	<a href="#">unixacc_database</a>	test	unixacc_pgsqj	  

3. In the form that appears, click *Built in phpPgAdmin control panel* to start editing your database:

PGSQL database management	
Host Name 	psql.ultra.psoft (192.168.112.152)
Port number 	5432
Database name	unixacc_database 
phpPgAdmin	<a href="#">Built in phpPgAdmin control panel</a> you will need properly configured database
Database description	test 
Quota 	Used <b>2.0 MB</b> out of <b>5 MB</b> 







4. Follow the instructions of the *phpPgAdmin control panel* to edit your PostgreSQL DB.

## Changing PostgreSQL disk quota.

PostgreSQL disk quota is the maximum allowed size of **one** PostgreSQL database. If you exceed this quota, you'll be charged for overlimit at a different (usually higher) price.

To change PostgreSQL disk quota, do the following:

1. Select *PGSQL DBs* in the *Databases* menu.
2. Click *PGSQL Database*.
3. Click the *Change* icon in the *Quota* field:

PGSQL database management	
Host Name 	psql.ultra.psoft (192.168.112.152)
Port number 	5432
Database name	unixacc_database 
phpPgAdmin	<a href="#">Built in phpPgAdmin control panel</a> you will need properly configured database
Database description	test 
Quota 	Used <b>2.0 MB</b> out of <b>5 MB</b> 

4. Enter the new quota.
5. Click *Submit*.
6. Agree to additional charges.

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Related Docs: • [Hosting Microsoft SQL Databases](#) • [Hosting MySQL Databases](#)

# Hosting Microsoft SQL Databases

Related Docs: • [Hosting MySQL Databases](#) • [Hosting PostgreSQL Databases](#)

**Microsoft SQL** hosting is available both to \*nix and Windows accounts if MS SQL is set up in the system and enabled in the plan.

Unlike other SQL databases, MS SQL requires a login to access the MS SQL server. Once you have created a login, you can create databases. To access a database, you need to create DB users.








- [Creating Microsoft SQL logins](#)
- [Creating Microsoft SQL databases](#)
- [Adding MS SQL database users](#)
- [Changing MS SQL quota](#)
- [Managing MS SQL databases through web-interface](#) (MS SQL Manager)

## Creating Microsoft SQL Logins

Logins are used to access MS SQL server and to create DB users. You should create as many logins as many users you will have.

To create an MS SQL login, do the following:

1. Select *MS SQL* in the *Databases* menu.
2. Click the *Add New MS SQL login* icon at the bottom of page:

MS SQL server access logins		
MS SQL logins are used to access the MS SQL Server.		
	Login	Controls
	wintest_login	 
	wintest_login2	 
		

3. Enter login and password into the *MS SQL Login Creation Form* that shows:

The MSSQL Login Creation Form		
Login	<input type="text" value="wintest_login"/>	
Password	<input type="password" value="*****"/>	
Confirm password	<input type="password" value="*****"/>	
	<input type="button" value="Submit"/>	

*Note:* you can change password by clicking the *Change* icon against the login name in the *Controls* section.

4. Click the *Submit* button.
5. Agree to additional charges.

**Note:** To delete login, click the *Trash* icon against the login name, in the *Controls* section.

**Important:** With deleting a login, H-Sphere will delete all DBs created under it and also all users under the DBs. Also if you have some users under this login that are associated with another DB, these users will be deleted as well. Please make sure you want to delete the login before clicking *Trash*.

## Creating MS SQL Databases

Databases are created under logins and there can be several databases under one login.

To create a MS SQL database, do the following:

1. Select *MS SQL DBs* in the *Databases* menu.
2. Click the *Add database* icon at the bottom of the page that appears.
3. Fill the *MSSQL Database Creation* form:



The MSSQL Database Creation Form	
Database name	wintest_db +
Login	wintest_login ▼
	Submit

4. Click the *Submit* button.
5. Agree to additional charges.

*Important:* When MS SQL creates a database, it automatically creates a user with the same name as the login this database was created under.




To delete a database, click the *Trash* icon against the database name in the *Controls* section. Deleting a database will delete all its users.

## Adding New MS SQL Database users

Users are used to access MS SQL databases. Within a database, one login can be used only by one user. Mind, that the login used to enter the database is already used by you and it can't be used to create a new user on this database. Therefore, when you create a new user to the database, the system will offer you to choose from the logins that aren't used by this database.

To add a new user to individual MS SQL database, do the following:

1. Select *MS SQL DBs* in the *Databases* menu.
2. On the page that appears, click the name of existing database or click the *Edit* icon in the *Controls* section. The following form will show:

MSSQL database management	
Host Name	mssql.hs.psoft.net
Database name	wintest_db 
Database login	wintest_login
Database quota	Database/Transaction Log file quota ratio <b>50 %</b> Used database file <b>1 MB</b> out of <b>5 MB</b> Used transaction log file <b>1 MB</b> out of <b>5 MB</b> Used total <b>2 MB</b> out of <b>10 MB</b> 
Database users	

3. At the bottom of the page click *Add* icon against the *Database users* field. The following form will appear:

Add MSSQL user to the database wintest_db	
User name	wintest_user1 
MSSQL login	wintest_login2 
<input type="button" value="Add"/>	

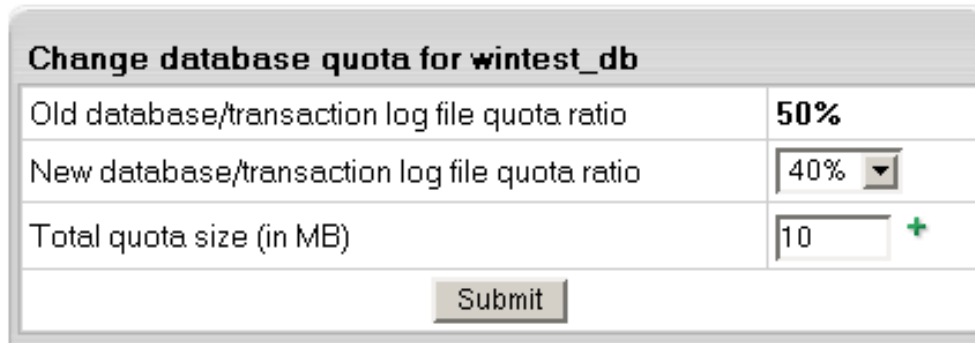
4. Enter user name.
5. Choose login this user will belong to and click *Add*.
6. Agree to additional charges if any.

## Changing MS SQL Database quota

**Total quota size** is the disk space allocated for the *database file* and the *transaction log file*. *Database/Transaction Log file quota ratio* is the portion of disk space allocated for the database file. If you set the total quota size to 100 MB and the database/transaction log file quota ratio to 40%, then the maximum database file quota is 40 MB and the maximum log file quota is 60 MB. The more dynamic your database is, the bigger transaction log file quota ratio should be.

To change the quota, do the following:

1. Select *MS SQL DBs* in the *Databases* menu.
2. On the page that appears click the name of an existing database.
3. On the form that shows, click the *Change quota* icon against the *Database quota* field.
4. Enter new database log file ratio and total quota size on the next page:



Change database quota for wintest_db	
Old database/transaction log file quota ratio	50%
New database/transaction log file quota ratio	40% ▼
Total quota size (in MB)	10 +
<input type="button" value="Submit"/>	

5. Click Submit.
6. Agree to additional charges if any.

## Managing MS SQL databases

(MS SQL Manager)

You can manage your MS SQL databases through a web–interface with [ASP Enterprise Manager](#), in your control panel called *MS SQL Manager*. To set up and launch MS SQL Manager:

1. Select the *Domain Settings* menu.
2. On the page that appears, click *Edit* for *Web Service*.
3. On the *Web Options* page, enable *ASP* and *ASPNET* if they are disabled. Then enable *MS SQL Manager* at the bottom of the page.
4. Click the *Magnifying glass* icon that appears to launch *MS SQL Manager*. You'll be asked to choose the login to connect to your *MS SQL* databases:



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Related Docs: • [Hosting MySQL Databases](#) • [Hosting PostgreSQL Databases](#)

## Creating ODBC DSN Records

Related Docs: • [Hosting Microsoft SQL databases](#)









**ODBC** – Open DataBase Connectivity is a standard database access method developed by [Microsoft Corporation](#). ODBC makes it possible to access any data from any application by means of ODBC drivers – one for each database format. You can create DSN (Date Source Name) records based on ODBC drivers to access databases of different formats under Windows plan.

