

# **WEBpliance for Windows Site Administrator's Help**

**June 26, 2003**



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## About This Document

This document is a reproduction of the online Help system provided with the WEBpliance for Windows Site Administrator interface. It is designed for those who want to review online Help information in hard copy format or off line.

As you use this document, keep in mind that it is optimized for online delivery rather than for use as a book. It uses the fonts and formats preferred for online documents, and it presents information in a nonlinear style. Also, references that are clear online might not work as well in this format.

To help you navigate this document electronically, bookmarks and contents links have been provided. The document's internal links however, which are available in the online Help system, are disabled in this format.

## Introduction to WEBppliance

### About the Site Administrator

Your Web hosting services are provided by a product called WEBppliance™. WEBppliance is a software application designed to automate the deployment and management of Web-hosting services. WEBppliance is typically installed on servers maintained by service providers; it is the powerhouse that enables you to manage your site account. You interface with WEBppliance through the Site Administrator control panel.

As the owner of the site, you are called the Site Administrator. Through the Site Administrator control panel, you can

- Manage the user accounts for your site
- Set up protected directories on the Web server
- Set up your domain email and FTP features
- Work with the directories and files on your site
- View traffic reports about your site

For more information about the Site Administrator level, see [Site Administrator control panel](#).

To begin managing your site level tasks, log on to WEBppliance as the Site Administrator. For more information about WEBppliance and available services, contact your Web hosting provider.

### About the User Administrator

WEBppliance also includes another level of administration that is designed for someone who is a mail user of your domain and is assigned a user account.

The user account holder is called the User Administrator.

User Administrators can:

- Maintain their account contact information
- Set up their email services
- Access their email messages over the Internet

To begin managing user level tasks, a user account holder needs to log on to WEBppliance as the User Administrator.

For more information about the User Administrator level, see [User Administrator control panel](#).

## Quick-start guide for WEBppliance Site Administrators

HOME

This quick-start guide is composed of interlinked Help-system topics that show you how to complete common tasks.

Click a link below to learn about the task. Then click the quick-start links at the top or bottom of each topic to proceed through the guide. You can keep this guide open while you complete each task in the control panel.


Quick-start topics:

1. [Check your site's settings](#)
2. [Change your Site Administrator password](#)
3. [Add accounts for other users](#)
4. [Set up your site's email services](#)
5. [Send or receive email](#)
6. [Set up your site's Web pages](#)
7. [Removing log files](#)

## Using WEBppliance control panels

### Site Administrator control panel

The Site Administrator control panel is a Web-based graphical user interface (GUI) designed to help you, the site owner, manage your hosted sites and the services you make available to your users.

 The Site Administrator control panel is designed to work with Internet Explorer 5.0 and higher versions and Netscape 6.2 and higher versions. Accessing this control panel with other browsers might produce unpredictable results.

Using this control panel you can:


- [Set up your site's security features](#)
- [Manage your site's user accounts](#)
- [Set up your organization's email services](#)
- [Manage your site's directories and files](#)
- [View your site's usage reports](#)

### How to access the Site Administrator control panel


To access the Site Administrator control panel from any computer connected to the Internet, enter the following URL in a browser window:

```
http://<example.com>/admin
```


where `<example.com>` is the domain name of your site and `/admin` directs you to the Site Administrator Welcome page.

 You can also access the Site Administrator control panel through a link on the default home page your service provider sets up for your domain on the Internet. However, after you replace the default home page with your own, this link is no longer available to you.

## User Administrator control panel

 The User Administrator interface is available only if mail is enabled for your site. For more information, please contact your Web hosting provider.


The User Administrator control panel is a graphical user interface (GUI) designed to help you and your site's other users manage contact information and email services.

 The User Administrator control panel is designed to work with Internet Explorer 5.0 and higher versions and Netscape 6.2 and higher versions. Accessing this control panel with other browsers might produce unpredictable results.

Using this control panel, you and your users can:

- View or change account contact information
- Set personal email preferences, such as email forwarding and an auto responder

As the Site Administrator, you [add users](#) to your site. This provides each user with a unique user name and password which they use to log on to the User Administrator control panel.


 You can access the Site Administrator email account using the link to Web Mail on the left navigation bar of the Site Administrator control panel.

### How to access the User Administrator control panel

To access the User Administrator control panel from any computer connected to the Internet, enter the following URL in a browser window:

```
http://<example.com>/user
```

where *<example.com>* is the domain name of your site.

 You can also access the User Administrator control panel through a link on the default home page your service provider sets up for your domain on the Internet. However, after you replace the default home page with your own, this link is no longer available to you.

### Additional logon information for users

After you add a user to your site, you need to let them know the user name and password you assigned to their account as well as instructions for logging on to the User Administrator control panel and using the services, such as email, available to them. All of this information is provided in the Help topic that describes [how to add users](#).

## Set-up tasks

## Accessing and using services

This topic describes services and explains how to access them. Your service provider determines which services are enabled for your site.


Click the service name to see its details.

- [Analog Web/FTP Log Analyzer](#)
- [Urchin Web Log Analyzer](#)
- [IIS Web Server](#)
- [Domain Name Server](#)
- [Microsoft FrontPage Server Extensions 2002](#)
- [MySQL Database](#)
- [Open SSL Secure Web](#)
- [PHP](#)
- [phpMyAdmin Web-based MySQL Administration](#)
- [POP3 + IMAP Server](#)
- [IIS FTP Server](#)
- [Anonymous FTP](#)
- [Email](#)
- [Web Mail](#)



### User names and passwords for accessing services


You use your Site Administrator user name and password to access services. If you change your Site Administrator password, you are also changing the password you use to access services such as POP/IMAP, FTP, MySQL, Telnet, and SSH. All these services use the same password.


### Service description and access information


 Your site might not have all of the services listed. For more information about a service, contact your hosting service provider.

Service name	Description	Access information



<p>Analog Web/FTP Log Analyzer</p>	<p>Measures the usage traffic on your Web and FTP servers.</p> <p>Analog Web/FTP Log Analyzer compiles statistics about which Web pages are most popular, which countries people are visiting from, which Web site visitors tried to follow broken links from, and other such information.</p>	<p>To view logs in the Site Administrator control panel:</p> <ul style="list-style-type: none"> <li>On the left navigation bar, click <b>Site Reports</b>.</li> </ul> <p>For information about Analog, see <a href="http://www.analog.cx/">http://www.analog.cx/</a></p>
<p>Urchin Web Log Analyzer</p>	<p>A Web log file analysis application. Urchin generates highly detailed usage statistics for Web and FTP servers in easily comprehensible graphical and tabular formats. The logs generated are a statistical encapsulation of user traffic on your server.</p>	<p>In the Site Administrator control panel:</p> <ul style="list-style-type: none"> <li>On the left navigation bar, click <b>Urchin Reports</b>.</li> </ul> <p>For information about Urchin, see <a href="http://www.urchin.com">www.urchin.com</a>.</p> <div style="background-color: #ffffcc; padding: 5px;"> <p> Urchin functions are available only if Urchin is enabled for your site. For more information, please contact your Web hosting provider.</p> </div>
<p>IIS Web server</p>	<p>Responds to requests from Web browsers.</p> <p>The IIS Web server serves requests from browsers by retrieving a requested file or executing a CGI script.</p>	<p>In the Site Administrator control panel:</p> <ol style="list-style-type: none"> <li>On the left navigation bar, click <b>Services</b>.</li> <li>On the Service List form, locate <b>IIS Web Server</b> and in the <b>Actions</b> column, click . The Web Server configuration page is displayed.</li> </ol>



<p>Domain Name Server</p>	<p>Translates site names into IP addresses.</p> <p>DNS is a distributed database that performs name translations. To manage this information effectively, DNS has a distributed architecture, composed of many DNS servers in a hierarchical fashion. Each server is responsible for both name-to-IP-address and IP-address-to-name translations.</p>	<p>Site Administrators do not access this feature; your service provider manages your site name server.</p>
<p>Microsoft FrontPage Server Extensions 2002</p>	<p>Allows you to use Microsoft FrontPage to manage your Web site.</p>	<p>To check that Microsoft FrontPage Server Extensions are working properly:</p> <ol style="list-style-type: none"> <li>1. On the left navigation bar, click <b>Services</b>.</li> <li>2. On the Service List form, locate <b>IIS Web Server</b> and in the <b>Actions</b> column, click .</li> <li>3. In the Site Web Server Manager menu, click <b>Check FrontPage Server Extensions</b>.</li> </ol> <p>For information on Microsoft FrontPage Server Extensions, see <a href="http://www.microsoft.com/frontpage/">http://www.microsoft.com/frontpage/</a></p>

<p>MySQL Database</p>	<p>Allows you to work with your SQL databases.</p> <p>MySQL is a widely used relational database management system for SQL databases. A relational database stores data in separate tables rather than in one big table. A database management system allows you to add, access, and process data stored in a SQL database.</p> <p>In WEBpliance, you can use <a href="#">php My Admin</a> to set up, configure, and view your databases.</p>	<p>This service does not have configurable options.</p>
<p>ODBC</p>	<p>Open DataBase Connectivity (ODBC) is a standard database access method that allows you to access and modify data from any application, regardless of which database management system is handling the data.</p> <p>An ODBC connection establishes a link between your database, the ODBC drivers, and your application.</p>	<p>In the Site Administrator control panel:</p> <ol style="list-style-type: none"> <li>1. On the left navigation bar, click <b>Services</b>.</li> <li>2. On the Service List form, locate <b>ODBC</b> and in the <b>Actions</b> column, click . The ODBC Site Manager page displays.</li> </ol>

<p>Open SSL Secure Web</p>	<p>Provides secure Web pages.</p> <p>SSL is a protocol that transmits private documents through the Internet. It creates a secure connection between a client and a server over which any amount of data can be sent securely. SSL works by using a private key to encrypt data transferred over the SSL connection.</p> <p>In WEBppliance, you can secure your site through the Site Web Publishing Service Manager.</p>	<p>Not available to name-based sites.</p> <p>For IP-based sites:</p> <p>If Open SSL Secure Web is enabled for your site, you can access the administration interface from the Site Administrator control panel:</p> <ol style="list-style-type: none"> <li>1. On the left navigation bar, click <b>Services</b>.</li> <li>2. On the Service List form, locate <b>IIS Web Server</b> and in the <b>Actions</b> column, click .</li> <li>3. In the Site Web Server Manager menu, click <b>SSL Settings</b>.</li> </ol>
<p>PHP</p>	<p>Creates dynamic Web pages. PHP (PHP Hypertext Preprocessor) is a server-side, cross-platform, HTML embedded scripting language.</p>	<p>Site Administrators do not access this feature; if it is enabled for your site, the Web server uses this preprocessor as needed.</p>
<p>phpMyAdmin Web Based MySQL Administration</p>	<p>Allows you to manage your MySQL databases over the Internet.</p> <p>phpMyAdmin can handle administering entire MySQL database servers or just a single database over the Internet by removing any platform-specific limitations.</p>	<p>If MySQL is enabled for your site, you can access this service from the Site Administrator control panel:</p> <ol style="list-style-type: none"> <li>1. On the left navigation bar, click <b>phpMyAdmin</b>. The phpMyAdmin logon page opens in a separate window.</li> <li>2. Enter your Site Administrator user name and password to log on.</li> </ol>

