# H-Sphere User Menu Based Guide

*PDF document generated: 04 Jan 2008*

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 - from your web browser.



  

# Starting with Your Account

***Related Docs:*** · Managing FTP Access

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 acount. 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:*** · Managing FTP Access

  

# 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.

## 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

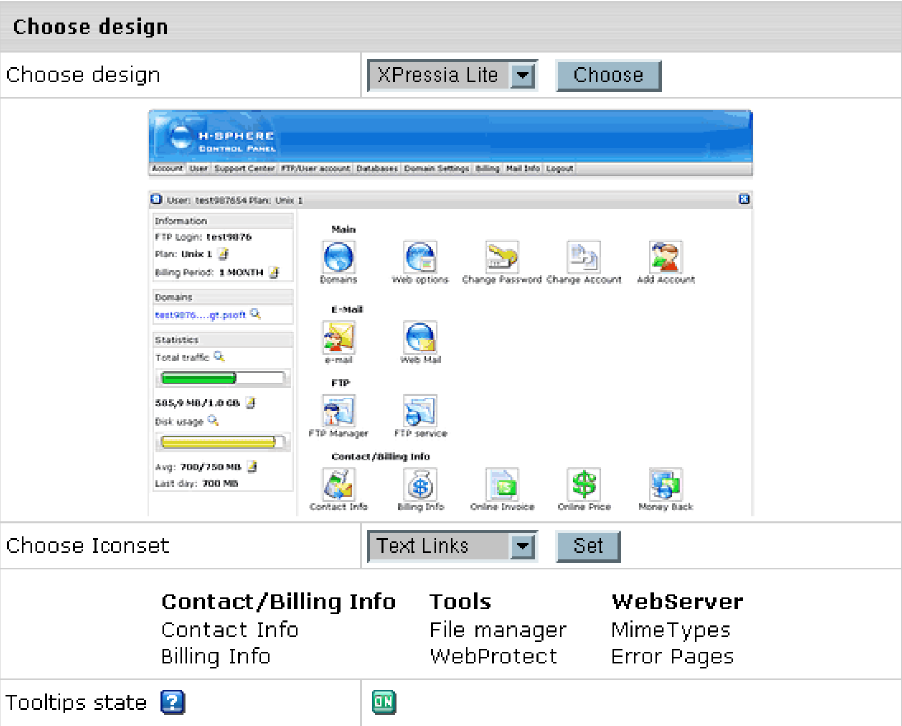
  

# Choosing And Configuring CP Skins

***Related Docs:*** · [CP Basics]

To select a skin and configure interface design settings:

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




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.

***Related Docs:*** · CP Basics

# Registering Domains

***Related Docs:*** · Configuring Domains

To add a new domain name to your account:

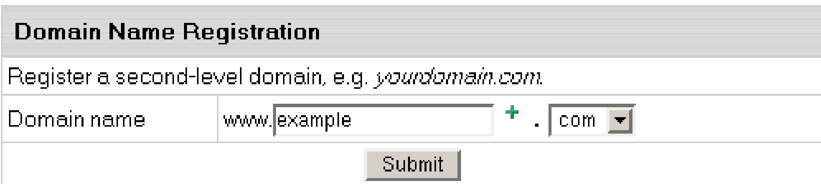
1. Select **Add New Domain** in the **Domain Settings** menu.
2. Choose the type of domain you want to register.

You can choose out of the following options:

- Register a standard domain
- Transfer a domain to Enom or OpenSRS
- Host an existing domain
- 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
- Renew a registered 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:



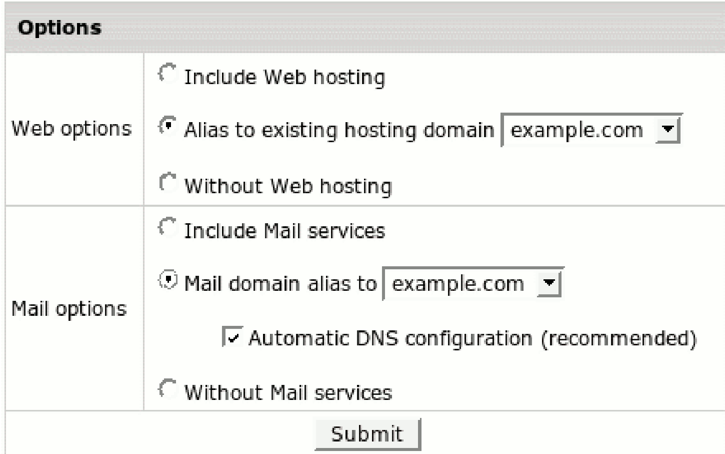

  

To its right, select the top level domain: com, .org, .net, etc., then enter your contact and billing information. Based on these data, the system generates a domain registration request and submits it to the domain registration company.

NEW! in H-Sphere 3.1 and up: go through subsequent steps that allow you to configure new domain as:

- Full-featured web/mail hosting domain
- Web hosting/mail service alias for an existing domain
- Domain without web hosting/mail service to be considered later either for hosting or for aliasing

Type of the domain being registered will depend on the options you choose:




## Transfering Domains

Transfer domain already registered from outside your CP with any registrar to OpenSRS or to Enom (the latter is added in HS 2.5+). This will update domain's info and change its DNS servers in the OpenSRS or Enom databases to the H-Sphere ones.

Transfered domains are registered with OpenSRS or Enom for the period chosen at transfer plus the time remaining from registration with original registrar.

**Note:** 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.

NEW! in H-Sphere 3.1 and up: go through subsequent steps that allow you to configure new domain as:

- Full-featured web/mail hosting domain
- Web hosting/mail service alias for an existing domain
- Domain without web hosting/mail service to be considered later either for hosting or for aliasing

## Hosting of Existing Domains

Choose this option to host a domain registered outside H-Sphere if:

a. you prefer to contact the registrar personally rather than apply changes automatically;
b. you would like to register a non-standard or regional domain, which can't be registered automatically (e.g. your_domain.de);
c. 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.


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. Right after registering the domain in your user CP, 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. It is only then that your site becomes available to all Internet community. This is true for both standard and nonstandard domains. In case of standard domain names, however, the registration process is automated.

NEW! in H-Sphere 3.1 and up: go through subsequent steps that allow you to configure new domain as:

- Full-featured web/mail hosting domain
- Web hosting/mail service alias for an existing domain
- Domain without web hosting/mail service to be considered later either for hosting or for aliasing

## 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:

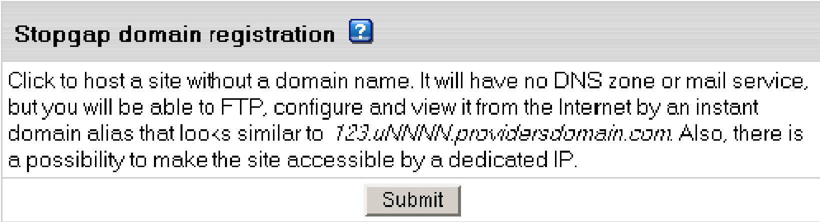

## Hosting Sites Without Domain Names

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.

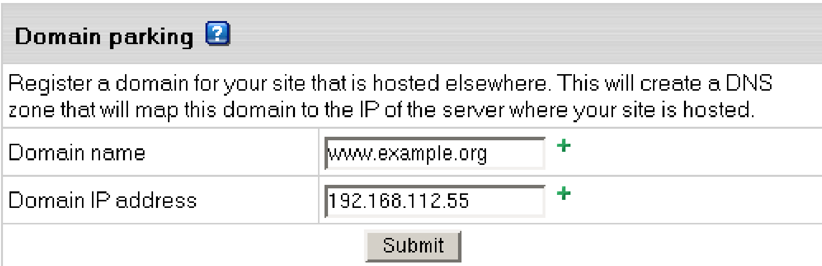
  

To create a stopgap domain, just click the **Submit** button in the **Stopgap domain registration** form:




## 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:




## 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.

# Domain Renewal

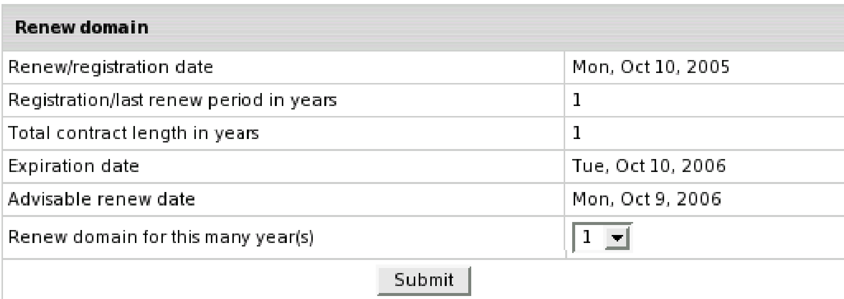
Domains transfered or registered from your H-Sphere control panel with a domain registrar need to be renewed when the registration period expires. In your account you can choose between manual and automatic renew modes.

## Manual Renew Mode

With **Manual** renew mode, you will be warned about domain expiration in advance, so that you can renew the domain on time. To renew your domain manually:

1. Go to your CP **Domain Settings/Domain info** menu, and click the domain name link.
2. On the page that appears in section **Domain Renew Mode**, click the **Renew domain** link.


3. Choose a domain renewal period in the form, you will be taken to.



| Renew domain | |
|---|---|
| Renew/registration date | Mon, Oct 10, 2005 |
| Registration/last renew period in years | 1 |
| Total contract length in years | 1 |
| Expiration date | Tue, Oct 10, 2006 |
| Advisable renew date | Mon, Oct 9, 2006 |
| Renew domain for this many year(s) | 1 |
| Submit | |

4. Press Submit and agree to charges, if any.

**WARNING:**
It is important to renew your domain on time, as you will not be able to renew it from your **Control Panel** when it gets expired.

### Automatic Renew Mode

If you have opted for an **Automatic Renew Mode**, the domain will be automatically renewed the number of years, you specified when choosing the **Domain Renew Mode**. The charges for a renewal will be made according to your plan settings.

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***Related Docs:*** · Configuring Domains

# Configuring Domains

***Related Docs:*** · Editing DNS settings

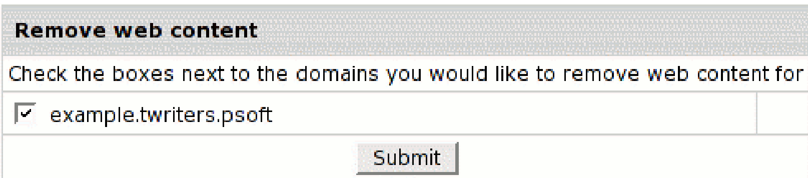
This document covers the following topics:

- Removing domains
- Instant domain aliases
- Creating subdomains
- Shared and dedicated IP hosting
- Domain aliasing:
    - before H-Sphere 3.1 Beta 1
    - in H-Sphere 3.1 Beta 1+
- Server aliasing
- Renewing domain registration
- Changing contact/billing info for domains registered through the control panel

## 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

☑ example.twriters.psoft

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:

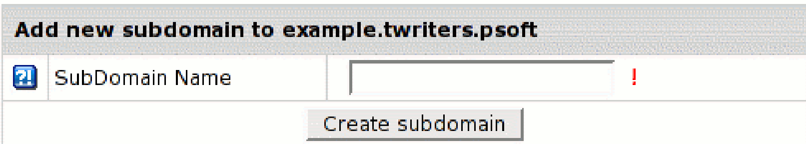
1. Select **Quick Access** in **Account** menu.
2. Click the **Web Options** icon to go to your web options page.
3. Select the domain if you have more than one.
4. Click **Edit** next to **Web Service**.
5. At the bottom of the **Web Service** page that appears, enable or disable **Instant access domain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




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).

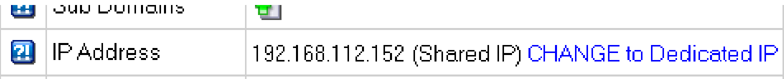
- Shared IP hosting - one IP address is assigned to several domains and access to a domain is available only by its domain name;
- Dedicated IP hosting - one IP address is assigned to one domain. To access a domain you can use either its IP address or its domain name.

| IP Hosting | Advantages | Disadvantages |
|---|---|---|
| **Shared IP** | • can be used for virtually unlimited number of virtual hosts;<br>• easy to configure and use;<br>• requires no additional hardware of software;<br>• can be used for free. | • does not support Virtual FTP;<br>• does not support SSL protection. |
| **Dedicated IP** | • supports Virtual FTP<br>• supports SSL | • It is a pay service |

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 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.

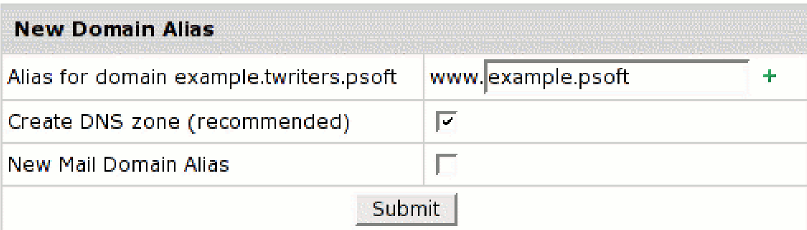
A domain alias may have:

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

## Domain Aliasing before H-Sphere 3.1 Beta 1

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:




- ♦ leave the **Create DNS zone** 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 **Create DNS zone** 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.
- check the **New Mail Domain Alias** box if you want a mail domain alias to be created right away. In this case mail resources on a mail domain will all have alternative addresses with different domain parts and the same resource names. If you leave the box unchecked, you may create a mail domain alias using Mail Manager later.

## Domain Aliasing in H-Sphere 3.1 Beta 1 and up

NEW! H-Sphere 3.1 Beta 1 introduces new concept of domain aliasing. Now H-Sphere treats domain aliases as full-featured domains. It means that they can be registered/renewed via domain registrar right from your CP. Besides, domain aliases can be easily turned to full-featured hosting domains and vice versa.

This concept provides you with more flexible approach to creating web hosting/mail service aliases. You can:

- Register new domain configuring it as a web hosting/mail service alias for an existing domain
- Disable web hosting/mail service alias for a domain
- Turn domain/mail service alias to full-featured web/mail hosting domain
- Register domains without enabling web hosting/mail service to be considered later either for hosting or for aliasing
- Renew web hosting/mail service aliases automatically through H-Sphere

NOTE: Currently, H-Sphere supports hosting/mail service alias for the following types of domains:

| Hosting Domain Alias | Mail Service Alias |
|---|---|
| domain of Host Existing Site type<br>Registered domain<br>Transferred domain | domain of Host Existing Site type<br>Registered domain<br>Transferred domain |

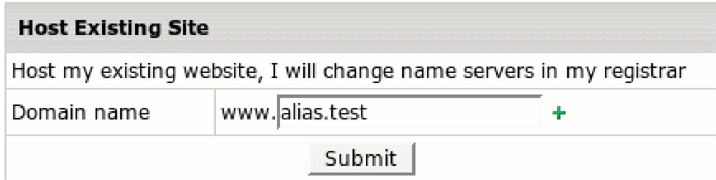
If you have domain aliases added before version 3.1, they will continue to operate according to the old scheme. To make old aliases full-featured domains, remove them and then add again as described below.

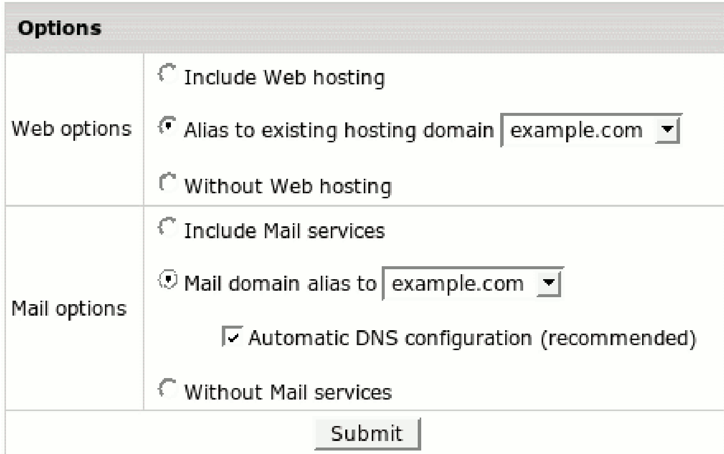
## Configuring new domain as a web hosting/mail service alias for an existing domain

To do this:

1. Choose **Add New Domain** in **Domain Settings** menu.
2. Enter name for your alias and click **Submit**:




3. Click **Continue**. Then on the **Options** page choose settings exactly as shown on the below screenshot. Click **Submit**.

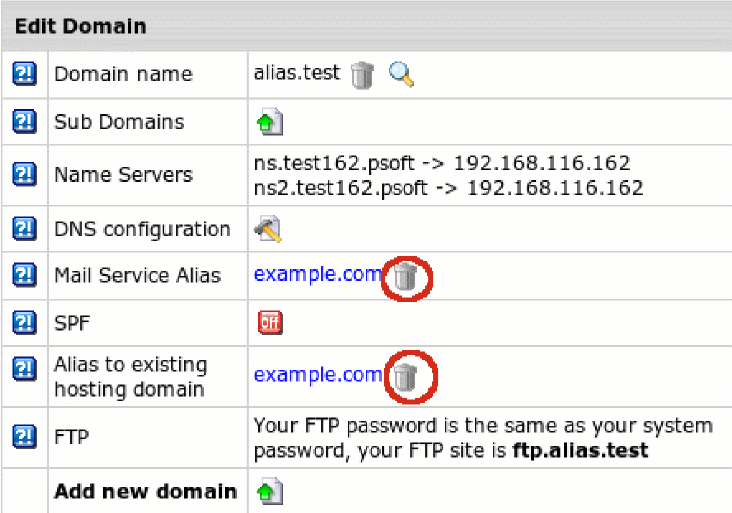



## Disabling web hosting/mail service alias for a domain

To do this:

1. Go to **Edit Domain** page:




2. Click the **Trash** icon near **Mail Service Alias/Alias to existing hosting domain**.

## Turning domain/mail service alias to full-featured web/mail hosting domain

To do this:

1. Go to **Edit Domain** page.
2. Click the **Trash** icon near **Mail Service Alias/Alias to existing hosting domain** as in the above subsection.
3. Click the **Off** icon near **Mail Service/Web Service**:

| Edit Domain | |
|---|---|
| Domain name | alias.test |
| Sub Domains | |
| Name Servers | ns.test162.psoft -> 192.168.116.162<br>ns2.test162.psoft -> 192.168.116.162 |
| DNS configuration | |
| Mail Service | |
| Mail Service Alias | |
| Web Service | |
| Alias to existing hosting domain | |
| FTP | Your FTP password is the same as your system password, your FTP site is **ftp.alias.test** |
| **Add new domain** | |

4. **Mail/Web Service** will become enabled:

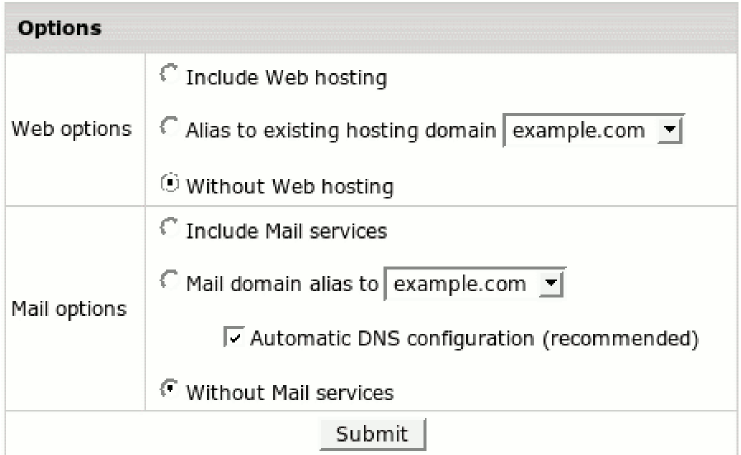
| Edit Domain | |
|---|---|
| Domain name | alias.test |
| Sub Domains | |
| IP Address | 192.168.116.162 (Shared IP) CHANGE to Dedicated IP |
| Name Servers | ns.test162.psoft -> 192.168.116.162<br>ns2.test162.psoft -> 192.168.116.162 |
| DNS configuration | |
| Mail Service | |
| Web Service | |
| Transfer HTTP | **0 KB** used (since Oct 11, 2007) |
| HTML Directory Name | /hsphere/local/home/testing/alias.test |
| FTP | Your FTP password is the same as your system password, your FTP site is **ftp.alias.test** |
| **Add new domain** | |

### Registering domains without web/mail service to be considered later either for hosting or for aliasing

To do this:

1. Choose **Add New Domain** in **Domain Settings** menu.
2. Enter name for your domain and click **Submit**.
3. Click **Continue** and on the **Options** page choose settings exactly as shown on the below screenshot. Click **Submit**.




4. Later on the **Edit Domain** page turn on either the **Service** buttons or the **Alias** buttons.

## Server Aliasing

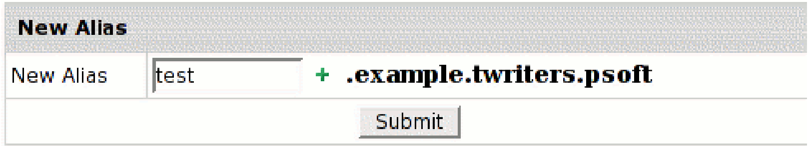
Server aliases are additional names for your virtual host. Unlike domain aliases, they are not added to your DNS zone, and are registered only with Apache. For instance, if your virtual host name is example.com and you also would like it to be available at www.example.com, you should add www server alias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




## Renewing Domain Registration

This option is available only for domains registered from your control panel.

Although you will be sent an e-mail notification before your domain expires, you can choose whether to renew your contract with the registrar company manually or automatically. In the automatic mode, your domain name will be renewed for as many years as you specify in your control panel settings. In the manual mode, you would have to enter your control panel and click the **Renew Domain** link; otherwise the domain name will expire and become unavailable. To set the renewal mode to automatic or manual:

1. Select **Quick Access** in **Account** menu.
2. Click the **Domains** icon.
3. Select the domain name if you have more than one.
4. The active mode shows up in the **Domain renew mode** entry:

   To switch to another mode, click the Edit icon.
5. On the page that opens, select either **Manual** or **Automatic**.

To renew domain registration manually:

1. Click the **Renew domain** link:

| Renew domain | |
|---|---|
| Renew/registration date | Mon, Oct 10, 2005 |
| Registration/last renew period in years | 1 |
| Total contract length in years | 1 |
| Expiration date | Tue, Oct 10, 2006 |
| Advisable renew date | Mon, Oct 9, 2006 |
| Renew domain for this many year(s) | 1 |
| Submit | |

- ♦ **Renew/registration date:** the date you registered your domain or last time renewed the domain registration.
- ♦ **Registration/last renew period in years:** the period you registered or last time renewed the domain registration for.
- ♦ **Total contract length in years:** the period you've registered your domain for (including all the renewals).
- ♦ **Expiration date:** the date when your domain registration period expires.
- ♦ **Advisable renew date:** the date you are advised to renew the domain registration.
- ♦ **Renew domain for this many year(s):** set the period you'd like to renew the domain registration for.

2. Click the Submit button, to confirm your renewal request.

To configure automatic renewal:

1. Click the **Edit** icon next to **Domain renew mode**.
2. Select **Automatic** and enter the years to renew the domain for:

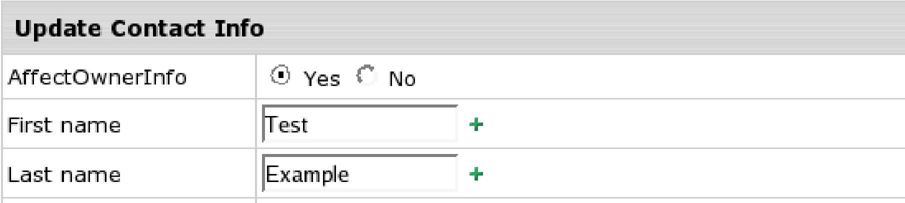
| Renew domain | |
|---|---|
| Current renew mode | Automatic. Manual. |
| Submit | |

## Changing Contact/Billing Info for Domains Registered through the Control Panel

Contact/billing info is available only for domains registered through CP.

If you want to change either your contact or billing info for a registered domain, click the Edit icon in the corresponding section. Edit info in the form and check **Yes** in the **Affect Owner Info** entry:


**Update Contact Info**

| | |
|---|---|
| AffectOwnerInfo | (•) Yes ( ) No |
| First name | Test + |
| Last name | Example + |

**Note:** If your **.org** domain is locked, you won't be able to update your domain's contact/billing information via CP! Unlock your domain first!

---

***Related Docs:*** · Editing DNS settings

# Web Access Control

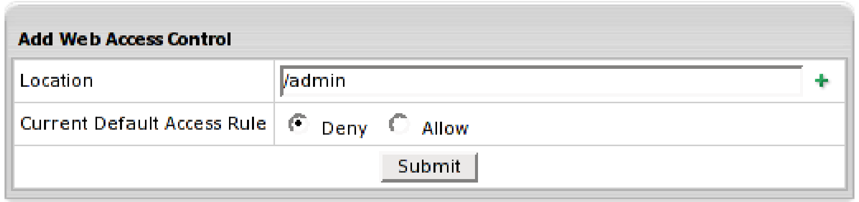
*(H-Sphere 3.1 Beta 1+)*

This document describes the Web Access Control resource which allows Linux users to add and configure web access for their domains to different locations. You can allow or deny access for domain names or IP addresses (groups of IPs).

## Adding Web Access Control

By adding this resource, you define the default order (type) of access. To add Web Access Control in your User CP:

1. Go to **Domain Settings - > Web Options**
2. Scroll down to **Web Access Control** and click **Add**. Configure the form that shows.



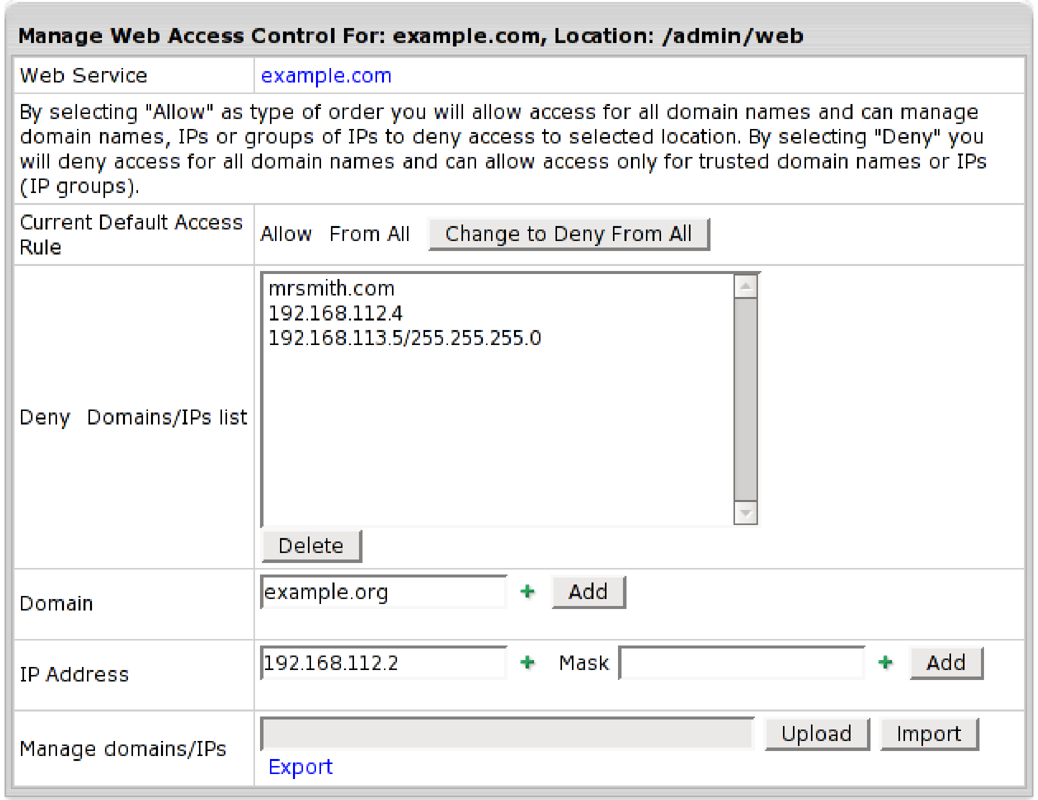

- Enter **Location** which provides for access control by URL
- If **Current Default Access Rule=allow**, this location/web directory will be available for all domain names/IPs.
- If **Current Default Access Rule=deny**, this location will be denied for all.

3. Submit to confirm.

## Configuring Web Access Control

By editing this resource you can add, delete, upload and export allowed or denied domain names/IPs.




- **Current Default Access Rule**: if necessary, you can change current default access rule.
- **Deny Domains/IPs list**: you can delete any domain or IP from the list
  If current default access rule=allow, you can define the list of domain names/IPs which have no access. If current default access rule=deny, you can allow access to defined domain names/IPs.
- **Domain**: type in a new domain and click **Add**
- Add **IP address** and **Mask**.
- Manage **Domains/IPs**: you can upload list domains/IPs from file and export existing list to file. If you define a group of IPs, you should add mask with the "/" in front of it, e.g: `192.168.112.5/255.255.255.0`
  Note: Don't forget about permissions on directories to where you want to upload/export files. If you don't have permissions to read/write files, you cant' upload/export your lists.

# 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 begining 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

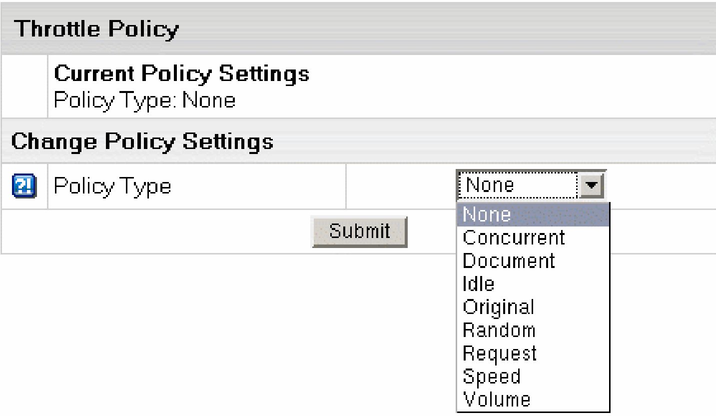
You can throttle the use of traffic in your account by delaying or refusing requests to your sites.

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 anc click **Submit**:




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 mimimum idle time between requests. When the miminum 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 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 exeeded, 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.

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***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. Periodically (e.g., every 5 min.) 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

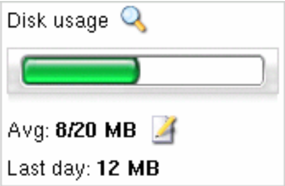
- MySQL DB
- PgSQL DB
- MS SQL DB

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

***Related Docs:*** · Mailboxes · Mail Forwards · Mailbox Aliases · Autoresponders · Mailing Lists · Mail Domain Aliases · AntiSpam · AntiVirus

Questions Considered:

- mail resources
- navigation

## Mail Resources

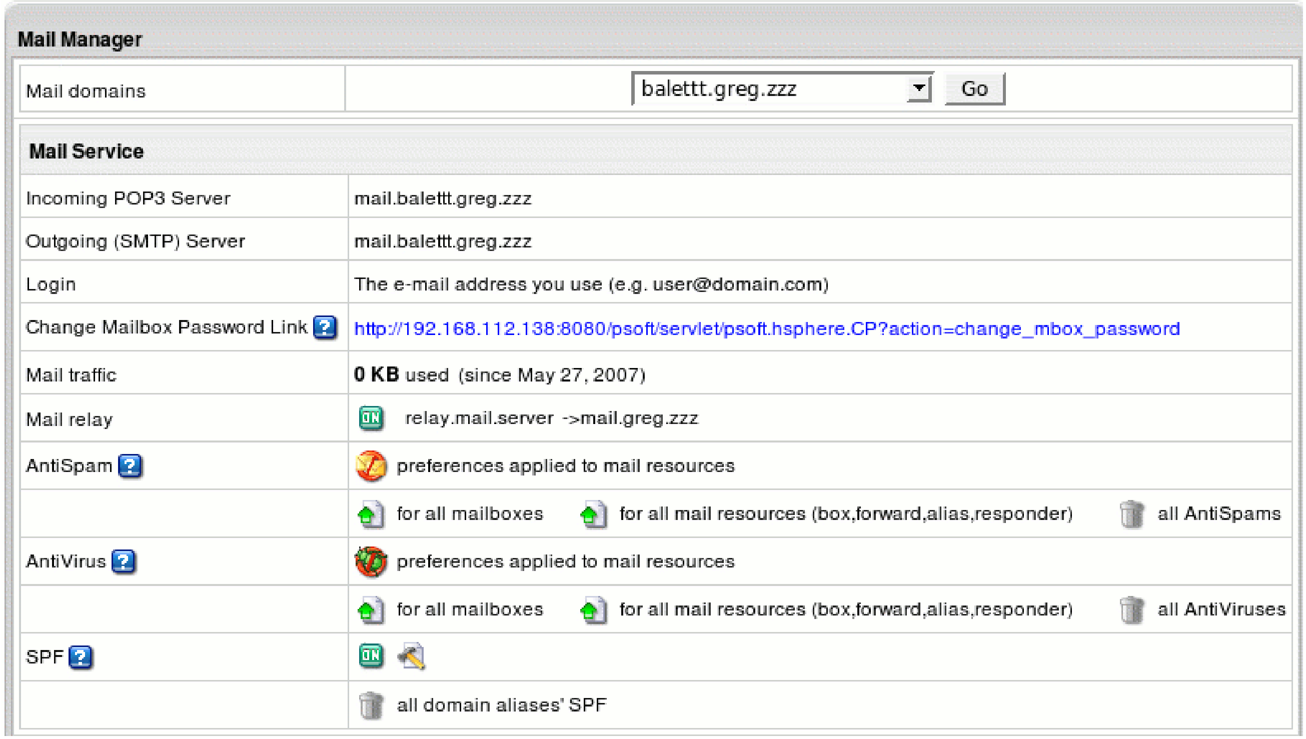
Your hosting plan may provide the following mail resources:

- 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* to set rules for your correspondets' mail servers to determine whether e-mails received from your maildomain are forgery or not.