- [Creating a new DSN record](#)
- [Editing DSN records](#)
- [Deleting DSN records](#)

## Creating a new DSN Record

To create a new DSN Record, do the following:

1. Select *ODBC Service* in the *ODBC* menu, and the list of available ODBC drivers will show.

Available ODBC Drivers
Microsoft Paradox Driver (*.db) 
Microsoft Access Driver (*.mdb) 
Microsoft Visual FoxPro Driver 
Microsoft dBase Driver (*.dbf) 
Microsoft Excel Driver (*.xls) 
SQL Server 
MySQL ODBC 3.51 Driver 
PostgreSQL 

2. Click the *Add* icon next to the DB driver you need.
3. Fill the form that appears. Forms are different depending on the DSN type:

ODBC Drivers : MySQL ODBC 3.51 Driver		
Name	Value	Description
DSN	userwin_test	DSN name
Server	mysql_test_231	Name of a server running SQL Server on the network
Database	test_db	Name of the default database for the connection
Description		A description of the data in the data source
UID	55568	For the MySQL driver, the user ID name used for login
PWD	*****	The password
Port	3306	Portnumber of a server running SQL Server on the network
Option	16	Option on how to connect to the MySQL database
Create CF MX DSN record	<input checked="" type="checkbox"/>	This allows you to use the DSN record in Cold Fusion (* changes take effect within a day)
<input type="button" value="Create"/>		

- ◆ Enter the second part of your full DSN name in the *DSN* field. The first part of your full DSN name is your Windows login. In the applications/scripts you run on your server, you must use the full DSN name, e.g. *testvi0-mydatabase* as in the below example.
- ◆ Directories and file names must include paths relative to your home dir root, (the SourceDB field should include the name of the database and the extension).
- ◆ *Create CF MX DSN record* – check this box to have system DSN records registered in ColdFusion MX. Once you have created the DSN record, you'll need to wait till the next morning until ColdFusion server is restarted.

4. Click *Create*.

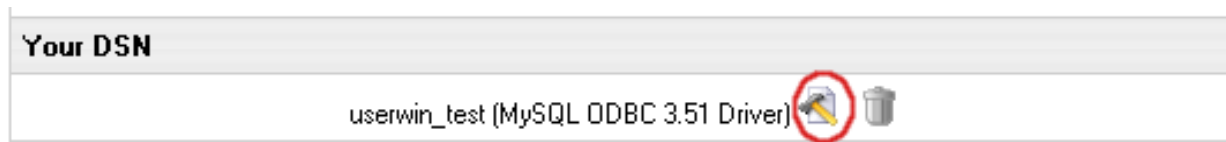
## Editing DSN Records

Here you will learn how to edit your DSN records.

*Note:* For more details on each driver's parameters, read driver specifications. E.g. you can find all information about MS SQL DSN configuration on the [Microsoft Web Site](#).

To edit DSN records:

1. Select *ODBC Service* in the *ODBC* menu.
2. On the page that shows, in the *Your DSN* section, click the *Edit* icon next to the DSN record you need.



3. Edit the DSN records in the form that appears.
4. Click *Update*.

## Deleting DSN Records

To delete a DSN record, do the following:

1. Select *ODBC Service* in the *ODBC* menu. This will open a page similar to the one above
2. In the *Your DSN* section, click the *Delete* icon next to the existing DSN.

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Related Docs: • [Hosting Microsoft SQL databases](#)

# Securing Transferred Data through SSL

(updated for version 2.4.3)

Related Docs: • [Direct Access to Server](#) • [Comodo SSL](#)

SSL (Secure Sockets Layer protocol) is a standard for transmitting confidential data such as credit card numbers over the Internet. Most true business sites support this feature which allows more security in data transmitted over the WWW. This is the standard minimum security level for true business on the Internet. SSL works by using a private key to encrypt data that is transferred over the SSL connection. Read more on [What SSL is](#).

SSL requires a dedicated IP, because name-based hosting does not support data encryption in HTTP requests.

You can secure transfer of the confidential data on your site through:

- [buying and installing a permanent certificate in one step](#)
- [using the key and certificate you already have](#)
- [creating a temporary key and certificate](#)
- [acquiring a permanent certificate](#) from a trusted Certificate Authority
- [renewing permanent certificates](#)
- [using your provider's certificate \(Shared SSL\)](#)

## Buying And Installing a Permanent Certificate In One Step

(version 2.4.3 and up)

If your hosting provider allowed it in the plan you chose to register under, you can buy and install a permanent certificate directly from your CP. If not, you can [use certificate you already have](#) or [create a temporary certificate](#) and then [acquire a permanent certificate](#) from a trusted authority ([InstantSSL from Comodo CA](#) or other authority). Later you can [renew your permanent certificate](#).

If your provider offers a [Shared SSL certificate](#), you can use it instead of purchasing a certificate of your own.

To buy and install a permanent certificate directly from your CP:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Enable SSL for the domain in the list.
4. On the page that appears, scroll down to *SSL Support* and choose the option *One step buy and install SSL certificate*:



5. Fill in the form with your contact data:

### One Step Buy and Install SSL Certificate

Site Name	<input type="text" value="iptest.com"/>
Type	<input type="text" value="1 Year Instant SSL - \$59,00"/>
e-mail	1 Year Instant SSL - \$59,00 1 Year Instant SSL Pro - \$79,00
Company	2 Years Instant SSL - \$99,00 1 Year Premium SSL - \$129,00
Organization Unit	2 Years Instant SSL Pro - \$135,00 3 Years Instant SSL - \$145,00
Locality	1 Year Elite SSL - \$149,00 3 Years Instant SSL Pro - \$164,00
State	2 Years Premium SSL - \$179,00 1 Year Gold SSL - \$185,00
Postal Code	1 Year Platinum SSL - \$211,00 3 Years Premium SSL - \$211,00
State (if other)	2 Years Elite SSL - \$245,00 3 Years Elite SSL - \$315,00
Country	2 Years Gold SSL - \$321,00 2 Years Platinum SSL - \$368,00
Address 1	3 Years Gold SSL - \$389,00 3 Years Platinum SSL - \$513,00
Address 2	<input type="text"/> +
Address 3	<input type="text"/> +
DUNS Number	<input type="text"/>
Company Number	<input type="text"/>

Provide you DUNS and company numbers in business listings, if you have any, to facilitate validation of your application.

6. Create resource confirmation by agreeing with the additional charges.
7. The page you'll find yourself at contains summarized instructions of what to do next. These instructions will also be emailed to you together with your order number.

## Using the Key and Certificate You Already Have

To enable SSL, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Enable SSL for the domain in the list.
4. On the page that appears, scroll down to *SSL Support* and choose the option *Import SSL certificate*.
5. Agree to charges, if any.
6. Enter the SSL Server Private Key and SSL Certificate in the boxes that appear:

**New SSL Support**

[Generate a temporary SSL certificate and certificate request](#)

**SSL Server Private Key**

**SSL Certificate**

Site Name

7. In the *Site Name* field, choose whether you want to secure with or without the *www* prefix. Only one option will work correctly. For instance, if you choose to secure *http://www.domain.com*, your visitors will get security warnings when they go to *http://domain.com*.
8. Click *Submit*. Now your site is secured.

## Creating a Temporary Certificate

The only difference between temporary and permanent certificates is that temporary certificates are generated by your control panel, not trusted Certificate Authorities. Thus, when visitors enter your site, they will get the "unknown certification authority" warning window.