<p>POP3 + IMAP Server</p>	<p>POP3 (Post Office Protocol, version 3) is a protocol used to retrieve e-mail from a mail server.</p> <p>IMAP (Internet Messaging Access Protocol) is a protocol that retrieves messages from the mail server.</p> <p>Using IMAP, you can search through your email messages using keywords and selectively download messages. The IMAP server allows users to archive email messages in folders, share mailboxes with other users, access multiple mail servers at one time, and more efficiently access email attachments.</p> <p>Both POP and IMAP mail servers accept SMTP-formatted email messages.</p>	<p>Site Administrators do not access these services; they are used as needed to deliver email.</p>
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<p>IIS FTP Server</p>	<p>Transfers files over the Internet.</p> <p>FTP (File Transfer Protocol) allows you to transfer files across the Internet. Anonymous FTP allows you to use an FTP site without a password and without creating a user account.</p> <p>To use FTP, you need to be familiar with FTP commands or use a program that manages those commands for you.</p>	<p>To connect to your site through FTP:</p> <ol style="list-style-type: none"> <li>1. Start an FTP program such as <a href="#">CuteFTP</a>.</li> <li>2. Connect to your domain.</li> <li>3. Log on using your Site Administrator user name and password.</li> </ol> <p> <b>Note:</b> The default upload directory is <b>/wwwroot</b></p> <p>You can upload your Web content into this default directory, however, when you want to make the content available to Internet browsers, you can put the HTML content into the directory:</p> <p><b>/InetPub/ftproot/anonymous</b></p> <p>You can post CGI script content to the directory:</p> <p><b>/InetPub/wwwroot/Scripts</b></p> <p>You can <a href="#">create the directories through File Manager</a>.</p>
<p>Anonymous FTP</p>	<p>An anonymous way to transfer files over the Internet.</p> <p>Anonymous FTP allows you to use an FTP site without a password and without creating a user account.</p> <p>To use anonymous FTP, you need to be familiar with FTP commands or use a program that executes those commands for you.</p>	<p>To connect to your site using anonymous FTP:</p> <ol style="list-style-type: none"> <li>1. Start an FTP program such as <a href="#">CuteFTP</a>.</li> <li>2. Connect to your site.</li> <li>3. Log on using the following logon information:</li> </ol> <p><b>login name:</b> anonymous  <b>password:</b> your email address</p> <p> <b>Note:</b> The default directory for anonymous users is:  <b>/InetPub/ftproot/anonymous</b></p>


<p>Email</p>	<p>Routes outgoing and incoming mail using SMTP.</p> <p>The email service also allows you to manage your email features, such as email aliases, responders, and spam filters.</p>	<p>In the Site Administrator control panel:</p> <ul style="list-style-type: none"> <li>On the left navigation bar, click <b>Email Users</b>.</li> </ul> <p> The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.</p>
<p>Web-based Email</p>	<p>Provides Web-based access to email accounts.</p> <p> The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.</p>	<p>To access Web Mail from the Site Administrator control panel:</p> <ol style="list-style-type: none"> <li>On the left navigation bar, click <b>Web Mail</b>. The Web Mail interface opens in a separate window.</li> <li>Follow the instructions on the page to log on the Web Mail interface.</li> </ol> <p>To access Web Mail from the User Administrator control panel (requires a user account):</p> <ol style="list-style-type: none"> <li>Using a browser, go to the User Administrator control panel: <b>http://&lt;example.com&gt;/user</b> where <b>&lt;example.com&gt;</b> is the site name of your site.</li> <li>Log on to the User Administrator control panel using your email user account information (not your Site Administrator account information).</li> <li>On the left navigation bar, click <b>Web Mail</b>. The Web Mail interface opens in a separate window.</li> <li>Follow the instructions on the page to log on the Web Mail interface.</li> </ol> <p>To access Web Mail directly from the Web browser, enter <b>http://&lt;domain_name&gt;/webmail/</b> in the address field of the browser.</p>

## Changing your Site Administrator password

QUICK-START GUIDE: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#)


You can change your Site Administrator password at any time. However, you cannot change your Site Administrator user name.

For increased security, change your Site Administrator password after you first log on to the Site Administrator control panel and periodically thereafter.

 **Important:** When you change your Site Administrator password, you are also changing the password you use to access email, FTP, and FrontPage as Site Administrator. These services all use the same password and are updated automatically when you change it.

To change your Site Administrator information:

1. From the left navigation bar, click **Site Information**.
2. In the Site Information menu, click **Administrator Information**.
3. In the **Password** field, enter the new password.

 Passwords can contain maximum 14 alphanumeric characters and any of the following characters \_ - . % @ ! / \$ ~ : ] + . Passwords are case-sensitive.


4. In the **Confirm Password** field, re-enter the password.
5. Click **Save**.

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NEXT TOPIC IN QUICK-START GUIDE:  
ADD YOURSELF AS A USER

## Changing the interface color scheme

WEBppliance has four built-in color schemes. You can choose any color scheme of your choice and apply it immediately. The color scheme is also reflected in the User Administrator interface.

 Due to browser issues, you have to manually refresh (reload) the page to view the new color scheme. In Internet Explorer press **CTRL+R** or **CTRL+F5**, and in Netscape Navigator press **CTRL+R**.

To change the color scheme:

1. On the left navigation bar, click **Customization**.
2. In the Apply Color Scheme form, choose the color scheme of your choice.
3. Click **Apply**.

## Setting up your Web site

## How to publish content to your Web site

QUICK-START GUIDE: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#)

Publishing content to your Web site means creating HTML and other Web pages and placing them on your site so that they can be viewed on the Internet.

### Publication tasks

To publish content to your Web site you need to:


1. [Create the Web pages you want to publish](#)
2. [Copy your Web pages to your site](#)
3. [Check or preview your new Web pages](#)

NEXT TOPIC IN QUICK-START GUIDE:  
[REMOVING LOG FILES](#)

## Setting up your site's email

### Adding email users

QUICK-START GUIDE: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#)

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

You add mailbox user accounts when you want to provide someone with access to your site's email services.

After you have added an account, the individual can log on to the User Administrator control panel to send and receive email and manage their contact information.

To add an email user account:

1. On the left navigation bar, click **Mailbox/Users**. The Email page opens.
2. Click **Add Email User to domain <domain\_name>**, where <domain\_name> is the name of your site.
3. In the **First Name**, **Middle Name**, and **Last Name** fields, enter the respective names of the user. All these fields are optional.
4. In the **UserName** field, enter the user name in lowercase characters. This name is the logon name of the user. If the user name is entered in uppercase it is automatically converted to lowercase.
5. In the **Password** field, enter the user's password.
6. In the **Confirm Password** field, re-enter the password.
7. Click **Save**.

NEXT TOPIC IN QUICK-START GUIDE:  
[SET UP YOUR SITE'S EMAIL SERVICES](#)

# Setting up your site's email services

QUICK-START GUIDE: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#)

If your service provider enables email services for your site, you and your users can send and receive email over the Internet.

## Set-up tasks

To set up your organization's email service, complete these tasks:

- [Add user accounts](#) for other users. User accounts enable users to access email from the User Administrator control panel. If you are using the [quick-start guide](#), these tasks are steps [3](#) and [4](#).
- [Add aliases](#). An email alias is a method of mapping a nickname to an actual email address. They are useful when you want to map a nickname, such as "sales," to one or more email addresses.
- [Add auto responders](#). Auto responders are a method of automatically replying to incoming email messages. Whenever anyone sends email to the account, a prepared reply is automatically returned to the sender.
- [Set up email forwarding](#). Message forwarding is a service that redirects, or forwards, email sent to your email address. Once you set up message forwarding, messages are automatically forwarded to the address you specify. Forwarded messages are accessible only through the account to which they are forwarded. No copies are kept in the System Administrator email account.
- [Add spam filters](#). Spam filters block unwanted email that originates from outside your site's mail server.

## About your own personal email accounts

As the Site Administrator, you can immediately send and receive email using your Site Administrator email account from the [User Administrator control panel](#). You can also use this panel to set your personal preferences, and [aliases](#) and [auto responders](#) that you want to use for your User Administrator email account.

[You can use message forwarding](#) to forward email sent to your Site Administrator account to another email account. This prevents your Site Administrator email from taking up disk space on your site and makes it possible for you to access messages from another account.

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NEXT TOPIC IN QUICK-START GUIDE:  
[SEND OR RECEIVE EMAIL](#)

## Managing your site

### Checking site information

## Checking your site's settings

QUICK-START GUIDE: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#)

When you first access the Site Administrator control panel, and periodically thereafter, you might want to check your site's settings and resource allocation for accuracy. Only your service provider can change these settings. If you see an error, contact your service provider to have it corrected.

To check your site settings:

- On the left navigation bar, click **Site Information**.


The [Configuration page](#) is displayed. This page shows your site's current settings. Only your service provider can change these settings.

---

NEXT TOPIC IN QUICK-START GUIDE:  
[CHANGE YOUR SITE ADMINISTRATOR PASSWORD](#)

## Configuration page

The Configuration page shows your site's current settings. These settings are established and maintained by your service provider.



 Only your service provider can change your site settings.

On this page you can [perform several tasks](#) and view the following information:

- **Site Name.** The name of your site.
- **IP Address.** One of the following:
  - If you have a name-based site, this field displays the IP address of the server on which your site is hosted.
  - If you have an IP-based site, this field displays the actual IP address of your site.
  - **Email Contact.** The email address to which your service provider sends notifications about your site. These might include disk usage and bandwidth information.
  - **Site Administrator Username.** Your Site Administrator user name. You use this name to log on to the Site Administrator control panel and services on your site.
  - **Status.** The status of your site. If your site is disabled or suspended by your Web hosting provider for any reason, then you will not be able to access your Site Administrator control panel and your site would be inaccessible over the Internet.
  - **Max Users.** The maximum number of users that you can create on your site.
  - **Disk Usage.** The amount of disk space (in megabytes) already in use on your site (Used) in comparison to the total amount of disk space available to your site (Allocated).
  - **Domain/Site URLs.** Links to access various services and preview your site.
  - **Enabled Options & Services .** The services and features available to your site, as configured by your service provider. To change your service options, contact your service provider.
  - **MySQL database name.** The name of your MySQL database. You can use the [phpMyAdmin](#) interface to create tables and manage your database.