## Navigation

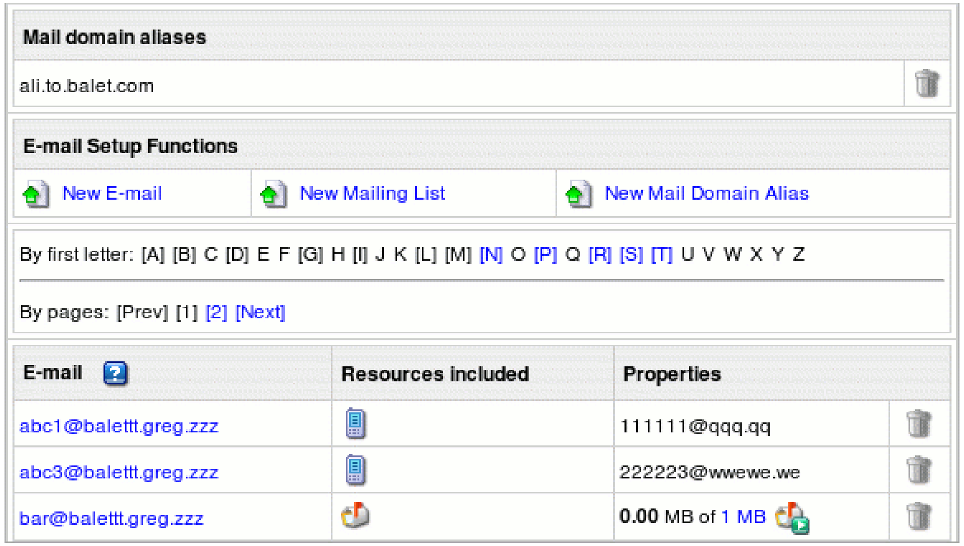
Click the **Mail Info** menu to manage your account mail services from the **Mail controls** page:




- **Mail 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.
- **Change Mailbox Password Link:** NEW! (HS 3.0 RC4+) You can use this link on your website to change mailbox password without logging into H-Sphere CP.
- **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. Antispam can be added for **for all mailboxes** or **for all mail resources**.
- **AntiVirus:** this resource checks incoming mail for viruses. Antivirus can be added **for all mailboxes** or **for all mail resources**.
- **SPF:** determines rules to be used by your correspondets' 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.
- **New E-mail Setup Functions**: links to create new mail resources.
- **[A] ... [Z]** NEW! (in H-Sphere 3.0) first-letter navigation links to the rest of your mail resources (based on alphabetical sorting)
- **[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
- **E-mail:** e-mail address of mail resources on the mail domain.
- **Resources included:** mail resources working on this e-mail address:
  - - mailbox
  - - forward
  - - mailbox alias
  - - autoresponder
  - - mail SMS NEW! (H-Sphere 3.1 Beta 1 +)
  - - antispam NEW! (HS 3.0 RC4+) - customized antispam
  - - antivirus NEW! (HS 3.0 RC4+) - customized antivirus
- **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. This property is set on a mailbox level to catch all mail sent to non-existent mail addresses at this domain. It can be enabled only for one mailbox per domain. It can't be enabled on other mail objects like mail alias, forward, responder.
  - - discard all incoming emails (more)
  - - add subscribers/moderators/trailer to a mailing list (more)

- - delete all mail resources working on the e-mail address

---

***Related Docs:*** · Mailboxes · Mail Forwards · Mailbox Aliases · Autoresponders · Mailing Lists · Mail Domain Aliases · AntiSpam · AntiVirus

# Mailboxes

***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
- postmaster and webmaster

## 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.

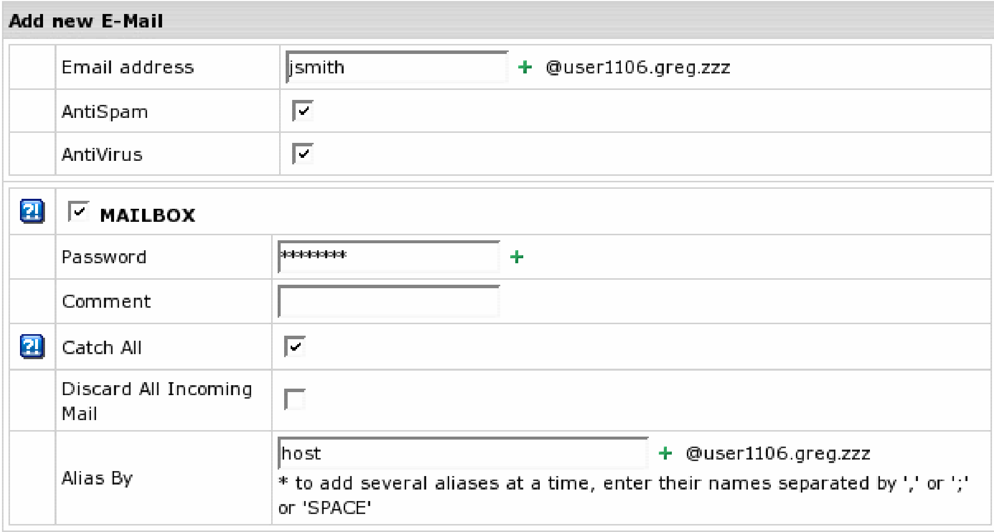
## Creating Mailboxes

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

1. Click **New E-mail** in the **E-mail Setup Functions** section:


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




- Enter mailbox name in the **Email address** field.
- **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)
- Check the box next to **MAILBOX** and configure:
  - ◊ **Password:** see below.
  - ◊ **Comment:** enter description to help identify the mailbox.
  - ◊ **Catch All:** This property is set for a mailbox resource to catch all mail sent to non-existent mail addresses at this domain. It can be enabled only for one mailbox per domain. **Catch All** can't be set for **postmaster** or any other mail resource but mailbox.
  - ◊ **Discard All Incoming Mail:** see below.
  - ◊ NEW! **Alias by**: use this option for mass creation of mail aliases. Enter alias names (without the @ part) separated by ',' or ';' or 'SPACE'.

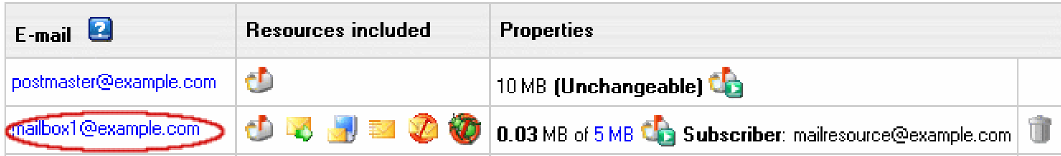
3. Click the **Submit** button at the bottom of the form.
4. Agree with the charges, if any.

# Removing Mailboxes

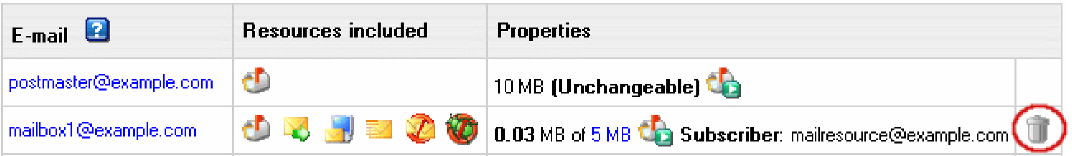
To remove a mailbox **preserving other services** running on this e-mail address:

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




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 **Properites** entry on the Mail Controls page:




Postmaster mailbox can't be deleted.

If Catch All is enabled for a mailbox, it can't be deleted. To delete a Catch All mailbox, first switch **Catch All** OFF or switch it to another mailbox.

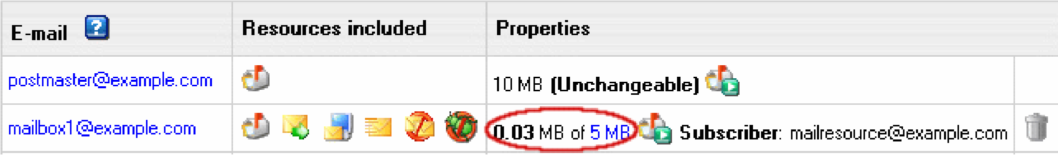
# Mailbox Storage Quota

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 maildomain Controls page click the **of X MB** link in the mailbox **Properites** entry:



| E-mail | Resources included | Properties | |
|---|---|---|---|
| postmaster@example.com | | 10 MB (Unchangeable) | |
| mailbox1@example.com | | 0.03 MB of 5 MB Subscriber: 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 maildomain 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

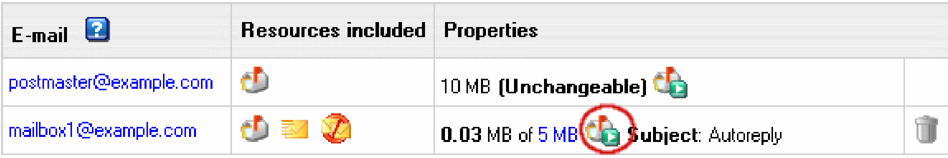
If you don't need ALL your incoming mail, you can configure your mailbox to discard all incoming mail.
In this case senders won't receive 'undelivered mail' notifications.

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:




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.

# Postmaster and Webmaster

You get Postmaster mailbox for free. Webmaster is a regular mailbox and it counts towards your total maiboxes. This means, if you get 0 free mailboxes, you pay for the Webmaster box, but you don't pay for Postmaster.

When postmaster and webmaster mailboxes are created:

- Catch All is disabled by default. You can enable it entirely in the **Globals** menu
- Forward is disabled by default
- Option **Discard all incoming mail** is enabled by default (since 3.0 Patch 4)
- You can't change quota for the postmaster mailbox
- Postmaster mailbox can't be deleted

---

***Related Docs:*** · Mail Overview · Mail Forwards · Mailbox Aliases · Autoresponders · Mailing Lists · Mail Domain Aliases · AntiSpam · AntiVirus

# Mail Forwards

***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.

Important: Since H-Sphere 3.0 RC 2, mail forward can't be set with **Catch All** or as **postmaster**.

## Creating Mail Forwards

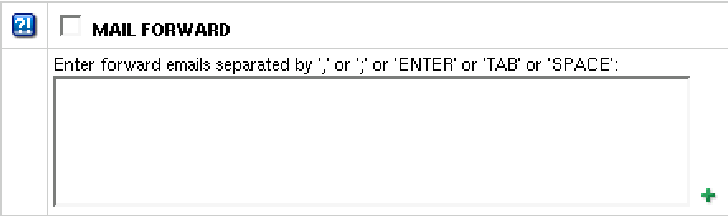
To create a mail forward:

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


2. On the configuration page, that you will be taken to, enter the mail forward name in the **Email address** field.
3. Check the box next to **MAIL FORWARD**.

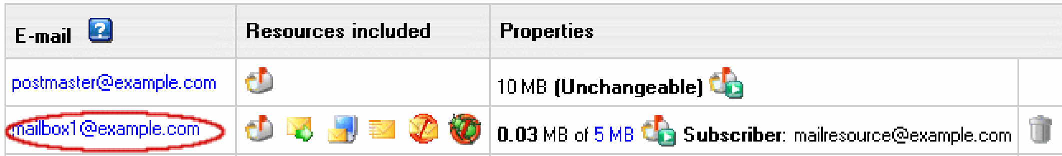
4. Enter destination e-mail addresses separated with ',' or ';' or 'ENTER' or 'TAB' or 'SPACE':




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

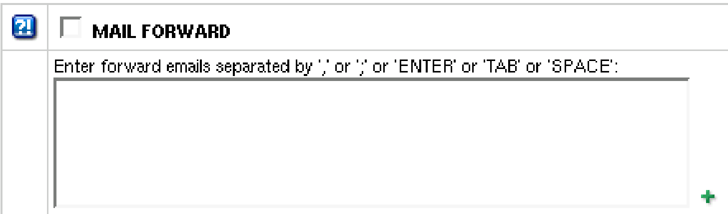
## Adding/Removing Destination Addresses

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




**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':




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

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

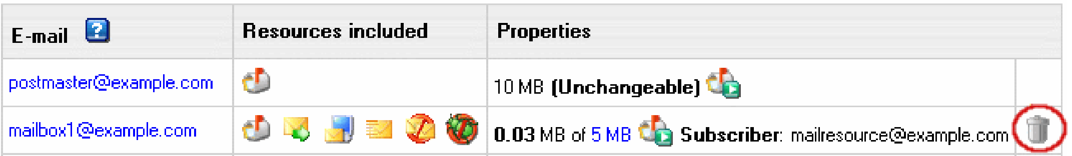
1. Check the **Delete** box next to the e-mail address you'd like to remove from the list of forwards.
2. Click the **Submit** button at the bottom of the form.

## 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:

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***Related Docs:*** · Mail Overview · Mailboxes · Mailbox Aliases · Autoresponders · Mailing Lists · Mail Domain Aliases · Configuring Outlook Express

# Mailbox Aliases

***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.

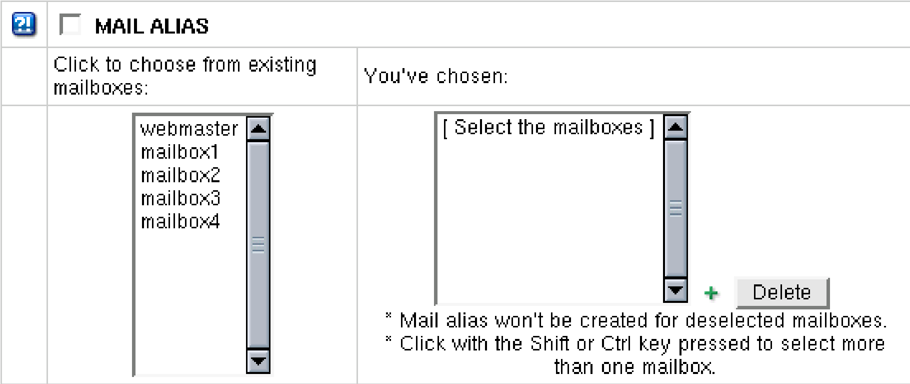
## Creating Mailbox Aliases

To create a mailbox alias:

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


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:



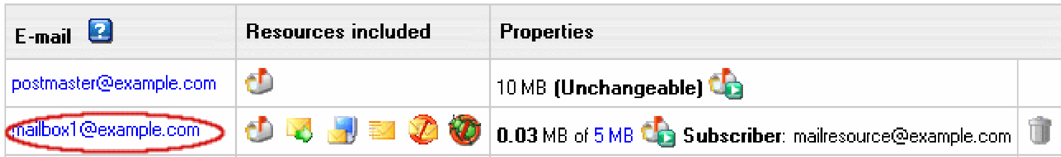

To assign a mailbox alias to more than one mailbox, click mailbox names in the list with the Shift or Ctrl key pressed. Chosen mailbox(es) will appear in the **You've chosen:** list on the right.
* Caution: the mailbox alias won't be created for the deselected mailboxes.

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:




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 maildomain 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.

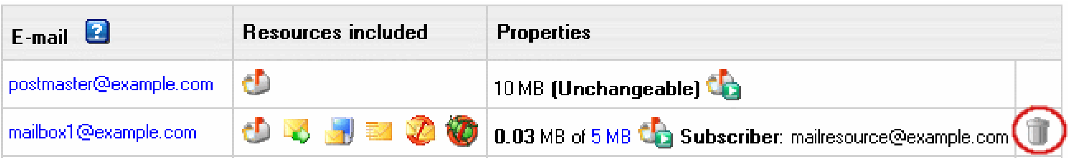
To remove several mailboxes from the **You've chosen:** mailbox list on the left, select the mailboxes names in the list with the Shift or Ctrl key pressed and click the **Delete** button.

## 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 maildomain 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:




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

***Related Docs:*** · Mail Overview · Mailboxes · Mail Forwards · Mailbox Aliases · Mailing Lists · Mail Domain Aliases · Mail SMS

Questions Considered:

- creating autoresponders
- editing autoresponder message and its subject
- removing autoresponders

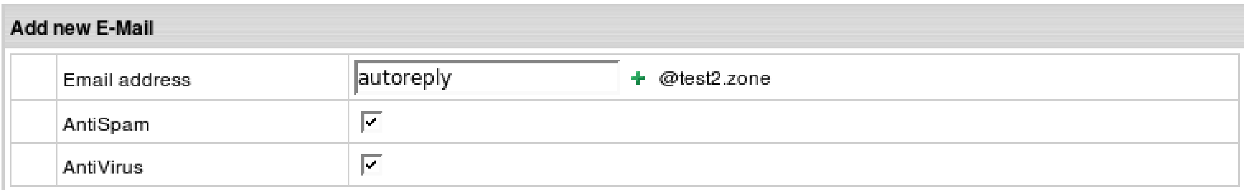
Autoresponder automatically sends a preset message in reply to all mail sent to the autoresponder's e-mail address. They don't store the incoming mail as mailboxes do, nor can they be used to send messages other than the preset autoresponse.

## Creating Autoresponders

To create an autoresponder:

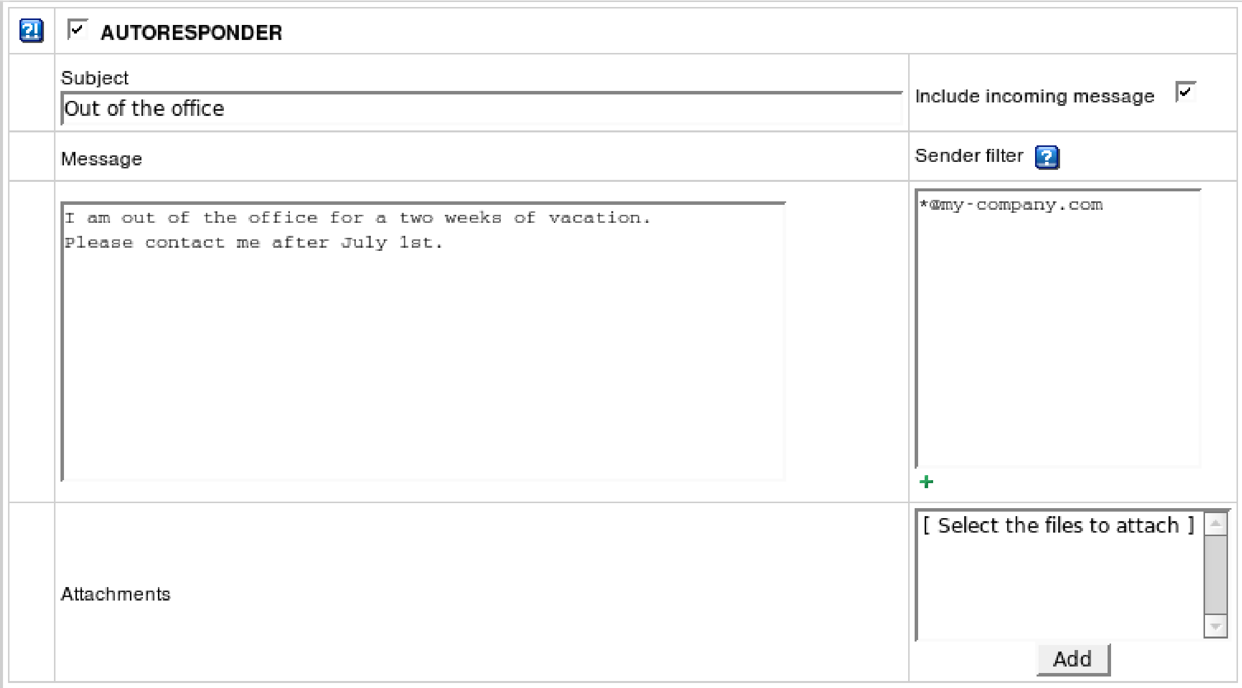
1. Click **New E-mail** on the maildomain Controls page or click the name of the existing mail resource:


2. If you chose **New E-mail**, enter the autoresponder name in the **Email address** field. If you choose the existing mail resource, skip to Step 4.




3. Enable antispam and antivirus for mail SMS. For security reasons, we strongly recommend it to minimize the risk of using your Mail SMS for distributing spam.
4. Scroll down to the **Autoresponder** section and fill out the form:




- Check the box next to **AUTORESPONDER**.
- Enter the uniform response in the **Message** field and its title in the **Subject** field.
- NEW! (HS 3.1 Beta 1 +) Enter **Sender Filter** which restricts the range of possible sender e-mail addresses.

**Autoresponder Warning**

If you get the warning, it means that Admin enabled *patterns policy* where Sender Filter value is obligatory.


Autoresponder appears as marked and won't work until you configure Sender Filter:

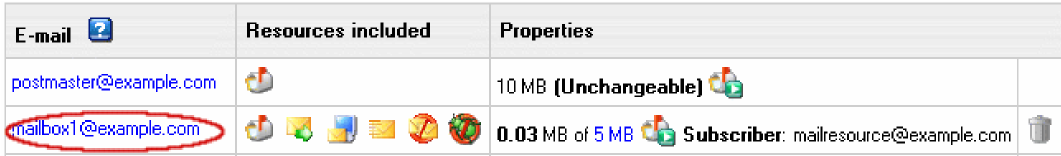
- **Include incoming message**: if you want to quote the original message in the autoresponse.
  NOTE: If you check this option, there is a risk for your autoresponder to be used for distributing spam messages sent to it from intruders. To minimize this risk, configure antispam for the autoresponder as it is said in the item 4 above.
- 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.

## 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:




2. Perform last three steps of the create autoresponder procedure above.

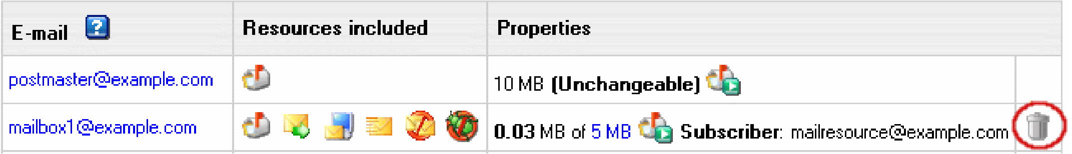
## Removing Autoresponders

Option One: 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.

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




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 · Mail SMS

# Mailing Lists

***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 possibilites such as independent end user subscribtion, 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:


- **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.

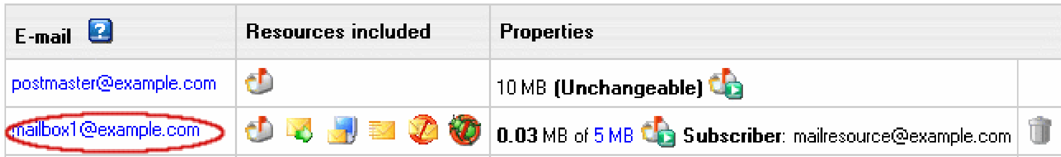
4. Agree to additional charges if any.

See below how to configure the mailing list according to your needs.

# Configuring a Mailing List

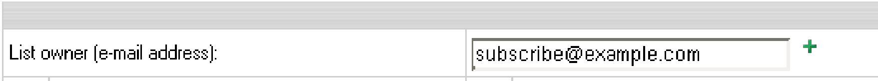
To configure a mailing list:

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




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




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.

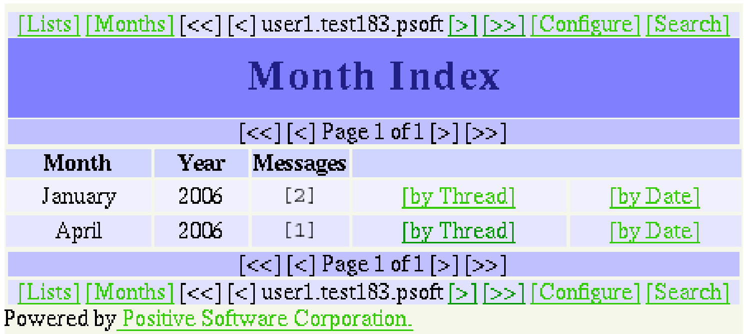

By default, all messages sent to a list are kept archived. This way, subscribers can later retrieve messages from the archive. For instance, subscribers haven't been following the list for a while, or they just want to see the discussion of a specific question.

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.

You can view mailing list archive from your Control Panel. For this, click on the magnifying glass above the **Archived** option:


This will carry you to a web interface where you can view and search for monthly archived messages received by your mailing list:




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

| | |
|---|---|
| ○ Block archive. Only moderators are allowed to access the archive. | ◉ 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.

| | |
|---|---|
| ○ Digest | ◉ 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.

| | |
|---|---|
| ○ Prefix. Set up the list so that the outgoing subject will be prefixed with the list name. | ◉ 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**

| | |
|---|---|
| ○ Guard archive. Archive access requests from unrecognised SENDERs will be rejected. | ◉ 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.

| | |
|---|---|
| ○ Subscriptions don't require confirmation. | ◉ 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.

| | | | |
|---|---|---|---|
| ○ | Unsubscribe does not require confirmation. | ◉ | 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.

| | | | |
|---|---|---|---|
| ○ | List subscribers. Remote administrators can request a subscriber list, and search the subscriber log. | ◉ | 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.

| | | | |
|---|---|---|---|
| ○ | Message moderation. | ◉ | 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.

| | | | |
|---|---|---|---|
| ○ | New text file. Allow remote administrators to edit files in dir/text/. | ◉ | Not new text fie. 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.

| | | | |
|---|---|---|---|
| ○ | Posts from addresses other than moderators are rejected. This is applicable to message moderated lists only. | ◉ | 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.

| | |
|---|---|
| Respond to administrative requests and allow archive retrieval. | Allow only digest creation, remote administration, and archive retrieval by remote administrators, (if the list is configurec 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.

| | |
|---|---|
| Request address is serviced | 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.

| | |
|---|---|
| Enables remote administration | 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.

| | |
|---|---|
| Subscription moderation | 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.

| | |
|---|---|
| User posts only | Do not restrict posts based on SENDER address |
| 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)

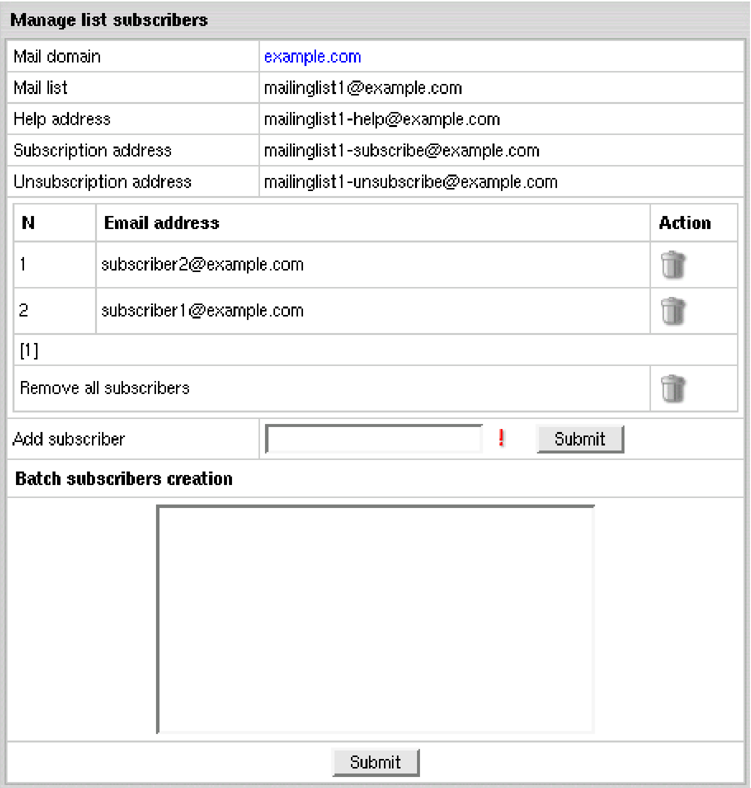
  

# Managing Your Mail List Subscribers

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:




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

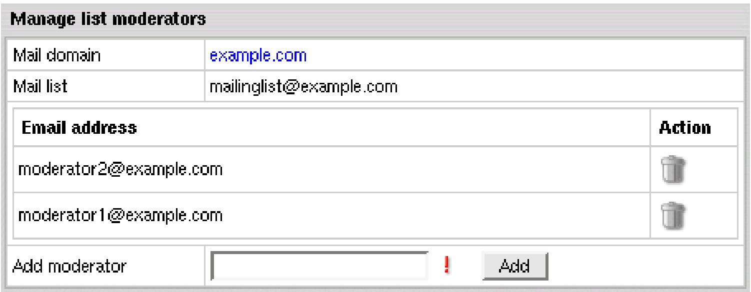
To send a message to a mailing list, send the newsletter to the mailing list e-mail address using WebMail or any mail client such as Outlook Express.

## 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:




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:


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**.

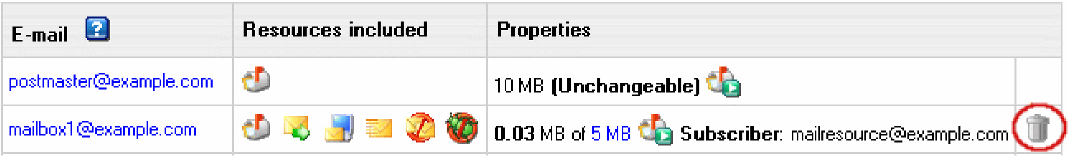
  

**To remove a message trailer**:

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:

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***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

To create a Mail Domain Alias:

1. Make sure the domain you are enabling a mail domain alias for has a domain alias.
2. On your control panel home page, click the **Mail Info** icon.
3. In the **Mail domains** drop down box, choose the domain you'd like to enable mail domain alias for.
4. In the **E-mail Setup Functions** section, click **New Mail Domain Alias**

  

5. On the page that appears choose the domain alias to enable mail domain alias on and click **Next**:

6. Click **Submit** on the next page to confirm your choice.
7. Agree with charges, if any.

## Removing Mail Domain Aliases

**Important:**
Removing mail domain alias, 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, go to **Mail Info** -> **Mail Manager** and click the **Trash Can** icon next to the mail domain alias that you are removing in the **Mail Domain Alias** section:

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***Related Docs:*** · Mailboxes

# Mail SMS

*(H-Sphere 3.1 Beta 1 +)*

***Related Docs:*** · Mail Overview · Mailboxes · Mail Forwards · Mailbox Aliases · Mailing Lists · Mail Domain Aliases · Autoresponder

Questions Considered:

- creating mail SMS
- editing mail SMS
- removing mail SMS

**Mail SMS** is a separate mail resource which allows forwarding emails to the cell phone number in the form of SMS message.

To convert email into SMS, H-Sphere will strip the incoming email of all excessive content, e.g: HTML tags, system and server info. You can split one incoming e-mail into up to 10 SMS messages that will be sent to the recipients phone number in email format. The maximum length of one SMS message usually is set to 160 bytes, as required by most of mobile providers.

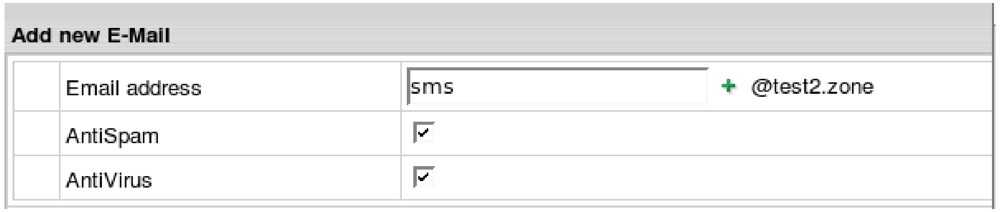
## Creating mail SMS

To create a mail SMS resource:

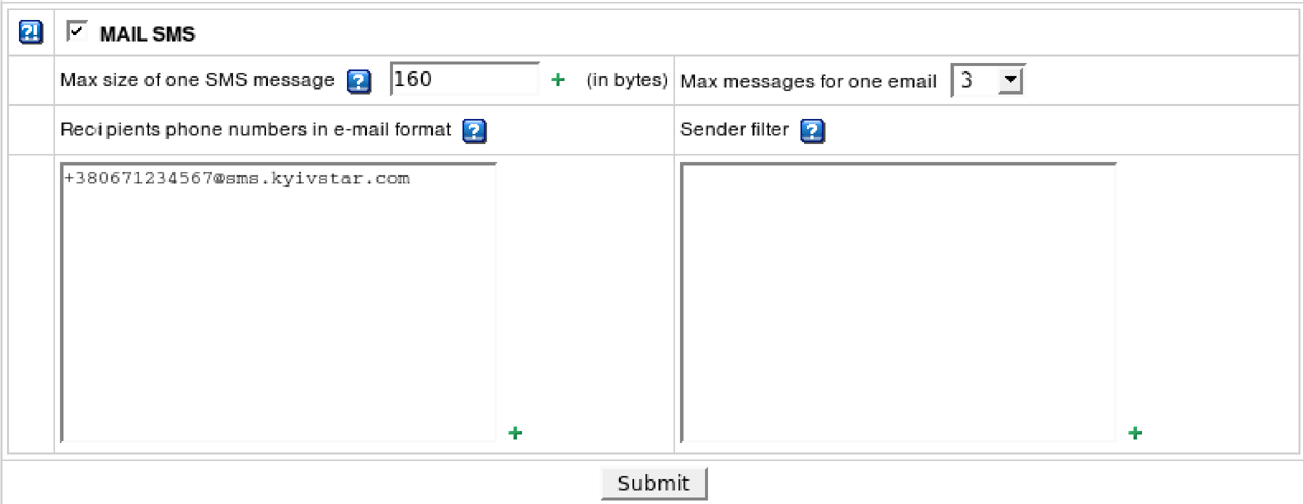
1. Click **New E-mail** on the maildomain Controls page or click the name of existing mail resource:


2. If you chose **New E-mail**, enter the mail SMS name in the **Email address** field.
   If you choose the existing mail resource, skip to Step 4.




3. Enable antispam and antivirus for mail SMS. For security reasons, we strongly recommend it to minimize the risk of using your Mail SMS for distributing spam.
4. Scroll down to the **Mail SMS** section and configure it:




- Check the box next to **Mail SMS** to add this resource.
- Set **Max size of one SMS message**: as a rule, mobile providers allow up to 160 bytes per one SMS message, you can set less.
- Set **Max messages for one email**. Your SMS messages will be formed out of email according to the max size of the message you have set. If email is bigger, it will be truncated. You can later check email in your mail inbox. NOTE: If smaller, admin's value of max messages will override your user settings. Example:
  a. You set **max SMS message size** to 160 bytes and **max number of messages** to 3
  b. You receive an email of 1000 bytes in size
  c. According to your settings, cell phone user will receive 3 SMS messages by 160 bytes each, including mail header.
  It makes 480 bytes in total, with the rest 520 bytes of email truncated
5. Enter recipients phone numbers in email format e.g: XXXXXXXXXXXX@sms.mobile-provider.com. where XXXXXXXXXXXX is the recipient's mobile number, sms.mobile-provider.com - mobile operator domain for incoming SMS messages
6. Optionally, enter **Sender Filter** which restricts the range of possible sender e-mail addresses. More info in context help.

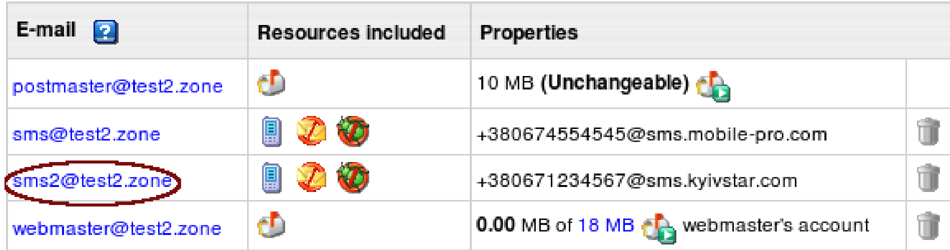
  

7. Click **Submit**

## Editing Mail SMS message or its subject

To edit Mail SMS message or its subject:

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



| E-mail | Resources included | Properties | |
|---|---|---|---|
| postmaster@test2.zone | | 10 MB (Unchangeable) | |
| sms@test2.zone | | +380674554545@sms.mobile-pro.com | |
| sms2@test2.zone | | +380671234567@sms.kyivstar.com | |
| webmaster@test2.zone | | 0.00 MB of 18 MB webmaster's account | |

2. Enter more phone numbers or Sender Filter patterns and click **Submit**.

## Removing Mail SMS

Option One: To remove an Mail SMS preserving other services running on its e-mail address:

1. Click the Mail SMS e-mail address in the **E-mail** list on the maildomain **Controls** page.
2. Uncheck the box next to Mail SMS.
3. Click the **Submit** button at the bottom of the form.