To generate a new temporary SSL private key and certificate, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Enable SSL for the domain in the list.
4. Click the link at the top of the form that appears.
5. Agree to charges, if any.
6. On the page that appears, scroll down to *SSL Support* and choose the option *Generate self signed SSL certificate*. On the page that appears, confirm your details by clicking the *Submit* button:

SSL Certificate Signing Request Parameters	
Site Name	<input type="text" value="unixtest.test190.psoft"/>
e-mail	<input type="text" value="admin@example.com"/> +
Company	<input type="text" value="Big Corp"/> +
Organization Unit	<input type="text" value="1"/> +
Locality	<input type="text" value="test"/> +
State	<input type="text" value="Other"/>
State (if other)	<input type="text"/> +
Country	<input type="text" value="United States"/>
<input type="button" value="Submit"/>	

These data will be used to generate the certificate. Don't make changes to the data if you are not sure about the purpose of



- ◇ SSL Certificate Signing request. It includes the details that you submitted on the previous step. Use this request if you want to get a permanent SSL certificate from a trusted Certificate Authority, such as [Comodo CA](#), [Thawte](#) and [VeriSign](#) (see [below](#)).
  - ◇ SSL Server Private Key. This is the secret key to decrypt messages from your visitors. It must be stored in a secure place where it is inaccessible to others. Don't lose this key, you will need it if you get a permanent certificate.
  - ◇ Temporary SSL Certificate. It validates your identity and confirms the public key to assure the visitors that they are communicating with your server, not any other party.
8. Click *Submit Query*.

## Acquiring a Permanent Certificate

To get a permanent certificate, do the following:

1. Generate a temporary SSL certificate (see [above](#)).
2. Copy the certificate signing request (CSR) and private key for later use.
3. Go to [Comodo CA](#), [Thawte](#), [VeriSign](#), or any other Certificate Authority and choose to get a new certificate. When requested, enter the signing request that you have saved.

Important:

When obtaining SSL certificate, make sure it is generated for Apache regardless of whether you intend to install it on windows or unix box.

4. After the permanent SSL Certificate has been generated, save it to a secure location.
5. Select *Domain info* in the *Domain Settings* menu.
6. Go to the *Web Service* page and click the *Edit* icon in the *SSL* field.
7. Enter the certificate into the upper box of the form that opens ("Install Certificate based on previously generated Certificate request"):

Edit SSL	
<b>Site Name</b>	<a href="#">unixtest.test190.psoft</a>
<b>Install Certificate based on previously generated Certificate request</b>	<b>Certificate File:</b> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>
	<input type="button" value="Upload"/>

For COMODO.NET, enter the rootchain certificate (Certificate Chain File):

<b>Certificate Chain File</b>	<div style="border: 1px solid black; height: 150px; width: 100%;"></div>
	<input type="button" value="Install"/>

For Equifax, also enter the Certificate Authority File:

Certificate Authority File

Install

8. Click *Upload*.
9. Now you can use the certificate jointly with the private key you have saved.

## Renewing Permanent Certificates

If your certificate is about to expire, do the following:

1. Find the certificate signing request (CSR) that you saved when [acquiring the old certificate](#).
2. Go to your certificate authority and choose to renew the certificate. When requested, enter the CSR.
3. After the permanent SSL Certificate has been generated, save it to a secure location.
4. Select *Domain info* in the *Domain Settings* menu.
5. Go to the *Web Service* page and click the *Edit* icon next to the *SSL Support*.
6. Enter the corresponding certificate into the box of the form that opens:

Edit SSL	
Site Name	<a href="#">unixtest.test190.psoft</a>
Install Certificate based on previously generated Certificate request	Certificate File: <div style="border: 1px solid black; height: 150px; width: 100%;"></div>
	<input type="button" value="Upload"/>

7. Click *Upload*.
8. Now you can use the certificate jointly with the private key you have saved.

## Using Your Provider's SSL Certificate (Shared SSL)

If your provider offers a Shared SSL certificate, you can use it instead of purchasing a certificate of your own. Unlike a regular SSL certificate, it costs less, doesn't require a dedicated IP, and belongs to an equally trusted Certificate Authority. The disadvantage of shared SSL is that it can be used only with third level domains.

Shared SSL requires that your site runs on a shared IP.

To secure your site with Shared SSL, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Enable Shared SSL for the domain in the list.
4. Agree to charges, if any.
5. If you are using a second level domain (*example.com*), you will be asked to create a third level domain alias (e.g. *domainalias.example.com*):

**New 3rd level Domain Alias**

In order to use a shared SSL certificate, you need to create a third level domain alias for your site. Please choose an appropriate name for it.

Alias for domain subtest.unixtest.test190.psoft  +  ▾

Now the site is available both at the non-secured second level domain name (e.g. *http://example.com*) and at the secured third level domain alias (e.g. *https://example.victor.psoft*). Note that Shared SSL certificates work only within one domain level, i.e. for *user1.example.com* and **not** for *www.user1.example.com*. In the example above, the certificate will **not** work for *www.example.victor.psoft*, and your visitors will get the warning: "The name on the security certificate does not match the name of the site".

**NOTE:** When designing your pages set any internal links to images or frames as `<a href='https://user.domain.com/images/example.jpg'>` or simply `<a href='/images/example.jpg'>`. If you use the `<a href='http://...>` link, your visitors will get the message: "The page contains both secure and non-secure items". This isn't much of a problem in terms of security, since visitors may simply choose the "do not display non-secure items" option, but no graphics will be displayed.

---

Related Docs: • [Direct Access to Server](#) • [Comodo SSL](#)

## Installing Comodo SSL Certificate

Related Docs: • [Securing Transferred Data through SSL](#)

To install a Comodo SSL certificate:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Enable SSL for the domain in the list.
4. Agree to charges, if any.
5. Click the link at the top of the form that appears.
6. On the page that appears, confirm your details by clicking the *Submit* button:

SSL Certificate Signing Request Parameters	
Site Name	<input type="text" value="katon.psoft.net"/>
e-mail	<input type="text" value="katon@pssoft.net"/> +
Company	<input type="text" value="Positive Software"/> +
Organization Unit	<input type="text"/> !
Locality	<input type="text" value="Austin"/> +
State	<input type="text" value="Texas"/>
State (if other)	<input type="text"/> +
Country	<input type="text" value="United States"/>
<input type="button" value="Submit"/>	

These data will be used to generate the certificate. Don't make changes to the data if you are not sure about the purpose of these changes.

7. Follow instructions that appear at the top of the next page.

### SSL Certificate Signing Request

```
-----BEGIN CERTIFICATE REQUEST-----
MIIB1zCCAUAQAQAwgZYxCzAJBgNVBAYTA1VBMQswCQYDVQOIEwJOQTENMAsGA1UE
BxMETHZpdjEaMBGGA1UEChMRUG9zaXRpdmUgU29mdHdhcmUxLjAUBGNVBAsTDU5v
dCBzcGVjaWZpZWQxZzAVBgNVBAMTDnd3dy5paS5sdm12LnVhMR4wHAYJKoZIhvcN
AQkBFg9rYXRvbWw2Z9mdC5uZXQwZzZ8wDQYJKoZIhvcNAQEBBQADgYOAAMIGJAoGB
AMPWlifPj43obbkUct1ztWU6Sq2NCA7NVwbf1RuNHZj2RIONJin1Z97IRN+iI3iQ
g/o+ySgW1HE1X5LuJvvug/qP3bjeuXm7CBx52WCJcYgw9R33mBfZ2PwqT9fNhgW
aZSWNNFPsFs/sajduxIlcb4HZBfrOSpyU9TPvHj6OtUXAgMBAAGGADANBgkqhkiG
9w0BAQQFAA0BgQC3ywZhJoj3LMD0THVf6W3JTZfcKvyC6/MYcCxOtkGXqddhZdLV
Xga69SmyUFONLzDGtD/DBGoXtaRNQU1Xwr2fYcKHRnnxRhNB6iuQTJkr1PyykOTk
```

### SSL Server Private Key

```
-----BEGIN RSA PRIVATE KEY-----
MIICXgIBAAKBgQDD1pYnz4+N6G25FHLdc7V1ukqtjQgOzVcG35UbjR849kSNJyYp
9WfeyETfoin4kIP6PskoFtRxNV+S7ib77oP6j9243r15uwgcedlgiXGIMPUD95gX
2WT1qk/XzYahsGmUljTRT7BbP7Go3bsSjXG+B2QX69Egc1PUz7x4+jrVFwIDAQAB
AoGACTBRXU7U2oCOXUHDxfam5T4HcPsODJW/5pepBGDrvR14+/KBT0ix1fcpnCCc
b3TAbIZzo8jmcOVjNZ6s/5ciZBNETaGWR8YQcWE7wKC+0/3+BKAjF8AkxUo8Dhv
N8CPoirt/ImEi/+oxnRWKhUVrdoT3J613kmJuUsgPzNrDYkCQQDmgE1MD1piBc9A
GJ20CWWgTpx934UUKP1LoMRUuuuPkS3SKiTTjA9ULCdAhgW/DEAUHn6XE+RgTrJq
JsWg6m9NAkEA2Yck6KvXOSu+hFcR+B+jHD2a0/9ubT3Lb5UR2+mVWGzYxhgOeg2x
OHCYH9yEQx4RKP5G88sZVImaNYDcQOZr8wJBAJV7HSW3SzeIfXgevp8T/QDyGhCT
```