For additional details about services, see [accessing and using services](#).


## From the Configuration page you can:

- **Preview your Web page content.** You can preview Web page content from the Configuration page using the **Site Preview** link in the Services & Options section under Web Server. This link makes it possible to preview Web sites that are too new to be available on the Internet (less than 48 hours old).
- **Access email through Web Mail.** You can open Web Mail to access your email using the **Web Mail** link in the Services & Options section. The link appears toward the bottom of the Configuration page.
- **Configure services.** You can configure enabled services for your domain by clicking  next to the service name in the **Enabled Options & Services** area of the Configuration page.
- **View Web and FTP logs.** You can view the Web and FTP log files for your domain by clicking  next to the Web Server or FTP server name in the **Enabled Options & Services** area of the Configuration page.

## Adding content to your Web site

### Default home page

When setting up your Web-hosting services, your service provider creates a default home page for your domain. Until you change it, this is the page your visitors see when they go to your site <*example.com*> on the Internet. The file name of this default home page is **default.htm**, and it is located on your site in the **Inetpub\wwwroot** directory.

 **Note:** The default home page, default.htm, is overwritten (replaced) when you [publish content to your Web site](#).

## How to publish content to your Web site

QUICK-START GUIDE: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#)

Publishing content to your Web site means creating HTML and other Web pages and placing them on your site so that they can be viewed on the Internet.

### Publication tasks

To publish content to your Web site you need to:

1. [Create the Web pages you want to publish](#)
2. [Copy your Web pages to your site](#)
3. [Check or preview your new Web pages](#)

NEXT TOPIC IN QUICK-START GUIDE:  
[REMOVING LOG FILES](#)

## Creating content for your Web site

QUICK-START GUIDE: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#)

This is the first step in publishing content to your Web site.

Web site content includes HTML pages and other files that can be displayed by browsers. There are many ways to create this content. The easiest way is to use a Web site authoring tool such as Netscape's Composer (which is free and contained in Netscape Communicator and Netscape Navigator browsers), or to purchase and use Microsoft FrontPage or Macromedia Dreamweaver. These tools write HTML code for you, and using them is similar to using a word processor such as Microsoft Word.


As an alternative, you can create Web pages by writing the HTML code yourself in a text editor program such as Notepad. You can find more information about creating Web pages on the Internet by accessing a search engine, such as <http://www.google.com> and searching for Web Monkey, CNET Web Builder, HTML Goodies, Yale Web Style Guide, or W3C HTML.

## Creating a home page

One of the first content pages you need to create is a home page for your site. Your service provider created a [default home page](#) for you, and until you change it, this is the page your visitors see when they go to your site, <example.com>. The file name of this default page is **default.htm** and it is located in the directory **\Inetpub\wwwroot**.

When you create your new home page, you should name it **default.htm**. When you copy it to your site, it will replace the original default.htm page as your home page.

You can change the name of the default.htm to any other, for example, index.htm. In this case you will need to make changes to the default document information in the [Web Server Configuration](#) form.

 **Note:** The default home page has links to the Site and User Administrator control panels. If you use the default page to access either of these control panels, be sure to bookmark or otherwise save these links. They will not be accessible after you replace the default home page.

---

NEXT STEP IN PUBLISHING CONTENT:  
[COPY CONTENT FROM YOUR COMPUTER TO THE WEB SERVER](#)


## Copying Web content to your site

QUICK-START GUIDE: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#)

After you [create your content files](#), you can publish them by copying them from your computer to your site. You place your content files in the directory or folder named **wwwroot**, which is located on your site in the **\Inetpub** directory. The path to the directory is **Inetpub\wwwroot**.

To copy files from your computer to your site, you can use any of the following methods.

- [The File Manager section of the Site Administrator control panel](#)
- [A FTP connection](#)
- [Microsoft FrontPage, a program you can use to edit and publish HTML files](#)

 **Note:** Before you publish content, decide which method you want to use to copy your files to your site. You should avoid going back and forth between these methods because each method manages files, users, and directories differently.

### The Site Administrator File Manager

This is the section of the control panel you use to manage the files and directories on your site. When you use this method, you move down to the directory **Inetpub\wwwroot**, then browse to the files on your computer and copy them from your computer to that directory.

[Learn more about using the File Manger](#)

### An FTP connection

When you use this method, you use the FTP (File Transfer Protocol) service to connect to your site and copy the files to the **Inetpub\wwwroot** directory.


[Learn more about FTP connections](#)

### Microsoft FrontPage


Microsoft FrontPage is an HTML authoring tool you can use to create and publish Web site content to the **Inetpub\wwwroot** directory. If your site is configured with Microsoft FrontPage Server Extensions, you can publish pages to your site directly from FrontPage. To find out whether Microsoft FrontPage Server Extensions are enabled for your site, check to see if they are listed as enabled on the Configuration page. To check whether Microsoft FrontPage Server Extensions are working properly for your site, see [Checking FrontPage Server Extensions](#). To learn more about using FrontPage, see the FrontPage documentation.

## Replace the default home page

A [default home page](#), named **default.htm**, is created for your domain when your site is set up. It is located on your site in the **Inetpub\wwwroot** directory. Until you replace it, this is the page your visitors see when they go to your site *<example.com>*.

 **Note:** The default home page has links to the Site and User Administrator control panels. If you use the default page to access either of these control panels, be sure to bookmark or otherwise save these links before replacing the page. They will not be accessible after you replace the page.

You can either continue to use the default home page or create a new one and copy it to your site as described above. Make sure your new home page is named **default.htm** and placed in the **Inetpub\wwwroot** directory.

 **Note:** The Web server is set up to use the default.htm page in the **Inetpub\wwwroot** directory as the home page of your site. You can change the name of the default.htm to any other, for example, index.htm by making changes to the default document information in the [Web Server Configuration](#) form.

If you have completed these steps successfully, you are ready to proceed to the next step and preview your new Web content.

---

NEXT STEP IN PUBLISHING CONTENT: [PREVIEWING YOUR WEB CONTENT](#)

## Previewing Web page content

After you [copy your Web page content to your site](#), you can preview it in a browser.

To preview your home page:

- In the **Address** field of a browser program, type your site name. For example:

```
http://<domain_name>/
```

where *<domain\_name>* is your site name.

To preview other pages or files:

- In the address field of a browser program, type your site name followed by / and the new file name. For example:

```
http://<domain_name>/<filename>
```

where *<domain\_name>* is your site name and *<filename>* is the name of the page you want to preview.

- **Note:** If you have had your site name for more than 48 hours and cannot access it over the Internet, contact your site name registrar to make sure the DNS information for your site is correct. If your site is less than 48 hours old, you can preview it as described below.

## Previewing the content of new domains

If your site is less than 48 hours old, the DNS information for the site might not have had time to propagate to all servers on the Internet, and your site might not be available for general viewing. However, you can still preview the content and [CGI scripts](#) used on your domain.

To preview the content of your site:

1. On the left navigation bar, click **Site Information**.
2. In the Domain/Site URLs section, click the link adjacent to **Site Preview Link**. The default page of your site opens in a new window.


## Using CGI scripts

### About CGI scripts

CGI (Common Gateway Interface) scripts are small programs used on many Web sites.

These programs are written in a computer language such as Perl, Tcl, C or C++, and they function between HTML pages and other programs on the Web server. For example, a CGI script could allow search data entered on a Web page to be sent to a database for lookup. It could also format the results of that search as an HTML page and send it back to the requester.

CGI scripts reside on your site, and they obtain data using environment variables that the Web server makes available to them.

 By default, you can only run CGI scripts developed in PHP and Perl and not CGI programs compiled into .exe files or files having extensions other than those supported by PHP and Perl. If you need to run .exe files or files with unsupported extensions on your site, please contact your Web hosting provider.


For additional information about CGI scripts, see [Uploading and running CGI scripts](#).

## Uploading and running CGI scripts


You can upload and run CGI scripts to make your site interact with databases and other applications.

To upload and run a CGI script:

1. Write or obtain the CGI script.

 **Note:** If you are writing a script that sends out email, make sure to include a valid email address in the **From** field header; otherwise, all replies are returned to the Web server and become unavailable to you.

2. Copy the script to the directory **\InetPub\wwwroot\Scripts** on your site.

 **Important:** If you are uploading your scripts through FTP, upload files as ASCII, so that hidden characters inserted into the CGI script by Windows are translated correctly. If these characters are not translated correctly, the CGI scripts do not work.

3. Open your Internet browser and in the **Address** field, enter the following URL:

```
http:// <web_server_name>/Scripts/<script name>
```

Your CGI script runs. The results appear in the browser window.

## Previewing CGI scripts

To preview [CGI scripts](#) used on your site:

- In the **Address** field of your Internet browser, enter the following URL:

**<site\_preview\_link>/Scripts/<script\_name>**

where:

- **<site\_preview\_link>** is the link used to [preview your site](#)
- **<script\_name>** is the name of your CGI script.


## Securing your site

### Setting permissions on your Web site

The permissions on your Web site apply to all published documents in the **\Inetpub\wwwroot** and **\Inetpub\wwwroot\scripts** directories. The **scripts** directory is configured to be executable by the Web server by default.

You can access the directory contents at the URL **http://<site>/scripts** where **<site>** is the domain name of your site.


To enable permissions for your site:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **IIS Web Server**, then click  in the **Actions** column. The Edit Web Server Configuration form opens.

Set the necessary permissions in the **Permissions of IIS Web Server** area of the form as follows:


- **Read.** Enabling this option grants read permission through the Web server and allows site users to read the documents/files on your site.
- **Write.** Enabling this option grants write permission through the Web server and allows site users to modify the documents/files on your site.
- **Directory Browsing.** Enabling this option allows anybody to view the directory listing of the files on your site using a browser.
- **Execute Permissions.** This option specifies what kind of files (.asp, .pl, .php, .exe, and so on) can be executed on the Web server. This option can be changed only by your Web hosting provider.
- **Application Pool.** This option indicates whether your site belongs to a shared pool or a dedicated pool. This option can be changed only by your Web hosting provider.

## Resetting file permissions

 Resetting file permissions will remove any permissions that you have specifically set for files and directories.


You can reset the NTFS (the file system type for Windows 2003 computers) file permissions for files on your site to the default WEBpliance values.