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

| E-mail | Resources included | Properties | |
|---|---|---|---|
| postmaster@test2.zone | | 10 MB **(Unchangeable)** | |
| sms@test2.zone | | +380674554545@sms.mobile-pro.com | |
| sms2@test2.zone | | +380671234567@sms.kyivstar.com | |
| webmaster@test2.zone | | **0.00** MB of 18 MB webmaster's account | |

***Related Docs:*** · Mail Overview · Mailboxes · Mail Forwards · Mailbox Aliases · Mailing Lists · Mail Domain Aliases · Autoresponder

# AntiSpam Protection

***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:

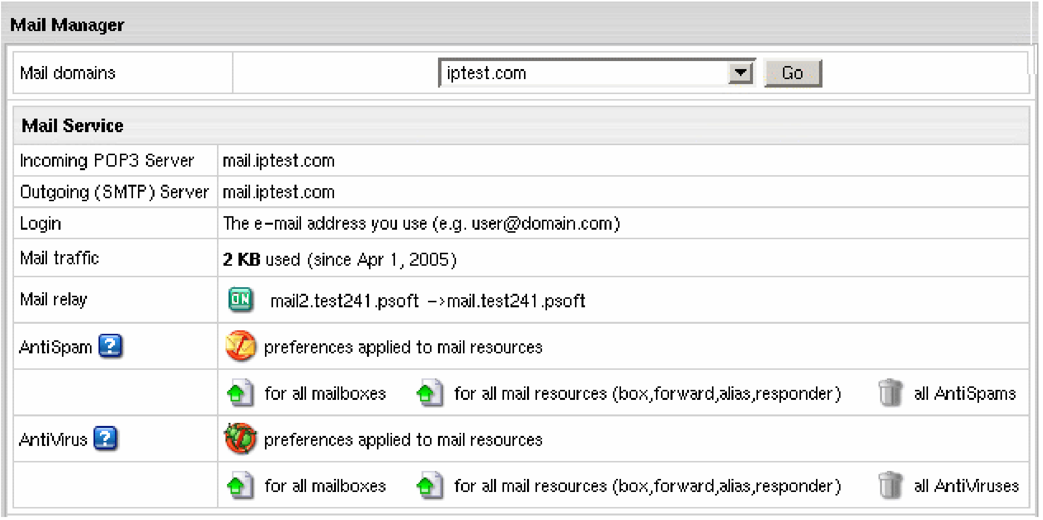
1. Select **Account settings** in the **Account** menu. The following page will show:


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:

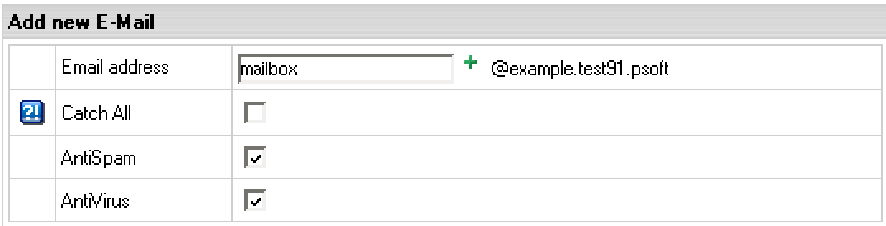
  




3. On the page you will be taken to, add antispam either **for all mailboxes** of this mail domain or **for all mail resources (box, forward, alias, responder)**. If necessary, you can delete all antispams under this mail domain by clicking the **Trash** icon.
4. Clicking the antispam icon will let you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

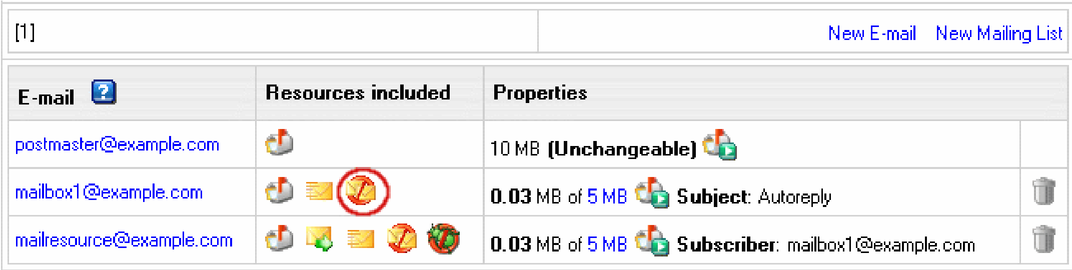
## To configure antispam protection for a mail resource:

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

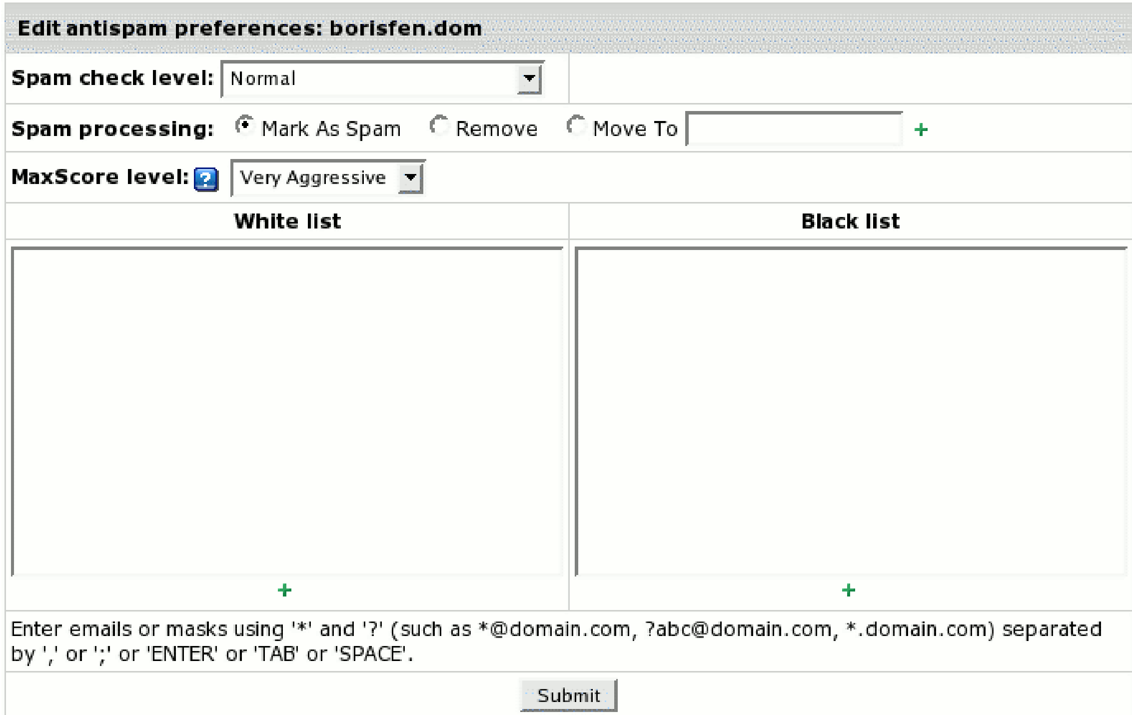



2. Check the **AntiSpam** box.
3. Click the **Submit** button at the bottom of the form.
4. On the Mail Controls page click the **Antispam** icon in the **Resources included** column:




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




- **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**, 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.

In HS 3.0 RC4 and later, once default Antispam preferences were changed and customized, it shows as a custom icon next to the mailbox:


It helps you track changes in your mail resources.

---

***Related Docs:*** · Mail Overview · Mailboxes · Mail Forwards · Mailbox Aliases · Autoresponders · Mailing Lists · Mail Domain Aliases · Antivirus

# AntiVirus Protection

***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 maildoman 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:

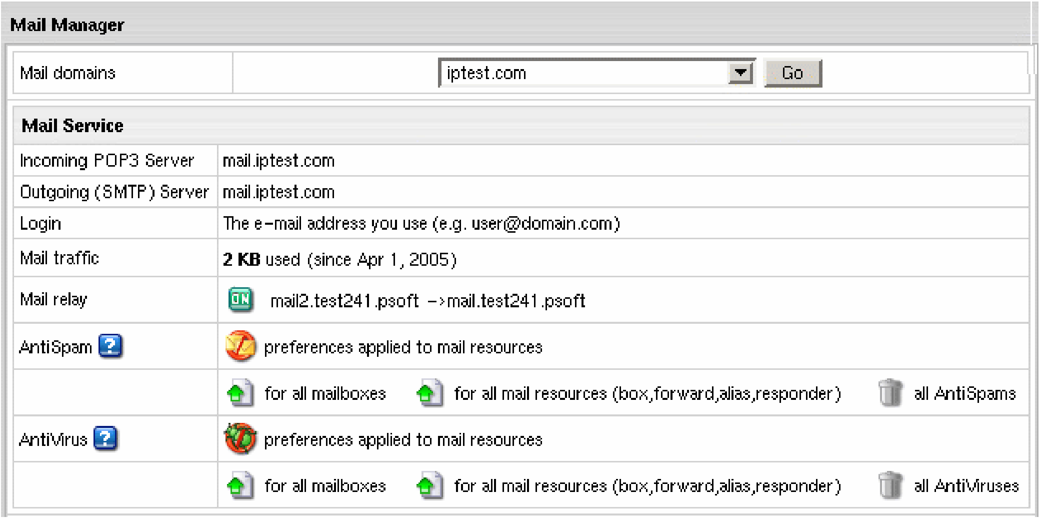
1. Select **Account settings** in the **Account** menu. The following page will show:


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:

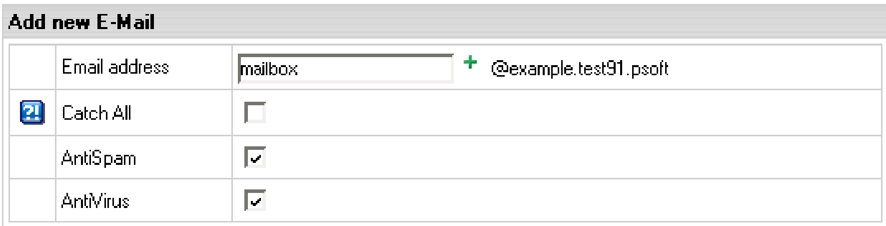
  




3. On the page you will be taken to, add antivirus resource either **for all mailboxes** of this mail domain or **for all mail resources (box,forward,alias,responder)**. If necessary, you can delete all antiviruses under this maildomain by clicking the **Trash** icon.
4. Clicking the antivirus icon will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

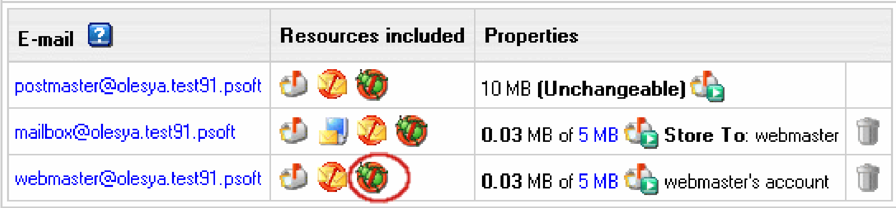
To configure antivirus protection for a mail resource:

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

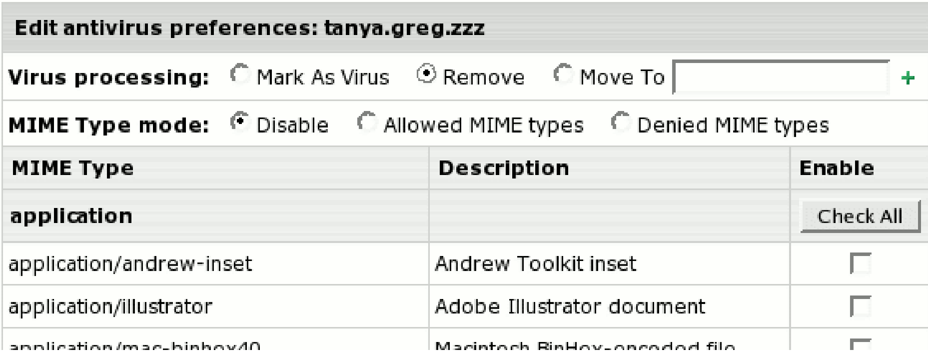



2. Check the **AntiVirus** box.
3. Click the **Submit** button at the bottom of the form.
4. On the **Mail Manager** page click the **Antispam** icon in the **Resources included** column:




5. On the page that appears, edit the **Antivirus Preferences** if necessary:




**Virus processing**:

By default, it is set to **Remove** all incoming mail that bears a virus.

- **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.

**MIME Type mode**:
(NEW! in 3.0)

This will tag an email as virus according to the attachment's MIME Type. By default, it is **Disabled**.

- **Disabled:** this will make MIME Type mode unavailable.

- **Allowed MIME Types:** this lets you check the MIME Types to be allowed, so the client will receive the emails **only** of these MIME Types. The other emails will be rejected.
- **Denied MIME Types:** this lets you mark the MIME Types to be denied, so the emails with attachments of these MIME Types will be rejected and returned to a sender.

The MIME Types are grouped into sections, so you can use the **Check all** options to mark all the section and click **Submit**.

In HS 3.0 RC4 and later, once default Antivirus preferences were changed and customized, it shows as a custom icon next to the mailbox:


It helps you track changes in your mail resources.

---

***Related Docs:*** · Mail Overview · Mailboxes · Mail Forwards · Mailbox Aliases · Autoresponders · Mailing Lists · Antispam · Mail Domain Aliases

# Fighting E-mail Forgery SPF

***Related Docs:*** · Mail Overview · Mailboxes · Mail Forwards · Mailbox Aliases · Autoresponders · Mailing Lists · Antispam · Mail Domain Aliases

SPF or *Sender Policy Framework* figthts 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 flaged as suspicious.

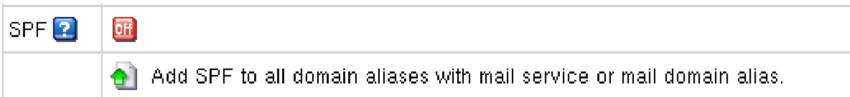
E-mails sent to your maildomain will undergo simlar check-up. Provided SPF in enabled on the sender's maildomain, e-mails coming from the IP that isn't listed in the senders SPF DNS record, will be rejected or flaged as suspicious according to your SPF policy configuration

SPF can be enabled / diabled 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](#)

* Aternatively 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.

  * Aternatively you can disable SPF on all mail domain's aliases with mail service or mail domain alias, by clicking the **Add** icon below the **Trash**icon 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 taken to **SPF preferences** page:


Here you set SPF politics or recomendations on how mail received from your maildomain should be treated by correspondent's mail server. For example, by 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.

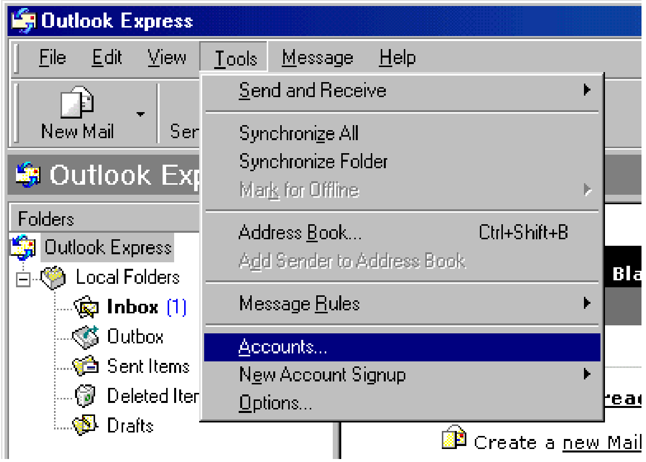
- Configuring Outlook Express (POP before SMTP relay).
- Configuring with SMTP Auth relay.

## Configuring Outlook Express

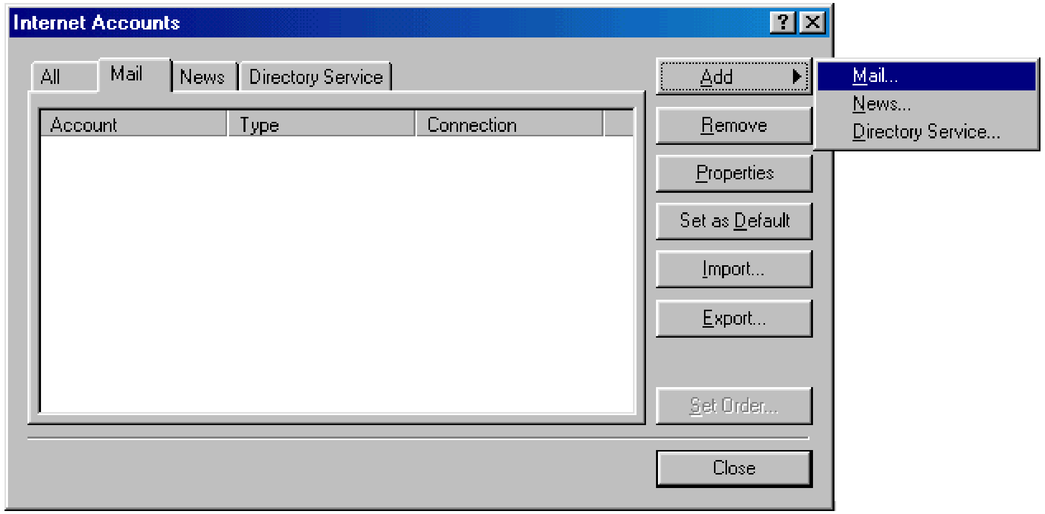
To configure this email client with the **POP before SMTP** relay:

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

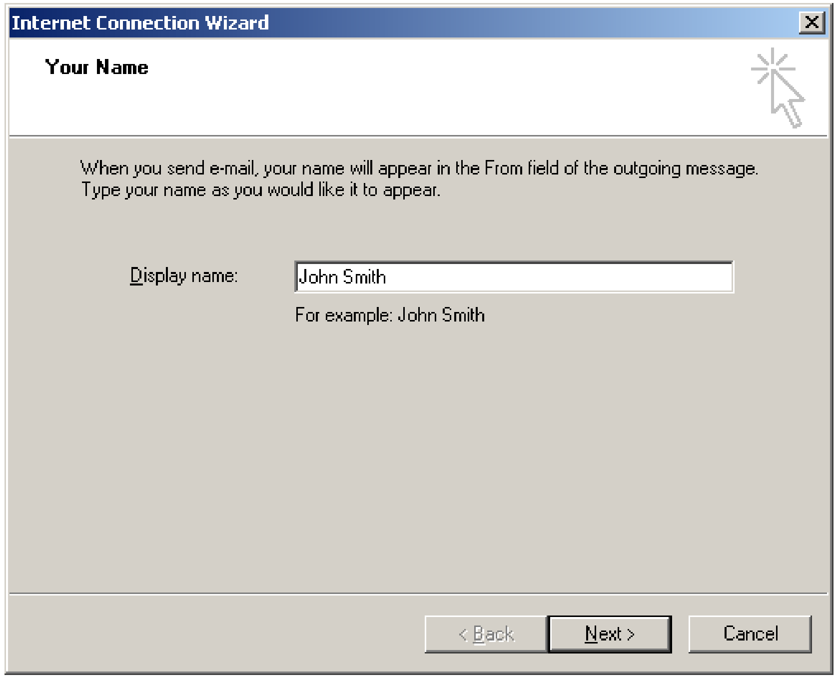



3. On the page that shows, click **Add** and select **Mail**.



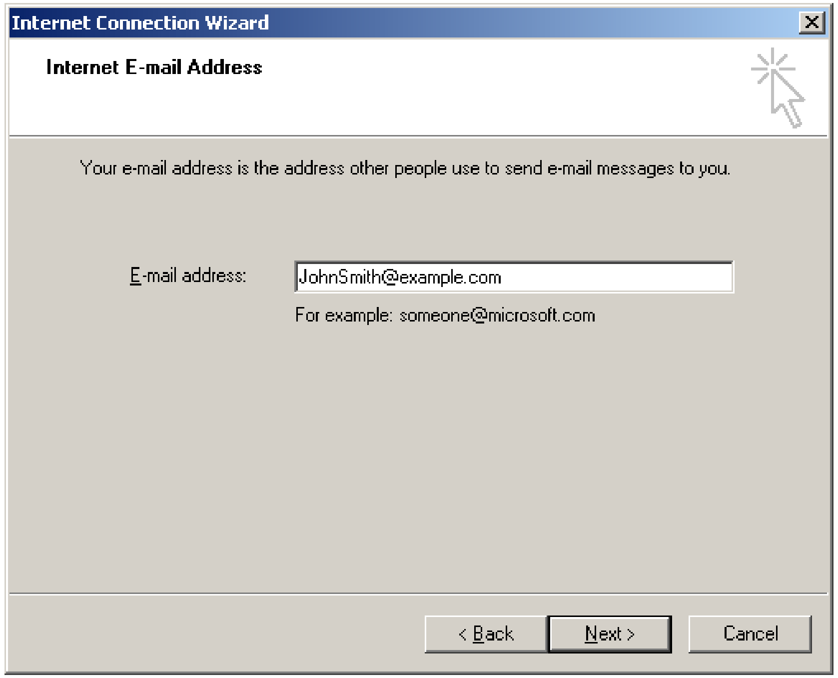

4. On the wizard page that shows, enter your name in the field and click **Next** to proceed.
   Note: this email will appear when you send out emails.



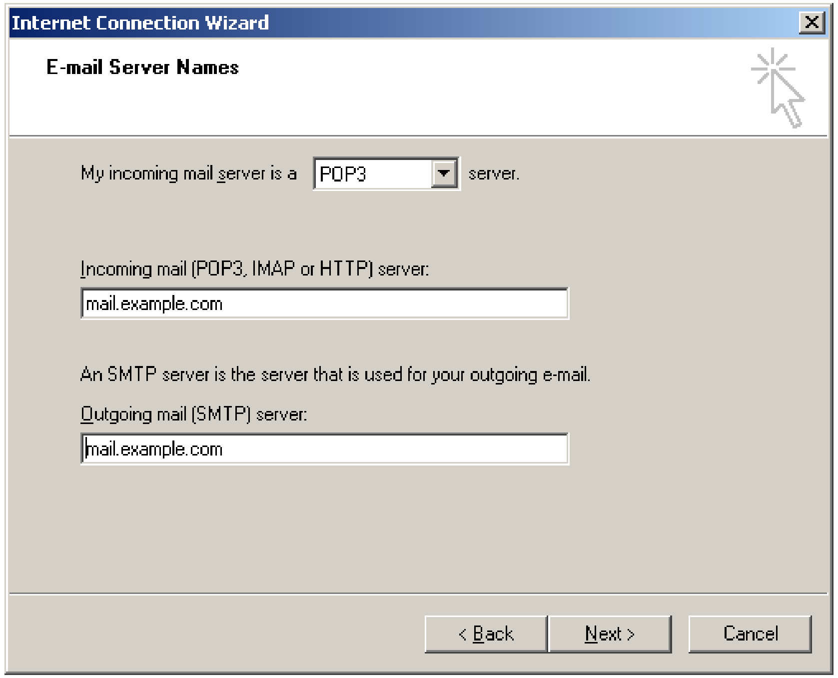

5. On the page that shows, enter your **Email Address** and click **Next** to proceed.



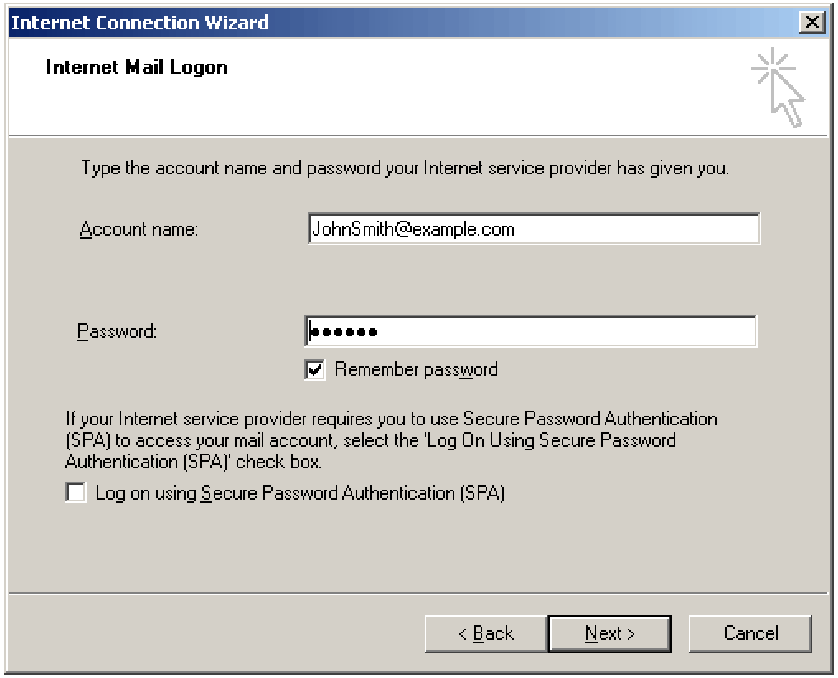

6. In the form that shows:
   - in the drop-down box, choose **POP3** as your **incoming server**;
   - enter the **Mail Server Name** for both **Incoming Mail** and **Outgoing Mail**;
   - click **Next** to proceed.



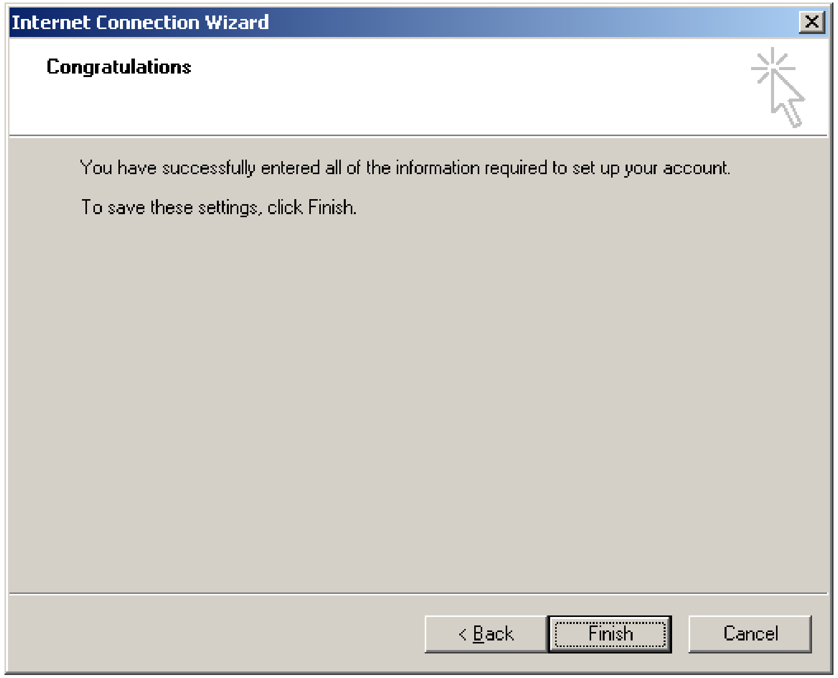

7. On the page that appears:
   - make sure to enter **full** email address in the **Account Name** field;
   - enter mailbox password in the **Password** field;
   - check the **Remember Password** box to avoid entering it every time you check or send email;
   - click **Next** to proceed.

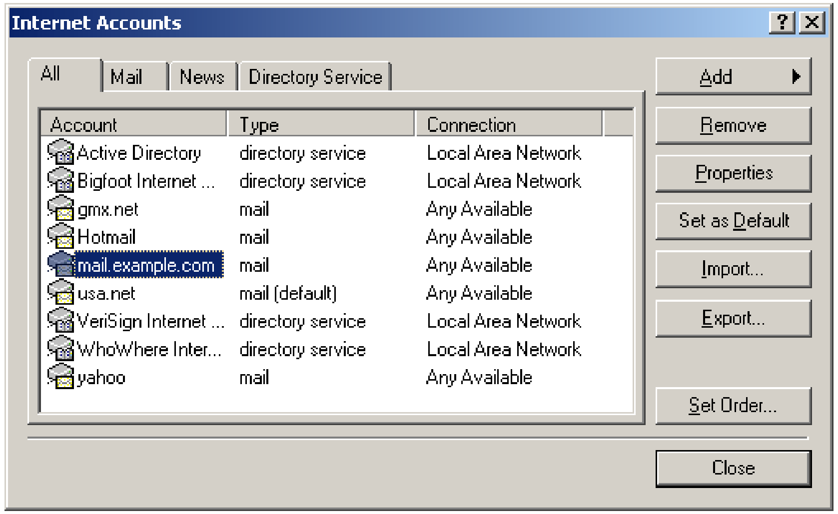



8. On the page that shows, click **Finish** to save settings and get back to the list of email accounts

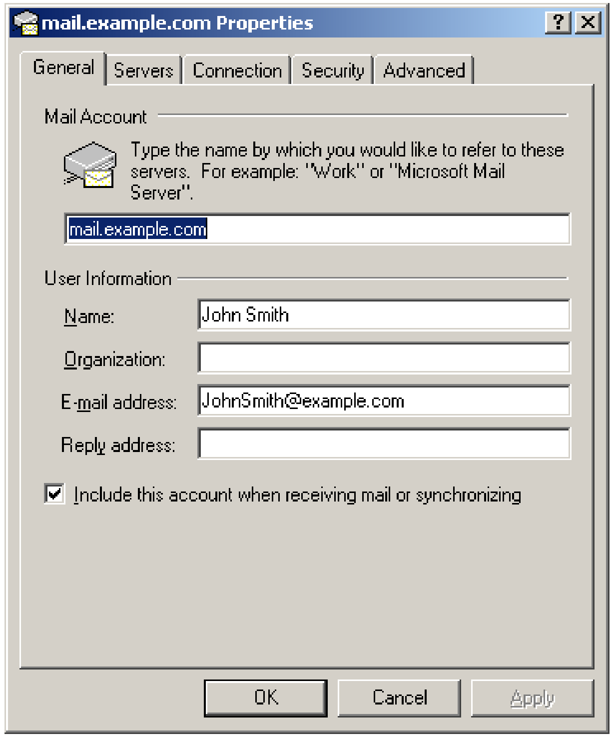



9. Now that email account is created, select **Accounts** from the **Tools** drop-down list in the menu bar.
10. On the **Internet Accounts** window, select the newly created mail account and click **Properties** to edit the settings for your email account.




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 )

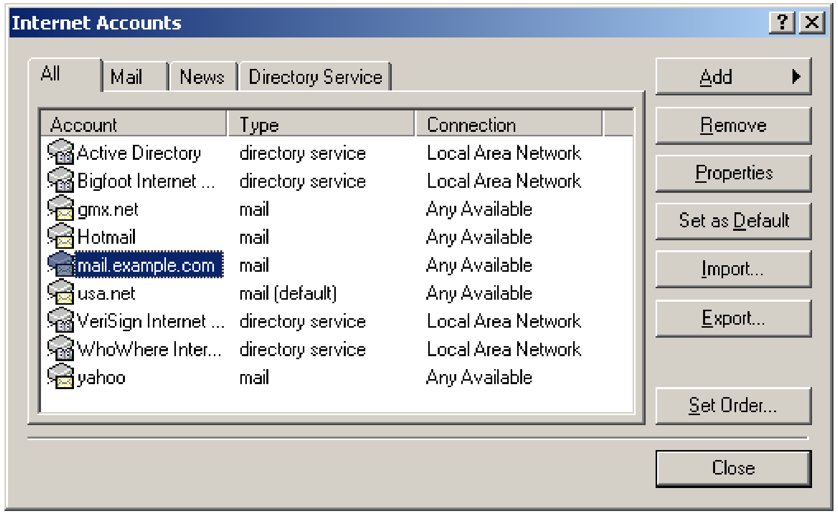
12. Click **Apply** and **OK** to save settings.

## Configuring Outlook Express with SMTP Auth Relay

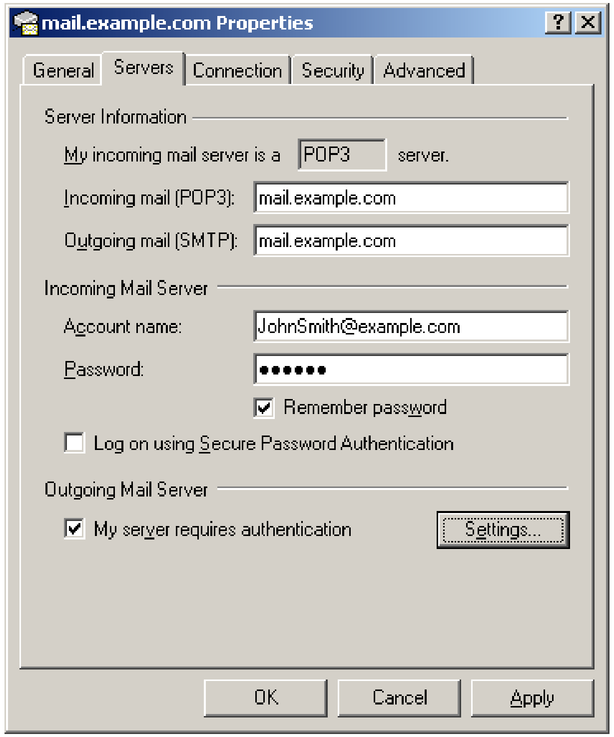
You can set **SMTP Auth** relay right after your email account is created (steps 1- 8) as described above. To set **SMTP Auth**, do the following:

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:

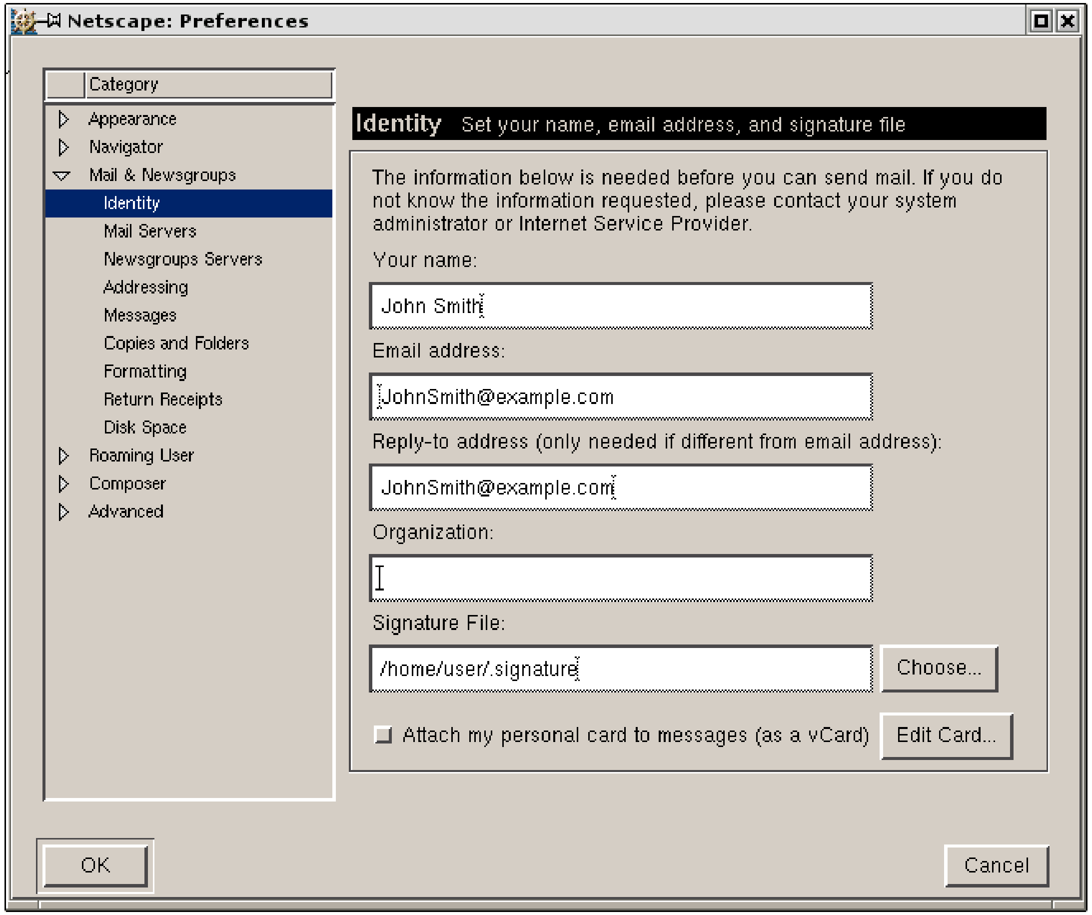
1. Open Netscape Mail.