### Temporary SSL certificate

```
-----BEGIN CERTIFICATE-----
MIICwjCCAiuGAWIBAgIBATANBgkqhkiG9w0BAQQFAADBKMQswCQYDVQOGEwJVQTEN
MAsGA1UECBMETHZvdjENMAsGA1UEBxMETHZvdjEOMAwGA1UEChMFUHNvZnQxDTAL
BgNVBAMTBES9sZWcwHhcNMDEwNzAyMTYxOTU0WWhcNMDIwNzAyMTYxOTU0WjCB1jEL
MAkGA1UEBhMCVUExCzAJBgNVBAGTAk5BMQowCwYDVQQHEwRMDm12MR0wGAYDVQQK
ExFQb3NpdG12ZSBTb2Z0d2FyZTEwMBQGA1UECXMNTm90IHNwZWVpZm1lZDEXMBUG
A1UEAxM0d3d3LmlpLmx2aXYudWEwHjAcBgkqhkiG9w0BCQEW2thdG9uQHBzb2Z0
Lm5ldDCBnzANBgkqhkiG9w0BAQEFAAOBjQAawYkCgYEAw9aWJ8+PjehtuRRy3XO1
ZbpKrYOIDS1XBt+VG40fOPZEjScmKfVn3shE36IjeJCD+j7JKBbUcTVfku4m++6D
+o/duN65ebsIHHnZYI1xiDD1HfeYF91k9apP182GobBp1JY00U+wWz+xqN27EiVx
```

Submit Query

- ◆ SSL Certificate Signing request. It includes the details that you submitted on the previous step. Use this request to get an SSL certificate from Comodo.
  - ◆ SSL Server Private Key. This is the secret key to decrypt messages from your visitors. It must be stored in a secure place where it is inaccessible to others. Don't lose this key, you will need it if you get a permanent certificate.
  - ◆ Temporary SSL Certificate. It validates your identity and confirms the public key to assure the visitors that they are communicating with your server, not any other party.
8. Copy the signing request and private key for later use.
  9. Click *Submit Query*.
  10. Go to <http://www.instantssl.com/ssl-certificate-products/ssl.html> and choose to get a new SSL certificate. When requested, enter the signing request that you have saved. You will be given an SSL certificate and a rootchain certificate.
  11. Save your SSL and rootchain certificates to a secure location.
  12. Select *Domain info* in the *Domain Settings* menu.
  13. Go to the *Web Service* page and click the *Edit* icon in the *SSL* field.
  14. In the form that opens, enter the SSL certificate into the box *Install Certificate based on previously generated Certificate request* and click *Upload*:

Edit SSL	
Domain Name:	<a href="#">katon_u0.u1.psoft</a>
Install Certificate based on previously generated Certificate request	Certificate File:
	<div style="border: 1px solid black; height: 150px; width: 100%;"></div>
	<input type="button" value="upload"/>

15. Enter the rootchain certificate into the box *Certificate Authority File* and click *Install*:



16. Now you can use the certificate jointly with the private key you have saved.

---

Related Docs: • [Securing Transferred Data through SSL](#)

## Creating an Online Store

Related Docs: • [Hosting MySQL databases](#)

Your control panel comes with two on-line store builders, Miva Merchant and osCommerce.

- [Miva Merchant vs. osCommerce](#)
- [Setting Up Miva Merchant](#)
- [Setting Up osCommerce](#)
- [Updating osCommerce to version 2.2-MS1](#)

*\* This document isn't a storefront management guide. It only explains how to run integrated e-stores from your control panel. For instructions on how to operate your on-line shop visit the corresponding company site.*

## Miva Merchant vs. osCommerce

Your plan may allow you to create an online store with two online shop builders and managers:

<b>on-line store</b>	<b><u>Miva Merchant</u></b> <a href="http://www.miva.com/products/merchant">www.miva.com/products/merchant</a> version 4.xx <b>Miva Merchant</b> is a dynamic browser based storefront development and management system that allows merchants to create multiple online stores. Read the <a href="#">license</a> .	<b><u>osCommerce</u></b> <a href="http://www.oscommerce.com">www.oscommerce.com</a> version 2.2 (see below on how to update your version) <b>osCommerce</b> is an open source e-commerce solution and is released under the <a href="#">GNU General Public License</a> (GPL).
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<p><b>features</b></p>	<ul style="list-style-type: none"> <li>• Store management (simple wizards and sophisticated tools)</li> <li>• Account management (provide frequent shopper programs, discounted pricing and special product availability)</li> <li>• Catalog Management</li> <li>• Associating complimentary products to give shoppers the opportunity to purchase others that are similar .</li> <li>• Configuring multiple sales tax methods, configures multiple sales tax methods and instant order e-mail confirmations.</li> <li>• Secure transactions with SSL</li> <li>• Driving targeted shoppers to your store with a search engine and "shop box" that is displayed on popular web sites.</li> <li>• Affiliate Program</li> <li>• Inventory Tracking</li> <li>• Advanced and simple mode administrative interfaces</li> <li>• Product Attribute Template</li> <li>• Site Traffic and Sales Statistics</li> <li>• Quick Selection when administering your storefront</li> <li>• Calculating shipping costs as a percentage of the total order</li> </ul>	<ul style="list-style-type: none"> <li>• Add/Edit/Remove categories, products, manufacturers, customers, and reviews</li> <li>• Categories-to-categories structure</li> <li>• Statistics for products and customers</li> <li>• Dynamic product attributes</li> <li>• Tax zones, classes, and rates</li> <li>• Configuration parameters in database for remote editing</li> <li>• Not tied together with the catalog module (admin module can be installed on another server)</li> <li>• Payment and shipping modules</li> <li>• Backup tool</li> <li>• Customer accounts</li> <li>• Customer address books (other shipping destinations)</li> <li>• Order history</li> <li>• Temporary (not logged on) and permanent (logged on) shopping carts</li> <li>• Search catalog for products or manufacturers</li> <li>• Product reviews by customers</li> <li>• E-mail notifications</li> <li>• Foreseen checkout procedure</li> <li>• Secure transactions with SSL</li> <li>• Number of products in each category are shown</li> <li>• Bestseller lists</li> <li>• Display what other customers have brought (relating to the current product displayed)</li> </ul>
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## Setting Up Miva Merchant

To set up Miva Merchant, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.

3. Enable *Miva E-Shop* for your e-commerce domain.
4. Agree to charges. If you get the message "*Run out of MIVA Merchant licenses*", report to technical support.
5. Click the *Apply* link in the *Status* column.
6. Click the *Setup* icon that has appeared next to the domain name.
7. Click the *Install* button and complete the installation:

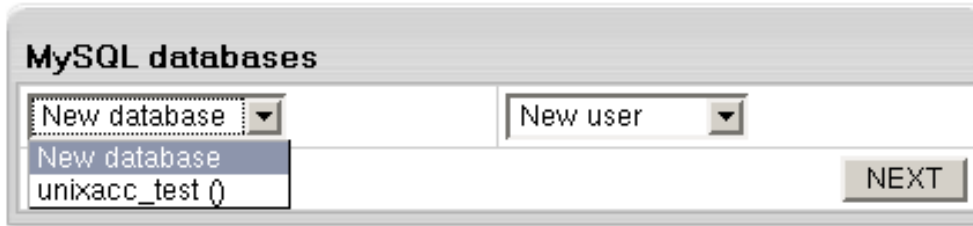


8. Click the *Edit* icon to configure your Miva shopping cart. Alternatively, you can do it using Miva administration panel. When it prompts you for a login and a password, enter those you use for your FTP account.
9. Click the *View* icon to see how your online store looks from the Internet.
10. To remove Miva Merchant database with all its entries, click the *Uninstall* icon.