Use this option if your Web or FTP site is inaccessible or if file access or script execution problems occur. If you get "access denied" or "permission denied" messages for files or are not able to perform tasks on certain files, it may be because permissions for these files have somehow changed. You could also try using this option if scripts are not working as expected.

 Some similar problems may not be related to file permissions. In this case, resetting the permissions will have no effect. To resolve the problems contact your Web hosting provider.


To reset file permissions on your site:

1. On the left navigation bar, click **File Manager**.
2. In the File Manager menu, click **Set Default Permissions**. The Set Default Permissions form opens.
3. Click the **Set Default Permissions** button.

 If the customized file set for site error messages does not display after resetting file permissions, then go to the [Customize HTTP Errors page](#) and reset the file again.

## About SSL certification

If you store sensitive data, such as customer profiles, on your site, you can secure your site by obtaining a Secure Sockets Layer (SSL) certificate.

 SSL certificates are available to IP-based domains only; you cannot use a SSL certificate for name-based domains.

SSL is a protocol that transmits private documents through the Internet. It creates a secure connection between a client and a server over which data can be sent securely. SSL works by using a private key to encrypt data transferred over the SSL connection. The Web addresses (URLs) of Web pages that require a SSL connection start with https: rather than the conventional http:.


SSL certificates are available from a Certificate Authority (CA), such as VeriSign®.

To secure your site:


1. [Generate a SSL certificate request.](#)
2. [Request a certificate from a Certificate Authority \(CA\).](#)
3. [Load the SSL certificate onto your domain.](#)


## Generating an SSL certificate request

This is the first step in securing your IP-based site.

 Name-based sites cannot use SSL certificates.

To generate a certificate request:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **IIS Web Server**, then click  in the **Actions** column.
3. In the Web Server menu, click **SSL Settings**.
4. At the bottom of the SSL Settings form, click **Generate**. The Generate SSL Certificate form opens.
5. In the **2-Letter Country Code** field, enter the international abbreviation for the country in which your business resides. For the list of international abbreviations see <http://www.iana.org/cctld/cctld-whois.htm>.
6. In the **State/Province** field, enter the complete name of the state or province in which your business resides. Do not abbreviate the state; spell it out. For example, California.
7. In the **City** field, enter the complete name of the city in which your business resides.
8. In the **Company** field, enter the name of your business.
9. In the **Organization** field, enter the type of industry in which your company does business.
10. The **Common Name** field displays the fully qualified domain name of your site. This option cannot be changed.
11. In the **Email** field, enter the email address of the person who will receive the SSL certificate.

 Once the certifying authority (for example, Verisign) approves the request for a SSL certificate, you will receive the SSL certificate at the specified email address from the certifying authority.

11. Click **Save**.


The SSL window displays a new certificate request in encrypted form.

**NEXT STEP IN SECURING YOUR SITE:**

[REQUESTING A CERTIFICATE FROM A CERTIFICATE AUTHORITY.](#)

## Requesting a certificate from a Certificate Authority

This is the second step in securing your IP-based site. Before you complete this step, you need to have [generated a certificate request](#).

 Name-based sites cannot use SSL certificates.

To request a certificate from a Certificate Authority:


1. [Generate a SSL certificate request](#) if you have not done so already.
2. Copy the encrypted request onto your local system clipboard.
3. Open another Internet browser window, and go to the Web site of the Certificate Authority you want to use, for example, [VeriSign](#).
4. On the Certificate Authority's Web site, follow the instructions for submitting the encrypted certificate request. Since you have copied it to your clipboard, you can paste the request directly into the appropriate window.

The Certificate Authority will send you the SSL certificate, usually through email.


**NEXT STEP IN SECURING YOUR SITE:**  
[LOADING THE CERTIFICATE ONTO YOUR SITE](#)

## Uploading the certificate onto your site

This is the third step in securing your IP-based site. Before you complete this step, you need to have [generated a certificate request](#) and [requested a certificate from a Certificate Authority](#).

 Name-based sites cannot use SSL certificates.

To load the certificate:


1. [Generate the certificate request](#) and [request a certificate from a Certificate Authority](#) if you have not done so already.
2. Open the email from the Certificate Authority, and copy the contents onto your local system into a text editor program, such as Notepad.
3. Once you have copied the contents into a text editor program, leave the program open on your desktop.
4. Start a browser and log on to your [WEBpliance Site Administrator control panel](#).
5. On the left navigation bar, click **Services**.
6. In the Service List form, locate **IIS Web Server**, then click  in the **Actions** column.
7. On the Web Server menu, click **SSL Settings**. The SSL Settings form opens.
8. At the bottom of the SSL Settings form, click **Import**. The Save SSL Certificate form opens.
9. Copy the certificate information from the text editor program, then paste it into the **Certificate** text box.
10. Click **Save**.

## Enabling http access

SSL-enabled sites are secured and can be viewed only by using the https protocol. Users browsing the site must use the URL **https://<domain\_name>** to access the site rather than the conventional **http://<domain\_name>**.

WEBppliance provides you with an option using which you can allow http access to your site in addition to the https access. However, be aware that doing so may bypass the site security implemented using SSL.

To allow http access:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **IIS Web Server**, then click  in the **Actions** column.
3. In the Web Server menu, click **SSL Settings**.
4. At the bottom of the SSL Settings form, click **Set http**. The Http access settings form opens.
5. Select the **Allow http access along with https** : check box.
6. Click **Save**.

## Managing your Web server

### About the Web server

The Web server is a computer running a Web server software application that enables it to respond to requests received from browsers. Every Web server has an IP address and a domain name. For example, if you enter the URL, *http://www.example.com/index.html* in your browser, this sends a request to the server whose domain name is *example.com*. The server then fetches the page named *index.html* and sends it to your browser.

WEBppliance uses the IIS Web server, which is part of the Microsoft Internet Information Server (IIS).


Web server management tasks include:

- [Viewing your Web server settings](#)
- [Updating Web server settings](#)
- [Viewing your Web server log reports](#)
- [Securing your site using SSL certification](#)
- [Customizing site error pages](#)
- [Checking for the proper functioning of Microsoft FrontPage Server Extensions](#)

### Viewing Web server settings

The Edit Web Server Configuration form displays the site Web server configuration as set by your Web hosting provider.


To view the Web server settings:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **IIS Web Server**, then click  in the **Actions** column. The Edit Web Server Configuration form opens.

## Updating Web server settings

The Edit Web Server Configuration form displays the site Web server configuration as set by your Web hosting provider. Some of these settings can be changed only by your Web hosting provider.


To update the Web server settings:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **IIS Web Server**, then click  in the **Actions** column. The Edit Web Server Configuration form opens.
3. Select the **Allow Keep Alive** check box to permit Keep-Alive processing.

In normal HTTP transactions, the browser opens a separate connection to the server for everything the browser needs. If there is a page with five inline images, the browser normally uses separate connections to get each page and inline image.

With a browser that supports Keep-Alive, the browser requests the documents one at a time through the same connection. This eliminates the start up time and cost of each connection.

4. Select the **Enable Reverse DNS Lookup** check box to enable reverse DNS lookup for the domain. This will resolve the host name to an IP address.
5. Select the check boxes in the [Permissions of IIS Web Server](#) area to allow indicated file permissions.
6. In the **Documents** area, select the **Enable Default Document** check box to specify whether the default document for a directory is loaded when the directory is browsed.
7. If you choose to enable a default document for the site, enter the default document file name in the **Default Document** field. You can enter a list of default document file names separated by a comma and a space, for example <Default1.htm>, <Default2.htm>. When you specify Enable Default Document, the IIS Web server will look for the file(s) in the same order that you specify them.


 All new domains include default.htm, default.html, default.asp, index.htm, index.html, and index.asp as the default documents. You can change the order of the documents, but you cannot remove default.htm from this list.

8. Select the **Enable Document Footer** check box to specify whether a custom footer is loaded. This footer appears at the bottom of every Web page of your site.
9. If you choose to enable a document footer for the site:
  - Enter a file name for the custom document footer in the **Document Footer File** field. The path should be relative to **\Inetpub\wwwroot** of the site's file system. The contents of the file will be displayed at the bottom of each Web page of your site, or,
  - Select the **Document Footer String** option and enter a text string instead of a file name.

10. Click **Update Configuration**.

## Viewing Web server log reports


From time to time, you may find it useful to check the performance of your Web server to ensure that Web site visitors are not encountering access problems and to gauge the success of your Web site in the marketplace. WEBppliance allows you to do this by providing statistical reports about Web usage. The reports include cumulative network traffic statistics for a monitoring session of one month. The reports are generated using Analog.

 The reports are stored in the form of a log file and the logs are updated every 24 hours at 1.00 A.M.


For more information, see [Viewing page-request statistics](#).

## Managing Web server log files

Web server log files can be helpful in forecasting possible marketing trends and monitoring your Web site for problems with visitor access. You can view, download, and remove the log files for your site using the File Manager from the WEBppliance interface. The Web server log files are stored in the `\LogFiles\W3SVC<n>` directory, where `<n>` is a number.

 To conserve disk space, you should periodically review and remove your log files.

To manage Web logs for your site:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **IIS Web Server**, then click  in the **Actions** column.
3. In the Web Server menu, click **View Logs**. The Web Logs form opens.

Use the Web Logs form to view, download, or remove the Web log files. Click the name of a directory to access it or click a file name to open the file. Log files open in the default text editor.


For information about managing files and directories from within WEBppliance, see [File Manager overview](#).

## Customizing site error pages

You can customize the action that happens whenever a browser encounters an error while accessing your site. Browsers can generate errors due to a number of reasons, including missing files or other problems.

There are different types of errors associated with different error numbers such as 404, 405, 406, etc. You can select the error number and associate it with a certain action. This can be redirecting the browser to a certain file, an URL, or the Default HTTP 1.1 error.

To customize the HTTP errors:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **IIS Web Server**, then click  in the **Actions** column.
3. In the Web Server menu, click **Customize Error Pages**. The Customize HTTP Errors form displays.
4. In the **Error Number** field, click the arrow and select the error number to be customized.
5. In the **Select Type** field, choose one of the following options.
  - **URL**: This directs the browser to the specified URL.
  - **File**: This directs the browser to the specified file.
  - **Default**: This associates the error number to the default HTTP 1.1 error.
6. If you selected **URL** or **File**, click **Customize** and in the next form, enter the path of the URL or file.
  - For an URL, the path of the URL must begin with the [virtual directory](#) name, for example, /virdir1/errors/404.htm. This URL must exist on the WEBppliance server.
  - For a file, the path must be a relative path and the file must exist in the domain file system. Use the [File Manager](#) to upload the file to the server within your site directory,

If you selected **Default**, click **Customize** to associate the error number to the default HTTP 1.1 error.