   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:

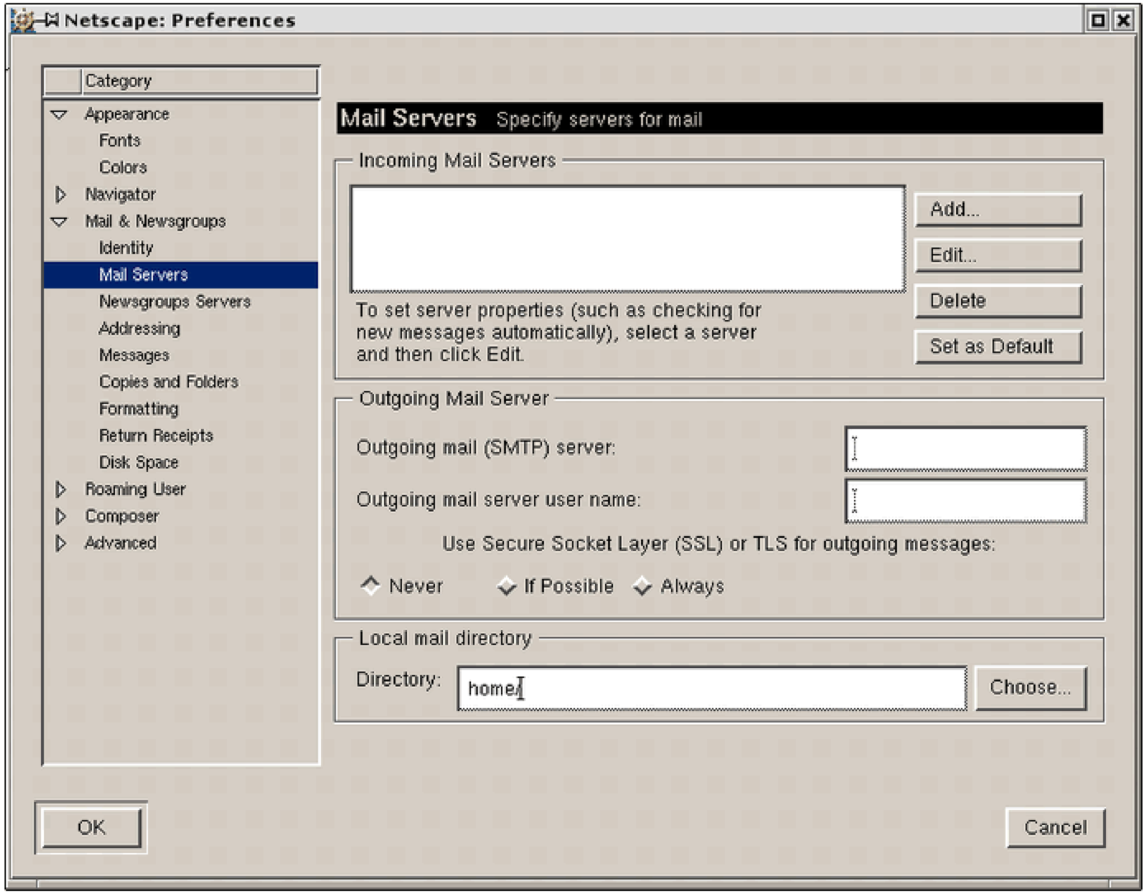

3. Click **Mail and Newsgroups** in the left menu and select **Identity**. On the page that appears:
   - ♦ enter your name as the following example shows
   - ♦ enter the email address of the account you're setting up
   - ♦ enter the reply email address (usually the same as email address):



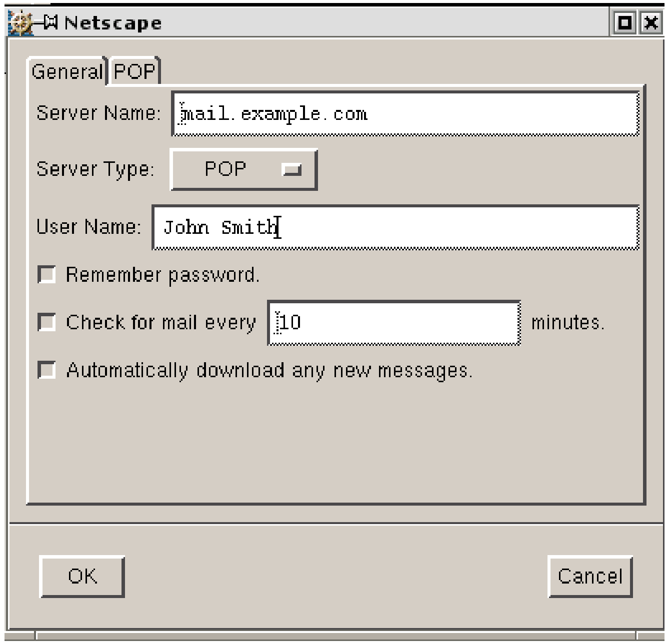

4. Select **Mail Servers** in the left menu and click **Add** against the **Incoming Mail Servers** field.

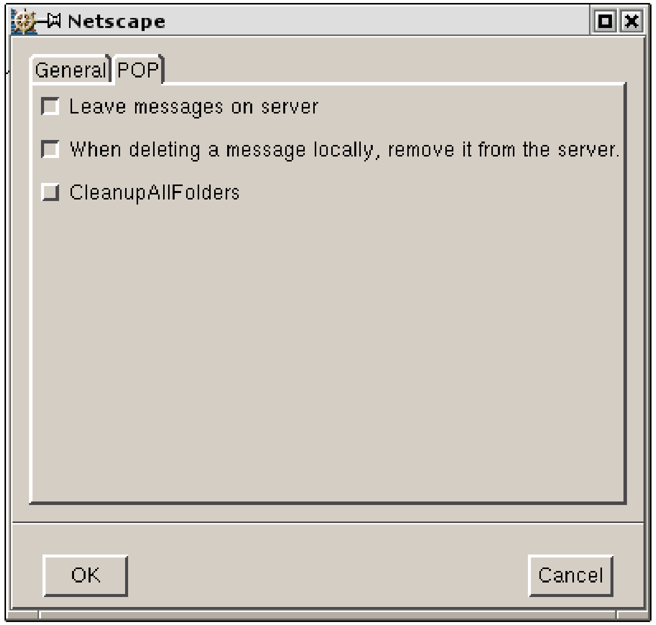



5. On the dialog window that shows, choose the **General** tab and fill the form:
    - ♦ Enter the **Server name**;
    - ♦ Choose **POP** as **Server type**
    - ♦ Enter **User name**
    - ♦ Select **Remember password** if you want to login to your mail account without having to type a password every time.
    - ♦ Optionally, select **Check for mail every** specified period of time.



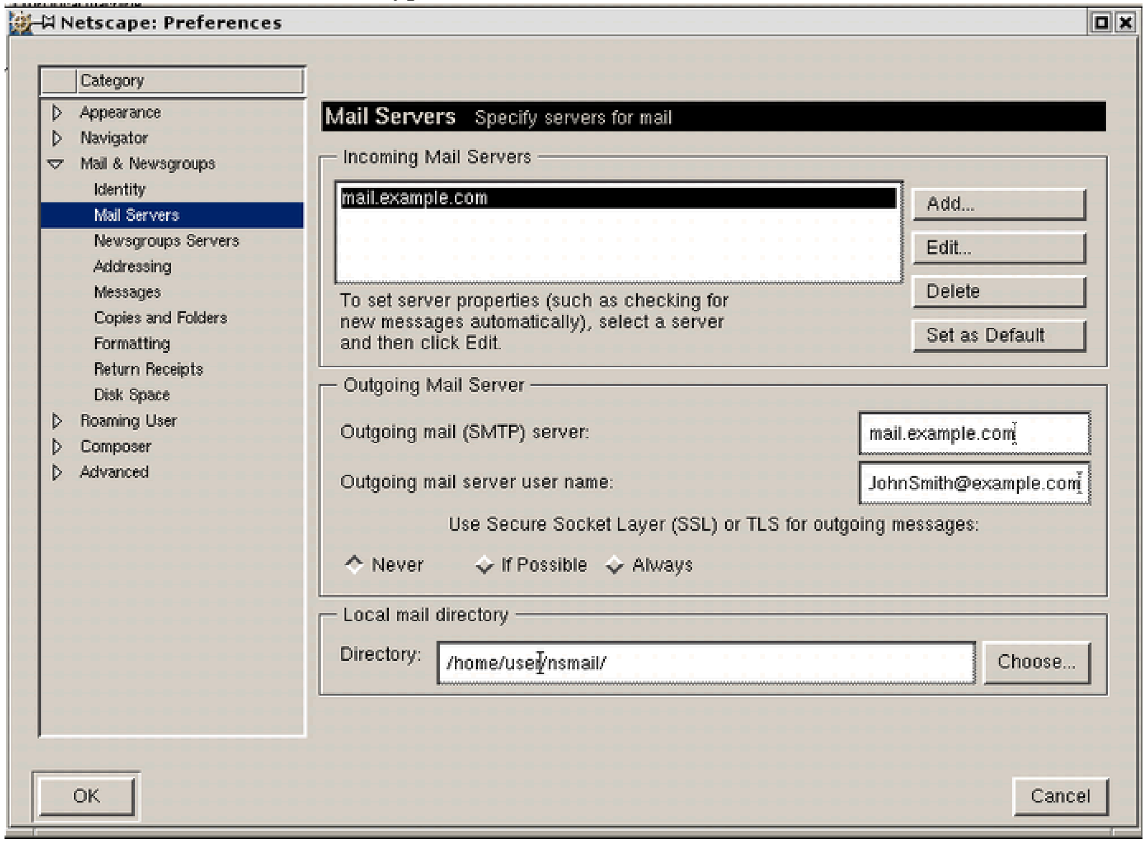

6. Select the **POP** tab to choose different Incoming Mail options.




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).



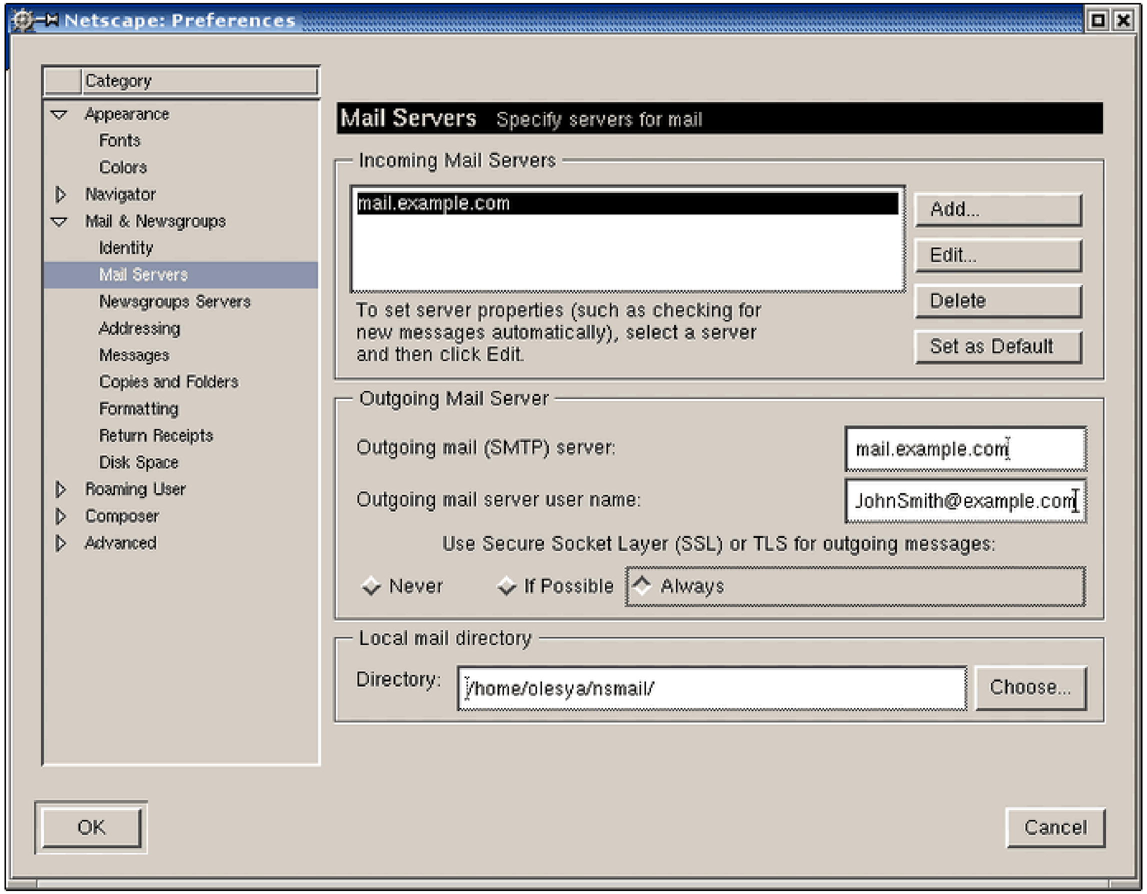

9. Click OK to save settings.

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.

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***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.

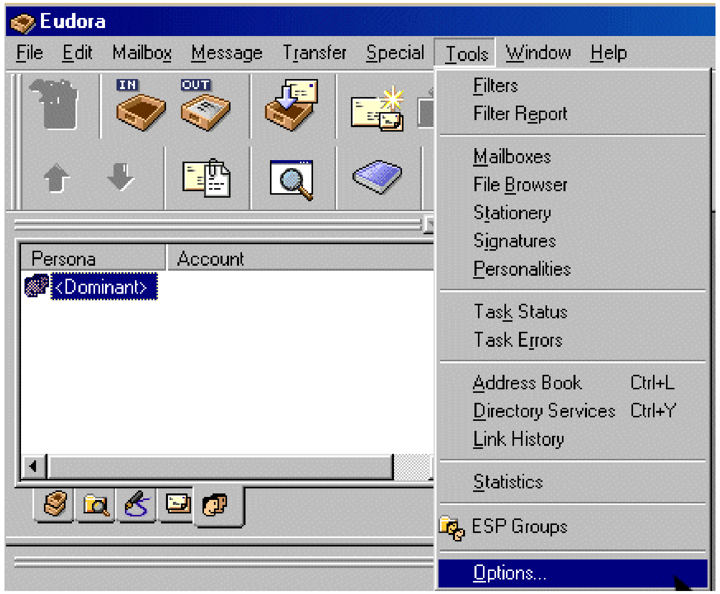
- Configuring Eudora with POP before SMTP relay.
- Configuring with SMTP Auth relay.

## Configuring Eudora

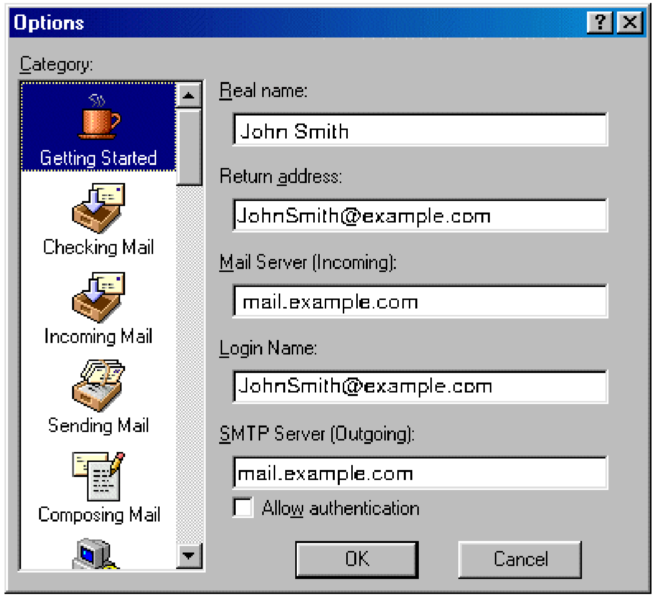
To configure this email client with the **POP before SMTP** relay:

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:



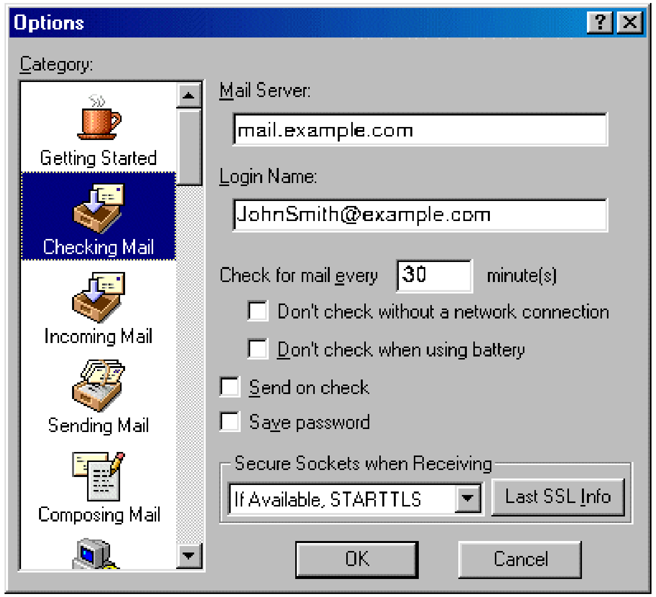

<

- ♦ **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:

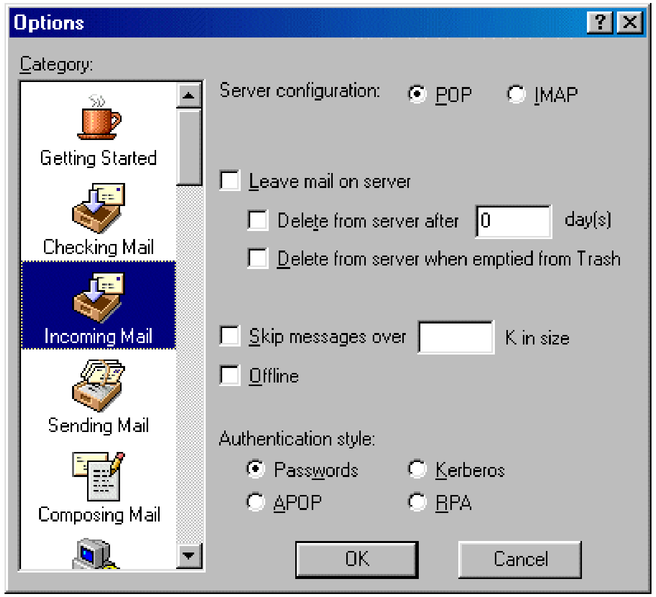



- ♦ **Mail Server (POP)** and **Login Name** should be populated from your input on the **Getting Started** screen.
- ♦ **Check for mail every "X" minutes** - determine how often Eudora will check for new mail messages when you are connected.
- ♦ **Send on check** - allows you to send any outgoing mail 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:

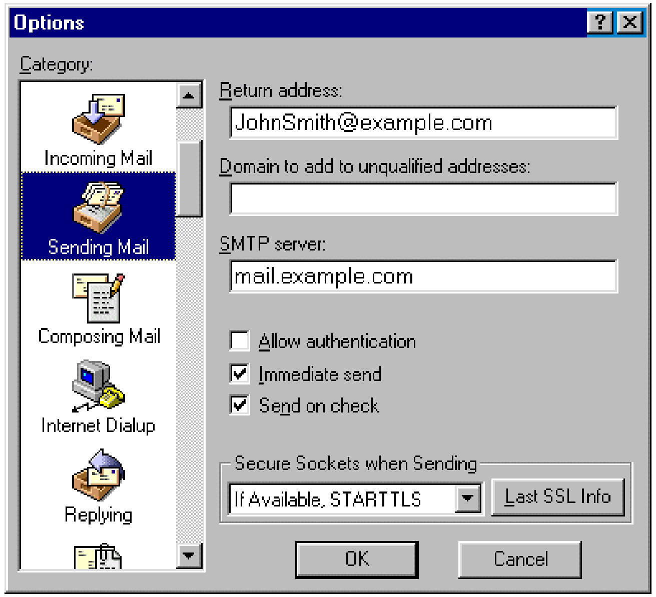



- **Server Configuration** - must be set to POP;
- **Leave mail on server** - allows your e-mail to be stored on a server;
  Otherwise, mail can be deleted after storing for a certain amount of days or upon emptying from Eudora's Trash bin;
- **Skip messages** - allows you to not download messages that 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;

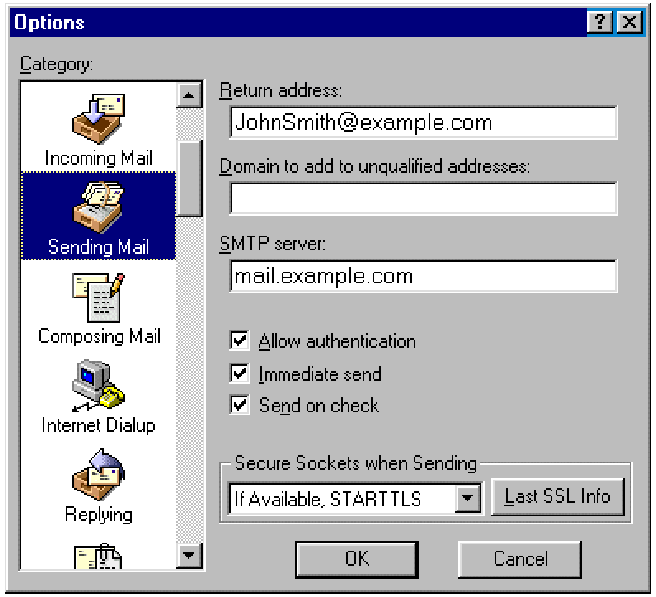
Click **OK** to save settings.

## 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

# 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?
  - PayPal payment subscriptions (NEW! in H-Sphere 3.1 Beta 2)
- 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.

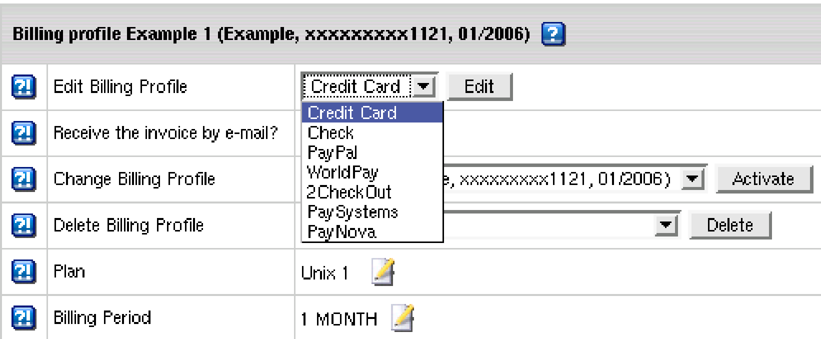
You can share one billing profile between your accounts, if you have more than one. This means you can pay with one card / receive bills at one address for all your accounts. Settings are configured individually for each billing profile.

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 Billing Statement.

**Important:** If a trial user happens to enter his valid credit card info, he will be immediately charged according to Billing Statement.

**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:




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 proflie.

- **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.

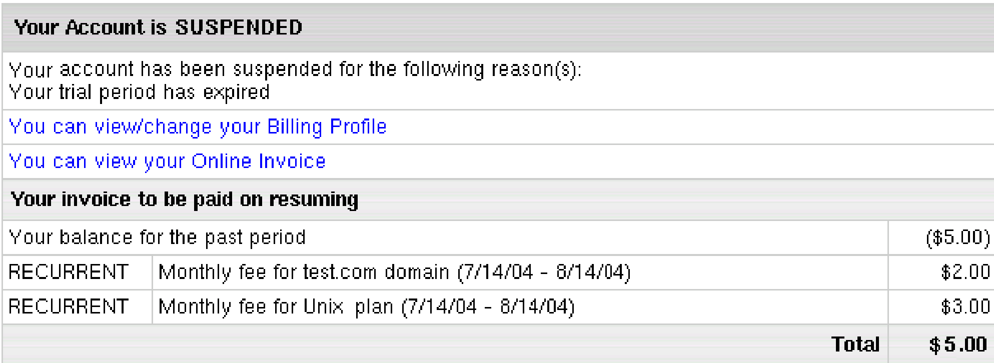
  

- **Change Billing Profile**: If you activate an alternative billing profile, the current one becomes deactivated.
- **Delete Billing Profile**: Permanently delete the billing profile you don't need any more.

## 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 peirod, 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:



| Your Account is SUSPENDED | | |
|---|---|---|
| Your account has been suspended for the following reason(s):<br>Your trial period has expired | | |
| You can view/change your Billing Profile | | |
| You can view your Online Invoice | | |
| **Your invoice to be paid on resuming** | | |
| 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 |
| | **Total** | **$5.00** |

2. Click the "You can view/change your Billing Profile" link and create a billing profile (step 2-3)

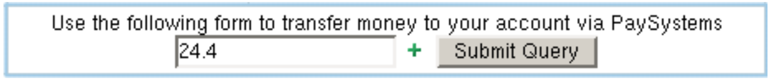
If you don't become a pay user upon trial period expiration, your suspended account is likely to be completely deleted in a couple of days and then all your account settings will be lost.

## 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.




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.

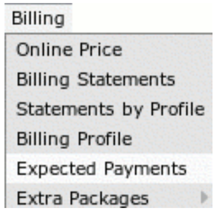
## PayPal Payment Subscriptions (NEW! in H-Sphere 3.1 Beta 2)

PayPal subscriptions can become a good alternative to paying online with credit cards that is usually done via merchant gateways. On one hand, this solution is more secure because your credit card data is not stored in the system database. On the other hand, the same level of automation is achieved with no need to enter your PayPal account each time to confirm payments.

H-Sphere 3.1 Beta 2 and up allows you to create PayPal payment subscriptions right from your user control panel. Within subscription period PayPal will charge your credit card in the beginning of each billing period and billing month. Upon a successive charge, it will also inform H-Sphere and the latter in its turn will replenish your account's balance.

To create a PayPal payment subscription:

1. Choose **Expected Payments** in the **Billing** menu:




2. On the page that appears you should be able to see payment estimations for your upcoming payment period. They are shown as receipts that include all your recurrent payments for the set of resources being used. There are two types of estimations:
   - ♦ recurrent fees for billing period based resources
   - ♦ recurrent fees for monthly based resources
3. Click the link **Create Subscription** in the bottom of the estimation:

| | | |
|---|---|---|
| RECURRENT | Monthly fee for PHP entry (11/13/07 - 12/13/07) | $0.90 |
| RECURRENT | Monthly fee for PHP entry (11/13/07 - 12/13/07) | $0.90 |
| RECURRENT | Monthly fee for PHP entry (11/13/07 - 12/13/07) | $0.90 |
| RECURRENT | Monthly fee for CGI Resource (11/13/07 - 12/13/07) | $0.90 |
| RECURRENT | Monthly fee for Vhost Alias (11/13/07 - 12/13/07) | $0.90 |
| RECURRENT | Monthly fee for cgi-bin Resource (11/13/07 - 12/13/07) | $0.90 |
| RECURRENT | Monthly fee for CGI Resource (11/13/07 - 12/13/07) | $0.90 |
| **Subtotal** | | **$33.30** |
| **Test Tax 1.2%** | | **$0.40** |
| **TOTAL** | | **$33.70** |
| Create Billing Period Based Subscription | | |

4. Fill in subscription details:

| **Create Billing Period Based Subscription** | |
|---|---|
| Subscription Start Date | Nov 13, 2007 12:00:00 AM |
| Period | 1 Month |
| Subscription Amount | 33.7 + |
| Recurring Times. This is the number of payments which will occur at the regular rate. | 2 + |
| Submit Query | |

**Period:** subscription interval determined by the system. This value can be one month for monthly based resources or be equal to the billing period for billing period based resources.

**Subscription Amount:** amount per one payment determined by the system.

Note that this is just estimated amount that can differ from the actual one. Subscription amount above your actual payments will accumulate as your account's positive balance for your future spendings. Subscription amount under your actual payments will accumulate as your account's negative balance that you can always pay off later via PayPal.

**Recurring Times:** enter the number of times you'd like the periodic payments to occur.

5. Click **Submit Query** and finish the procedure on the your PayPal account native page.

To ascertain that payments have been performed successfully, view existing subscriptions. For this, click their id in the **List of active subscriptions** section:

| List of active subscriptions. | | | | | | |
|---|---|---|---|---|---|---|
| Subscription Id | Subscription Type | Created | Period | Subscription Amount | Payments Received | Summary Amount |
| 367 | Monthly Based | Oct 11, 2007 | 1 Month | $0.55 | 0 | $0.00 |
| Subscriptions history. | | | | | | |

Subscriptions can be cancelled from your PayPal account page. Changes will be applied immediately in the H-Sphere 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 begining 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 acuried 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 | | | | [illegible] | $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 calcuated based on prices used to calcuate the latest recurrent fees prepaid.

## Events that Trigger Refunds:

- deleting prepaid billing period resources
- changing acconunt'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 resouce 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.

<table>
<tr><td colspan="2">When switching to a billing period</td></tr>
<tr><th>longer</th><th>shorter</th></tr>
<tr><td colspan="2">than the time elapsed from the beginning of the current billing period, you are transferred to a new billing period with the start date</td></tr>
<tr><td>the same as of the one you are switching from.<br><br>For example, a 1 month billing period starts on September 1. On 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.</td><td>of the day you are switching to a new billing period on.<br><br>For example, a 2 month billing period starts on September 1. On 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.</td></tr>
<tr><td colspan="2">Refunds for the interrupted billing period are calculated as described in refund formulas and substracted from</td></tr>
<tr><td>new recurrent fees prorated to the time remaining to a new billing billing period closure.</td><td>new recurrent fees for a new billing period.</td></tr>
<tr><td colspan="2">If the resulting amount is:<br><br>• negative, the account balance is credited the difference;</td></tr>
</table>

| | |
|---|---|
| • | positive, the difference is charged as additional recurrent fee. |

**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**

**Credit Limit** $100.00 **Balance** $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 | #1254-1289 (10/27/04 - Open) | $0.00 |
| Unix I | #1254-1258 (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.

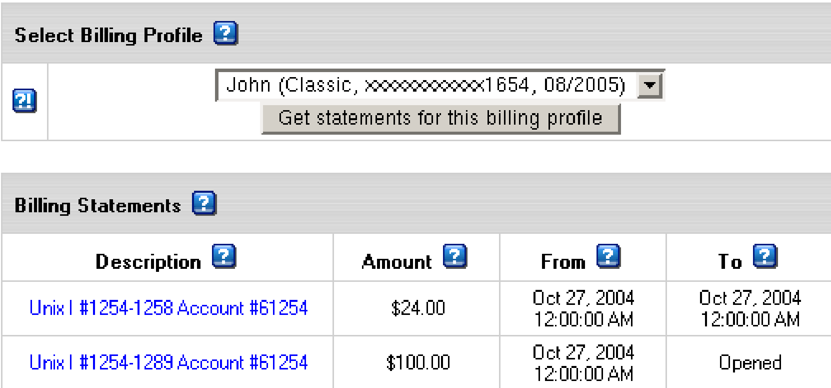
  

- **Amount**: the amount accrued for the billing period. This amount consists of accruals for all resources, including the setup, recurrent and usage fee. However, it does not include or depend on factual charges, nor is it related to debits and credits to the account. For example, if you were accrued $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 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):<br>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 |
| | **Total** | **$112.00** |

The amount due will be sent by check to the address you specified in the **Billing Info**.

---

***Related Docs:*** · Getting Technical Support

# Extra Packs

*(H-Sphere 3.1 Beta 1 and up)*

Starting with version 3.1 Beta 1, H-Sphere allows users to add as many extra packages as they want. By purchasing an extra pack user gains ability to add some resources for free because extra pack increases free units for a resource.

To buy Extra Pack:

1. Go to **Billing - > Add New Extra Package**, choose the Extra Pack that meets your requirements and click **Add**:

| Select Extra Pack you wish to add to your account | | | |
|---|---|---|---|
| **Name** | **Price** | **Included** | **Controls** |
| Package 1 | Setup: $5.00<br>Recurrent: $3.00 | Extra 2.0 Domain included with maximum allowed number 2.0<br>Extra 10.0 Mailbox included with maximum allowed number 10.0<br>Extra 2.0 Third level domain included with maximum allowed number 2.0 | |

   The page will list all extra packages *created by admin in his CP*, their prices and included resources.
2. Agree to the charges:

**Create resource confirmation**

You are about to enable Extra Pack Resource.
The setup fee for enabling Extra Pack Resource is $5.00.
The recurrent fee for the rest of the billing period is $3.00.
The recurrent fee for every subsequent billing period is $3.00.

| BILLING STATEMENT | | |
|---|---|---|
| SETUP | Setup fee for Package 1 Extra Package | $5.00 |
| RECURRENT | Monthly fee for Package 1 Extra Package (10/2/07 - 10/3/07) | $3.00 |
| | **TOTAL** | **$8.00** |

Yes, I agree that my account is billed $8.00
No, I cancel

3. View the assigned package:

**Extra Packs assigned to your account**

| Name | Price | Included | Controls |
|---|---|---|---|
| Package 1 | Setup: $5.00<br>Recurrent: $3.00 | Extra 2.0 Domain included with maximum allowed number 2.0<br>Extra 10.0 Mailbox included with maximum allowed number 10.0<br>Extra 2.0 Third level domain included with maximum allowed number 2.0 | |

Add new package

4. Go to to **Billing - > Online Price** to see how this Extra Pack affects resources:

**Resource prices**

| Resource | Units | | | | | | | Prices | | | Refund Percentage |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Free | | | In use | Max | | | Setup | Recurrent | Usage | |
| | Plan | Extra Packages | Total | | Plan | Extra Packages | Total | | | | |
| Domain | 0 | 2 | 2 | 0 | Unlimited | 2 | Unlimited | | | | 100% |
| Third level domain | 0 | 2 | 2 | 1 | Unlimited | 2 | Unlimited | | | | 100% |
| Mailbox | 0 | 10 | 10 | 3 | Unlimited | 10 | Unlimited | | | | 100% |

You will be billed for Extra Pack as for a common resource included into Plan Wizard.

# 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:

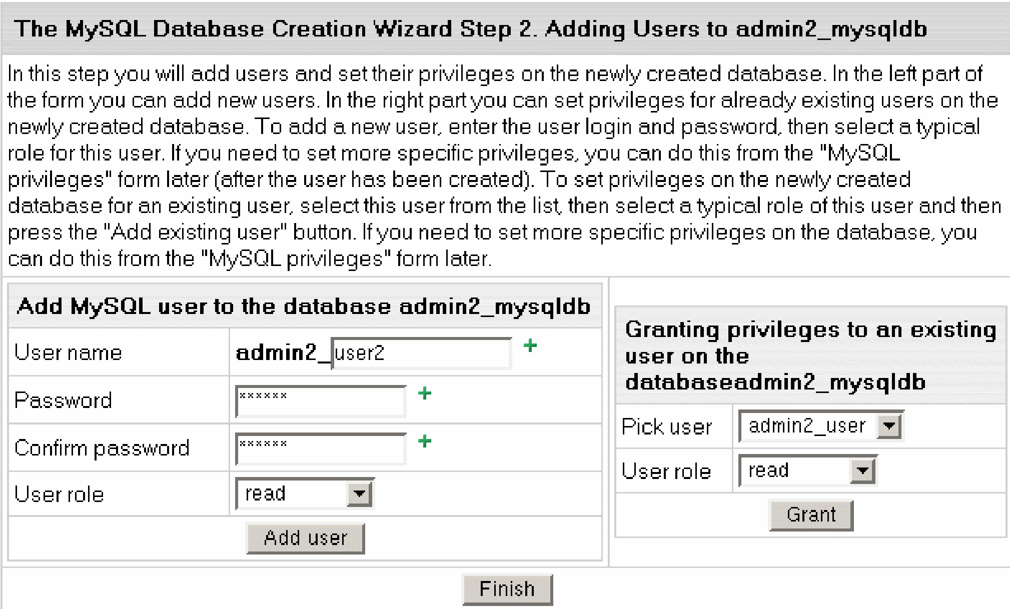
1. Select **MySQL** in the **Databases** menu and **MySQL DB creation Wizard** automatically appears.
2. On the form that shows enter the name of the database and database description if needed:


**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:




- 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**.