## Setting Up osCommerce

To set up osCommerce online shop, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the page that shows enable *osCommerce* for the online store domain.
4. Agree with charges, if any.
5. Create a database and a user. osCommerce uses MySQL databases to store your commercial data, such as products, catalogues, etc.



**WARNING:** Assigning a previously created MySQL database for use by osCommerce will clear contents of all its tables.

The databases used by osCommerce will show among your MySQL databases marked "*(Locked By osCommerce)*".

You can manage osCommerce databases with any MySQL GUI client or the built-in phpMyAdmin control panel.

\* For more information on MySQL please refer to [MySQL Support](#) chapter of this manual.

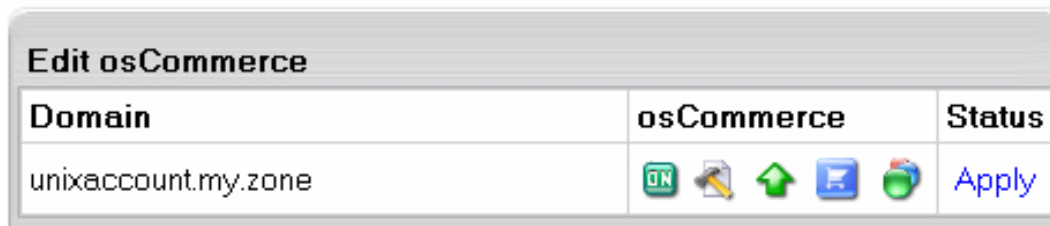
6. Set permissions to the "admin" directory using the [htProtect](#) utility which is integrated into WebShell File Manager. This is done to restrict public access to osCommerce configuration.

**WARNING:**

When setting osCommerce **on Winbox, the "admin" directory is protected by default H-Sphere setting.** Therefore, it's not a subject to Webshell protection.

To access this directory, user should enter his FTP login info.

Now, let's take a look at the osCommerce controls:



- ◆ **ON/OFF** – enable/disable the resource. Switching off your osCommerce will permanently remove all your osCommerce settings, databases, etc. So the next time you enable it, you'll have to configure it from scratch and you will be charged the osCommerce setup fee.

- ◆ **EDIT** – click the icon in case you somehow corrupted the templates and want to get them fixed. Also, use it if you have just set your e-shop to use SSL certificate. This option resets the config file using the current hosting settings and restores the osCommerce files from the bundle.
  - ◆ **UPDATE** – click the icon to [update osCommerce](#) to the newest version.
  - ◆ **E-SHOP** – click the icon to go directly to your on-line store.
  - ◆ **ADMIN** – click the icon to go to your osCommerce administrative panel.
7. Click the *Apply* link to change server configuration. Without it osCommerce may not work.

## Updating osCommerce to version 2.2-MS2

osCommerce 2.2 Milestone 2 contains lots of bugfixes, so if you run the prior version, we highly recommend you to update your online store building software to version 2.2-MS2:

1. Back up all your custom osCommerce settings.
2. In your control panel, go to the osCommerce settings page.
3. Choose the domain you are running your online store on and click the *Edit* icon. That will update osCommerce scripts.
4. Click the *Upgrade* icon. This will update osCommerce database:



*Important:* Please make sure that your current osCommerce version is older than 2.2-MS2 before performing the upgrade.

\*When updating osCommerce IGNORE the following message:

*Warning: Installation directory exists at: /hsphere/local/home/your\_account\_name/domain\_name/catalog/install. Please remove this directory for security reasons.*

Complete the update and only then remove this directory.

---

Related Docs: • [Hosting MySQL databases](#)

# Paying for Hosting

Related Docs: • [Getting Technical Support](#)

This document answers the most important questions connected with billing:

- [How do I pay?](#)
- [How do I create a billing profile?](#)
- [How do I become a pay user?](#)
- [How do I pay with web based payment systems?](#)
- [How do I enable automatic email invoicing?](#)
- [Billing Period or Billing Month?](#)
- [When and What Fees do I pay?](#)
- [What do I pay for?](#)
- [Refunds](#)
- [How do I view my billing history?](#)
- [How do I view my overall charges?](#)
- [How can I get my money back?](#)

## How do I pay?

You may have a possibility to choose between these types of payment:

- **Credit card** – this type of payment allows you to pay for resources online. Contact technical support if your credit card brand is not supported. Sometimes, the account may require system administrator to approve of your registration, in which case the account will not be available immediately.
- **Check** – you must send a check to the specified location. After the check is received, your account is made available for use. Check payments can be disabled.
- **Trial** – depending on the plan, trial registration may be disabled. If you don't like the services, you won't have to pay anything. If

you like them and decide to become a pay user, you will be charged for the services you have used during the trial period. When the trial period expires, your account gets suspended and you receive a notification. [How do I become a pay user?](#)

- **PayPal / WorldPay / 2Checkout / GestPay / PaySystems / PayNova** – these systems offer a web interface to [make payments manually](#).

## How Do I Create A Billing Profile?









A *billing profile* is a set of billing details such as credit card information and/or billing info (first and last name, company, address, phone, e-mail, etc.) It is required to collect payments and to contact you on financial or related matters. You can have several billing profiles and use them in turn, activating the one you would like to be charged.

You can share one billing profile between your accounts, if you have more than one. This means you can pay with one card / receive bills at one address for all your accounts. Settings are configured individually for each billing profile.

If you sign up as a trial user, no billing profile is created. The system, however, keeps track of all your purchases and includes them into your bills available in the [Online Invoice](#).

### **To create a billing profile:**

1. Select *Billing Profile* in the *Billing* menu.
2. On the page you will be taken to, choose from the available [type of payment](#) for your new billing profile in the *Edit Billing Profile* drop-down box and click the *Edit* button next to it:

Billing profile Example 1 (Example, xxxxxxxxx1121, 01/2006) ?		
 Edit Billing Profile	Credit Card	Edit
 Receive the invoice by e-mail?	Credit Card Check PayPal WorldPay 2CheckOut Pay Systems PayNova	
 Change Billing Profile	e, xxxxxxxxx1121, 01/2006)	Activate
 Delete Billing Profile		Delete
 Plan	Unix 1 	
 Billing Period	1 MONTH 	

3. Fill in the forms you will be taken to with your billing details and click the *Add* button at the bottom of the page to create a new billing profile.

- **Edit Billing Profile:** After the edit, the old data will be preserved in an old billing profile.
- **Receive the invoice by e-mail?:** With this option ON, you will receive invoices that will inform you of accruals, charges and your current balance status.
- **Change Billing Profile:** If you activate an alternative billing profile, the current one becomes deactivated.
- **Delete Billing Profile:** Permanently delete the billing profile you don't need any more.

## How do I become a pay user?

If you are a trial user and would like to continue hosting with your hosting provider, you must become a pay user. For this, all you need to do is to [create a billing profile](#). If you don't do it during the trial period, upon its expiry your account will be suspended. This closes access to your control panel and redirects visitors to your site to a *suspended account page*. However suspending trial account preserves its content and configuration and still leaves you a chance to become a pay user:

1. Log into your account. Your home page will display the suspended notification and invoice to be paid on account resuming:

<b>Your Account is SUSPENDED</b>		
Your account has been suspended for the following reason(s): Your trial period has expired		
<a href="#">You can view/change your Billing Profile</a>		
<a href="#">You can view your Online Invoice</a>		
<b>Your invoice to be paid on resuming</b>		
Your balance for the past period		(\$5.00)
RECURRENT	Monthly fee for test.com domain (7/14/04 - 8/14/04)	\$2.00
RECURRENT	Monthly fee for Unix plan (7/14/04 - 8/14/04)	\$3.00
<b>Total</b>		<b>\$ 5.00</b>

2. Click the "You can view/change your Billing Profile" link and [create a billing profile](#) (step 2–3)

If you don't become a pay user upon trial period expiration, your suspended account is likely to be completely deleted in a couple of days and then all your account settings will be lost.

## How do I pay with web based payment systems?

If you choose to pay with a web based payment system such as PayPal or WorldPay, you need to make an advance payment not less than the registration fee:

1. [Create a billing profile](#) with a web based payment system if you haven't yet. A section with the amount due appears at the bottom of the billing info page.