## Analyzing server logs

### About log analysis

Every server comprises a repository of actions and events that occur on the server. This repository is called the **LogFiles** directory and contains raw log files (inside separate subdirectories for Web and FTP logs). The log file contains raw information (information that is not formatted or analyzed; simply plain statistical data) that quantifies user traffic on your Web and FTP servers, and is updated on a nightly basis (every 24 hours at 1.00 A.M.).


Intelligent analysis of this data provides a statistical baseline that can be used to determine server load, failed requests and other events that illustrate site usage patterns. This information can be distilled to provide valuable leads on marketing and site management.

A typical log report conveys the following:

- The number of requests received by your server
- The date and time when the request was made
- The pages or files requested
- The address of the requesting host
- The page from which a user visited your site
- The last page viewed by a user on the site

You can use any of the following log analysis tools to analyze your Web and FTP server logs.

- [Analog](#)
- [Urchin](#)



 Urchin functions are available only if Urchin is enabled for your site. For more information, please contact your Web hosting provider.

## Removing log files

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With time, the log files for the Web and FTP server can consume a large amount of disk space. To conserve disk space, you should periodically review and remove your log files.

To remove the log files:

1. On the left navigation bar, click **Files**.
2. Navigate to the **\LogFiles** directory by using one of the following methods:
  - Type **\LogFiles** in the text box below the File Manager menu and click **Change Directory**.
  - Click **LogFiles** (directory name) in directory list of the root directory (\).
  - For Web server log files:
    - On the left navigation bar, click **Services**.
    - In the Service List form, locate **IIS Web Server**, then click  in the **Actions** column.
    - In the Site Web Publishing Service Manager menu, click **View Logs**. The Web Logs form opens.
  - For FTP server log files:
    - On the left navigation bar, click **Services**.
    - In the Service List form, locate **IIS FTP Server**, then click  in the **Actions** column.
    - In the Site Web Publishing Service Manager menu, click **View Logs**. The FTP Logs form opens.

For additional information, see [opening directories](#).

3. Click either of the following directory names:
  - **MSFTPSVC<n>**. This directory contains the FTP server log files (<n> is a number).
  - **W3SVC<n>**. This directory contains the Web server log files (<n> is a number).
4. In the **Name** area of the Path form, locate the files you want to remove, and select the check box next to them.
5. In the **Actions** area of the Path form, click **Delete File(s)**.  
The selected log files are removed from your site.


[RETURN TO THE QUICK-START GUIDE HOME PAGE](#)

## Using Analog to analyze server logs

### About site usage reports

From time to time, it is useful to check the performance of your Web and FTP servers to be sure Web site visitors are not encountering access problems and also to gauge the success of your Web site in the marketplace. Statistical activity reports are available for both the Web server and the FTP server.

You can view reports from the Sites Report Manager. Reports are run once per day. For new sites, the first report becomes available after 24 hours.

 The reports are stored in the form of a log file and the logs are updated every 24 hours at 1.00 A.M.

Site usage reports provide the following information:

- [General Summary](#)
- [Monthly Summary](#)
- [Daily Summary](#)
- [Hourly Summary](#)
- [Domain Report](#)
- [Organization Report](#)
- [Host Report](#)
- [Directory Report](#)
- [File Type Report](#)
- [Browser Report](#)

## Site usage report types

The following types of site usage reports are available:

- [General Summary](#)
- [Monthly Summary](#)
- [Daily Summary](#)
- [Hourly Summary](#)
- [Domain Report](#)
- [Organization Report](#)
- [Host Report](#)
- [Directory Report](#)
- [File Type Report](#)
- [Browser Report](#)

### General Summary

The General Summary shows overall statistics about the traffic on your Web site during the period you specified.

Statistics include:

- **Total Requests.** The total number of files downloaded, including graphics.
- **Total Page Requests.** The number of pages downloaded.
- **Total Bytes Served.** The total amount of data transferred, in bytes.
- **Distinct Hosts Served.** The number of unique computers from which requests have come.
- **Distinct Files Served.** The number of unique files requested.

### Monthly Summary

The Monthly Summary shows the number of requests and the number of pages requested for each month over the time period specified. The summary also shows the months that your Web site had the most traffic. The number of requests and the number of pages requested are expressed as a percentage of the entire amount shown for all months.

### Daily Summary

The Daily Summary shows the number of requests and the number of pages requested for each day of the time period specified. The summary also shows the days on which your Web site had the most traffic. The number of requests and the number of pages requested are expressed as a percentage of the entire amount shown for all days.

## **Hourly Summary**

The Hourly Summary shows the number of requests and the number of pages requested for each hour of the day over the time period specified. The summary also shows the hours during which your Web site had the most traffic. The number of requests and the number of pages requested are expressed as a percentage of the entire amount shown for all days.

## **Domain Report**

The Domain Report shows the countries of the host systems that visited your Web site. It lists the host IP addresses and notes when the address was not resolved. The report also shows the countries from which you received the most traffic on your Web site. The statistics include the number of requests and the number of pages requested, expressed as a percentage of the entire amount shown for all countries.

## **Organization Report**

The Organization Report shows the organizations (such companies, institutions, service providers) under which the host machines that visited your Web site were registered. It lists the organization IP addresses and notes when the address was not resolved. The report also shows the organizations from which you received the most traffic on your Web site. The statistics include the number of requests and the number of pages requested, expressed as a percentage of the entire amount shown for all organizations.

## **Host Report**

The Host Report shows the host machines that visited your Web site. It lists the host IP addresses and notes when the address was not resolved. The report also shows the hosts from which you received the most traffic on your Web site. The statistics include the number of requests and the number of pages requested, expressed as a percentage of the entire amount shown for all hosts.

## **Directory Report**

The Directory Report shows the directories the requested files came from. The report also shows the directories serving the most file requests. The statistics include the number of requests and the number of bytes retrieved from the files, expressed as a percentage of the entire amount shown for all directories.

## **File Type Report**


The File Type Report shows the file types, by extension (such as .gif), of those files that were requested on your Web site. The statistics include the number of requests and the number of bytes retrieved from the files, expressed as a percentage of the entire amount shown for all files.

## Browser Report

The Browser Report shows the name and version of each browser from which requests originated. The statistics include the number of requests from each browser and the percentage of requests, expressed as a percentage of all requests from all browsers.

## Viewing page-request statistics

The Web server gathers statistics about the pages requested by visitors to your Web site, and you can view these statistics at any time.

 To view Web usage logs, you must ensure that the Web log file format W3C Extended Log File Format remains unchanged. The Web logs are generated specific to GMT, hence, the time indicated within the Web reports is GMT and not server time. To find out the statistics with respect to your server's local time, add or subtract the time difference between your server's local time and GMT.

The reports may not be available for a new site for up to five minutes after the new site is created. Also, you will not see statistics until there is traffic on the new site.

To view page-request statistics:

1. On the left navigation bar, click **Analog** below the **Reports** label.
2. In the Site Reports menu, click **Web Server**.
3. Choose the time frame for which you want to view statistics by clicking the options along the top of the form. The default time frame is **Running Total**. The other time frame options are:
  - **This Week**: Includes all statistics recorded for the current week.
  - **Last Week**: Includes all statistics recorded beginning last week to today.
  - **Two Weeks Ago**: Includes all statistics recorded beginning two weeks ago to today.
  - **Three Weeks Ago**: Includes all statistics recorded beginning three weeks ago to today.

The report shows a breakdown of Web site statistics for the selected time frame. Each report includes the following information.

- [General Summary](#)
- [Monthly Summary](#)
- [Daily Summary](#)
- [Hourly Summary](#)
- [Domain Report](#)
- [Organization Report](#)

- [Host Report](#)
- [Directory Report](#)
- [File Type Report](#)
- [Browser Report](#)

## Viewing FTP page-request statistics

FTP usage statistics show the connections that have been made to your site's Web server through the FTP (File Transfer Protocol) service. You can view reports about your FTP site at any time.

To view FTP usage reports:


1. On the left navigation bar, click **Analog** below the **Reports** label.
2. In the Site Reports menu, click **FTP Server**.
3. Choose the time frame for which you want to view statistics by clicking the options along the top of the form. The default time frame is **Running Total**. The other time frame options are:
  - **This Week**: Includes all statistics recorded for the current week.
  - **Last Week**: Includes all statistics recorded beginning last week to today.
  - **Two Weeks Ago**: Includes all statistics recorded beginning two weeks ago to today.
  - **Three Weeks Ago**: Includes all statistics recorded beginning three weeks ago to today.

The report shows a breakdown of Web site statistics for the selected time frame. Each report includes the following information.

- [General Summary](#)
- [Monthly Summary](#)
- [Daily Summary](#)
- [Hourly Summary](#)
- [Domain Report](#)
- [Organization Report](#)
- [Host Report](#)
- [Directory Report](#)
- [File Type Report](#)
- [Browser Report](#)

## Using Urchin to analyze server logs (if available)

### About Urchin


 Urchin functions are available only if Urchin is enabled for your site. For more information, please contact your Web hosting provider.

Urchin is a Web log file analysis software created by [Urchin Software Corporation](#). Urchin is widely used for Web traffic reporting.

Urchin offers the following features:

- 100% Web-based reporting (no client software other than a browser needed)
- Completely database-driven, dynamically generated reports
- Highly interactive interface
- Totally flexible date-range reporting -- enables analysis of promotional campaigns
- Reports in 10 languages, including double-byte
- Reports on:
  - Visitors
  - Pageviews
  - File Types
  - Directories
  - Errors
  - Posted Forms
  - Hits
  - Bytes transferred
  - Referrals
  - Search Engines
  - Keywords
  - Domains
  - Countries/TLDs
  - Browsers
  - Platforms
  - Entrances/Exits
  - Click Paths
  - Visit Depth
  - Visit Length
  - Usernames

## Viewing Urchin reports

 Urchin functions are available only if Urchin is enabled for your site. For more information, please contact your Web hosting provider.

Use the site reports for gauging and monitoring the traffic for your site. The reports include cumulative network traffic statistics for a monitoring session of one month. Bandwidth usage reports are updated every 24 hours at 1.30 A.M.

To view Urchin reports:

1. On the left navigation bar, click **Urchin** below the Reports label. The Urchin logon interface opens in a new window.
2. Enter your Site Administrator logon name and password in the **Username** and **Password** fields respectively and click **Login** to view the Urchin reports for your site.