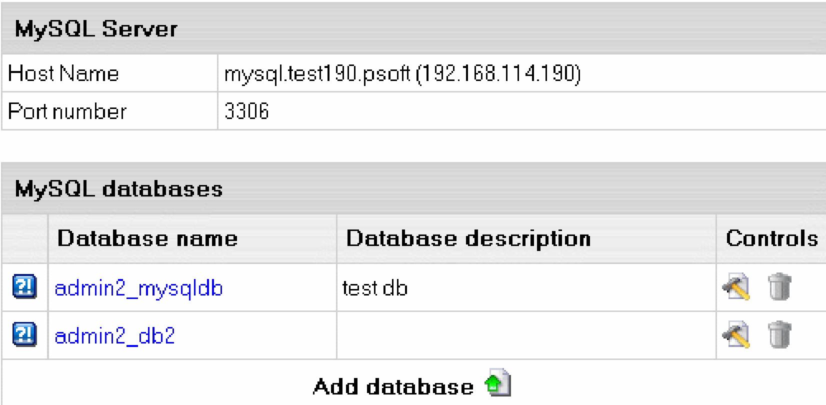
  

5. Click **Finish** to complete creating your MySQL database.

## 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:

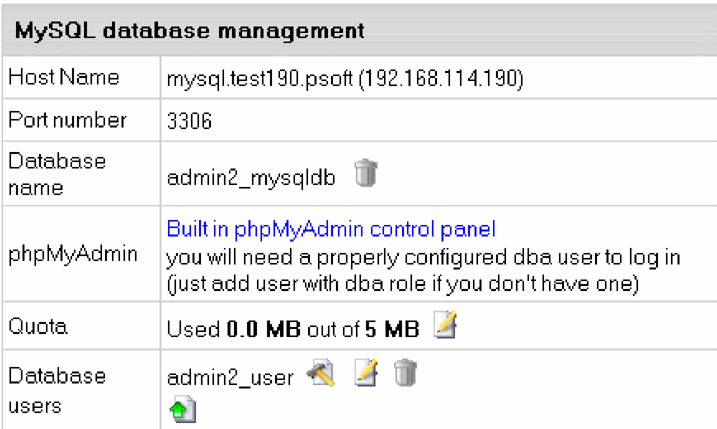
1. Select **MySQL DBs** in the **Databases** menu.
2. In the form that appears, click the name of the existing **MySQL Database** you want to edit or the **Edit** icon on its right:



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

| MySQL databases | | | |
|---|---|---|---|
| | **Database name** | **Database description** | **Controls** |
| | admin2_mysqldb | test db | |
| | admin2_db2 | | |
| | **Add database** | | |

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 | admin2_mysqldb |
| phpMyAdmin | Built in phpMyAdmin control panel<br>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 **0.0 MB** out of **5 MB** |
| Database users | admin2_user |

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:

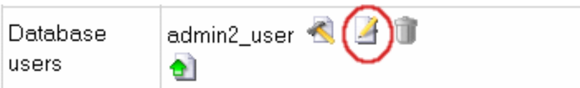
1. Select **MySQL DBs** in the **Databases** menu.
2. Click the **MySQL Database** or the **Edit** icon on its right:
3. Click the **Change** button against the **Quota** field and enter the new quota:


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.



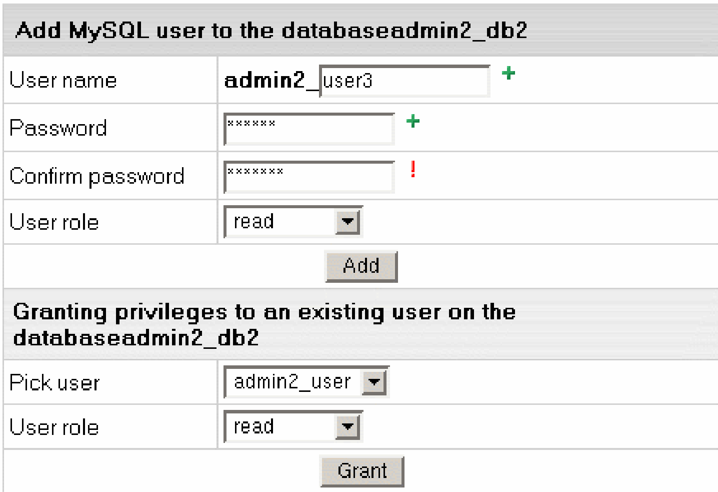

4. Enter new password and click the **Change** button.


## 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:



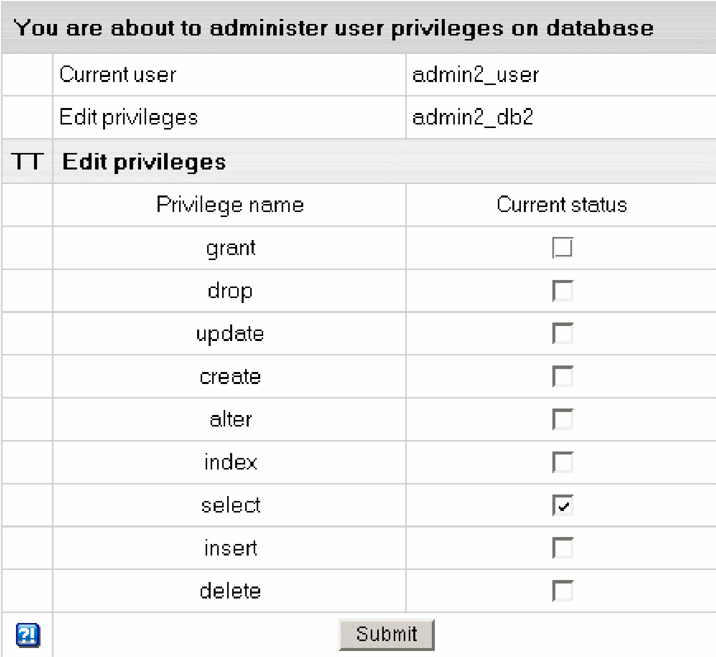

Each user role involves a fixed set of privileges on this specific database:

| 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.




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.
Note 2: any changes in user privileges will be applied to the whole selected database.

***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:

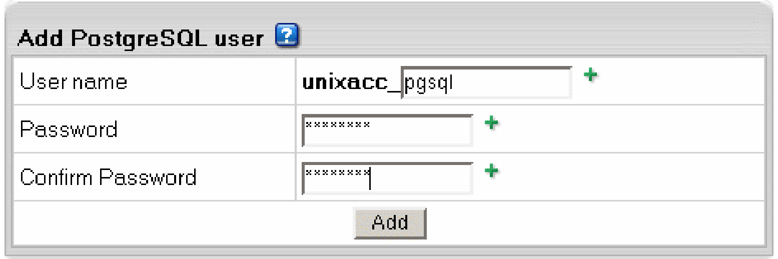
1. Create a PostgreSQL user.
2. Create a database.

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 the **Add PostgreSQL user** form automatically appears.
2. Fill the **Add PostgreSQL** user form on the **PostgreSQL Users** page.



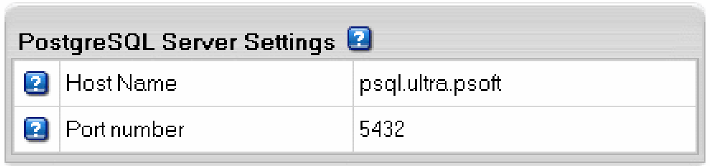

3. Agree to additional charges.

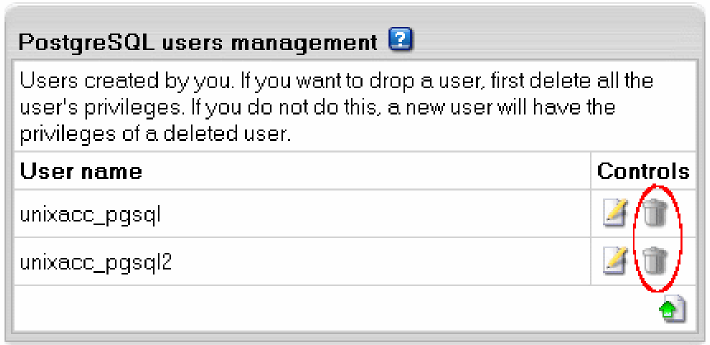
## Deleting Users and changing their passwords.

To delete the PgSQL 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.



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.**

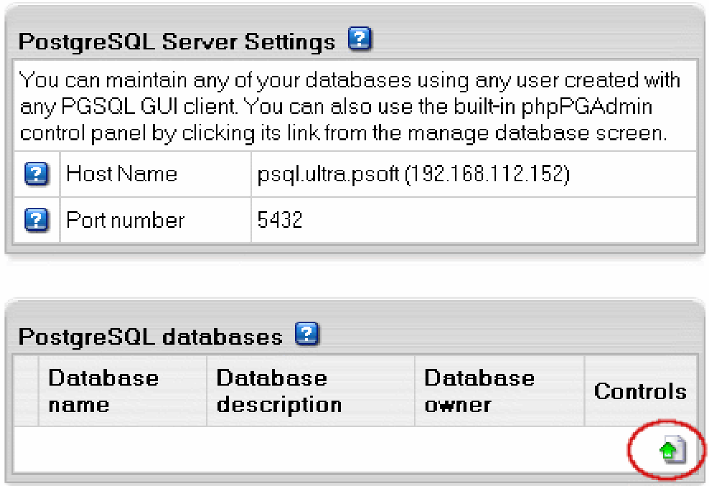
**Important**: the user privileges can be changed by means of phpPgAdmin.

## Creating PostgreSQL Databases

Having at least one user, you can create a PostgreSQL database. This user will become the owner of this database.

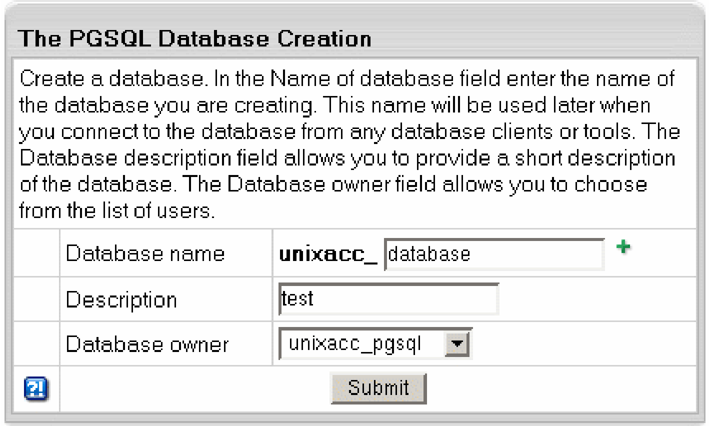
To create a database, do the following:

1. Select **PGSQL DBs** in the **Databases** menu.
2. Click **Add Database** in the **PostgreSQL Databases** section:




3. Enter the name and description of the database:




4. Click **Submit** and agree to additional charges.

## Editing PgSQL Databases and User Privileges

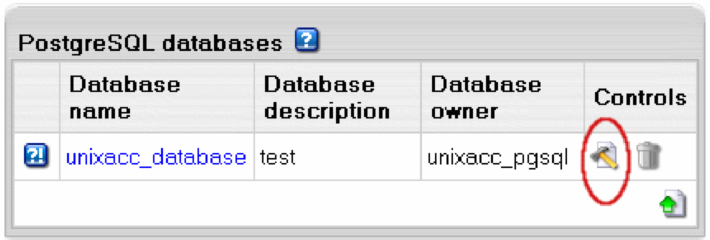
You can edit the content of your databases and user privileges using the phpPgAdmin utility that comes with your control panel.

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.

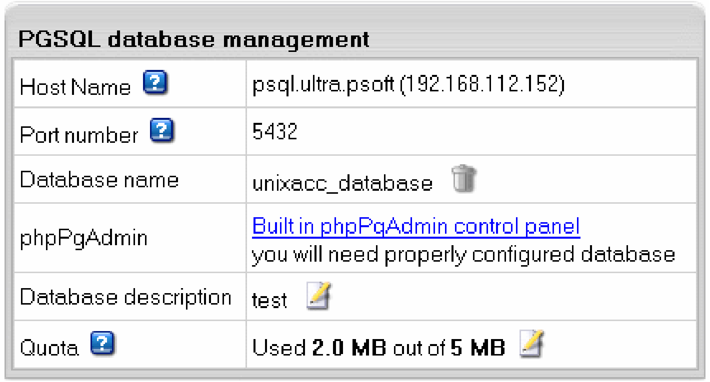
You can also start this utility from the PGSQL database management page:

1. Select **PGSQL DBs** in the **Databases** menu.
2. Click the **Edit** icon for the database you are going to edit:



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 | Built in phpPgAdmin control panel<br>you will need properly configured database |
| Database description | test |
| Quota | Used **2.0 MB** out of **5 MB** |

4. Follow the instructions of the **phpPgAdmin control panel** to edit your PgSQL DB.

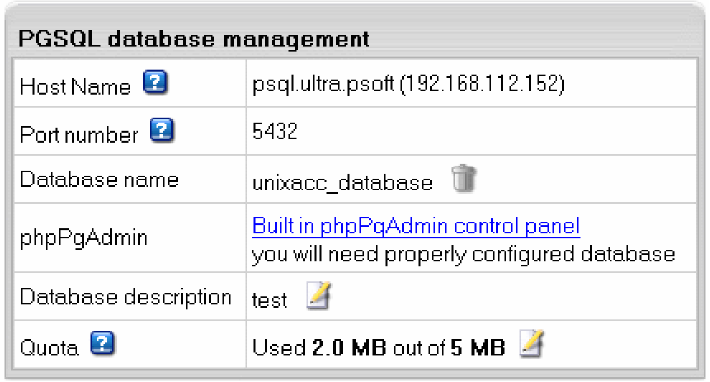
## Changing PgSQL disk quota.

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

To change PgSQL 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:




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.

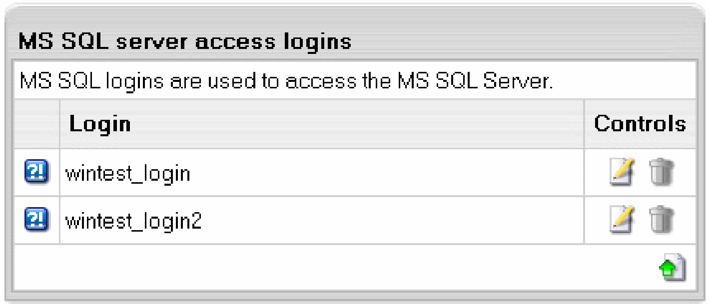
- Creating Microsoft SQL logins
- Creating Microsoft SQL databases
- Adding MS SQL database users
- Changing MS SQL quota
- Managing MS SQL databases through web-interface (MS SQL Manager)

## 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:



3. Enter login and password into the **MS SQL Login Creation Form** that shows:


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:

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.

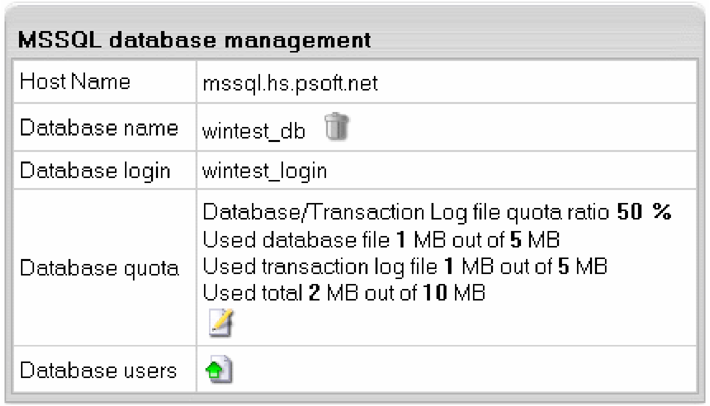
To delete a database, click the **Trash** icon against the database name in the **Controls** section. Deleting a database will delete all its users.

## Adding New MS SQL Database users

Users have only `public`, `db_datareader` and `db_datawriter` roles that allow to access DB, read and write tables. 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 **50** % <br> Used database file **1** MB out of **5** MB <br> Used transaction log file **1** MB out of **5** MB <br> Used total **2** MB out of **10** MB |
| Database users | |

3. At the bottom of the page click **Add** icon against the **Database users** field. The following form will appear:

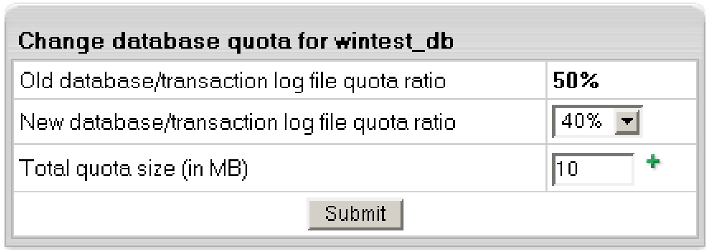

4. Enter user name.
5. Choose login this user will belong to and click **Add**.
6. Agree to additional charges if any.

## 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:




5. Click Submit.
6. Agree to additional charges if any.

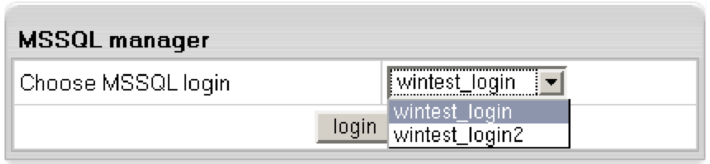
  

# Managing MS SQL databases

(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

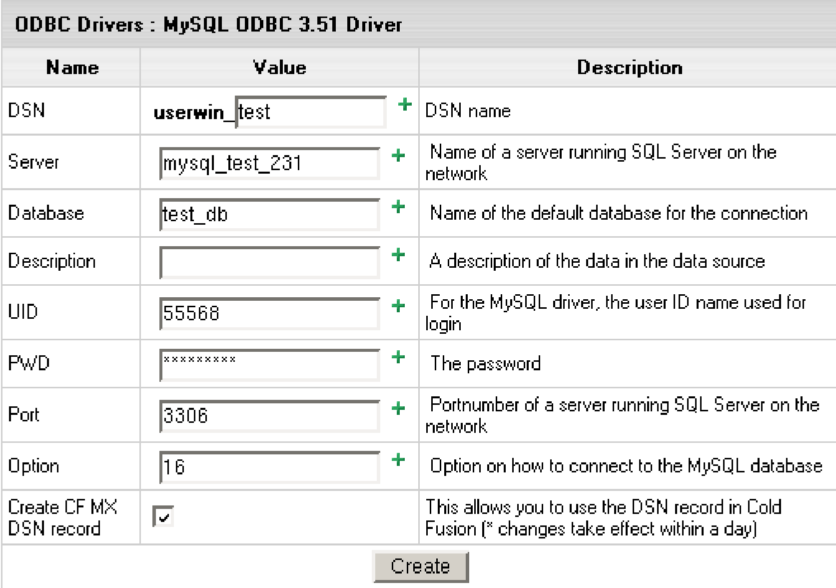
To create a new DSN Record, do the following:

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:




- 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 registred 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

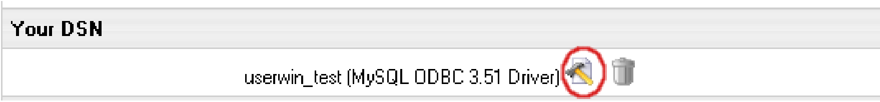
Here you will learn how to edit your DSN records.

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](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.

---

***Related Docs:*** · Hosting Microsoft SQL databases

# Securing Transferred Data through SSL

***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 web. SSL uses a private key to encrypt data that is transferred over the SSL connection.

SSL requires a dedicated IP, because name-based hosting does not support data encryption in HTTP requests.

In H-Sphere you can use certificate you already have or create a temporary certificate and then acquire a permanent certificate from a trusted authority. If your provider offers a Shared SSL certificate, you can use it instead of purchasing a certificate of your own.

If your hosting provider allows it in your plan, you can buy and install a permanent Comodo Certificate directly from your CP (more).

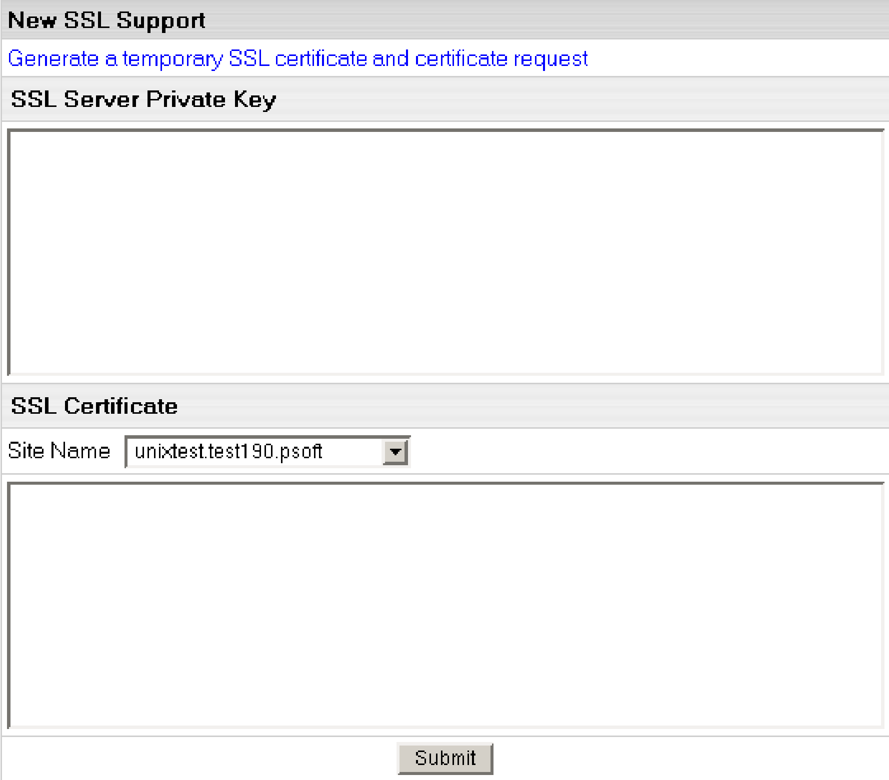
Later you can renew permanent certificates. Also check errors and solutions.

## Use 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. One the page that appears, choose the **Import SSL certificate** option in the **SSL Support** section.
5. Enter the **SSL Server Private Key** and **SSL Certificate** in the boxes that appear:




6. 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.
7. Click **Submit**. Now your site is secured.

## Create a Temporary Certificate

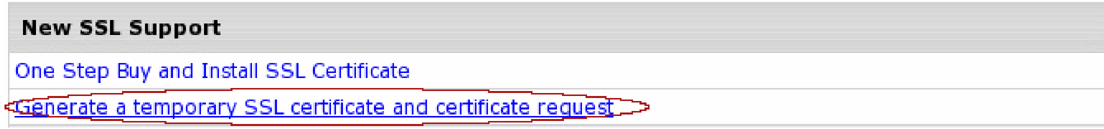
The only difference between temporary and permanent certificates is that temporary certificates are generated by your control panel, not trusted Certificate Authorities. Thus, when visitors enter your site, they will get the "unknown certification authority" warning window.

To generate a new temporary SSL private key and certificate, do the following:

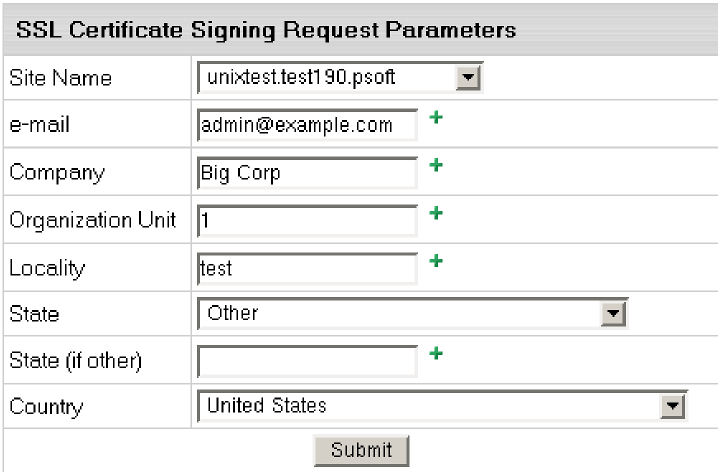
1. Select **Domain info** in the **Domain Settings** menu.
2. Click the **Edit** icon in the **Web Service** field.

3. Enable SSL for the domain in the list.
4. In the **SSL Support** section click **Import SSL certificate**.
5. On the page that shows click **Generate a temporary SSL certificate and certificate request**.




6. On the page that appears, apply your details by clicking **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** 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 or VeriSign (see below).
- ♦ **SSL Server Private Key** 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** validates your identity and confirms the public key to assure the visitors that they are communicating with your server, not any other party.

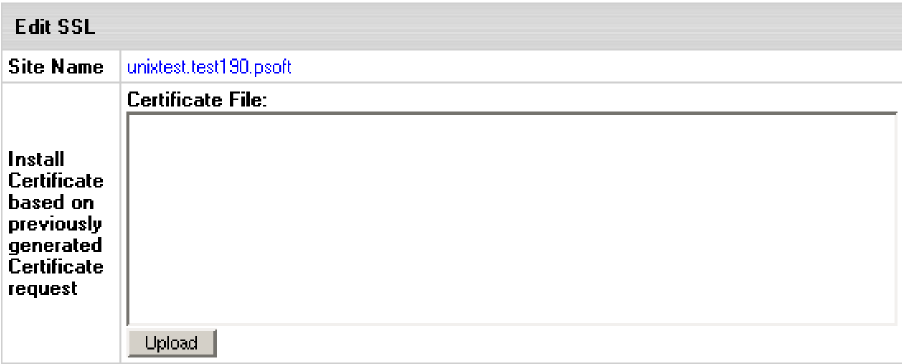
8. Click **Submit Query**.

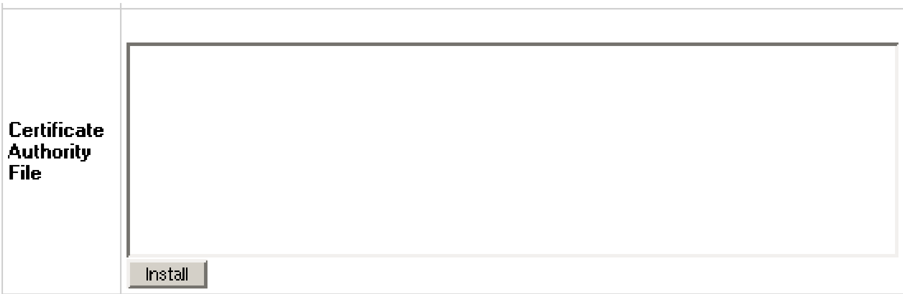
## Acquire a Permanent Certificate

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 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"):

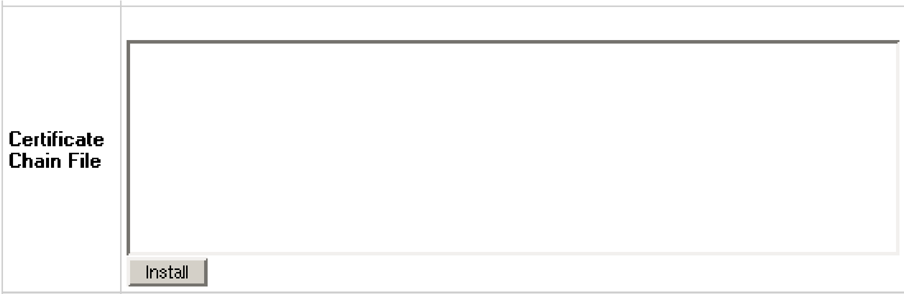



8. Enter your certificate:




**Certificate Authority File** (for Comodo - intermediate CA certificate).




**Certificate Chain File** (for Unix accounts only, Windows doesn't support Chain Certificates).

9. Click **Install**.
10. Now you can use the certificate jointly with the private key you have saved.

## Use 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):

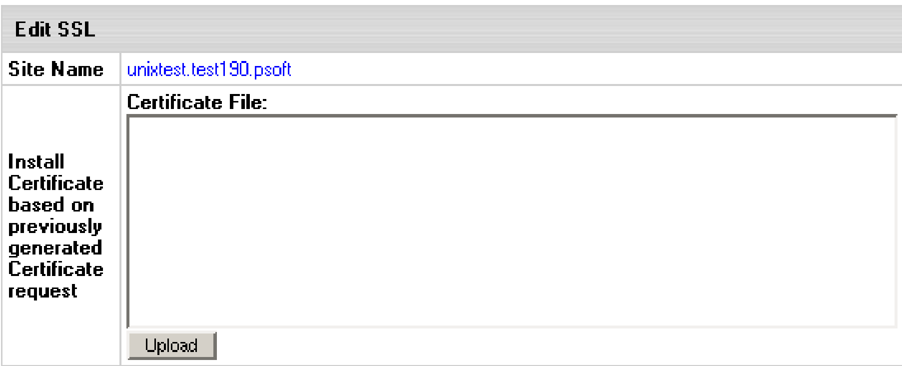
Now the site is available both at the non-secured second level domain name (e.g. http://example.com) and at the secured third level domain alias (e.g. https://example.victor.psoft). Note that Shared SSL certificates work only within one domain level, i.e. for user1.example.com and **not** for www.user1.example.com. 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.

## Renew 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:




7. Click **Upload**.
8. Now you can use the certificate jointly with the private key you have saved.

## Check Errors and Solutions

- Different key and certificate.
  Your private key on the server doesn't match the certificate. This is probably because private key or CSR (certificate submission request) was re-generated after you ordered certificate. Take CSR and get replacement certificate (InstantSSL has free re-issuance).

---

***Related Docs:*** · Direct Access to Server · Comodo SSL

# Comodo SSL Certificate

***Related Docs:*** · Securing Transferred Data through SSL

H-Sphere allows to buy and install a permanent Comodo certificate in one step, directly from your CP - if your hosting provider allows it in the plan you have signed up for.

Later you can renew your Comodo certificate through your Control Panel.

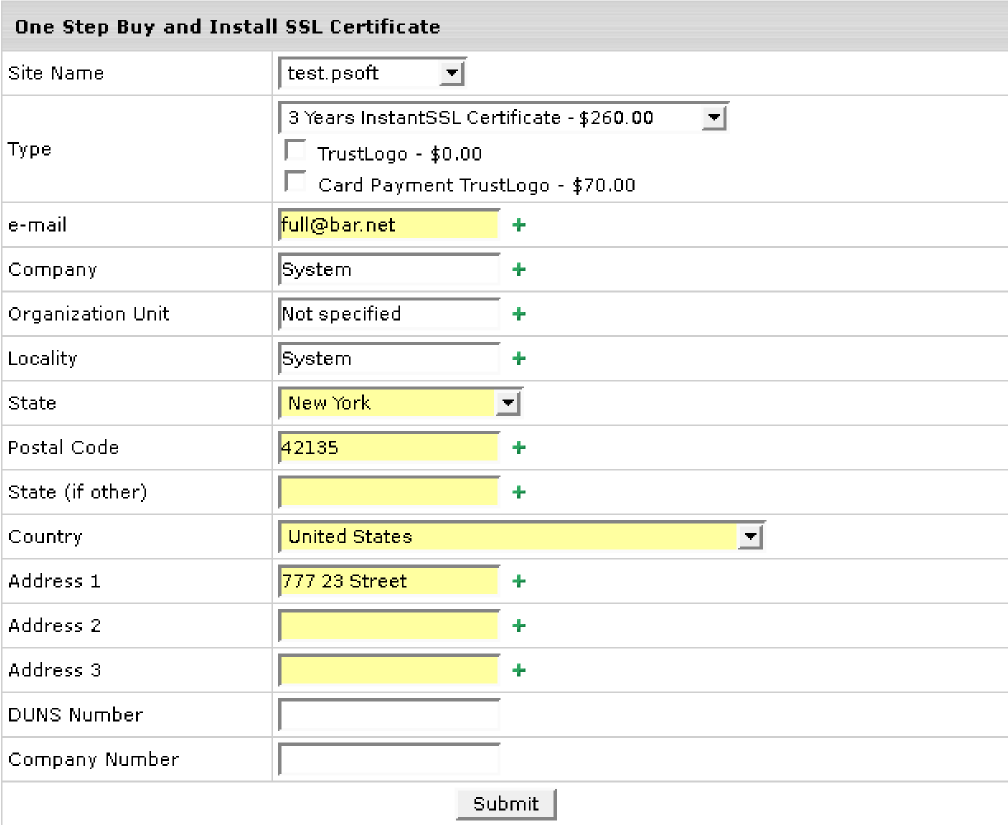
## Buy & Install Comodo Certificate in One Step

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. One the page that appears, scroll down to **SSL Support** and choose the option **One step buy and install SLL certificate**:


5. Fill in the form with your contact data:



| One Step Buy and Install SSL Certificate | |
|---|---|
| Site Name | test.psoft |
| Type | 3 Years InstantSSL Certificate - $260.00<br>TrustLogo - $0.00<br>Card Payment TrustLogo - $70.00 |
| e-mail | full@bar.net + |
| Company | System + |
| Organization Unit | Not specified + |
| Locality | System + |
| State | New York |
| Postal Code | 42135 + |
| State (if other) | + |
| Country | United States |
| Address 1 | 777 23 Street + |
| Address 2 | + |
| Address 3 | + |
| DUNS Number | |
| Company Number | |
| Submit | |

**Where**:

**Type** - select a desired type of SSL Certificate. NEW! (version 3.0) If allowed by your plan, you can bundle TrustLogo & CardPayments Logo with the certificate selected.

**DUNS** - provide your DUNS and company numbers in business listings, if you have any, to facilitate validation of your application.

6. Agree to charges if any.
7. Once you have completed the above steps, a temporary certificate is generated and the following message in your CP Web Options will show:

| | |
|---|---|
| comodossl-renew.com | Disable SSL support<br>Your 2 Years InstantSSL Certificate/TrustLogo/Card Payment TrustLogo has not arrived yet.<br>Request is sent. Certificate for the next period will arrive soon.<br>Your Comodo Order Number:1464379 |

You can see Comodo Order number. You can address your SSL-related questions to Comodo support with this unique number.

8. Your SSL vendor will then send you a permanent certificate confirmation request.
9. When your permanent certificate is approved which might take some time, it will be automatically installed on your domain.

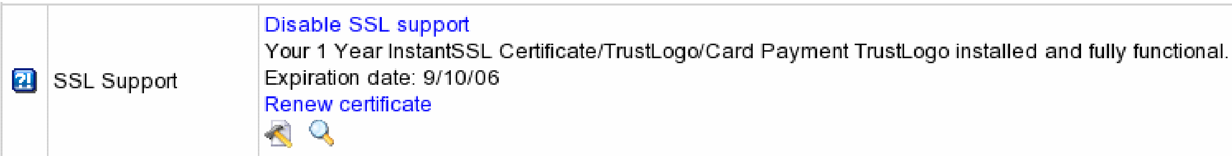
Renew Comodo SSL Certificate
(H-Sphere 3.0 +)

Comodo SSL certificate can be renewed within 30 days to the expiry date. The new certificate will include the number of days before expiry since the renewal request.

You can't request certificate renewal more than 30 days before expiry.