Use the following form to transfer money to your account via PaySystems

24.4	+	Submit Query
------	---	--------------

2. Click *submit query*. You'll be redirected to this gateway web interface to make the payment. You may have to create an account if you don't have one.
3. Submit the payment. If the money is successfully charged to the credit card, the control panel receives a confirmation and the

payment gets registered.

4. Give your web host some time to process the payment and enable the account. You will receive a welcome email upon account activation.

Since you pay outside the control panel, your credit card info won't be stored in your billing profiles and billing info won't show in the control panel.

## How Do I Enable Automatic Email Invoicing?

To receive invoices by email, do the following:

- Select *Billing Profile* in the *Billing* menu.
- On the page that shows, click the *OFF* icon to Enable *Receiving the invoice by e-mail*. With this option on, you will receive invoices by email.

## Billing Period or Billing Month?

- Accounting for **traffic, disk usage, MySQL and PGSQL quotas** is determined by a *billing month*. Billing month equals the number of days in the billing period divided by billing period duration in months. Billing month determines how far in advance [recurrent fees](#) for billing month resources are prepaid.
- Accounting for other resources is determined by *billing period*. Its length can vary depending on your hosting plan. Your hosting plan may be configured to allow you to [switch between billing periods](#) of different length, price and discount policies.

Based on this difference, resources are sometimes referred to as *monthly* or *billing period resources*.

A new billing period/month opens:

- when your account is activated upon signup or moderation
- when the previous billing period closes
- when the previous billing month closes (valid only for billing month)
- when you change to billing period shorter than the time elapsed from the beginning of a current one
- when your start billing date is changed by admin.

## When and What Fees Do I Pay?

In your hosting system you can be charged *plan fees* for account services provided with your hosting plan and *fees for custom jobs*. Plan fees, except for [domain registration fee](#) are charged for resources acquired beyond free units. You should distinguish between the following types of plan fees:

- **Setup fee:** single time fee charged at the moment a unit of specific resource is acquired over [free units](#).  
= [Setup price](#) for this specific resource
- **Recurrent fee for [billing period resources](#):** service fee for resource maintenance during the whole billing period; charged in advance the moment it is acquired and since then at the beginning of each billing period.  
= [Monthly price](#) for the resource x units over free (for [quotas](#)) x days left to the end of the billing period / billing period duration in days
- **Recurrent fee for [monthly resources](#):** fee for each GB of traffic or MB of disk space reserved over [free units](#); charged inprorated for the whole [billing month](#) in advance at the moment of purchase and since then at the beginning of each [billing month](#).  
= [Monthly price](#) for a [monthly resource](#) x units over the current resource limit / [billing period](#) duration in months
- **Usage fee:** fee for each excessive GB of traffic or MB of disk space consumed over the user reserved limit; charged at the end of each [billing month](#)  
= [Extra price](#) for a [monthly resource](#) x units over the user reserved limit / [billing period](#) duration in months
- **Domain registration fee:** single time setup fee charged at the moment of domain registration / renewal with a domain registrar from your account CP.  
= Registration price for the term the domain is registered / renewed for

## What Do I Pay For?

To see your plan's prices, select *Online Price* in the *Billing* menu. The following table will appear

Resource prices							
Resource	Units			Prices			Refund Percentage
	Free	In use	Max	Setup	Recurrent	Usage	
Domain	4	1		\$5.00	\$2.00		100%
IP Address	1	0		\$3.00	\$2.00		100%
CGI Resource		1		\$4.00	\$7.00		100%
PHP Module		1		\$3.00	\$4.00		100%
PHP entry	5	3		\$6.00	\$8.00		100%
Server Side Include		0		\$2.00	\$2.00		100%
Error Document		0		\$6.00	\$1.00		100%
Error Log		0		\$2.00	\$4.00		100%
Transfer Log				\$2.00	\$2.00		100%

- **Free:** the minimum number of units you initially get for free.
- **In Use:** the number of units you are currently using or have reserved when speaking of [monthly resources](#) and [quotas](#).
- **Max:** the maximum number of units you can have.
- **Setup:** setup price for a unit of this specific resource, used to calculate [setup fee](#).
- **Recurrent:** recurrent price used to calculate [recurrent fee](#).
- **Usage (i.e. extra):** usage price used to calculate [usage fee](#).
- **Refund Percentage:** defines how much of the recurrent charge you will be [refunded](#).

Empty *Fees* fields mean that nothing is charged for this resource. If all fields for a specific resource are empty, this resource is completely free.

## Refunds

Money in your hosting system is returned either by check or by crediting the account balance, but **can't be issued back to credit cards!** Automatic crediting of your account balance [initiated by various account activities](#) is called *refunding*. Refunds are listed in [Billing](#)

## Statements.

\* The *Full refund* message in the account Billing Statement implies that it isn't adjusted to the refund percentage which is when you quit hosting during the Moneyback Period.

## **Refund Formulas**

Only the latest recurrent fees are refunded. Refund calculations for billing period and monthly resources differ:

- Refunds for billing period resources  
= ( recurrent fee charged over the current billing period x days remaining to its closure x refund percentage ) / ( billing period duration in days x 100% )
- Refunds for monthly resources  
= ( recurrent fee charged over the current billing month x refund percentage ) / 100%  
\* Refunds for monthly resources, unlike for billing period resources, are never prorated to the days remaining till the billing month closure.

If recurrent price for resource has been changed, the refund will be calculated based on prices used to calculate the latest recurrent fees prepaid.

## **Events that Trigger Refunds:**

- deleting prepaid billing period resources
- changing account's plan
- changing account's billing period
- reducing quotas and limits
- quitting hosting during and after moneyback period

## **Refunds on Deleting Prepaid Billing Period Resources**

Refunds on deleting prepaid [billing period resources](#) are calculated by [refund formulas](#).

Important:

- No refunds are issued for the removal of the resources acquired for free.
- No refunds are issued for prepaid resource that become free upon the removal of the resource units acquired for free.

*Example:* You are using 2 dedicated IPs. As your account offers only one dedicated IP for free, you pay for the extra one. Removing one of them you will be refunded only if it is the IP that you prepaid for. If the removed IP was acquired for free, no recurrent fees are returned for the prepaid IP that appears to be free now. The system will treat this resource as free starting from the next billing period.

In such cases you are advised to remove the resource to get the refunds and then add it again as free.

### Refunds on Changing Hosting Plan

If no [billing period change](#) is implied, changing plans doesn't close the current billing period. If [recurrent fee](#) calculated based on target plan prices and free units is higher than [refund](#) for the resource unused on the source plan, you will be charged the difference. Otherwise the account balance will be credited the difference.

### Refunds on Changing Account's Billing Period

If there are more than one [billing period](#), you can [switch](#) between them.

When <a href="#">switching to a billing period</a>	
longer	shorter
than the time elapsed from the beginning of the current billing period, you are transferred to a new billing period with the start date	
the same as of the one you are switching from.	of the day you are switching to a new billing period on.
<i>For example, a 1 month billing period starts on September 1. On</i>	<i>For example, a 2 month billing period starts on September 1. On</i>

<p><i>September 15 you switch to a 2 month billing period. You are then transferred to a 2 month billing period with the start date of September 1 and closure date of October 31.</i></p>	<p><i>October 5 you switch to a 1 month billing period. The current 2 month billing period is interrupted, closed and a new billing period is opened with the start date of October 5 and closure date of November 5.</i></p>
<p>Refunds for the interrupted billing period are calculated as described in <a href="#">refund formulas</a> and subtracted from</p>	
<p>new <a href="#">recurrent fees</a> prorated to the time remaining to a new billing period closure.</p>	<p>new recurrent fees for a new billing period.</p>
<p>If the resulting amount is:</p> <ul style="list-style-type: none"> <li>• <i>negative</i>, the account balance is credited the difference;</li> <li>• <i>positive</i>, the difference is charged as additional recurrent fee.</li> </ul>	

### Refunds on Reducing Quotas and Limits

Refunds for decreased:

- *FTP/Mail Box/MS SQL DB Quota*  
 = ( decreased MB of **prepaid** quota x recurrent price they were bought at x days remaining to the billing period closure x [refund percentage](#) ) / ( billing period duration in days x 100% )
  
- *PG/My SQL DB Quota, Summary Disk Usage or Traffic Limit*  
 = ( decreased MB/GB of **prepaid** quota/traffic limit x recurrent price they were bought at x [refund percentage](#) ) / 100%

### How do I view my billing history?

To see your charges by billing profiles for one account, select *Billing Statement* in the *Billing* menu. A Billing Statement consists of consequent invoices:

Account Billing Info		
 <b>Credit Limit</b> \$100.00	 <b>Balance</b> \$76.00 CR	
Your current billing period started on Oct 27, 2004 and ends up on Nov 27, 2004 		
Billing Statements 		
Plan 	Description 	Total
Unix I	<a href="#">#1254-1289</a> (10/27/04 - Open)	\$0.00
Unix I	<a href="#">#1254-1258</a> (10/27/04 - 10/27/04)	\$24.00

**Balance** shows how much money you have on your balance. A negative balance shows how much you owe for the services used. This is usually appropriate for users who pay by check and for credit card users whose credit cards failed to be charged.