## Running ASP scripts

### Running ASP scripts using file system paths

WEBppliance configures your Web site in such a way that it does not allow use of parent paths in ASP scripts. This is done for security reasons. Hence, ASP scripts can not use paths like `..\dir\filename`. Similarly, since your Web hosting provider configures the domain file system location, your scripts cannot use hard-coded paths like `c:\inetpub\wwwroot\filename`. You have to keep this in mind while writing your applications. Further, if you are deploying a third party application, which uses either parent paths or hardcoded paths, those will not work. Following section explains how you can address these issues.

In order to address these issues, it is recommended that the scripts use paths that are relative to the current directory and then use the **MapPath** function to translate them into actual physical paths. Let us take an example of a guestbook application.

Assume:

- That the application is copied under the wwwroot of the site.
- That it uses a database (guestbook.mdb), which is stored in database directory under the wwwroot.
- That the guestbook.asp under wwwroot accesses the database using the database connection string.

Thus the directory structure for this kind of application looks like:

wwwroot

```
    guestbook
        _database
            guestbook.mdb
        guestbook.asp
        other scripts
```


Now, if guestbook.asp needs to access the guestbook.mdb database, it should use the following paths in the connection string:

```
DatabaseConnectionString = "DBQ=" &
```

```
Server.MapPath("_database\guestbook.mdb") & ";Driver={Microsoft Access Driver (*.mdb)};"
```

## Managing mail users

### About email users

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

A user is a person with an email account on your domain. You must set up user accounts on your domain before users can access email.

Your email user account is automatically set up when your site is created. The logon name and password for your user account is your Site Administrator account. You can [modify the password](#) for this email account anytime.

### About mailboxes

When you add a user, an email address and a mailbox is automatically created for that user.

### Opening the Email page

- On the left navigation bar, click **Mailboxes/Users**.  
The list of existing email users displays.

From the Email page you can:

- [Add email users](#)
- [Change email user information](#)
- [Remove email users](#)
- [Add email aliases](#)
- [Add email forwards](#)
- [Add an auto responder](#)
- [View domain aliases](#)

## Adding email users

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The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

You add mailbox user accounts when you want to provide someone with access to your site's email services.


After you have added an account, the individual can log on to the User Administrator control panel to send and receive email and manage their contact information.

To add an email user account:

1. On the left navigation bar, click **Mailbox/Users**. The Email page opens.
2. Click **Add Email User to domain <domain\_name>**, where <domain\_name> is the name of your site.
3. In the **First Name**, **Middle Name**, and **Last Name** fields, enter the respective names of the user. All these fields are optional.
4. In the **UserName** field, enter the user name in lowercase characters. This name is the logon name of the user. If the user name is entered in uppercase it is automatically converted to lowercase.
5. In the **Password** field, enter the user's password.
6. In the **Confirm Password** field, re-enter the password.
7. Click **Save**.


NEXT TOPIC IN QUICK-START GUIDE:  
[SET UP YOUR SITE'S EMAIL SERVICES](#)

## Changing user information

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

On certain occasions, it may be necessary to change a user's account information, for example, to change a password or to enable access to services.


To update user information:

1. On the left navigation bar, click **Mailboxes/Users**.
2. In the Email Users list page, locate the user whose properties you want to modify, then click  in the corresponding **Actions** column.
3. In the **First Name**, **Middle Name**, and **Last Name** fields, enter the respective names of the user. These fields are optional.
4. In the **Password** field, enter the user's password.
5. In the **Confirm Password** field, re-enter the password.

 If you leave the password fields blank, the current password is retained.

6. Click **Save**.

## Viewing your existing users

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

You can view all of your existing users from the User List.

To view existing users:


- On the left navigation bar, click **Mailboxes/Users**.  
The Email Users form opens displaying information about all of your existing users. This information includes:
  - **Username.** The name with which the user logs on to the domain.
  - **Firstname.** The user's first name.
  - **Middlename.** The user's middle name.
  - **Lastname.** The user's last name.
  - **Actions.** Links to tasks such as [modifying](#) and [removing](#) users.

## Removing users

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.


When users are no longer working on your domain, you can remove their mailbox accounts to conserve resources and maintain security.

To remove a user from a domain:

1. From the left navigation bar, click **Mailboxes/Users**.
2. In the Email Users list page, locate the user account you want to remove, then click  in the corresponding **Actions** column.


## Managing email

### About mail domain aliases

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

Domain aliases allow you and your site email users to use alternate email addresses using a single domain.

You can only view the list of alternate names for your mail domain.

 To add mail domain aliases contact your Web hosting provider.

To view domain aliases for your domain:

1. On the left navigation bar, click **Mailboxes/Users**.
2. In the Email menu, click **Domain Aliases**. The list of domain aliases displays.

## Sending and receiving email

### How to send and receive email

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If your service provider has enabled email for your site, you and the users you add can send and receive email over the Internet using the email services available through your site.

 To enable mail services for your site, please contact your Web hosting provider.

#### Options for accessing email


As Site Administrator, you have two options for sending and receiving email:

1. When you are logged on to the Site Administrator control panel, open Web Mail by clicking the link in the left navigation bar; then, log on to your Web Mail account using your Site Administrator user name and password.
2. [Obtain an email program](#) such as Microsoft Outlook or Eudora to access your email services. If you use one of these email programs, you need to configure the program to get your email from the mail server for your site.

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NEXT TOPIC IN QUICK-START GUIDE:  
[SET UP YOUR SITE'S WEB PAGES](#)

## About using email programs

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

To send and receive email, you can use email programs, such as Web Mail, Microsoft Outlook, and Eudora, which are also known as email clients. These programs enable your personal computer to send and receive email through WEBppliance, the computer that hosts your Web site on the Internet.


### Using Web Mail

Web Mail is a Web-based program; it is one of the services that comes with your Web site if mail is enabled for your domain. You can access Web Mail directly from the Site Administrator or User Administrator control panels, or from any Web browser. Web Mail is automatically configured to send and receive email through your site's mail server.

### Using other email programs

You can purchase, install, and use other programs such as Microsoft Outlook and Eudora to access your email services. When you use these programs, however, you need to configure them to access your email through your site's mail server. For more information about using other email programs, see each program's documentation.

## Using Web Mail

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.


WEBppliance uses the mail server for sending, receiving, and managing email. The mail server has a component, which is used for sending and receiving email through the Internet using a browser-based interface. Site users can access their email over the Web through a Web browser such as Internet Explorer or Netscape Navigator. This is similar to using a Web-based email service such as Hotmail®.

To check your email using the Web-based interface:

- On the left navigation bar, click **Web Mail** or,
- Type the site URL (Uniform Resource Locator) with the suffix **webmail**; for example, [http://www.domain\\_name/webmail](http://www.domain_name/webmail)

The Web-based email interface opens in a new browser window. Follow the instructions on the page to log on and manage your email.

## Using Microsoft Outlook Express to send and receive email

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

You need to configure the Microsoft Outlook Express email client in order to read your email messages using Microsoft Outlook Express.


When you configure the email client, you must specify the SMTP and POP/IMAP server configuration to authenticate the connection.

This section provides instructions on accessing and manually setting up your mailbox using Microsoft Outlook Express and the SMTP server configuration required to authenticate the connection.

### Accessing and setting up your mailbox

To access and set up your mailbox using Microsoft Outlook Express:

1. Start Outlook Express by clicking on the **Microsoft Outlook Express** icon on your desktop.

 **Note:** If you are opening Microsoft Outlook Express for the first time, the Internet Connection Wizard displays automatically.

If you have configured Microsoft Outlook Express before, and you want to add a new email account, you must manually launch the Internet Connect Wizard.

To launch the wizard:

1. Start Microsoft Outlook Express by clicking on the **Microsoft Outlook Express** icon on your desktop.
2. From the menu bar, choose **Tools > Accounts**.
3. In the dialog box, click **Add**.
4. Select and click **Mail...**

The Internet Connection Wizard opens.

2. In the **Display name** field, enter your name as you want it to appear in the outgoing messages.
3. Click **Next**.
4. In the **E-mail address** field enter your email address. This is the address other people use to send email messages to you.
5. Click **Next**.
6. In the **Incoming mail (POP3, IMAP) server** field, enter the domain name

or the IP address of your domain.


7. In the **Outgoing mail (SMTP) server** field, enter the domain name or the IP address of your domain.
8. Click **Next**.
9. In the **Account name** field, enter your mailbox user name in the format <username@domain.com>, for a name-based site or enter just the user name for an IP-based site.
10. In the **Password** field, enter your mailbox password.
11. Click **Next**.
12. In the last setup window, click **Finish**.

This adds the new account. You can now specify your email settings.

## Specifying email settings


To specify your email settings:

1. Start Microsoft Outlook Express by clicking the **Microsoft Outlook Express** icon on your desktop.
2. Choose **Tools > Accounts**.
3. In the Internet Accounts dialog box, click the **Mail** tab.
4. Select the new account and click **Properties**.
5. In the Properties window, click the **Servers** tab.
6. In the Outgoing Mail Server area, select the **My server needs authentication** check box.
7. Click **Settings**.
8. Select the **Use same settings as my incoming mail server** option.

 **Note:** If you are setting this for the first time, this option will already be selected.

9. Click **OK**.
  10. Click **OK** again.
- Your account is ready to use.


## Using Microsoft Outlook to send and receive email

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

You need to configure the Microsoft Outlook email client in order to read your email messages using Microsoft Outlook.

When you configure the email client, you must specify the SMTP and POP/IMAP server configuration to authenticate the connection.

This section provides instructions on accessing and manually setting up your mailbox using Microsoft Outlook and the SMTP server configuration required to authenticate the connection.


 **Important:** This section assumes that you have Microsoft Outlook installed on your computer and that your network properties are configured correctly.

To read your email messages using Microsoft Outlook, you will need to configure several Microsoft Outlook email service options.

To set Microsoft Outlook options:

1. Start Microsoft Outlook by right-clicking on the **Microsoft Outlook** icon on your desktop.
2. Select **Properties** from the menu.
3. Click the **Add** tab.
4. In the Use the following information services area, select the **Internet Email** checkbox and click **Next**.
5. Click **Set up Mail Account**. The Mail Account Properties window opens.
6. In the **Mail Account** field, enter the name by which you would like to refer to your mail server, for example, Ensim Mail Server.
7. In the User Information area, fill in the following information.
  - o **Name.** Enter your first and last name.
  - o **Organization.** Enter the name of your organization.
  - o **E-mail Address.** Enter your email address, for example, mymail@domain.com.
8. Click the **Servers** tab.
9. In the Server Information area, enter the following information.
  - o **Incoming mail (POP3).** Enter the domain name or IP address of the mail server designated as the POP3 server.
  - o **Outgoing mail (SMTP).** Enter the domain name or IP address of the mail server designated as the SMTP server.