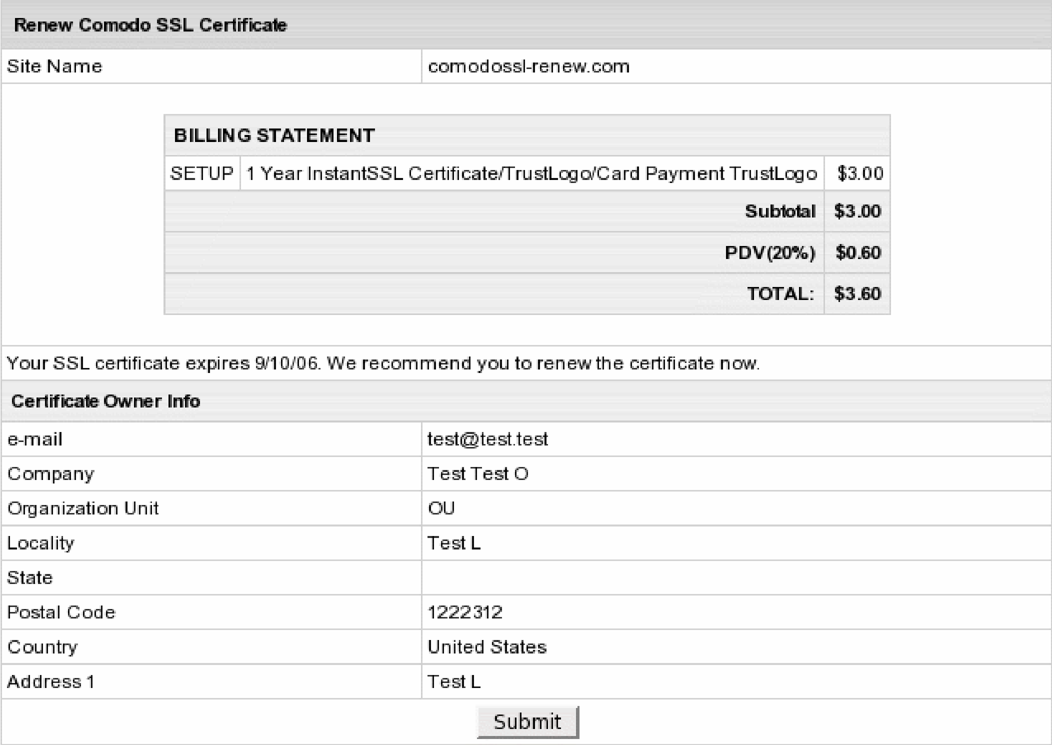
To renew certificate:

1. Go to **Web Options** in the **Domain Settings** menu and click **Edit** next to the chosen domain.
2. On the page that appears, click **Renew Certificate**.




3. On the page that appears you will see see the billing statement and certificate owner info. To renew certificate, click **Submit**



**Renew Comodo SSL Certificate**

| | |
|---|---|
| Site Name | comodossl-renew.com |

**BILLING STATEMENT**

| | | |
|---|---|---|
| SETUP | 1 Year InstantSSL Certificate/TrustLogo/Card Payment TrustLogo | $3.00 |
| | **Subtotal** | **$3.00** |
| | **PDV(20%)** | **$0.60** |
| | **TOTAL:** | **$3.60** |

Your SSL certificate expires 9/10/06. We recommend you to renew the certificate now.

**Certificate Owner Info**

| | |
|---|---|
| e-mail | test@test.test |
| Company | Test Test O |
| Organization Unit | OU |
| Locality | Test L |
| State | |
| Postal Code | 1222312 |
| Country | United States |
| Address 1 | Test L |

Submit

4. Once you've sent the renewal request, you'll be taken to the **Web options** page and will see the following:

| | |
|---|---|
| SSL Support | Disable SSL support<br>Your 1 Year InstantSSL Certificate/TrustLogo/Card Payment TrustLogo installed and fully functional.<br>Expiration date: 9/10/06<br>Renewal request is sent. Certificate for the next period will arrive soon. |

***Related Docs:*** · Securing Transferred Data through SSL

# 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)

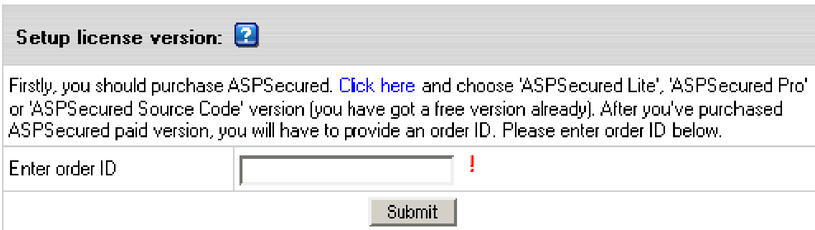
## To obtain free trial ASPSecured version:

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)


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.




4. Click Submit.

On submitting the obtained unique ID, appropriate version of ASPSecured will be installed for your domain

# 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:

| | | |
|---|---|---|
| **on-line store** | **Miva Merchant**<br>www.miva.com/products/merchant<br>version 4.xx<br>**Miva Merchant** is a dynamic browser based storefront development and management system that allows merchants to create multiple online stores.<br>Read the license. | **osCommerce**<br>www.oscommerce.com<br>version 2.2 (see below on how to update your version)<br>**osCommerce** is an open source e-commerce solution and is released under the GNUGeneral Public License (GPL). |

| | | |
|---|---|---|
| **features** | • Store management (simple wizards and sophisticated tools)<br>• Account management (provide frequent shopper programs, discounted pricing and special product availability)<br>• Catalog Management<br>• Associating complimentary products to give shoppers the opportunity to purchase others that are similar.<br>• Configuring multiple sales tax methods, configures multiple sales tax methods and instant order e-mail confirmations.<br>• Secure transactions with SSL<br>• Driving targeted shoppers to your store with a search engine and "shop box" that is displayed on popular web sites.<br>• Affiliate Program<br>• Inventory Tracking<br>• Advanced and simple mode administrative interfaces<br>• Product Attribute Template<br>• Site Traffic and Sales Statistics<br>• Quick Selection when administering your storefront<br>• Calculating shipping costs as a percentage of the total order | • Add/Edit/Remove categories, products, manufacturers, customers, and reviews<br>• Categories-to-categories structure<br>• Statistics for products and customers<br>• Dynamic product attributes<br>• Tax zones, classes, and rates<br>• Configuration parameters in database for remote editing<br>• Not tied together with the catalog module (admin module can be installed on another server)<br>• Payment and shipping modules<br>• Backup tool<br>• Customer accounts<br>• Customer address books (other shipping destinations)<br>• Order history<br>• Temporary (not logged on) and permanent (logged on) shopping carts<br>• Search catalog for products or manufacturers<br>• Product reviews by customers<br>• E-mail notifications<br>• Foreseen checkout procedure<br>• Secure transactions with SSL<br>• Number of products in each category are shown<br>• Bestseller lists<br>• Display what other customers have brought (relating to the current product displayed |

## 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.

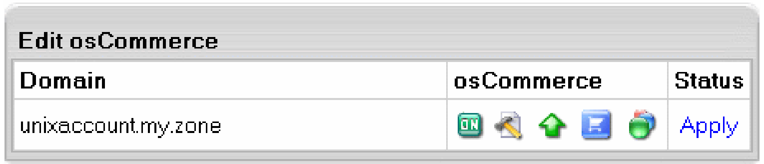
The databases used by osCommerce will show among your MySQL databases marked "(Locked By osCommerce)".

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.

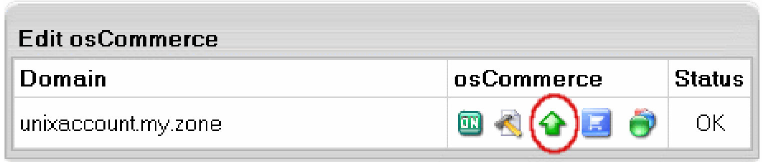
## Updating osCommerce to version 2.2-MS2

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

# 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.
- WAP Support to configure Web server be able to serve WML pages or WMLScripts

## Redirect URL

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

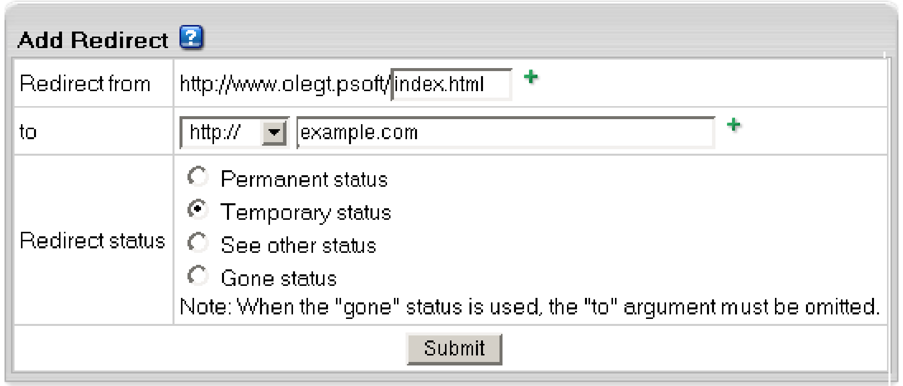
To create a redirect in a Unix-based account, do the following:

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.




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.

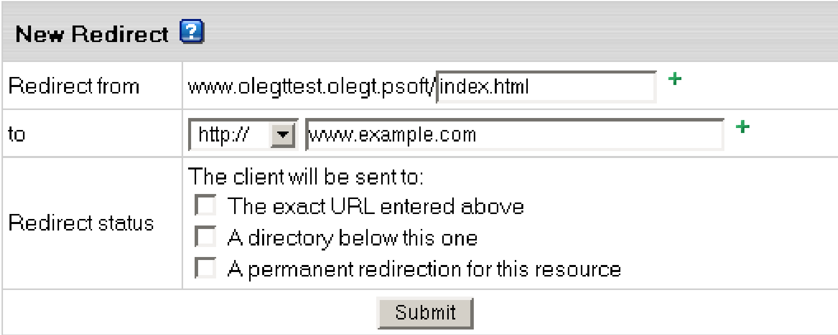
Leave **Redirect status** as is unless you want to change the default:

- **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:




- **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 'excample.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.

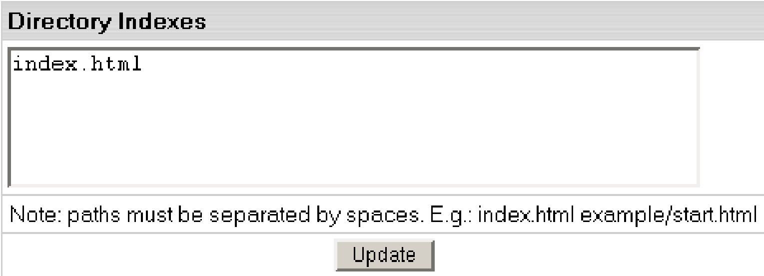
Example: If a visitor goes to your site http://www.example.com, the first page to open will be http://www.example.com/index.html. However, if you set /welcome.html as the directory index, the page to open will be http://www.example.com/welcome.html.

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).




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** | **Client Request Errors** | **Server Errors** |
|---|---|---|

| | | |
|---|---|---|
| 200 OK | 400 Bad Request | 500 Internal Server Error |
| 201 Created | 401 Authorization Required | 501 Not Implemented |
| 202 Accepted | 402 Payment Required (not used yet) | 502 Bad Gateway |
| 203 Non-Authorative Information | 403 Forbidden | 503 Service Unavailable |
| 204 No Content | 404 Not Found | 504 Gateway Timeout |
| 205 Reset Content | 405 Method Not Allowed | 505 HTTP Version Not Supported |
| 206 Partial Content | 406 Not Acceptable (encoding) | |
| | 407 Proxy Authentication Required | |
| **Client Request Redirected** | 408 Request Timed Out | |
| | 409 Conflicting Request | |
| 300 Multiple Choices | 410 Gone | |
| 301 Moved Permanently | 411 Content Length Required | |
| 302 Moved Temporarily | 412 Precondition Failed | |
| 303 See Other | 413 Request Entity Too Long | |
| 304 Not Modified | 414 Request URI Too Long | |
| 305 Use Proxy | 415 Unsupported Media Type | |

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:

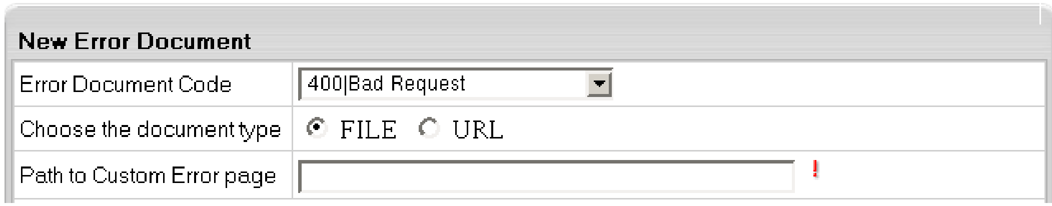
**For Unix accounts:**


- **Error Document Code**: choose the one you need from the drop-down box.

- **Message or URL**: the path to the page with ERROR message
  IMPORTANT: if ErrorDocument 401 is chosen in Error Document Code, the path must be relative to the local user's site home root
- **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 | FILE URL |
| Path to Custom Error page | ! |

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:

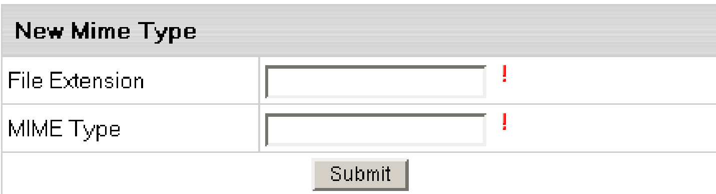
1. Select **Quick Access** in the **Account** menu.
2. Click the **Web Options** icon on the page that shows.
3. Click the **Edit** icon next to the domain you need.
4. On the **Web Service** page, scroll down to find the **Server Side Imagemap** option and click the **Add** icon on its right.
5. Agree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


# MIME Types

This utililty 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:




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

# WAP Support

**WAP** (**W**ireless **A**pplication **P**rotocol) is a secure specification that allows users to access information instantly via handheld wireless devices such as mobile phones, pagers, two-way radios, smartphones and communicators. Although WAP supports HTML and XML, the WML language (an XML application) is specifically devised for small screens and one-hand navigation without a keyboard. WAP also supports WMLScript.

To add support for WML or WMLScript, add the following MIME Types:

| Content | MIME Type | File Extension |
|---|---|---|
| WML Source | text/vnd.wap.wml | .wml |
| Compiled WML | application/vnd.wap.wmlc | .wmlc |
| WMLScript source | text/vnd.wap.wmlscript | .wmls |
| Compiled WMLScript | application/vnd.wap.wmlscriptc | .wmlsc |
| Wireless Bitmap | image/vnd.wap.wbmp | .wbmp |

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***Related Docs:*** · Adding Support for Dynamic Web Content · Adding Generic CGI Scripts · FrontPage Extensions

# 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
- WebShell to manage files in your home directory and htProtect to protect any directory on your site
- Reverse Traceroute to troubleshoot your domain

## 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.

## 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.

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.

You can launch WebShell in two different ways:

- From the **Quick Access** page, click **File Manager** under the **Tools** section.
- Go to **FTP/User account->FTP User** menu of your Control Panel and click the **File Manager (HtProtect)** link on the page that appears.

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

**WARNING** (For Windows-based accounts): When you want to password protect a folder in WebShell that is accompanied with creating a user, authentication problem can arise as WebShell will not check whether system account with the same user name exists. There are two ways to prevent this problem:

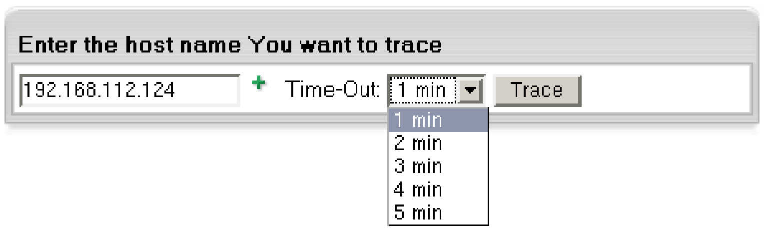
- Create a user in WebShell based on the name of your own FTP account. For example, FTP account name is `'mike'`. Then user name in Webshell can be `mike[NNNN]'`, where `NNNN` are other symbols.
- In case you want to protect a folder using your own FTP account name, you should set the same password in Webshell as for FTP account.

## 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:




- Select the timout 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.

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***Related Docs:*** · Starting with Your Account

# Platform Change

*(H-Sphere 3.0 RC 4 and up)*

Starting with version 3.0 RC 4, H-Sphere with integrated `hostingPlatformChanger` system package adds a possibility to change a hosting platform by switching to a plan of a different nature (Windows or Unix).

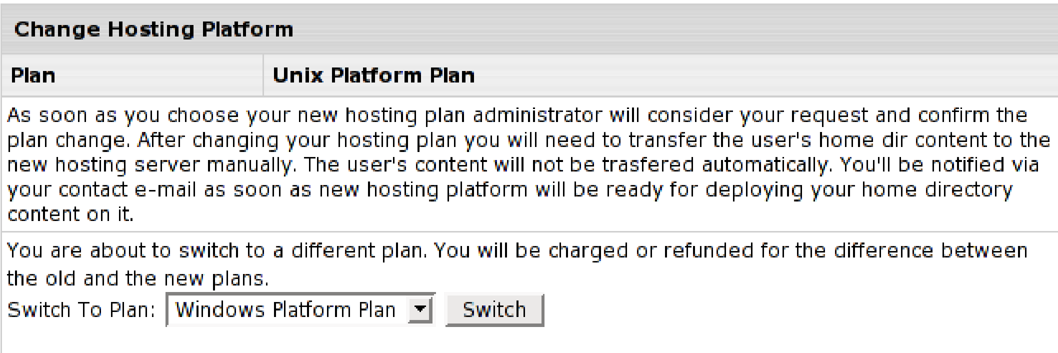
**WARNING:**
Currently, `hostingPlatformChanger` system package is a beta version that can be integrated into H-Sphere 3.0 RC 4 and up!

The platform change process with the help of `hostingPlatformChanger` package involves:

- Hosting plan change
- Domains IP change
- Deletion of incompatible resources (currently, all resources listed on the **Web Options** page). You will be warned of it during the plan change.
- Manual transfer of a user's content

To initiate the platform change process:

1. Go to **Account->Change Hosting Platform**
2. On the page that appears, from the drop-down box choose the plan you want to switch to.




3. On the next step, you will be prompted to a **Billing Statement** that lists the information about prices on new resources and refunds for the incompatible resources. Click **Submit** to continue.

| BILLING STATEMENT | | |
|---|---|---|
| REFUND | The difference between the recurrent fee for the current and the new User Account (2/8/07 - 3/8/07)<br>*Changing plan from Unix test plan 2 to Windows test plan 1* | $0.49 |
| REFUND | Refund for .shtml ssi alias for unixuser2.test113.psoft (2/8/07 - 3/8/07)<br>*Server Side Include is removed due to the incompatibility of the target plan* | ($0.25) |
| REFUND | Refund for PHP module for unixuser2.test113.psoft for (2/8/07 - 3/8/07) | ($0.25) |

Upon completing the procedure, a platform change request will be sent to your admin. When it is approved, the necessary resources will be recreated, incompatible resources removed, DNS and IP changed.

4. When you receive the email informing that your hosting platform is ready to be used, enable necessary resources and transfer user home directory content.

# 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.

# Managing FTP Access

***Related Docs:*** · Starting with Your Account · SSH Access · WebShell File Manager and htProtect

This document considers the following aspects of file transfer process in H-Sphere:

- Main FTP User
- Sharing FTP access to your home directory:
    - FTP sub-accounts
    - Virtual FTP (available only for Unix based accounts)
    - Anonymous FTP
    - Anonymous FTP Upload Facilities

## Main FTP User

After signup users are provided with FTP access to their home directory. To establish an FTP connection, you will need the following pieces of information: **FTP login**, **FTP password**, and **FTP host name**.

To find this information:

1. Select **FTP User** link in **FTP/User Account** menu.
2. On the page that appears:

**FTP User**

| TT | Parameter | Value |
|---|---|---|
| | Login | testing File Manager (HtProtect) |
| | Password | |
| | Quota | **0 MB** used out of **200 MB** in **unlimited** files |
| | Transfer FTP | **0 KB** used (since Feb 8, 2006) |
| | Group | testing |
| | Home Directory | /hsphere/local/home/testing |
| | Host Name | web.twriters.psoft |
| | FTP sub-accounts | admin |

- **Login** - is the login to be used to enter a user directory via FTP. It is automatically generated on the basis of the account name.
  Note: instead of using an FTP client, you may choose here H-Sphere built-in Web-based file manager WebShell by clicking the **File Manager (HtProtect)** link.
- **Password** - by default is the password associated with your username. If necessary, you can change and hence make it different from you CP password.
- **Host Name** - is a web server domain name to be used to access files via FTP.

# Sharing FTP access to your home directory

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

## FTP Subaccounts

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:

1. Select **FTP User** link in **FTP/User Account** menu.
2. At the bottom of the page that shows, find **FTP sub-accounts** (or **System accounts** in H-Sphere 3.0 and up) and click the **Add** icon.
3. 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.

   **Notes:**

   - FTP subaccount's directory can be multi-level nested subdirectory relative to your home directory.
   - For Windows accounts you must use the "\" character as a delimiter in the path.
   - You must not add the leading slash (`domain.com/dir/subdir` - Unix, `domain.com\dir\subdir` - Windows).
4. In H-Sphere 3.0+, when creating FTP subaccounts you can also make the FTP subuser being set up a SharePoint user. For this, on the first step check **Allow sharepoint access** as well and enter SharePoint settings.

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.

**Important:**
Windows FTP-subaccounts work only if Webshell version is 4.3.2 and up.

## Virtual FTP

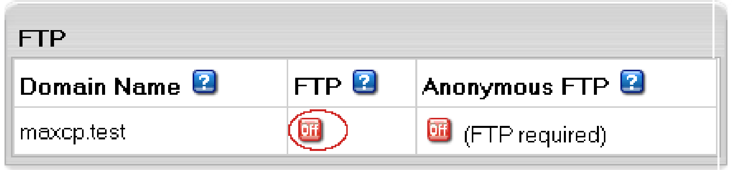
(available only for Unix based accounts)

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:

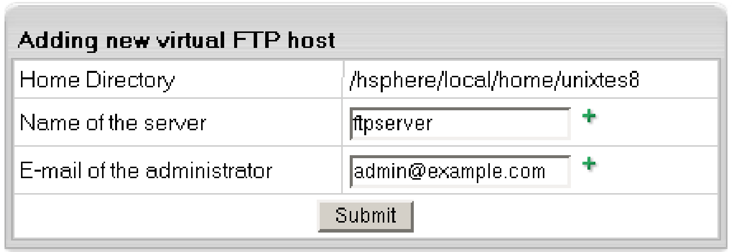
1. If you are using a dedicated IP, skip this step. Otherwise, switch to dedicated IP.
2. Select **FTP** in **FTP/User Account** menu.
3. Enable FTP for this domain:



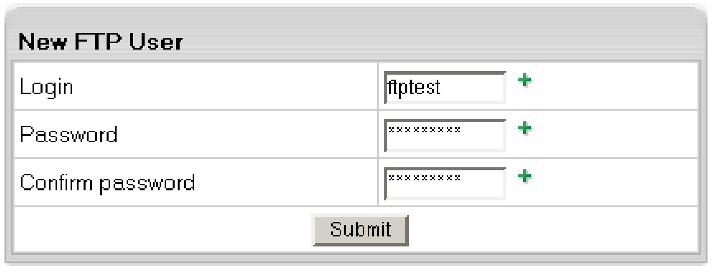

If you have several domains, choose the one to enable virtual FTP for.

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

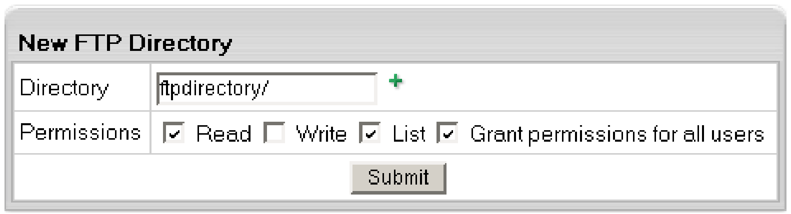



- Add **Name of the Server** for the new virtual host. This name will appear in the welcome message when guest users connect to your server with FTP clients.
- Enter **E-mail of the administrator** by which FTP users can reach you with questions or comments.

6. Create a new Virtual FTP User by going to the **FTP Host** page and clicking **Add** for **Virtual ftp-users**




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

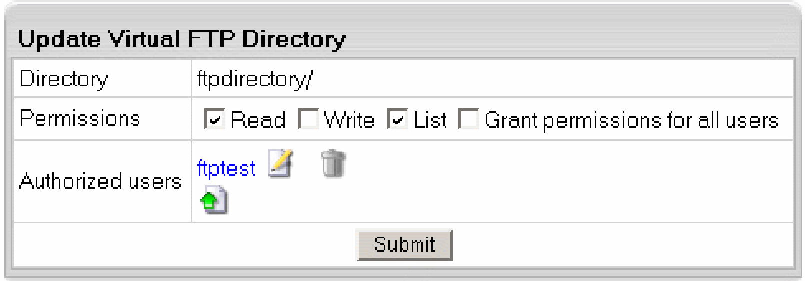


- End it with a slash, e.g.: Dir1/.
- The location must be specified relative to root.

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:




**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, and for Windows-based accounts uploaded as well.

**Note** In Unix-based accounts Anonymous FTP becomes available only after you create a Virtual FTP server.

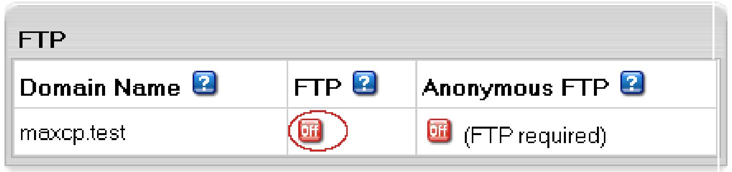
To configure Anonymous FTP, do the following:

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](#).)

Skip this step if you have already enabled Virtual FTP.

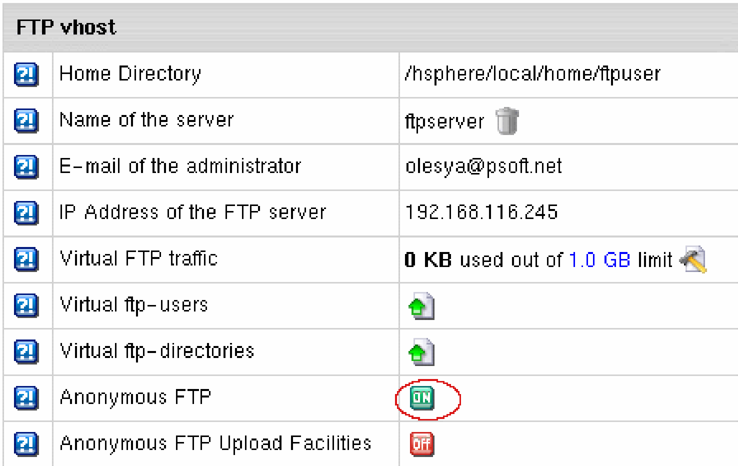
3. For Unix-based accounts:
   Select **FTP in FTP/User Account** menu. Enable FTP for this domain:



| FTP | | |
|---|---|---|
| Domain Name | FTP | Anonymous FTP |
| maxcp.test | Off | Off (FTP required) |

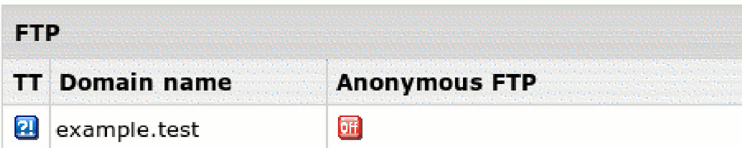
   and agree with the charges.

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



| 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 | ON |
| Anonymous FTP Upload Facilities | Off |

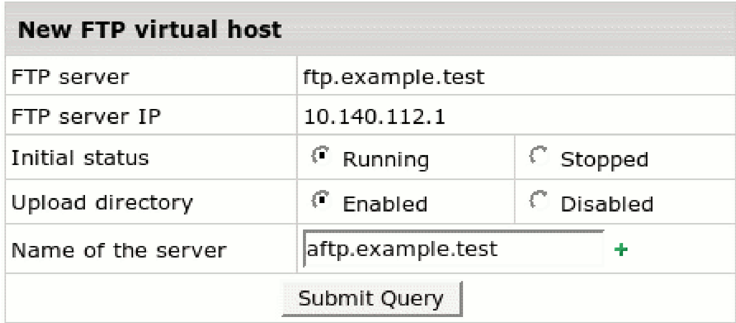
   in Windows:



| FTP | | |
|---|---|---|
| TT | Domain name | Anonymous FTP |
| | example.test | Off |

5. Agree with the charges if any.
6. (For Windows) Set new FTP virtual host:

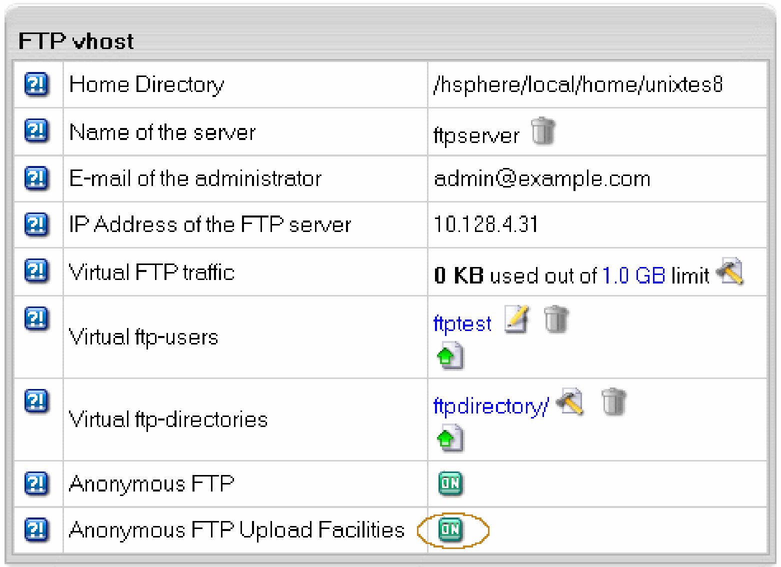



## Anonymous FTP Upload Facilities

(Unix based accounts)

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:



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:*** · Starting with Your Account · SSH Access · WebShell File Manager and htProtect

# Adding Support for Dynamic Web Content

***Related Docs:*** · Adding Generic Scripts

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

- CGI scripts
- PHP
- Ruby on Rails NEW!
- ASP (Windows-based accounts)
- ASP.NET (Windows-based accounts)
- ColdFusion (Windows-based accounts)
- SSI (Server Side Includes)
- PHP/MySQL Applications

## 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:


# PHP

You can add support to your own PHP scripts. Currently, we support PHP versions 4.x and 5.x.

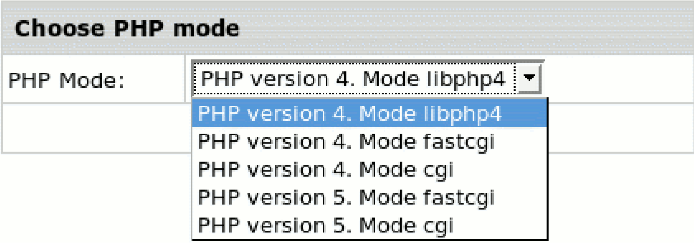
To add PHP support, do the following:

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. (NEW! in 3.0 for Windows-based accounts and NEW! in 3.1 for Unis-based accounts) If you wish to have the different PHP version than the default one set by the administrator. Choose the **PHP** version from the drop-down box if you wish to have the different version than the default one set by the administrator:


5. Agree with the charges.
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.
7. On the **Web Service** page, click the **Add** icon that has appeared next to the **PHP** option.
8. 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.
9. 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.

NEW! Starting with H-Sphere 3.1, you can have more options in choosing *different PHP modes* for PHP 4 and PHP 5 versions. For this, first disable the **PHP** option on the **Web Service** page and then enable the **Advanced PHP** option below. You can choose between the following modes, if enabled by your administrator:




- **libphp** - PHP runs as an Apache module. The advantage is that PHP is always in memory use which results in a higher speed capability and lower server load.
- **cgi** - PHP runs as a CGI script in a separate process which starts with each request and completes its work upon the script execution. This provides a simpler and more secure PHP work, but draws excessive memory usage and higher memory load.
- **fastcgi** - PHP also runs as a CGI script, but under a single process which does not stop when the script is executed. This allows to minimize server load while running PHP in CGI mode.

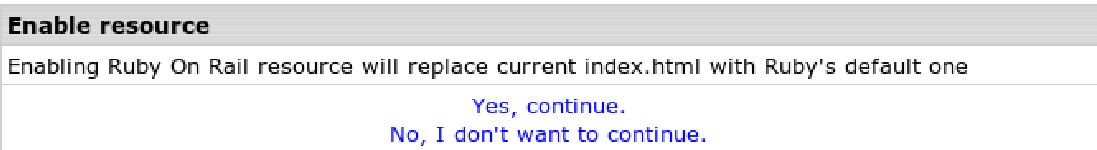
## Ruby on Rails

(H-Sphere 3.1 Beta 1 and up)

If Ruby on Rails is installed and enabled in your plan, you can switch it on for your domains.

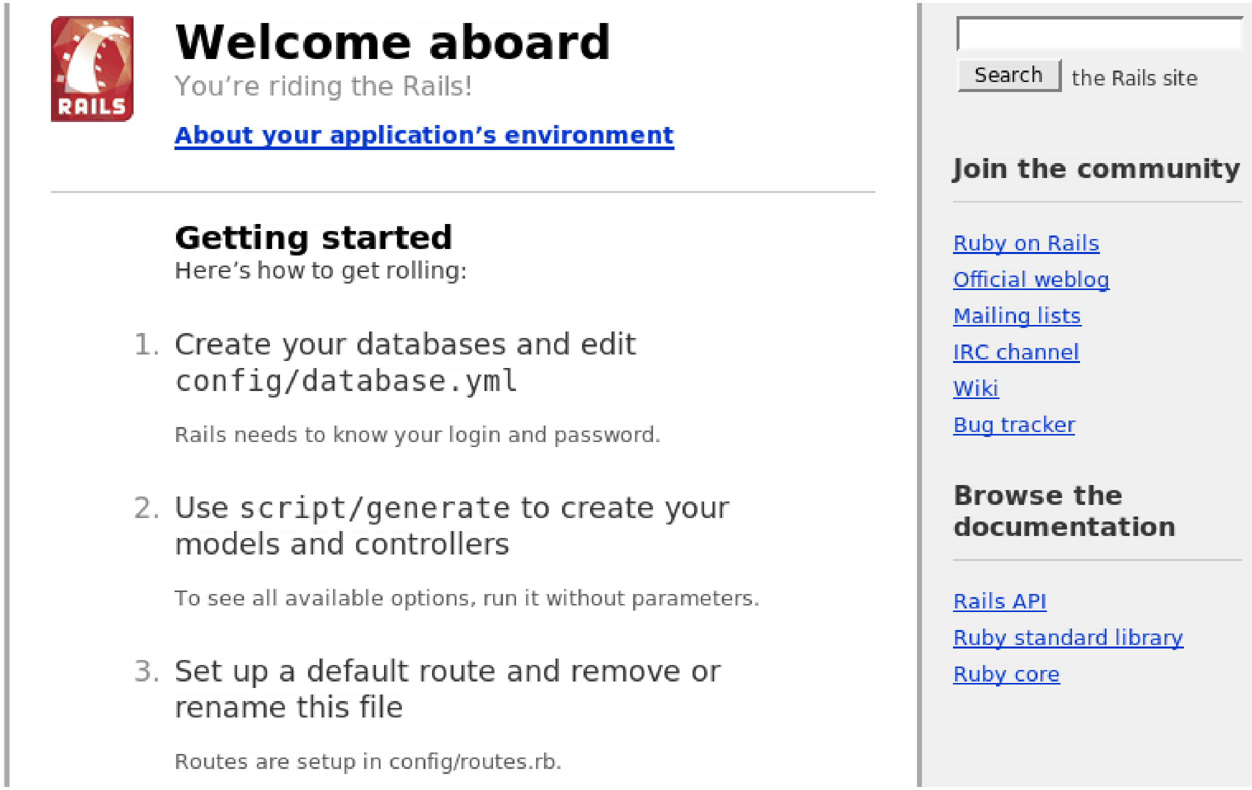
NOTE: To use Ruby on Rails, it must be *installed manually to a Web server* by your H-Sphere administrator.