**Credit** restricts your ability to buy new resources in case your credit card fails to be charged or you have run out of your 'check' money.

- **Description:** the name of your current account.
- **Amount:** the amount accrued for the billing period. This amount consists of accruals for all resources, including the setup, recurrent and usage fee. However, it does not include or depend on factual charges, nor is it related to debits and credits to the account. For example, if you were accrued \$10 setup fee, the Amount will show **\$10.00**, even if your credit card has been immediately credited by this amount.
- **From:** the beginning of the payment period.
- **To:** the end of the payment period. In the example illustrated above, *Opened* means that the billing period has not finished.

A new bill is created for every new payment interval The initial setup fee is put in a separate bill.

## How Do I View My Overall Charges?

To view charges for all your accounts, select *Online Sum invoice* in the *Billing* menu then select the billing profile. If you are just starting with your account, you will see something like this:

**Select Billing Profile** ?

? John (Classic, xxxxxxxxxxxx1654, 08/2005) ▼

Get statements for this billing profile

**Billing Statements** ?

Description ?	Amount ?	From ?	To ?
Unix I #1254-1258 Account #61254	\$24.00	Oct 27, 2004 12:00:00 AM	Oct 27, 2004 12:00:00 AM
Unix I #1254-1289 Account #61254	\$100.00	Oct 27, 2004 12:00:00 AM	Opened

Select the profile from the box and press the *Get Invoice* button.

The Online Summary Invoice page will display your bills for all accounts.

## How Can I Get My Money Back?

If you quit hosting during the Moneyback Period, you are refunded all recurrent charges that are neither adjusted to [refund percentage](#) nor prorated to the days remaining to the billing period closure. If you quit hosting after the MoneybackPeriod, refunds are calculated according to the [refund formulas](#). Mind that the [setup and usage fees](#) for any resources are not refunded.

Not all plans allow to claim money back. To find out whether this feature is available under a plan, go to the signup/login page and click the link that says: *To compare available hosting plans and price schemes, please click here*. In the form that appears, check the boxes to the plans you want to compare or click the Plan group link to compare grouped plans and their price schemes. In the first section of the chart that appears find *Money Back Guarantee*.

To claim the money back, click *Money Back* on the control panel home page. The following page will appear:

**Are You sure You want to remove your account and get your money back?**

[Yes, I do want to get my money back](#)

[No, I don't want to remove my account](#)

After you click the first link, your account will be suspended:

**Your Account is SUSPENDED**

You account has been suspended for the following reason(s):  
Money back request

[You can view/change your Billing Profile](#)

[You can view your Billing Statements](#)

**Your invoice to be paid on resuming**

Your balance for the past period		\$88.00
RECURRENT	Monthly fee for extra 100GB above free 100GB of traffic (11/4/04 - 12/4/04)	\$100.00
RECURRENT	Monthly fee for PHP module for example.org (11/4/04 - 12/4/04)	\$4.00
RECURRENT	Monthly fee for .cgi cgi alias for example.org (11/4/04 - 12/4/04)	\$7.00
RECURRENT	Monthly fee for /cgi-bin cgi directory for example.org (11/4/04 - 12/4/04)	\$1.00
<b>Total</b>		<b>\$112.00</b>

The amount due will be sent by check to the address you specified in the *Billing Info*.

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Related Docs: • [Getting Technical Support](#)

# Getting Technical Support

Related Docs: • [Mailboxes](#)








Your control panel comes with an integrated support center that allows you to communicate your problems to the technical support using a web browser.

- [Sending Trouble Tickets](#)
- [Following up Trouble Tickets](#)
- [Closing Trouble Tickets](#)

## Sending Trouble Tickets

To report a problem, do the following:

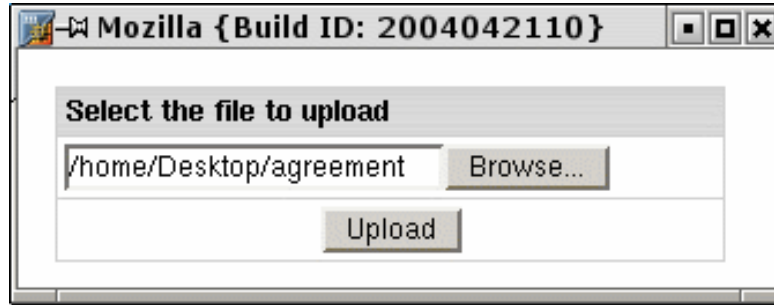
1. Select *Make a Ticket* link in the *Support Center* menu.
2. On the page that appears, compose the problem report:

Please describe the problem 	
Title	<input type="text" value="Problem with email notifications"/> 
E-Mail	<input type="text" value="admin@example.com"/>  <input type="checkbox"/> disable e-mail confirmation
Priority	<input type="text" value="Normal"/> 
Please describe the nature of the problem and how it can be repeated. Include as much information as you can, this will help to solve your problem faster	
<p>Hello,</p> <p>Our customers testuser1 and testuser2 haven't received any email notifications since last week. Could you please explain what is the problem ?</p>	
Attachments	<input type="text" value="[ Select the files to attach ]"/>  <input type="text" value="agreement"/>  
<input type="button" value="Submit"/>	

- ◆ *Title*: the subject of your trouble ticket message.
- ◆ *E-mail*: the e-mail address that the reply and confirmation will be sent to.
- ◆ *Disable email confirmation*: check this box if you do not want to receive confirmation that your ticket has been successfully delivered.
- ◆ *Priority*: state how important or urgent it is for you to have this problem taken care of.
- ◆ *Question*: enter a question or describe your technical problem.








**Important:** (for v2.3 and higher) when posting a trouble ticket, do not enter texts in HTML. Support system will not transform it into the plain text, but post it as it is. E.g: entering `<i>problem</i>` will show up in a trouble ticket only as `<i>problem</i>` which will make it difficult for TechSupport staff to read. Use it only when HTML tags are important.

- ◆ *Attachment:* (updated in v.2.4.3 Beta 1) when creating a new ticket, you can add attachments:
  1. Click the *Attachment* icon in the *Attachments* section. The pop-up window will appear:



2. In the pop-up window click *Browse* and select the file;
  3. Click *Upload*. The filename shows in the *Attachments* section.
3. Click *Submit*. Your ticket will be sent to the technical support.

Alternatively, you can launch the trouble ticket composer from virtually any place in your control panel by clicking the "?!" button:

Edit Domain		
	Domain name	demo242.psoft  
	Sub Domains	
	IP Address	192.168.116.246 (Shared IP) <a href="#">CHANGE to Dedicated IP</a>
	Name Servers	ns2.demo242.psoft -> ns.demo242.psoft -> 192.168.116.242

If the information in the popup does not answer your question, you would be suggested to send a Trouble Ticket.

## Following Up Trouble Tickets

To see your trouble tickets and answers to them, do the following:

1. Select *Trouble Tickets* link in the *Support Center* menu.
2. In the list of the trouble tickets that shows, click the corresponding trouble ticket title.