10. In the Incoming Mail Server area, enter the following information.
  - **Account Name.** Enter the user account name at which you will receive your emails.

 **Note:** If your account is hosted on a name-based site, enter *username@domain.com*.

If your account is hosted on an IP-based site, enter only the *username*.

- **Password.** Enter your mailbox password.
11. In the Outgoing Mail Server area, select the **My server requires authentication** check box.
  12. Click **Settings**. The Outgoing Mail Server window opens.
  13. In the Logon Information area, if not already selected, select the **Use same settings as my incoming mail server** option and click **OK**.
  14. Click **OK** again to return to the Microsoft Outlook Setup Wizard and click **Next**.
  15. Click **Next** again, then click **Finish**.  
Your mailbox displays.


## Returning to the Site Administrator control panel

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

Because Web Mail opens in a separate window, you can use Web Mail without logging out of the Site Administrator control panel. To return to the Site Administrator control panel, click anywhere in the Site Administrator window to make it the active window on your desktop. The Web Mail window remains open.

## Working with aliases

### About email aliases


 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

An email alias is a method of mapping a nickname to an actual email address. You can map aliases to email users of your site.

Whenever someone sends an email to an alias at your site, the message is sent to all of the actual email addresses mapped to the alias. Email aliases are a convenient way of adding more email addresses to an existing user account without creating additional mail boxes.

For example, you could create an alias for your Sales department called **enquiry** mapped to the email user **sales@example\_domain.com**. When anyone sends email to **enquiry@example\_domain.com**, the message is delivered to **sales@example\_domain.com**. You can also have more aliases mapped to **sales@example\_domain.com**.


### Adding email aliases

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

To add an email alias:

1. On the left navigation bar, click **Mailboxes/Users**.
2. In the Email menu, click **Email Aliases**. The list of email users and their corresponding email aliases displays.
3. In the **User** field, click the arrow and select the desired user for whom the alias is to be added.
4. In the text box adjacent to the **User** field, enter the desired alias. The alias is just the first part of the complete email address, for example, **enquiry**.
5. Click **Add Alias**.


## Viewing your email aliases

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.


To view the list of existing email aliases:

1. On the left navigation bar, click **Mailboxes/Users**.
2. In the Email menu, click **Email Aliases**. The list of email users and their corresponding email aliases displays.

## Removing email aliases


 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

To remove an email alias:

1. On the left navigation bar, click **Mailboxes/Users**.
2. In the Email menu, click **Email Aliases**. The list of email users and their corresponding email aliases displays.
3. Locate the alias that you want to remove, then click  in the corresponding **Actions** column.


## Working with auto responders

### About auto responders

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

Auto responders allow the user to create a pre-determined reply message that is sent to all incoming mails, as long as the auto responder is active. Only one auto responder message can be added to an user. An auto responder is useful for setting up a vacation message that replies automatically to all mails of an user, if the user is on vacation and not able to access email.


### Adding auto responders

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

To add an auto responder:

1. On the left navigation bar, click **Mailboxes/Users**.
2. In the Email menu, click **AutoResponders**. The list of email users and their corresponding auto responders displays.
3. Locate the user for whom the auto responder is to be added, and click in the corresponding **Actions** column. The Add/Edit User AutoResponder form opens.
4. In the **Subject** field, enter the subject text.
5. In the **Message** field, enter the desired message.
6. Click **Save**.


## Viewing auto responders

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.


To view the list of existing auto responders

1. On the left navigation bar, click **Mailboxes/Users**.
2. In the Email menu, click **AutoResponders**. The list of email users and their corresponding auto responders displays.

## Removing auto responders


 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

To remove an auto responder:

1. On the left navigation bar, click **Mailboxes/Users**.
2. In the Email menu, click **AutoResponders**. The list of email users and their corresponding auto responders displays.
3. Locate the auto responder that you want to remove, then click  in the corresponding **Actions** column.
4. Remove the text from the **Subject** and **Message** fields.
5. Click **Save**.

## Working with email forwarding


### About message forwarding

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

Email forwarding means re-directing all mail of an user to some other email address, which may or may not be a part of the same domain. Any valid email address can be used as the forwarding address. For example, adding an email forward **marketing@example\_domain.org** to the user **sales@some-domain.org**, redirects all mail of the user **sales** to the **marketing** email address.

Forwarded messages are accessible only through the account to which they are forwarded. No copies are kept in the user email account.


### Setting up message forwarding

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

To add an email forward:

1. On the left navigation bar, click **Mailboxes/Users**.
2. In the Email menu, click **Email Forwards**. The list of email users and their corresponding email forwards displays.
3. In the **User** field, click the arrow and select the desired user for whom the forward is to be added.
4. In the text box adjacent to the User field, enter the desired forwarding email address. The forwarding address must be a complete and valid email address, for example, somebody@somedomain.com.
5. Click **Add Forward**.


### Viewing your message forwarding

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

To view the list of existing email forwards

1. On the left navigation bar, click **Mailboxes/Users**.
2. In the Email menu, click **Email Forwards**. The list of email users and their corresponding email forwards displays.

## Stopping message forwarding


 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

To remove an email forward:

1. On the left navigation bar, click **Mailboxes/Users**.
2. In the Email menu, click **Email Forwards**. The list of email users and their corresponding email forwards displays.
3. Locate the forward that you want to remove, then click  in the corresponding **Actions** column.

## Working with spam filters

### About spam


 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

Spam is any unsolicited email message. You can control spam by creating a spam filter to block specific email originating from outside the server. The filters can block email from specified email addresses, domains, and IP addresses and prevents the WEBppliance server from being used as a conduit to send spam.

When you create a spam filter in WEBppliance, it blocks the specified email from all domains on your server.

 Spam filters are not available for name-based sites.


### Adding spam filters

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

To add a spam filter:

1. On the left navigation bar, click **Mailboxes/Users**.
2. In the Email menu, click **Spam Filters**.
3. Select one of the following tabs to set the corresponding filter:
  - **E-mail and Domain:** To block email from certain email addresses and domains, click Email and Domain, enter the email address or domain name, and click **Add E-mail or Domain Filter**.
  - **IP Address:** To block email from certain IP addresses, click **IP Address**, enter the IP address or range, select allow or block depending on whether you want to allow or block email respectively, and click **Add IP Filter**.
  - **SMTP:** To block email from certain IP addresses from using your mail server as the outgoing SMTP server, click **SMTP**, enter the IP address or range, select allow or block depending on whether you want to allow or block email respectively, and click **Add SMTP Filter**.


## Viewing your spam filters

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

To view existing spam filters:

1. On the left navigation bar, click **Mailboxes/Users**.
2. In the Email menu, click **Spam Filters**. The list of existing spam filters displays.

## Removing spam filters

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

To remove a spam filter:



1. On the left navigation bar, click **Mailboxes/Users**.
2. In the Email menu, click **Spam Filters**.
3. Click the **E-mail and Domain**, **IP Address**, or **SMTP** tab depending on the type of spam filter you want to remove. The list of existing spam filters displays.
4. Locate the spam filter that you want to remove, then click  in the corresponding **Actions** column.

## Managing other services


### Overview of services

## Viewing the list of services

The Services list shows the services available to your site. On this page you can view the following information:

- **Status.** The current status of the service. States include:
  - . The service is running.
  - . The service is not running. If a service is not running, contact your service provider.
  - **Blank (no icon).** The service exists but there is no running state. Services without running states include ActivePerl, Analog, File Manager, Microsoft FrontPage Server Extensions 2002, and PHP.
  - **Service.** The name of the service. See service [descriptions](#) for details about each service.
  - **Actions.** Links to tasks you can perform.

## On the Services list you can

- Access a service's settings and properties by clicking  in the **Actions** column.

## Accessing and using services

This topic describes services and explains how to access them. Your service provider determines which services are enabled for your site.


Click the service name to see its details.

- [Analog Web/FTP Log Analyzer](#)
- [Urchin Web Log Analyzer](#)
- [IIS Web Server](#)
- [Domain Name Server](#)
- [Microsoft FrontPage Server Extensions 2002](#)
- [MySQL Database](#)
- [Open SSL Secure Web](#)
- [PHP](#)
- [phpMyAdmin Web-based MySQL Administration](#)
- [POP3 + IMAP Server](#)
- [IIS FTP Server](#)
- [Anonymous FTP](#)
- [Email](#)
- [Web Mail](#)



## User names and passwords for accessing services


You use your Site Administrator user name and password to access services. If you change your Site Administrator password, you are also changing the password you use to access services such as POP/IMAP, FTP, MySQL, Telnet, and SSH. All these services use the same password.


## Service description and access information


 Your site might not have all of the services listed. For more information about a service, contact your hosting service provider.

Service name	Description	Access information



<p>Analog Web/FTP Log Analyzer</p>	<p>Measures the usage traffic on your Web and FTP servers.</p> <p>Analog Web/FTP Log Analyzer compiles statistics about which Web pages are most popular, which countries people are visiting from, which Web site visitors tried to follow broken links from, and other such information.</p>	<p>To view logs in the Site Administrator control panel:</p> <ul style="list-style-type: none"> <li>On the left navigation bar, click <b>Site Reports</b>.</li> </ul> <p>For information about Analog, see <a href="http://www.analog.cx/">http://www.analog.cx/</a></p>
<p>Urchin Web Log Analyzer</p>	<p>A Web log file analysis application. Urchin generates highly detailed usage statistics for Web and FTP servers in easily comprehensible graphical and tabular formats. The logs generated are a statistical encapsulation of user traffic on your server.</p>	<p>In the Site Administrator control panel:</p> <ul style="list-style-type: none"> <li>On the left navigation bar, click <b>Urchin Reports</b>.</li> </ul> <p>For information about Urchin, see <a href="http://www.urchin.com">www.urchin.com</a>.</p> <div style="background-color: #ffffcc; padding: 5px;"> <p> Urchin functions are available only if Urchin is enabled for your site. For more information, please contact your Web hosting provider.</p> </div>
<p>IIS Web server</p>	<p>Responds to requests from Web browsers.</p> <p>The IIS Web server serves requests from browsers by retrieving a requested file or executing a CGI script.</p>	<p>In the Site Administrator control panel:</p> <ol style="list-style-type: none"> <li>On the left navigation bar, click <b>Services</b>.</li> <li>On the Service List form, locate <b>IIS Web Server</b> and in the <b>Actions</b> column, click . The Web Server configuration page is displayed.</li> </ol>