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 **Ruby on Rails** option and turn it on.
4. You will be warned that Ruby on Rails will create its own index page on your domain instead of the existing one:


   Choose **Yes, continue** to enable Ruby on Rails.
5. After you enabled Ruby on Rails, your domain's index page will look like:




## 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

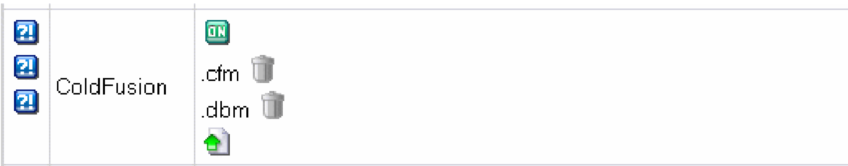
To add support for ASP.NET in a Windows-based account, do the following:

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. (H-Sphere 3.0 and up) Choose the **ASP.NET** version from the drop-down box.
5. 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

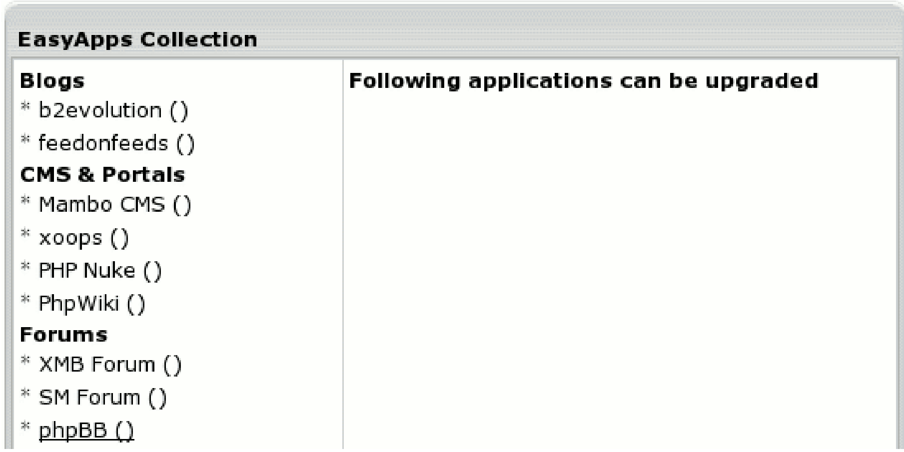
A set of *over 30 PHP/MySQL applications* is supplied with H-Sphere.

If your hosting provider enabled it in your plans, you can install these applications on your domains.

To install an 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:

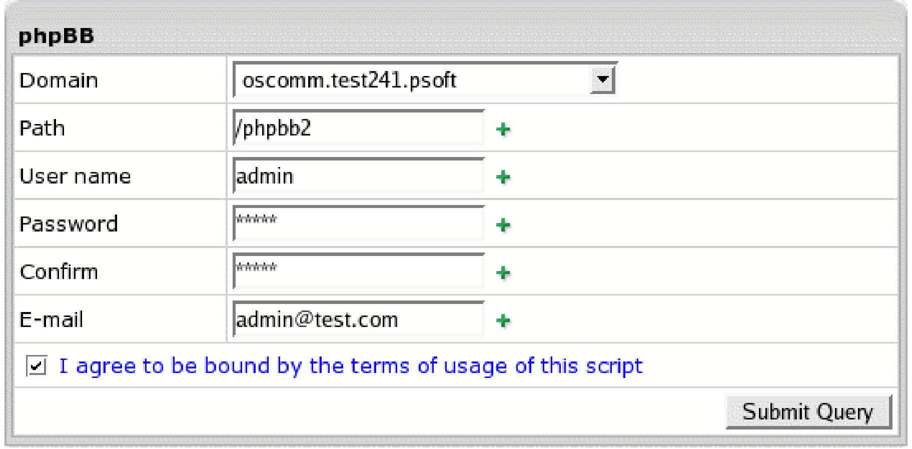



3. Press on the title of application you want to install.
4. You'll find yourself at a page with its description (outline, homepage, diskspace etc.) and a link to install it:


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

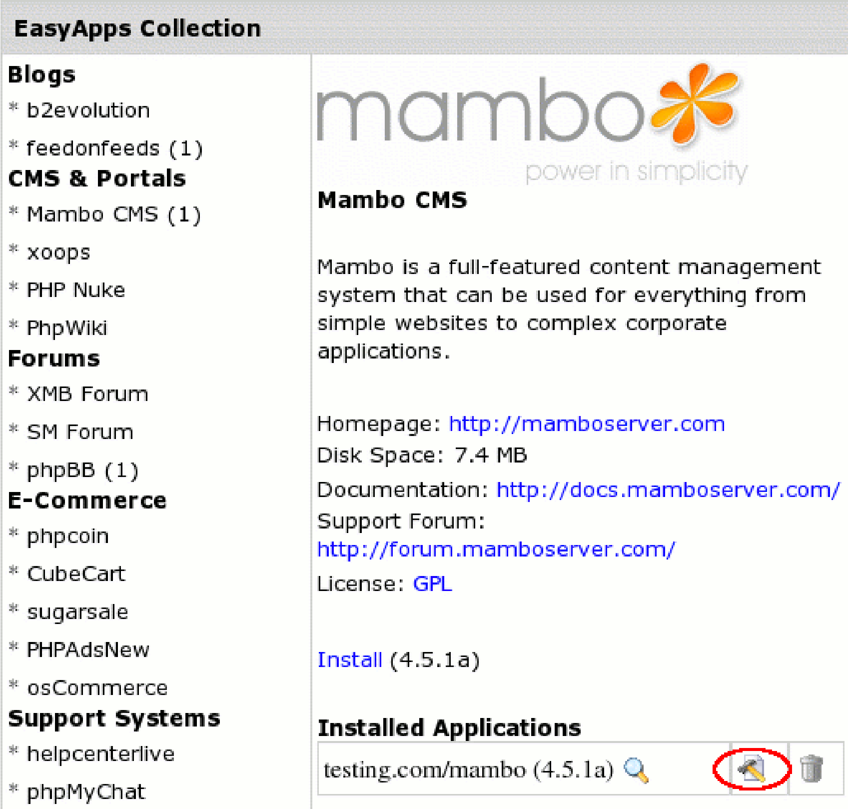



6. Fill in the necessary data:
    - **Domain** - choose a domain, if you have more than one, to install the application on.
    - **Path** - location of the application, when you have installed it, in relation to the domain's root directory.
    - **User name** - name of the application's administrator.
    - **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:

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***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:

- 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.

## 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

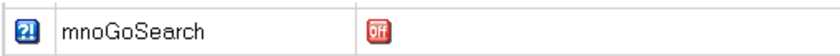
If you are running a Unix-based account, you can enhance your site with mnoGoSearch, a utility that searches your site by keywords.

## Enabling mnoGoSearch

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.

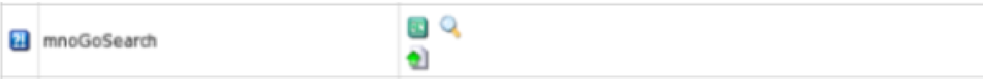
## NEW! Adding mnoGoSearch URLs

H-Sphere supports adding mnoGoSearch URLs directly from your Control Panel. This will improve the process of your site indexing, and therefore the search results.

To add an URL:

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
4. Click the Add URL icon:




5. You'll be prompted to enter the URL you want to add:


6. The URL will appear on the **Web Services** page, in the **mnoGoSearch section**:


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'/fe_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

# 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.

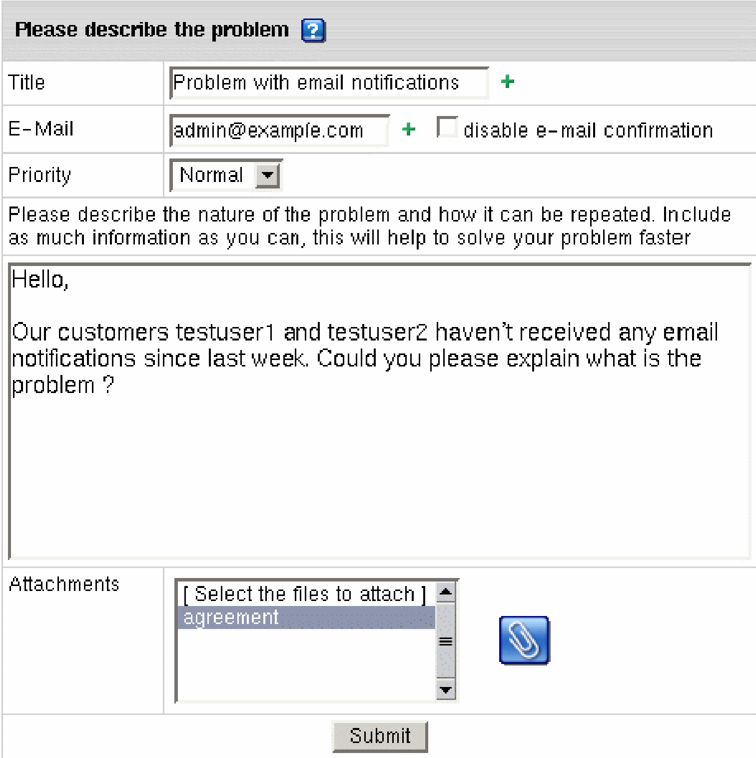
- Sending Trouble Tickets
- Following up Trouble Tickets
- Closing Trouble Tickets

## 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:



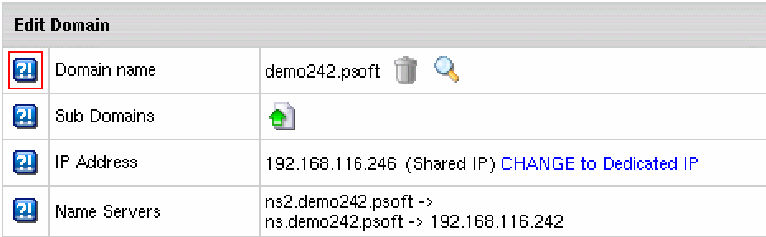

- **Title**: the subject of your trouble ticket message.
- **E-mail**: the e-mail address that the reply and confirmation will be sent to.
- **Disable email confirmation**: check this box if you do not want to receive confirmation that your ticket has been sucessfully delivered.
- **Priority**: state 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** 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:




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:

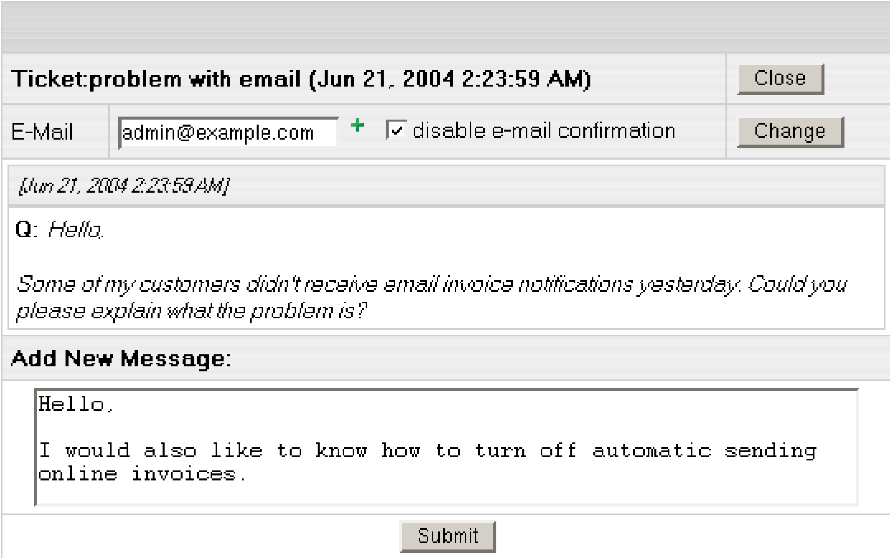
1. Select **Trouble Tickets** link in the **Support Center** menu.
2. In the list of the trouble tickets that shows, click the corresponding trouble ticket title.

| Id | Title | Created | Last Mod | Type | Status | Close |
|---|---|---|---|---|---|---|
| 12 | question about MySQL | Jun 21, 2004 3:08:34 AM | Jun 21, 2004 3:08:34 AM | Generic | New | Close |
| 11 | domain registration problem | Jun 21, 2004 3:07:05 AM | Jun 21, 2004 3:07:05 AM | Generic | Closed | Close |
| 10 | problem with email | Jun 21, 2004 2:23:59 AM | Jun 21, 2004 2:50:18 AM | Generic | New | Close |

Note: click column headers to sort your trouble tickets

3. Enter a follow-up trouble ticket in the box that appears:




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.

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***Related Docs:*** · Mailboxes

# Virtual Private Servers

Virtual Private Server support 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
- Look Up System Information
- Add VPS Template

## 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  Stop It |

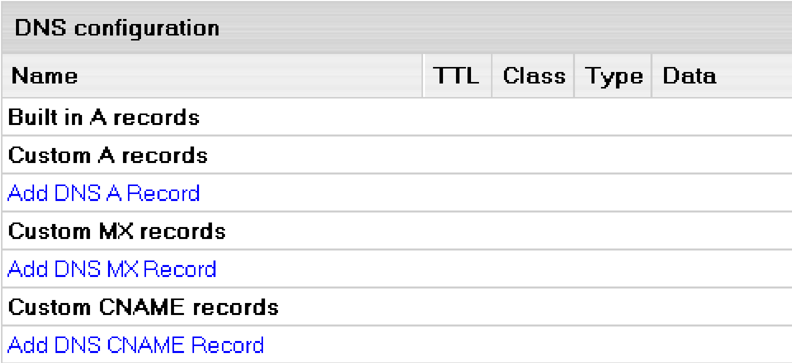
2. If you need to restart VPS, click the **Stop it** link. To activate it later, click the **Start It** link.

## 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:




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.


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 **430 MB** out of **2000 MB**. | |
| | Memory Usage Limit | used **3 MB** out of **50 MB**. | |
| | Number of Process Limit | **8** out of **50** processes up and running. | |
| | Memory Usage of Context RSS Limit | used **3 MB** out of **17 MB**. | |
| | Number of Files Limit | used **132** out of **250**. | |
| | Number of TCP Sockets Limit | used **0** out of **10**. | |
| | Hard CPU Load Percentage Limit | used **0.00 %** out of **75 %**. | |

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**.

## Look Up System Information

You can look up system information just from your Control Panel. Go to **VPS server details** in the **Virtual Private Server** menu.

**System Information**

| | | | | | |
|---|---|---|---|---|---|
| **Virtual private server hostname** | tania-vps.psoft | **Hostname** | cp.example.com | **Host IP** | 192.168.114.13 |
| **OS Name** | Linux | **Platform** | i686 | **Kernel** | 2.4.21-freevps-1.4-6 |
| **Release** | Red Hat Enterprise Linux AS release 3 (Taroon Update 4) | **Processors** | 1 | **Mhz:** | 1913.213 |
| **Model** | AMD Athlon(tm) XP 2600+ | **Cache** | 512 KB | **Bogomips** | 3814.19 |
| **Date** | Thu Aug 25 18:41:55 EEST 2005 | **Uptime** | 3 days 7:34 | | |
| **Load** | 0.00 0.00 0.00 | **Users** | 1 View | | |

**Memory Usage**

| Type | Percent Capacity | Free | Used | Size |
|---|---|---|---|---|
| Physical Memory | 99% | 17.1 MB | 1.5 GB | 1.5 GB |
| Swap | 0% | 2.9 GB | 1.1 MB | 2.9 GB |

**Filesystems**

| Mount | Type | Partition | Percent Capacity | Free | Used | Size |
|---|---|---|---|---|---|---|
| / | vfs | /dev/hdv1 | 56% | 887.6 MB | 1.1 GB | 2 GB |

# Add VPS Templates

In H-Sphere 3.1 Beta 1 and up, you can add VPS Templates from your user CP. VPS template is a predefined set of RPMs to install/remove/upgrade a certain service, tool or application. You can install application (e.g dns-server, ftp-server) and extra H-Sphere VPS templates. Extra VPS template is a custom set of RPMs provided depending on your OS.

You can add H-Sphere VPS Templates in your Control Panel:

1. Go to **VPS Templates** in the **Virtual Private Server** menu.
2. To install a template, click on the icon in the **Status** column:

| VPS Templates | | | | | |
|---|---|---|---|---|---|
| TT | Name | Status | Versions | | Controls |
| | | | Initializing | Recent | |
| VPS Core Templates | | | | | |
| | VPS Core Template Base | Installed | 1.0-0 | 1.0-0 | |
| | VPS Core Template Kernel | Installed | 1.0-0 | 1.0-0 | |
| | VPS Core Template Quota | Installed | 1.0-0 | 1.0-0 | |
| VPS Application Templates | | | | | |
| | VPS Template DNS Server | ON | 1.0-0 | 1.0-0 | |
| | VPS Template FTP Server | ON | 1.0-0 | 1.0-0 | |
| | VPS Template Mail Server | Off | | | |
| | VPS Template MySQL Database Server | Off | | | |
| | VPS Template CP+ | Off | | | |
| | VPS Template PostgreSQL Database Server | Off | | | |
| | VPS Template Samba Windows File Server | Off | | | |
| | VPS Template Web Server | ON | 1.0-0 | 1.0-0 | |
| VPS Extra Application Templates | | | | | |
| | VPS Extra Template development tools | ON | 1.0-0 | 1.0-0 | |
| news server | Add | | | | |

Note: Prior to installing Custom templates, make sure to add them at the bottom of the **VPS Templates** page.

3. You can view the template details, by clicking the **View** icon in the **Controls** column. You will find the info on packages installed, their version etc.:

| VPS Template DNS Server Packages | | | |
|---|---|---|---|
| Name | Versions | | |
| | Initializing | Current | Recent |
| bind | 9.2.4-27.0.1.el4 | 9.2.4-27.0.1.el4 | |
| bind-libs | 9.2.4-27.0.1.el4 | 9.2.4-27.0.1.el4 | |
| bind-utils | 9.2.4-27.0.1.el4 | 9.2.4-27.0.1.el4 | |
| caching-nameserver | 7.3-3 | 7.3-3 | |

Starting with H-Sphere 3.1 Beta 2, you can update **H-Sphere VPS Core templates**, which are the basic services, libraries, and tools of H-Sphere VPS. For this, go to **Virtual Private Server**->**VPS Templates** and find the **Update** icon in the **Controls** column.

# Dedicated Servers

Starting with version 2.5, H-Sphere allows you to host your sites on dedicated servers. When you first sign up with a dedicated server plan, pick up a dedicated server from available templates or sign up without a server. Order a custom-built server or add a templated one right from your cp later. In the same way you can send requests for extra IPs, server upgrade, remote reboot and cancellation, as well as set up regular backup service.

- Adding dedicated servers:
    - creating dedicated servers from templates
    - ordering custom-built dedicated servers
- Managing dedicated servers:
    - viewing server info
    - requesting server upgrade
    - adding extra IPs
    - creating reverse DNS records for IPs (NEW! in H-Sphere 3.0)
    - setting up backup service
    - requesting remote reboot
    - dedicated server cancellation

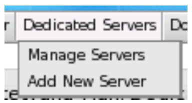
## Adding Dedicated Servers

You can add a dedicated server from DS templates provided by your admin or send request for a custom-built server.

### Creating dedicated servers from templates

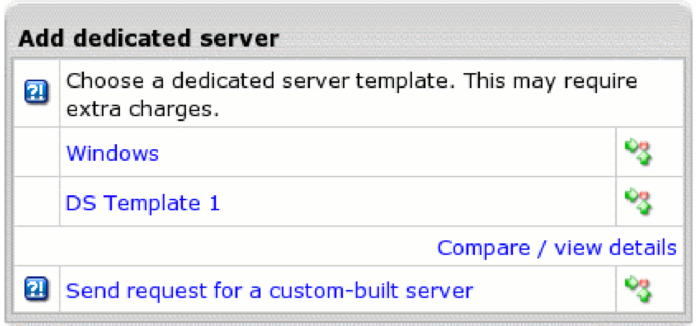
To add a dedicated server from a template:

1. Go to **Dedicated Servers/Add New Server** menu in your **Control Panel**:

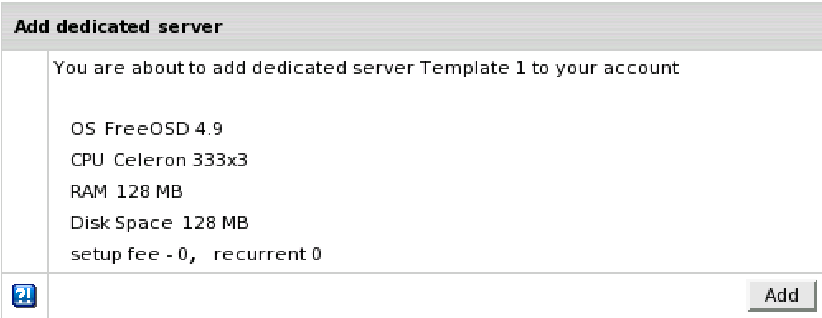



2. On the list of available server templates, click the one you need to see its details:

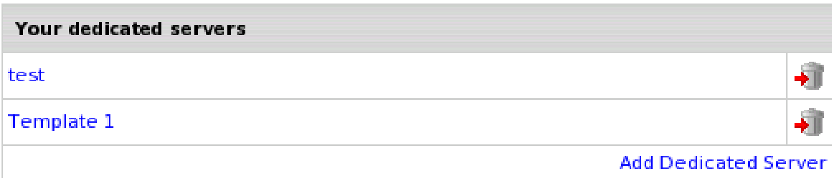
  




3. If you are satisfied with the server settings, click **Add**.




4. The server will appear on the **Manage servers** page.




## Ordering a custom-built dedicated server

You can order a custom-built dedicated server by simply clicking a link only if this option is enabled by your hosting provider. Sending request for a custom-built server will issue a trouble ticket to the admin. Then you will get an e-mail with login, password, URL and IP for a new dedicated server.

To order a custom-built dedicated server:

1. Select **Send request for a custom-built server** in **Dedicated Servers/Add new Server** menu.

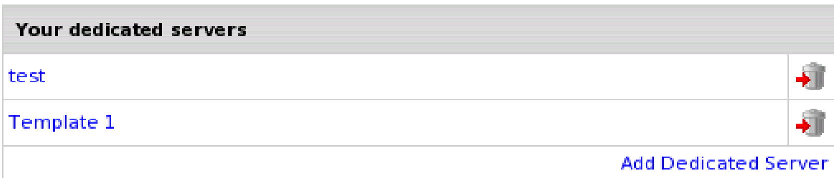
  

2. On the page that appears, describe the server you'd like to add and click **Submit**.


Alternatively, you can simply send a trouble ticket to admin asking him about a custom-built server.

## Managing Dedicated Servers

In the **Dedicated Servers** menu choose **Manage Servers**:



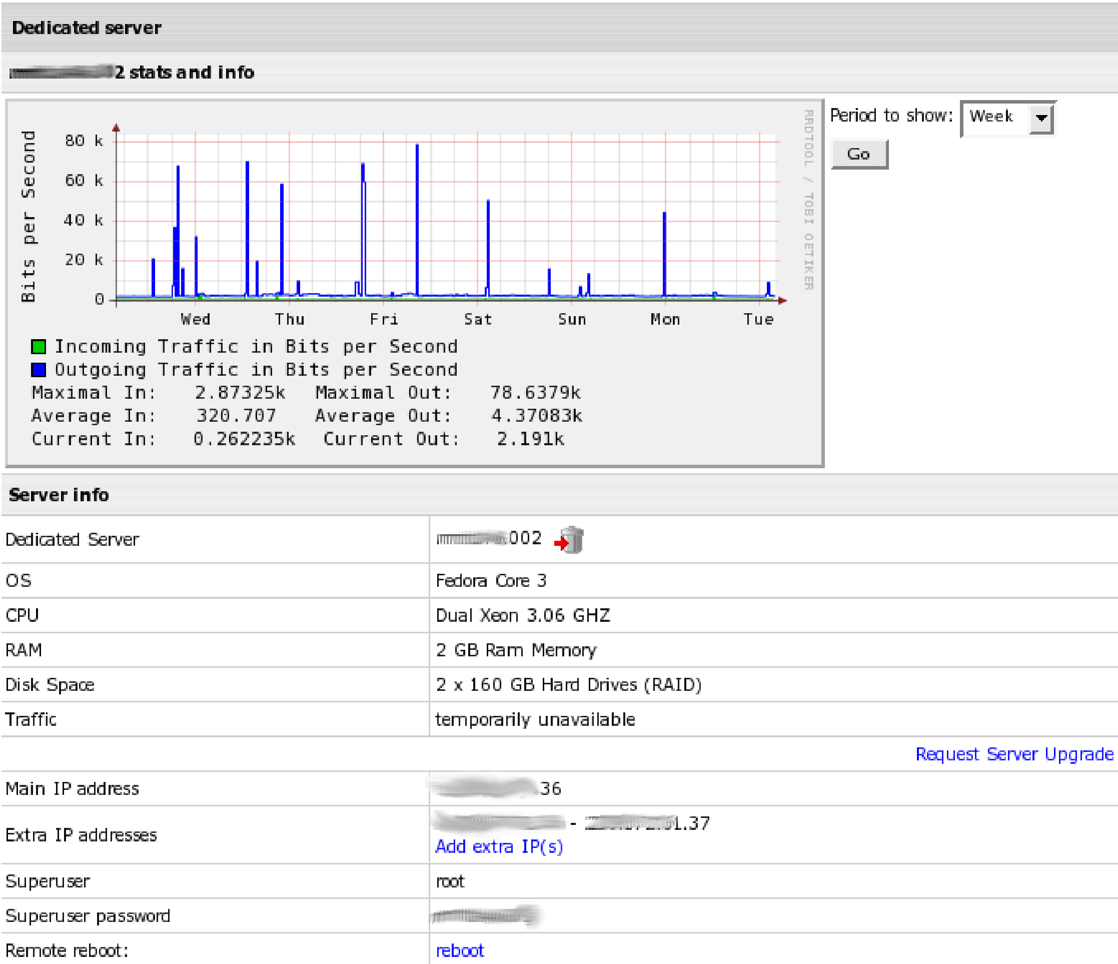

Here you will see the list of your dedicated servers.

Click a dedicated server name to proceed to the server manage form.

## Viewing Server Info

This form provides information about dedicated server parameters and traffic statistics along with DS controls:


**Dedicated server**

**2 stats and info**



Period to show: Week

Go

**Server info**

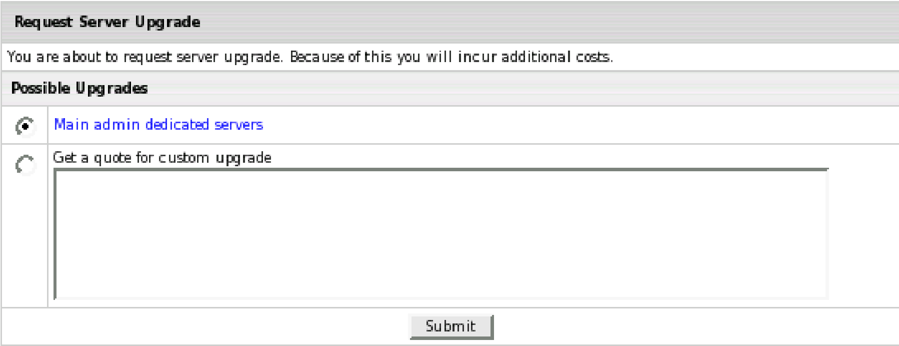
| | |
|---|---|
| Dedicated Server | 002 |
| OS | Fedora Core 3 |
| CPU | Dual Xeon 3.06 GHZ |
| RAM | 2 GB Ram Memory |
| Disk Space | 2 x 160 GB Hard Drives (RAID) |
| Traffic | temporarily unavailable |
| | Request Server Upgrade |
| Main IP address | 36 |
| Extra IP addresses | - 1.37<br>Add extra IP(s) |
| Superuser | root |
| Superuser password | |
| Remote reboot: | reboot |

**Note:** You are not able to automatically manage dedicated servers. Instead, H-Sphere sends internal tickets to the admin, and the admin in turn carries out your requests manually.

## Requesting server upgrade

1. Go to the **Dedicated Servers/Manage Servers** menu
2. Choose the server you want to upgrade
3. On the page that appears, click the **Request Server Upgrade** link. You will see the templates with available dedicated servers.




4. You may select the **Get a quote for custom upgrade** option and manually fill out custom server configuration.
   Or, you may choose from the list of available templates (to view server details, click a template name):


5. After you click **Submit**, your request will be sent to the H-Sphere admin. You will be notified about a charge for this upgrade.

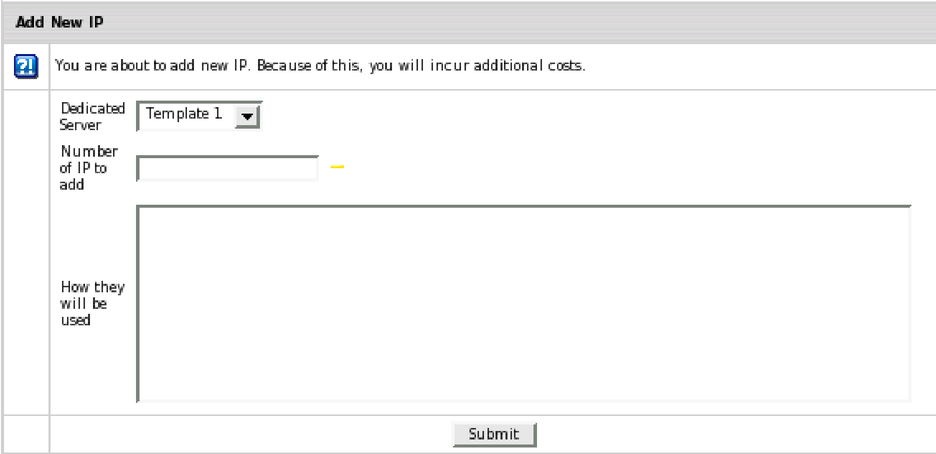
## Adding extra IPs

You receive a server with only one IP address. If it is allowed by the plan you signed up with, you can always send requests for additional IPs from your cp. To send a request for an extra range of IPs:

1. Go to the **Dedicated Servers/Manage Servers** menu

2. Choose the server you want to add IPs to
3. On the next page, click **Add Extra IP(s)**
4. Fill in the number of IPs you want to add.

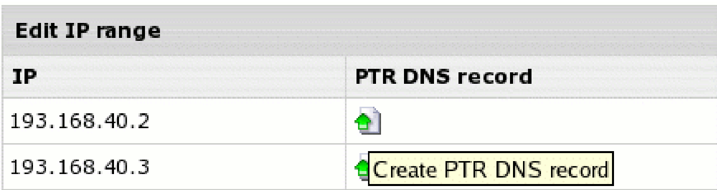



## Creating Reverse DNS Records for IPs (H-Sphere 3.0 and up)

Once an additional IP range is assigned to your server, you need to create reverse DNS records (aka PTR records) for each IP from this range. This is necessary for IPs not to be blocked by some e-mail internet servers which reject mail from IPs without such records.

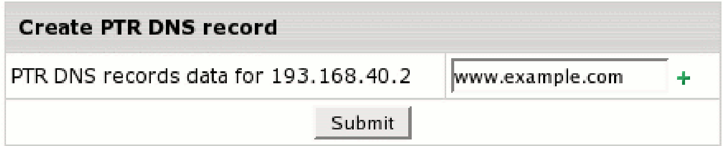
To create revers DNS record for an IP:

1. Go to the **Dedicated Servers/Manage Servers** menu
2. Choose the server the IP belongs to
3. Click **Edit** near the necessary IP range in the **Extra IP addresses** field
4. Click the green arrow opposite to the IP:



5. Type in domain name for this IP and click **Submit**:



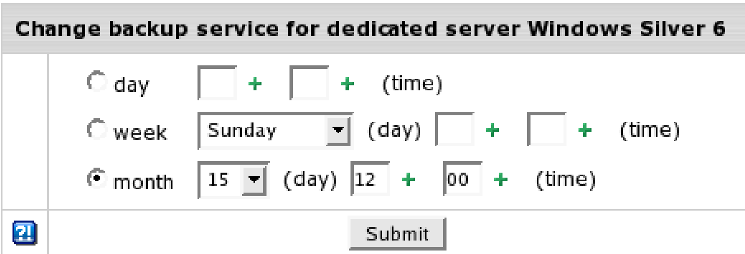

6. The newly added record will appear on the **Edit IP range** page.

**Important:** Setting up reverse DNS records is implemented only for class C network IPs.

## Setting up backup service

You can request regular backup for your dedicated server:

1. Go to the **Dedicated Servers/Manage Servers** menu
2. Choose the server you want to setup backup service for
3. On the page that appears, click on the icon in the **Backup Services** section
4. Choose a preferrable option and press Submit. Then agree to be billed for the service. Your request will be sent to and managed by the admin.




5. After that, you will see the scheduled task on the **Backup service settings** page (to enter this page, press **Edit** for **Backup services** on the **Dedicated server** page):

| Backup service settings | |
|---|---|
| Dedicated server | Windows Silver 6 (Windows Silver) |
| Regular basis | Every month on 15 day of month at 12:00 |
| Add custom backup task | |

| Backup schedule | | | |
|---|---|---|---|
| Task type | Scheduled On | Processed On | Status |
| Planned | 10/15/2005 12:00:00 | Not processed | Scheduled for processing |

6. Now that you've configured scheduled backups, you can request a custom task. For that, use the **Add** button (see the above screenshot) and set time for additional backup:

| | |
|---|---|
| You are about to order additional (not scheduled) backup task for Windows Silver 6 dedicated server | |
| Date for additional backup (MM/DD/YY) | 10/17/2005 + |
| Time for additional backup | 12 + Hour 00 + Min |
| | Submit Query |

7. When the admin has processed (completed or cancelled) backups of your server, you can see that on the **Backup service settings** page:

| Backup service settings | |
|---|---|
| Dedicated server | Windows Silver 6 (Windows Silver) |
| Regular basis | Every month on 15 day of month at 12:00 |
| Add custom backup task | |

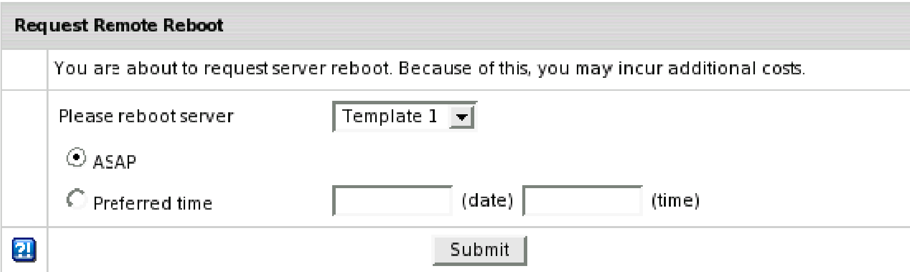
| Backup schedule | | | |
|---|---|---|---|
| Task type | Scheduled On | Processed On | Status |
| Planned | 10/15/2005 12:00:00 | 10/12/2005 09:44:06 | Backup has been completed |
| On-demand | 10/17/2005 12:00:00 | 10/12/2005 09:44:30 | Backup routine has been canceled |

## Requesting remote reboot

**To request remote reboot:**

1. Go to the **Dedicated Servers/Manage Servers** menu
2. Choose the server you want to request remote reboot for
3. On the next page, click on the **reboot** in the **Remote Reboot** section
4. Choose a preferrable option and press Submit to send the request to the admin. This will issue a trouble ticket to the admin with your reboot request.