<b>Id</b>	<b>Title</b>	<b>Created</b>	<b>Last Mod</b>	<b>Type</b>	<b>Status</b>	<b>Close</b>
12	<a href="#">question about MySQL</a>	Jun 21, 2004 3:08:34 AM	Jun 21, 2004 3:08:34 AM	Generic	New	<a href="#">Close</a>
11	<a href="#">domain registration problem</a>	Jun 21, 2004 3:07:05 AM	Jun 21, 2004 3:07:05 AM	Generic	Closed	<a href="#">Close</a>
10	<a href="#">problem with email</a>	Jun 21, 2004 2:23:59 AM	Jun 21, 2004 2:50:18 AM	Generic	New	<a href="#">Close</a>

*Note:* click column headers to sort your trouble tickets

3. Enter a follow-up trouble ticket in the box that appears:

<b>Ticket:problem with email (Jun 21, 2004 2:23:59 AM)</b>		<input type="button" value="Close"/>
E-Mail	<input type="text" value="admin@example.com"/> + <input checked="" type="checkbox"/> disable e-mail confirmation	<input type="button" value="Change"/>
<i>[Jun 21, 2004 2:23:59 AM]</i>		
<b>Q:</b> <i>Hello.</i>		
<i>Some of my customers didn't receive email invoice notifications yesterday. Could you please explain what the problem is?</i>		
<b>Add New Message:</b>		
<input type="text" value="Hello,"/> <input type="text" value="I would also like to know how to turn off automatic sending online invoices."/>		
<input type="button" value="Submit"/>		

4. Click *Submit*.

## Closing Trouble Tickets

Once you've answered a ticket and don't need it any further, you can close it. There are two options:

- Select *Trouble Tickets* in the *Support Center* menu. In the list of tickets, click the *Close* link on the right.
- Open a trouble ticket and once you answer it, click the *Close* button in the right upper corner.

# Securing your ASP pages with ASPSecured


(Applied to Widows accounts only)

This document provides step-by-step instructions on how to obtain [ASPSecured](#), a third-party add-on integrated into your hosting system to secure your site's .asp pages (read more about [features you get with ASPSecured](#))

ASPSecured provides free trial and paid versions (read more about [ASPSecured licenses](#))

## To obtain free trial ASPSecured version:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Make sure ASP is enabled for your domain (Web Service page ->ASP turned ON)

 ?	ASP	 ON
 ?	ASPSecured (free version)	 OFF

4. Turn the *ASPSecured* ON.



## To obtain full featured ASPSecured paid version:

1. Click the *Add* icon to set up a licensed version. You'll be asked to enter order ID.
2. To obtain order ID, follow the [Click here](#) link in the form. You will be taken to the ASPSecured website where you can purchase paid license.

3. Having purchased the license, you'll be issued the unique order ID which should be entered in your Control Panel.

**Setup license version:** ?

Firstly, you should purchase ASPSecured. [Click here](#) and choose 'ASPSecured Lite', 'ASPSecured Pro' or 'ASPSecured Source Code' version (you have got a free version already). After you've purchased ASPSecured paid version, you will have to provide an order ID. Please enter order ID below.

Enter order ID  !

Submit

4. Click Submit.

On submitting the obtained unique ID, appropriate version of ASPSecured will be installed for your domain

## Obtaining Direct Access To Server

Related Docs: • [Mailboxes](#)

This document aims at advanced users and covers the following topics:

- [Accessing Your SSH Account \(Shell Access\)](#)
- [Running Your Shell Scripts With Crontab](#)

### Accessing Your SSH Account (Shell Access)

SSH Telnet is a secure form of Telnet, using an RSA key. It is a more powerful means of access than FTP in that it allows running scripts, etc.

At the same time, SSH allows more possibilities for error, and actions which may cause harm to the server. Therefore, SSH access is a privilege to an account. It can be revoked at any time if user's activities appear detrimental to the health of the server.

To request shell access to the server, do the following:

1. Select *FTP User* in the *FTP* menu.
2. Enable *Shell Access* and admin will receive the request on his control panel.
3. Agree with charges, if any.
4. Click the *Request Status* link that appeared to learn if your request has been processed by admin.

 Crontab:	 
 Shell Access	<a href="#">Request Status</a>

Depending on the request status, you will see the following message:

- ◆ If request is not reviewed by admin:

Request Status	
Request Status	Request has not been reviewed

- ◆ If shell access is granted by admin:

Request Status	
Request Status	Shell access has been enabled

5. If shell access is granted by admin, it turns ON and opens you access to server:




 Shell Access	
--	---

# Running Your Shell Scripts With Crontab

Crontab allows you to clock and run your own Unix shell scripts automatically. It is available only in Unix-based plans and requires the knowledge of Unix shell commands.

To enable crontab jobs, do the following:

1. Select *FTP User* in the *FTP* menu.
2. Enable *Crontab*.
3. Agree with charges, if any.
4. Click the *Edit* icon for *Crontab*.
5. On the page that appears, add the crontab job:

Cron Jobs							
	Mail-To: <input type="text" value="admin@example.com"/> +						
TT	Minute ?	Hour ?	Day of Month ?	Month ?	Day of week ?	Command ?	Delete
	<input type="text" value="11"/> +	<input type="text" value="11"/> +	<input type="text" value="11"/> +	<input type="text" value="11"/> +	<input type="text" value="5"/> +	<input type="text" value="test"/>	<input type="checkbox"/>
	<input type="text"/> +	<input type="text"/> +	<input type="text"/> +	<input type="text"/> +	<input type="text"/> +	<input type="text"/>	New

Commands are executed by cron when the *minute*, *hour*, *day* and *month* fields match the current time, and when at least one of the two day fields (day of month, or day of week) match the current time. In the *Command* box write a command to be executed by cron, i.e. path relative to your root home directory.

The *Mail-To* address is where the system will direct reports if errors occur.

To delete a job, check the box in the *Delete* section and click *Submit Query*.

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Related Docs: • [Mailboxes](#)

# Virtual Private Servers

Starting with version 2.3.1 Final and higher, H-Sphere comes with Virtual Private Server support. It offers a series of advantages and privileges in that you get your own Linux server with root access, whereas in regular user accounts you could only request non-root access from the administrator. You can do the following in your user control panel:

- [Check VPS status](#)
- [Add Custom DNS Records](#)
- [Change Root Password](#)
- [Add VPS IP](#)
- [Change Server Limits](#)

## Checking Virtual Server Status

Such as installing Virtual Server takes a while, VPS will not be activated right away after signup. Until it gets activated, you can view only billing info and trouble ticket system in your user control panel. To make sure that VPS is activated and can be administered, you can check the VPS status:

1. On the user control panel home page, select *Server Info* from the *Virtual Private Server* menu.

Status of vps1.psoft virtual private server	
Status	Is Running <a href="#">Stop It</a>

2. If you need to restart VPS, click the *Stop it* link. To activate it later, click the *Start It* link.

## Add Custom DNS Records

To configure DNS zones and add custom DNS records:

1. Select *VPS DNS Zone* in the *Virtual Private Server* menu. The following page shows:

DNS configuration				
Name	TTL	Class	Type	Data
<b>Built in A records</b>				
<b>Custom A records</b>				
<a href="#">Add DNS A Record</a>				
<b>Custom MX records</b>				
<a href="#">Add DNS MX Record</a>				
<b>Custom CNAME records</b>				
<a href="#">Add DNS CNAME Record</a>				

2. To add a custom DNS record, click the link in the necessary DNS record section.

## Change Root password

You can log into your virtual server with a root password. In case you want to change it, do the following:

1. Select *Root password* in the *Virtual Private Server* menu.



Changing root password of vps1.psoft virtual private server	
Root password	<input type="password" value="*****"/> +
Confirm password	<input type="password" value="*****"/> +
<input type="button" value="Change"/>	

2. Enter a new password and confirm it again.
3. Click the *Change Edit* button.

## Add VPS IP.

You can add more IPs to your virtual server:

1. Select *Server IPs* in the *Virtual Private Server* menu.







IP addresses assigned to your VPS		
TT	VPS IP Address	Action
	192.168.112.232	
		

2. To delete existing IP, click the *Trash* icon next to it.

## Change Server Limits.

You can increase or decrease server limits in the user control panel:

1. Select *Server limits* in the *Virtual Private Server* menu.

TT	Virtual Private Server Limits		Action
	Disk Quota	used <b>1130 MB</b> out of <b>0 MB</b> .	
	Memory Usage Limit	used <b>49 MB</b> out of <b>0 MB</b> .	
	Number of Process Limit	<b>39</b> out of <b>0</b> processes up and running.	

2. To change a limit, click the *Change* icon in the corresponding *Action* section.
3. On the page that appears, enter a new limit and click *Submit*.