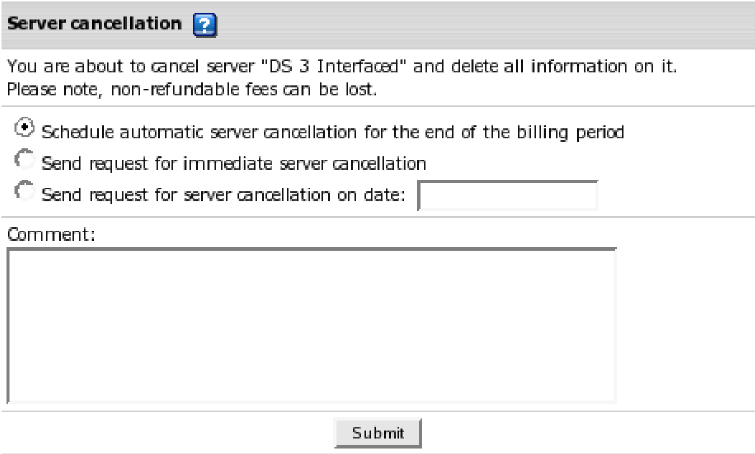



## Dedicated Server Cancellation

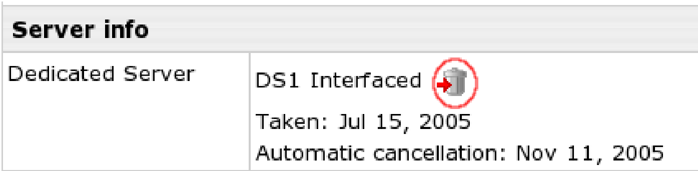
**To cancel dedicated server:**

1. Go to the **Dedicated Servers/Manage Servers** menu
2. Click the **Delete** icon next to the server name you want to cancel
3. Fill in the page with necessary information and click **Submit**.




- **Schedule automatic server cancellation for the end of the billing period** - server will be automatically withdrawn from your account the day before the end of the billing period. After you choose this option, you can see the automatic cancellation date when viewing the server info:

  Click the **Cancel Server** icon again if you've changed your billing period and want your server to be cancelled accordingly, or if you want to send request for earlier cancellation.
- **Send request for immediate server cancellation**, **Send request for server cancellation on date** - troulbe tickets with these request will be issued to your upstream provider.

**Important:** If you choose to cancel a server automatically and then change your mind to continue using it, inform the administrator about this ASAP. It is only the admin who is empowered to discard or postpone automatic cancellation of dedicated servers.

# MS Exchange

H-Sphere integrates MS Exchange Server hosting that enables you to send and receive electronic mail and other forms of interactive communication through computer networks. The centralized e-mail servers connect to the Internet and private networks where e-mail messages are sent to and received from other e-mail users. Exchange Server offers you integrated collaborative messaging features such as scheduling, contact, and task management capabilities.

When you are signed up for an MS Exchange plan, you can do the following in your user control panel:

- Manage mailboxes
- Manage SMTP domains
- Add MX DNS records
- Manage distribution lists

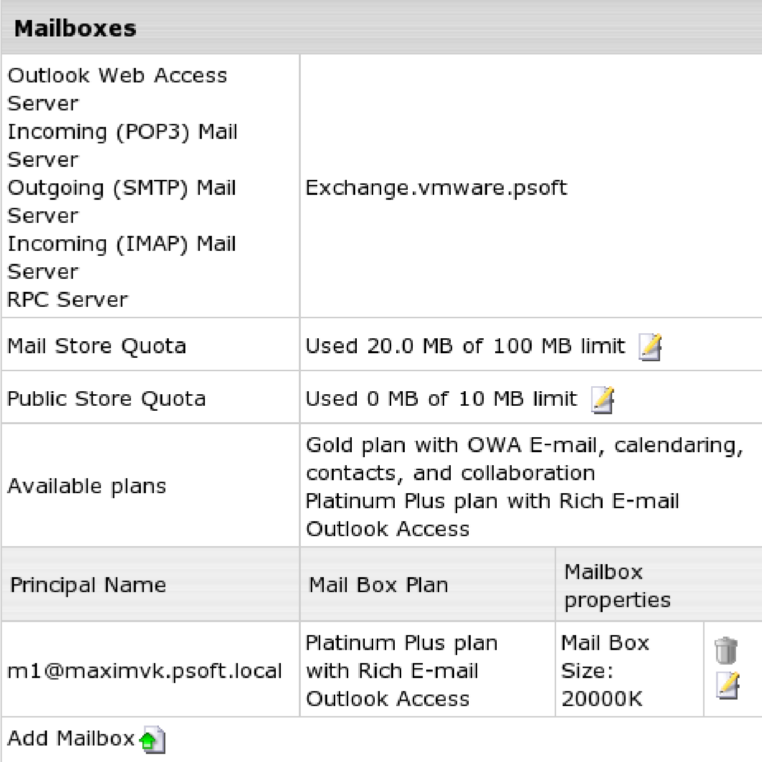
## Managing mailboxes

Mailbox is an area in memory or on a storage device where e-mail is placed. In e-mail systems, each user has a private mailbox. When the user receives e-mail, the mail system automatically puts it in the mailbox.

### Managing an existing mailbox

1. Go to **MS Exchange->Mailboxes** menu of your **Control Panel**



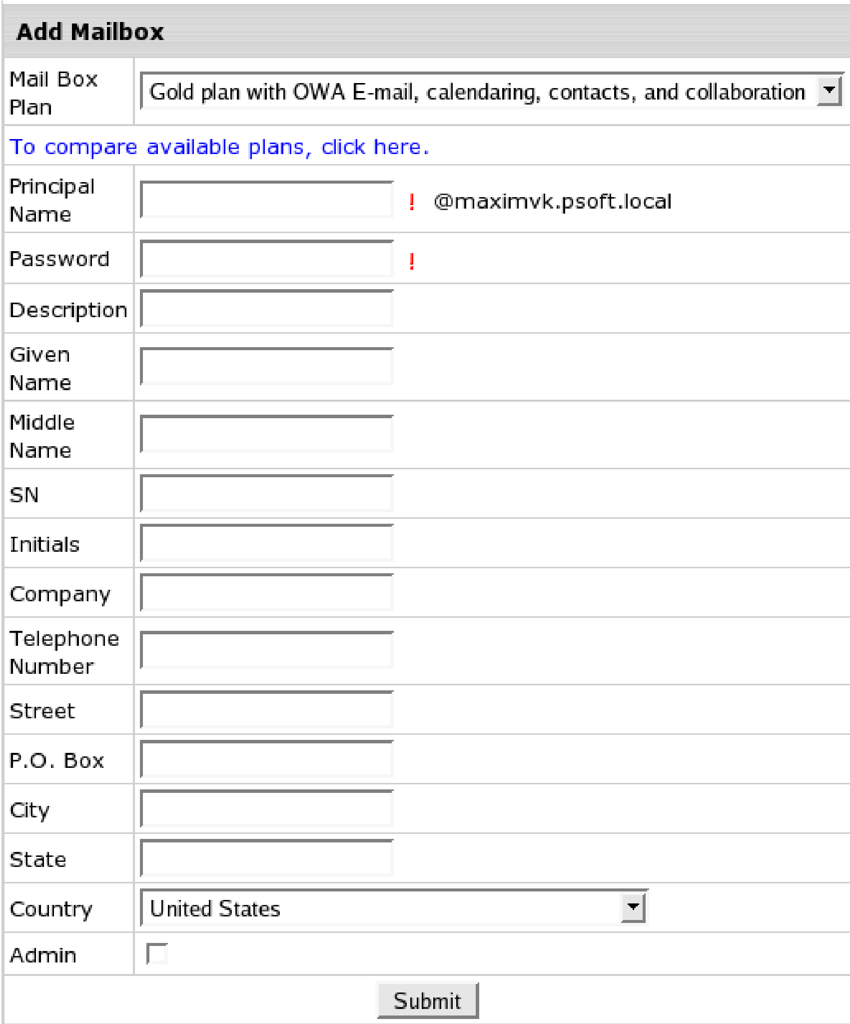
| Mailboxes | | | |
|---|---|---|---|
| Outlook Web Access Server<br>Incoming (POP3) Mail Server<br>Outgoing (SMTP) Mail Server<br>Incoming (IMAP) Mail Server<br>RPC Server | Exchange.vmware.psoft | | |
| Mail Store Quota | Used 20.0 MB of 100 MB limit | | |
| Public Store Quota | Used 0 MB of 10 MB limit | | |
| Available plans | Gold plan with OWA E-mail, calendaring, contacts, and collaboration<br>Platinum Plus plan with Rich E-mail Outlook Access | | |
| Principal Name | Mail Box Plan | Mailbox properties | |
| m1@maximvk.psoft.local | Platinum Plus plan with Rich E-mail Outlook Access | Mail Box Size: 20000K | |
| Add Mailbox | | | |

2. On the form that appears, you can:
   - View general information on your mailboxes
   - Increase **Mail Store Quota** and **Public Store Quota** by clicking on the edit icon and agreeing to charges, if any.
   - Add a mailbox
   - Edit an existing Mailbox
   - Remove an existing Mailbox by clicking the **Trash** icon next to the Mailbox you need.

## Adding a mailbox

1. Go to **MS Exchange->Mailboxes** menu of your **Control Panel**
2. Click the **Add mailbox** icon
3. Fill in the form you will be taken to:



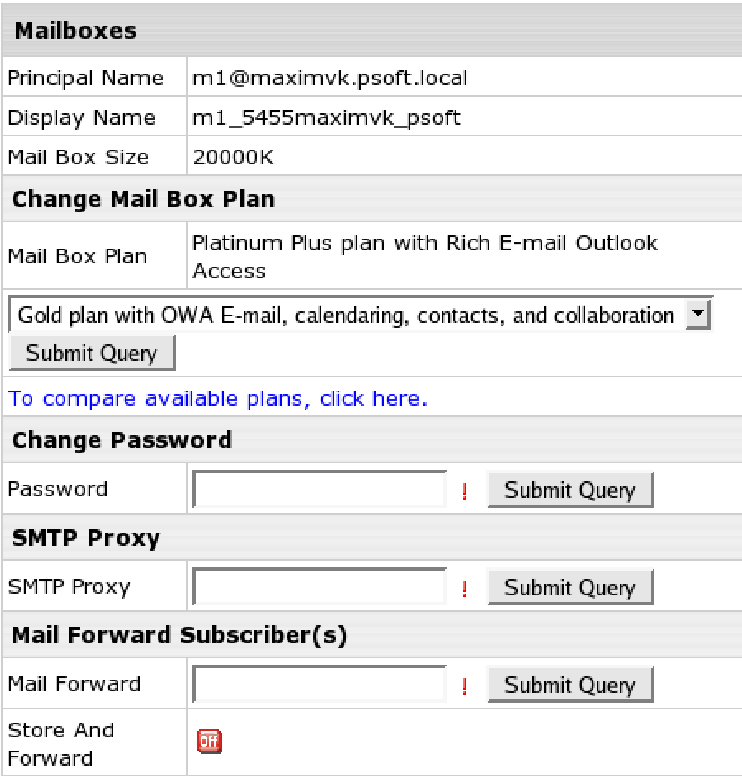

Here:

- **Mail Box Plan** - you can choose the plan that suits you best
- **Principal name** - your mailbox name
- **Password** - is a mailbox password which corresponds with win server password restrictions

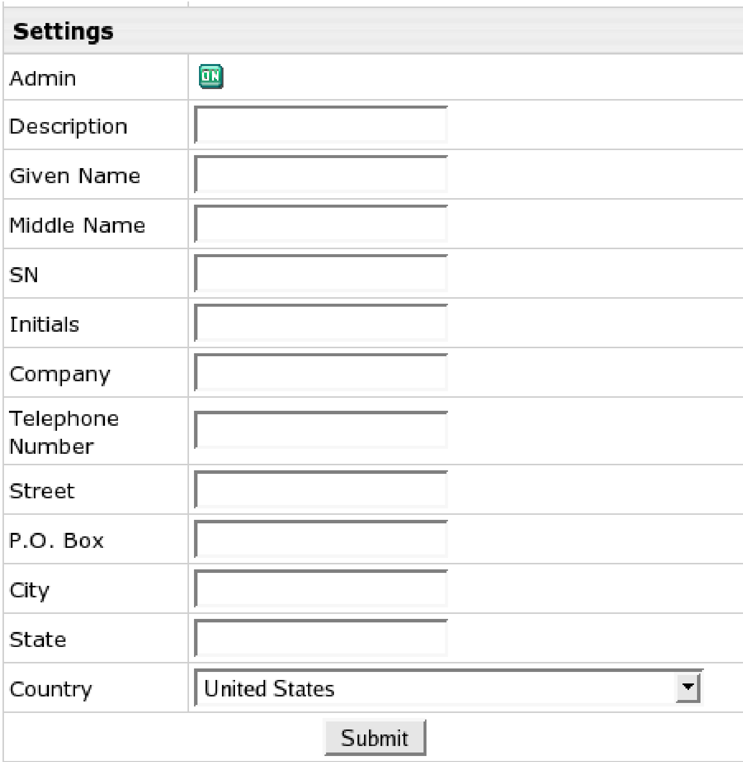
## Editing an existing mailbox

1. Go to **MS Exchange->Mailboxes** menu of your **Control Panel**
2. Click the **Edit** icon next to the mailbox you want to edit
3. Make necessary changes in the form you will be taken to:




- **SMTP Proxy** - allows to create an alias (second email address)
- **Mail Forward** - indicate the e-mail address for your mail forwarding.
- **Store and Forward** - enable if you want your mail to be saved and posted to Mail Forward email simultaneously




♦ **Admin** - enable if you want to grant Admin priveleges to this mailbox

Mailboxes menu of your **Control Panel**
• Click the **Remove** icon next to the mailbox you need

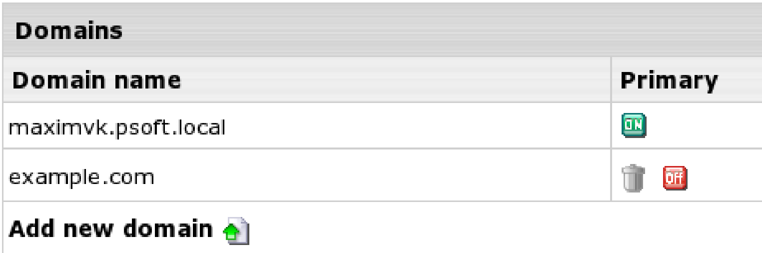
## Managing SMTP domains

MS Exchange allows you to set up Internet SMTP domains, that you may want to accept messages for.

• **To add new SMTP domain:**
1. Go to **MS Exchange->SMTP Domains** menu of your **Control Panel**
2. Click the **Add new domain** icon
3. Fill in the form you will be taken to:


- **To remove SMTP domain:**
    1. Go to **MS Exchange->SMTP domains** menu of your **Control Panel**
    2. Click the **Trash** icon next to the domain you need Note:You cannot remove SMTP domain with a mailbox already created on it.
- **To set an existing SMTP domain as Primary:**
    1. Go to **MS Exchange->SMTP domains** menu of your **Control Panel**
    2. In the column **Primary**, click the button to enable/disable next to the desired domain

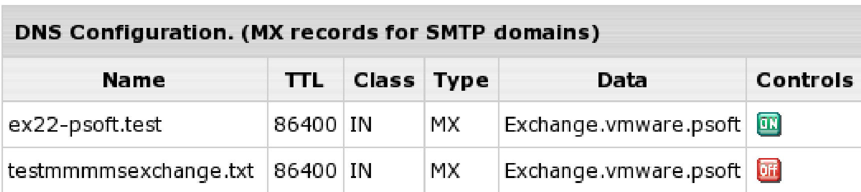


| Domains | |
|---|---|
| **Domain name** | **Primary** |
| maximvk.psoft.local | ON |
| example.com | Off |
| **Add new domain** | |

# Adding MX DNS Records

You can add MX records to the specific SMTP domain.

1. Go to **MS Exchange->DNS** menu of your **Control Panel**



DNS Configuration. (MX records for SMTP domains)

| Name | TTL | Class | Type | Data | Controls |
|---|---|---|---|---|---|
| ex22-psoft.test | 86400 | IN | MX | Exchange.vmware.psoft | ON |
| testmmmmsexchange.txt | 86400 | IN | MX | Exchange.vmware.psoft | Off |

2. Click to enable necessary domain. Once it's enabled, DNS record is created.

Note: Enable an MX record only if the domain is created in this account and is used for MS Exchange hosting. Do not enable an MX record if the domain is registered with another hosting account. In this case, add the corresponding MX record into the DNS configuration of this other hosting account.

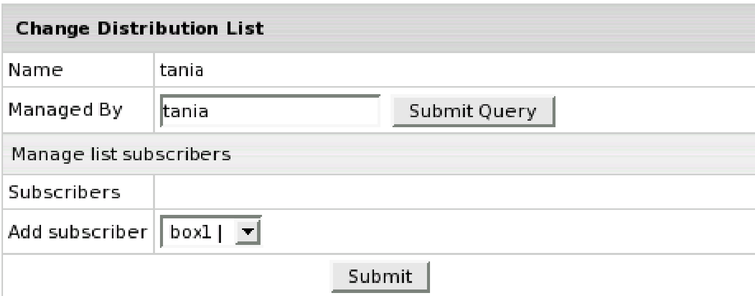
# Managing Distribution lists

A **Distribution list** is a list of e-mail addresses identified by a single name, such as list_name@domain.com. When an e-mail message is sent to the distribution list name, it is automatically forwarded to all the addresses in the list. **MS Exchange** allows you to manage centralized mailing lists for groups of users.

- **To add a Distribution list:**
  1. Go to **MS Exchange->Distribution list** menu of your **Control Panel**
  2. Click the **Add Distribution List** icon
  3. Fill in the form you will be taken to:


**Managed by** means Mailbox Principal Name

- **To edit an existing Distribution list**:
  1. Go to **MS Exchange->Distribution lists** menu of your **Control Panel**
  2. Click the **Edit** icon next to the list you want to edit
  3. Make necessary changes to the form you will be taken to:




- **To remove a Distribution list:**
  1. Go to **MS Exchange->Distribution list** menu of your **Control Panel**

2. Click the **Remove** icon next to the list you need

# Enabling Microsoft SharePoint Services

*(H-Sphere 3.0+, Windows-based accounts)*

***Related Docs:*** · Managing FTP Access

If the plan you signed up with included MS SharePoint resource, you can enable MS SharePoint Services on your domain.

This document provides step-by-step instructions on how to:

- Enable SharePoint Services on Domain
- Edit SharePoint Settings
- Manage SharePoint Users
    - Important! General Recommendations
    - Create a New SharePoint User from Scratch
    - Enable SharePoint Access for an Existing FTP Subuser
    - Delete a SharePoint User

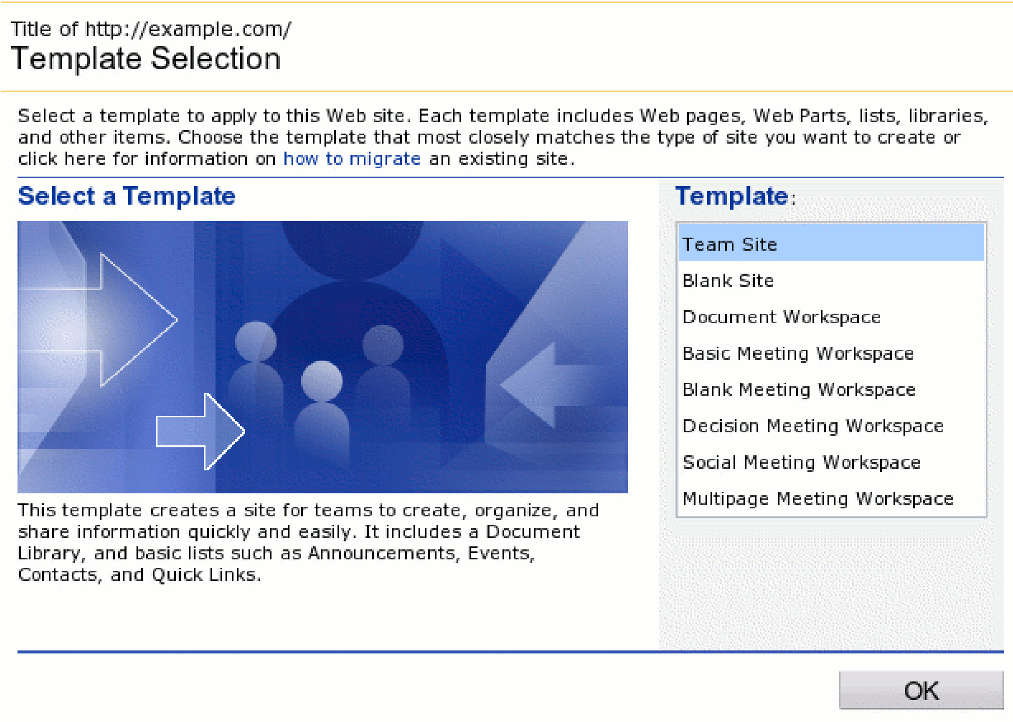
## Enabling SharePoint Services on Domain

To enable SharePoint, do the following:

1. Click the **Web options** icon on the control panel home page.
2. Select a domain to launch MS SharePoint Services.
3. On the **Web Service** page disable **FrontPage Extensions** if enabled.
4. Enable **SharePoint** by clicking the **Off** button:


5. Create resource confirmation by agreeing to pay the presented bill.
6. This will open a native SharePoint popup page where you can finish the setup. Type in your H-Sphere user login and password to enter this page:




## Editing SharePoint Settings

To register SharePoint Services on your domain thus making you the administrator of such services H-Sphere needs the following pieces of information to be used for sending electronic mail to your SharePoint users:

- **SMTP server** - outgoing server name
- **From e-mail address**
- **Reply-to e-mail address**

It will take your default setting for this purpose (H-Sphere SMTP server and e-mail address from your contact info). Later you can change these settings if needed.

Besides, H-Sphere will need an e-mail address to register SharePoint Services on. It will also take e-mail address from your contact info, although this address is not changeable.

To edit SharePoint settings, do the following:

1. Click the **Web options** icon on the control panel home page.
2. Select the domain where MS SharePoint is enabled.
3. On the **Web Service** page click the **Edit** button against **SharePoint**.
4. Do the necessary changes on the page that appears and click **Submit**:


# Managing SharePoint Users

## Important! General Recommendations

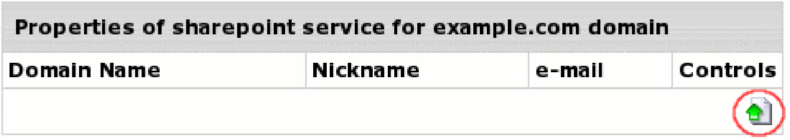
1. We recommend you to add and delete SharePoint users via H-Sphere interface.
2. Users can be added/deleted via your SharePoint site as well, however at the next synchronization of H-Sphere and SharePoint databases (their user parts) all changes will be lost (newly created users deleted and deleted users recovered). Each synchronization takes place at the moment of adding/deleting users via H-Sphere interface.
3. All users added via H-Sphere interface become readers. You can later change their SharePoint status to admins, contributors etc. Please take notice that after recovery of your provider's system these changes will be lost.

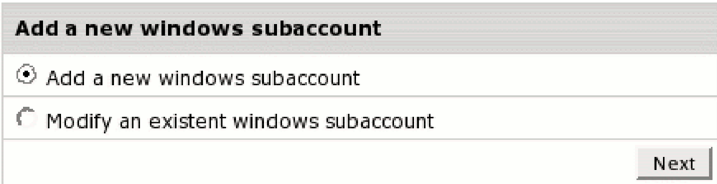
## Creating New SharePoint Users from Scratch

To create a new SharePoint user from scratch, do the following:

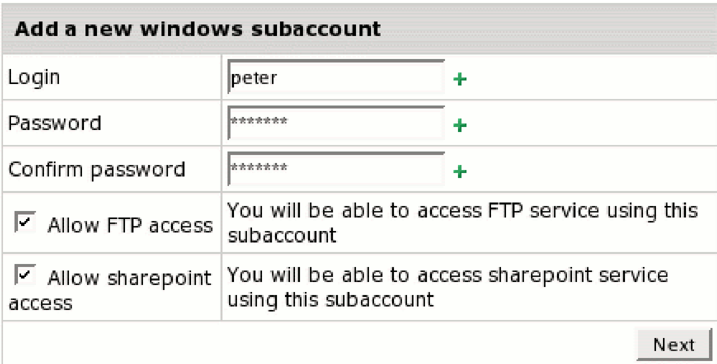
1. Click the **Web options** icon on the control panel home page.
2. Select the domain where MS SharePoint is enabled.
3. On the **Web Service** page click the **Edit** button against **SharePoint**.
4. On the page that appears click **Add new assignment**:




5. Choose the **Add a new windows subaccount** and click **Next**:

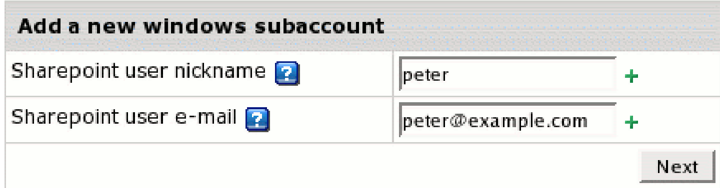



6. On the next step, choose either to **Allow sharepoint access** or **Allow FTP access** for the same user, or both, and enter **Login** sand **Password** that will be used by FTP subuser and SharePoint user:

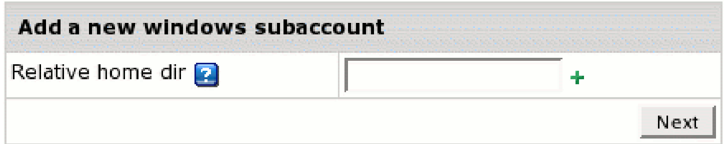



7. Now enter information necessary to identify the user on SharePoint website:




8. If you chose to **Allow FTP access** as well, you need also to determine relative home directory:




## Enabling SharePoint Access for an Existing FTP Subuser

To this end, do the following:

1. Repeat steps 1-4 above.
2. Choose the **Modify an existent windows subaccount** and click **Next**.
3. Choose an FTP subuser:


4. Enter user nickname and email as in the previous section.

## Deleting SharePoint Users

To delete a SharePoint User:

1. Repeat steps 1-3 in the Creating New Users section.

2. Click **Remove this assignment** for the necessary user:

| Properties of sharepoint service for example.com domain | | | |
|---|---|---|---|
| **Domain Name** | **Nickname** | **e-mail** | **Controls** |
| billy | billy | billy@example.com | |
| peter | peter | peter@example.com | |

---

***Related Docs:*** · [Managing FTP Access]

# Application Pools

*(H-Sphere 3.0 RC1 +)*

Starting with version 3.0, H-Sphere implements Dedicated Application Pool for users of Windows 2003 platform. IIS 6.0 provides the ability to configure applications to run in the dedicated application mode. This means one or more web applications can be grouped together into so-called pools and run in isolation from others, assigned to other web application pools. Because each application pool runs in its own worker process, errors in one application pool will not affect the applications running in other application pools.

All newly created resources that use application pools are by default created in an appropriate Shared Application Pool. There are four predefined shared pools: 3 pools for each version of .NET framework and one general shared application pool which contains non-ASP.NET applications.

When a web application is being created under a dedicated application pool, the pool should exist prior to its creation. Now H-Sphere allows you, right from your user control panel, to create web directories and assign web applications to them, in the same time choosing a dedicated or a shared pool for each application.

This document will tell you how to configure Dedicated Application Pools, Web Directories and Web Applications.

## Dedicated Application Pool

To add a **Dedicated Application Pool**:

**In Windows 2003**

1. Go to **Account -> Account Settings** in your user CP.
2. In the section **Dedicated Application Pool**, click **Add**
3. Enter extension and maximum number of worker processes:

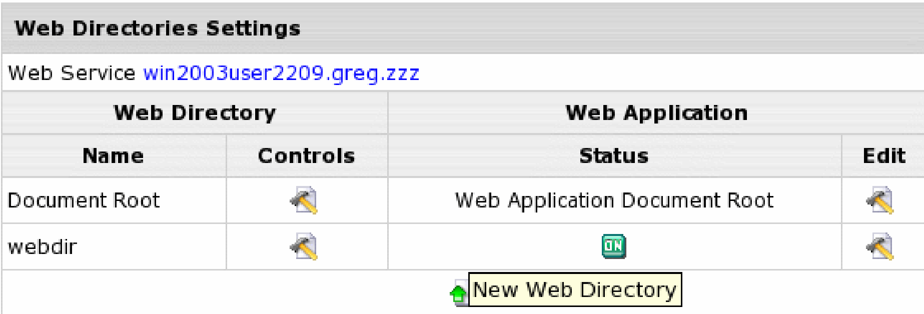
- ♦ **Extension** will be used for pool name. For instance, if your account name is user, extension is test, the newly-created application pool will be named usertestAppPool.
- ♦ In H-Sphere 3.0 Patch 7+ the **Maximum number of worker processes** can be restricted by Admin.

**In Windows 2000:** Dedicated Application Pool is **not available**.

## Web Directory

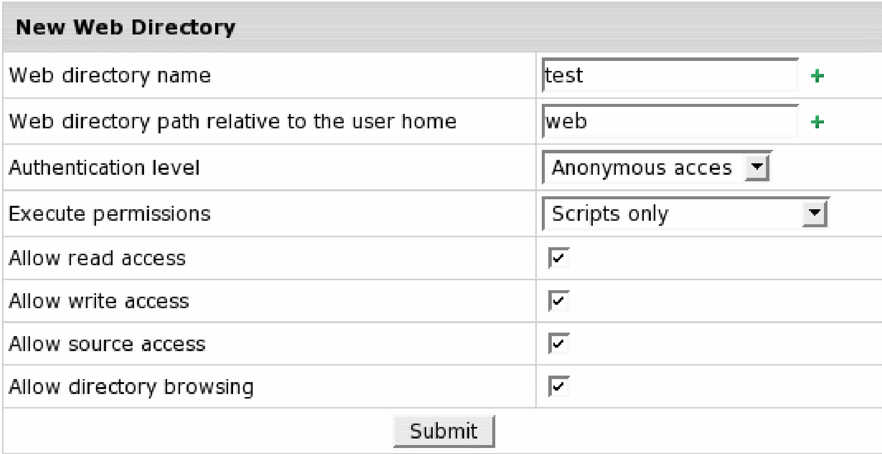
To add a Web Directory:

1. Go to **Domain Info - > WebService**
2. Go to **Web Directories Settings**.
3. Click the **Add** button to create a new web directory




4. Fill in the form for your new directory and click **Submit**.




Where:

- Enter **Web directory name** and **Web directory path relative to the user home**
- **Authentication level** - choose between **Anonymous Access** and **Protected Access**. **Anonymous access** gives access to the public areas of your Web or FTP site without prompting visitors for a user name or password. **Protected** authentication gives users access to the resources prompting them for a user name or password.
- **Execute permissions** option determines the program execution level allowed for this site's resources: **None** restricts access only to static files such as HTML or image files, **Scripts only** allows only scripts to run, not executables and **Scripts and Executables** removes all restrictions so that all file types can be accessed or executed.
- **Allow read access** - check the box to allow users to read or download files or directories and their associated properties.
- **Allow write access** - check the box to allow users to upload files and their associated properties to the enabled directory on your server or to change content in a Write-enabled file. Write access is allowed only with a browser that supports the PUT feature of the HTTP 1.1 protocol standard.
- **Allow source access** - select to allow users to access source code if either **Read** or **Write** permissions are set. Source code includes scripts in ASP applications.
- **Allow directory browsing** - select to allow users to see a hypertext listing of the files and subdirectories in this web directory.

5. Confugure web directory resources.
   To do this, go to the **Web Service** page for this domain, choose the needed directory in the **Web Directories and Web Applications** section and click **Go**.
   Page similar to this appears:

| Web Service | |
|---|---|
| Domain name | winuser2908.greg.zzz |
| Web Directories Settings | |
| Web Directories and Web Applications | Web Directory - test Go |
| MIME Type | |
| Error | 401.1 |
| Directory Indexes | ON |

Resources available for the web directory are MIME Type, Error page and Directory Indexes.

You can edit and delete web directories, except for the predefined **Document Root** directory which can't be deleted.

# Web Application

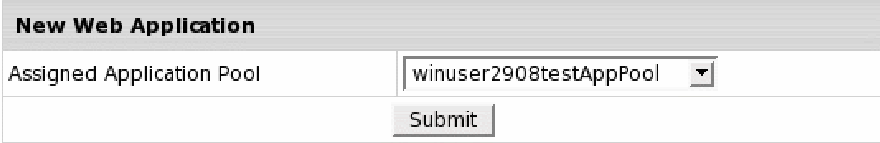
To assign a **Web Application** to a web directory:

1. Go to the **Web Service** page for this domain and click **Edit** next to **Web Directories Settings**.
2. On the page that appears, click to enable Web Application for the chosen Web Directory:

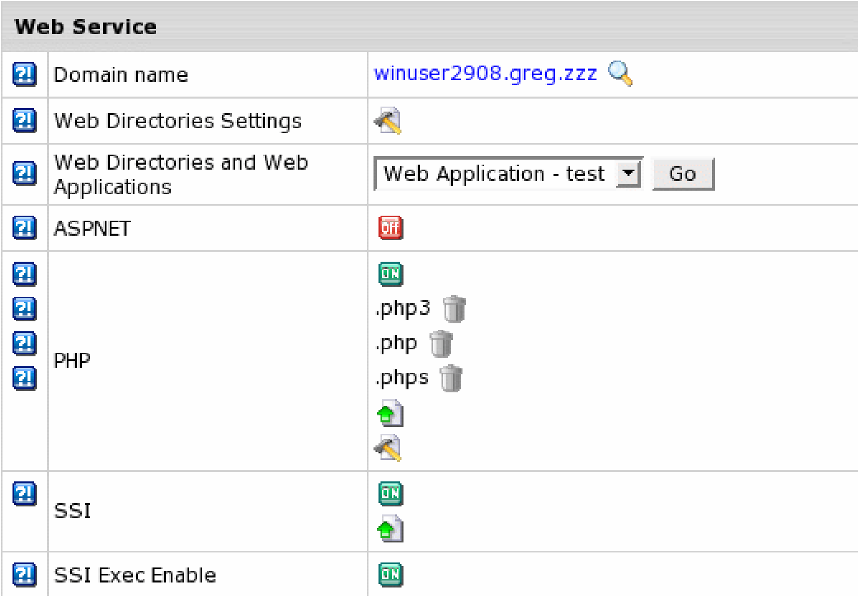
| Web Directories Settings | | | |
|---|---|---|---|
| Web Service winuser2908.greg.zzz | | | |
| Web Directory | | Web Application | |
| Name | Controls | Status | Edit |
| Document Root | | Web Application Document Root | |
| vvv | | ON | |
| test | | Off | |
| | | New Web Application | |

3. **In Windows 2003:** Choose Application Pool from the drop-down box and click **Submit**:




4. Configure web directory resources.
   To do this, go to the Web Service page for this domain and click **Edit** next to **Web Directories Settings**:




   Resources available for the web application are PHP, ASP.NET and SSI.

You can edit and delete web applications.

Note: Applications with different versions of ASP.NET enabled cannot run in the same application pool, either dedicated or shared. Changing ASP.NET version for an application from a shared pool will automatically move it to another predefined shared pool. H-Sphere will not allow you to change ASP.NET version to, for instance, 1.1 if the application is run in a dedicated pool which has other applications with ASP.NET 2.0.