<p>Domain Name Server</p>	<p>Translates site names into IP addresses.</p> <p>DNS is a distributed database that performs name translations. To manage this information effectively, DNS has a distributed architecture, composed of many DNS servers in a hierarchical fashion. Each server is responsible for both name-to-IP-address and IP-address-to-name translations.</p>	<p>Site Administrators do not access this feature; your service provider manages your site name server.</p>
<p>Microsoft FrontPage Server Extensions 2002</p>	<p>Allows you to use Microsoft FrontPage to manage your Web site.</p>	<p>To check that Microsoft FrontPage Server Extensions are working properly:</p> <ol style="list-style-type: none"> <li>1. On the left navigation bar, click <b>Services</b>.</li> <li>2. On the Service List form, locate <b>IIS Web Server</b> and in the <b>Actions</b> column, click .</li> <li>3. In the Site Web Server Manager menu, click <b>Check FrontPage Server Extensions</b>.</li> </ol> <p>For information on Microsoft FrontPage Server Extensions, see <a href="http://www.microsoft.com/frontpage/">http://www.microsoft.com/frontpage/</a></p>

<p>MySQL Database</p>	<p>Allows you to work with your SQL databases.</p> <p>MySQL is a widely used relational database management system for SQL databases. A relational database stores data in separate tables rather than in one big table. A database management system allows you to add, access, and process data stored in a SQL database.</p> <p>In WEBpliance, you can use <a href="#">php My Admin</a> to set up, configure, and view your databases.</p>	<p>This service does not have configurable options.</p>
<p>ODBC</p>	<p>Open DataBase Connectivity (ODBC) is a standard database access method that allows you to access and modify data from any application, regardless of which database management system is handling the data.</p> <p>An ODBC connection establishes a link between your database, the ODBC drivers, and your application.</p>	<p>In the Site Administrator control panel:</p> <ol style="list-style-type: none"> <li>1. On the left navigation bar, click <b>Services</b>.</li> <li>2. On the Service List form, locate <b>ODBC</b> and in the <b>Actions</b> column, click . The ODBC Site Manager page displays.</li> </ol>

<p>Open SSL Secure Web</p>	<p>Provides secure Web pages.</p> <p>SSL is a protocol that transmits private documents through the Internet. It creates a secure connection between a client and a server over which any amount of data can be sent securely. SSL works by using a private key to encrypt data transferred over the SSL connection.</p> <p>In WEBppliance, you can secure your site through the Site Web Publishing Service Manager.</p>	<p>Not available to name-based sites.</p> <p>For IP-based sites:</p> <p>If Open SSL Secure Web is enabled for your site, you can access the administration interface from the Site Administrator control panel:</p> <ol style="list-style-type: none"> <li>1. On the left navigation bar, click <b>Services</b>.</li> <li>2. On the Service List form, locate <b>IIS Web Server</b> and in the <b>Actions</b> column, click .</li> <li>3. In the Site Web Server Manager menu, click <b>SSL Settings</b>.</li> </ol>
<p>PHP</p>	<p>Creates dynamic Web pages. PHP (PHP Hypertext Preprocessor) is a server-side, cross-platform, HTML embedded scripting language.</p>	<p>Site Administrators do not access this feature; if it is enabled for your site, the Web server uses this preprocessor as needed.</p>
<p>phpMyAdmin Web Based MySQL Administration</p>	<p>Allows you to manage your MySQL databases over the Internet.</p> <p>phpMyAdmin can handle administering entire MySQL database servers or just a single database over the Internet by removing any platform-specific limitations.</p>	<p>If MySQL is enabled for your site, you can access this service from the Site Administrator control panel:</p> <ol style="list-style-type: none"> <li>1. On the left navigation bar, click <b>phpMyAdmin</b>. The phpMyAdmin logon page opens in a separate window.</li> <li>2. Enter your Site Administrator user name and password to log on.</li> </ol>

<p>POP3 + IMAP Server</p>	<p>POP3 (Post Office Protocol, version 3) is a protocol used to retrieve e-mail from a mail server.</p> <p>IMAP (Internet Messaging Access Protocol) is a protocol that retrieves messages from the mail server.</p> <p>Using IMAP, you can search through your email messages using keywords and selectively download messages. The IMAP server allows users to archive email messages in folders, share mailboxes with other users, access multiple mail servers at one time, and more efficiently access email attachments.</p> <p>Both POP and IMAP mail servers accept SMTP-formatted email messages.</p>	<p>Site Administrators do not access these services; they are used as needed to deliver email.</p>
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<p>IIS FTP Server</p>	<p>Transfers files over the Internet.</p> <p>FTP (File Transfer Protocol) allows you to transfer files across the Internet. Anonymous FTP allows you to use an FTP site without a password and without creating a user account.</p> <p>To use FTP, you need to be familiar with FTP commands or use a program that manages those commands for you.</p>	<p>To connect to your site through FTP:</p> <ol style="list-style-type: none"> <li>1. Start an FTP program such as <a href="#">CuteFTP</a>.</li> <li>2. Connect to your domain.</li> <li>3. Log on using your Site Administrator user name and password.</li> </ol> <p> <b>Note:</b> The default upload directory is <b>/wwwroot</b></p> <p>You can upload your Web content into this default directory, however, when you want to make the content available to Internet browsers, you can put the HTML content into the directory:</p> <p><b>/InetPub/ftproot/anonymous</b></p> <p>You can post CGI script content to the directory:</p> <p><b>/InetPub/wwwroot/Scripts</b></p> <p>You can <a href="#">create the directories through File Manager</a>.</p>
<p>Anonymous FTP</p>	<p>An anonymous way to transfer files over the Internet.</p> <p>Anonymous FTP allows you to use an FTP site without a password and without creating a user account.</p> <p>To use anonymous FTP, you need to be familiar with FTP commands or use a program that executes those commands for you.</p>	<p>To connect to your site using anonymous FTP:</p> <ol style="list-style-type: none"> <li>1. Start an FTP program such as <a href="#">CuteFTP</a>.</li> <li>2. Connect to your site.</li> <li>3. Log on using the following logon information:</li> </ol> <p><b>login name:</b> anonymous  <b>password:</b> your email address</p> <p> <b>Note:</b> The default directory for anonymous users is:  <b>/InetPub/ftproot/anonymous</b></p>

<p>Email</p>	<p>Routes outgoing and incoming mail using SMTP.</p> <p>The email service also allows you to manage your email features, such as email aliases, responders, and spam filters.</p>	<p>In the Site Administrator control panel:</p> <ul style="list-style-type: none"> <li>On the left navigation bar, click <b>Email Users</b>.</li> </ul> <p> The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.</p>
<p>Web-based Email</p>	<p>Provides Web-based access to email accounts.</p> <p> The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.</p>	<p>To access Web Mail from the Site Administrator control panel:</p> <ol style="list-style-type: none"> <li>On the left navigation bar, click <b>Web Mail</b>. The Web Mail interface opens in a separate window.</li> <li>Follow the instructions on the page to log on the Web Mail interface.</li> </ol> <p>To access Web Mail from the User Administrator control panel (requires a user account):</p> <ol style="list-style-type: none"> <li>Using a browser, go to the User Administrator control panel: <b>http://&lt;example.com&gt;/user</b> where <b>&lt;example.com&gt;</b> is the site name of your site.</li> <li>Log on to the User Administrator control panel using your email user account information (not your Site Administrator account information).</li> <li>On the left navigation bar, click <b>Web Mail</b>. The Web Mail interface opens in a separate window.</li> <li>Follow the instructions on the page to log on the Web Mail interface.</li> </ol> <p>To access Web Mail directly from the Web browser, enter <b>http://&lt;domain_name&gt;/webmail/</b> in the address field of the browser.</p>

## Viewing enabled services

You can view all of the services available to your site. Your service provider

determines which services are enabled for your site.

To view all enabled services:

- On the left navigation bar, click **Services**. The [Service list](#) is displayed. It shows all the services available to your site.


For details about each service, see the [service descriptions](#).

## Changing service settings

If a service is configurable, you can change its settings to suit your business needs.

The following services are configurable:


- [Email](#) (email aliases, responders, spam filters, message forwarding)

 The mail server functions are available only if mail is enabled for your domain. For more information, please contact your Web hosting provider.

- [IIS Web Server](#) (SSL settings, virtual directories, Microsoft FrontPage 2002 Server Extensions)
- [IIS FTP Server](#) (FTP settings, FTP logs)
- [ODBC](#) (MS SQL and Access data sources)

## Changing service settings

To change service settings:

1. On the left navigation bar, click **Services**. The Service List, which shows the services available to your site, displays.
2. Locate the service whose settings you want to change, then in the **Actions** column of that service, click .



## Checking whether a service is running


The status of a service can be determined from the Service List.

To check whether a service is running:

1. On the left navigation bar, click **Services**. The Service List form opens displaying a list of services.
2. On the Service List form, locate the **Status** column. Icons in this column indicate the state of the service.

Status icons include:

- . The service is running
- . The service is not available

 Some services, such as Analog and PHP, have no running state. The **Status** column for these services is blank.

## Managing your FTP server

### About the FTP server

IIS FTP Server is a part of the Microsoft Internet Information Server (IIS) that manages FTP servers. IIS is available on the Microsoft Windows 2000 operating environment.

File Transfer Protocol (FTP) is a protocol that allows users to transfer files between computers. To transfer files, FTP must be enabled on the user's "local" computer as well as on the "remote" computer the user is accessing.

WEBppliance creates [virtual directories](#) where different type of content can be stored. [More information about virtual directories.](#)

On your site, FTP can be used by two types of users:

- [Site Administrators](#)
- [Anonymous users](#)

### Site Administrators

As the Site Administrator only you can use FTP to upload files to the site directory **wwwroot**; anonymous users cannot upload files to this directory. The directory **wwwroot** is the root directory for the Web server and allows content publishing, that is, the site content is kept here in the form of HTML, ASP, CGI, DHTML, SHTML and other files.

- The directory **ftproot** (`\InetPub\ftproot`) is the root directory for your site. This is the directory that displays when you open an FTP session. To FTP files to **wwwroot**, you must first change the current directory (**ftproot**) to **wwwroot**. The directory **wwwroot** may not display with the "ls" (list) or "dir" (directory) commands; however, it exists, and can be brought up by the "cd" (change directory) command.

### Anonymous users

Anonymous users can FTP only when the anonymous FTP feature is enabled for the site. Anonymous FTP is a method by which files can be transferred over the Internet through FTP (File Transfer Protocol) without the use of a password or the creation of a user account. For information about enabling anonymous FTP, see [Updating FTP server settings](#).

-  By default, anonymous users only have "read" access.

If anonymous FTP has been enabled for the site, it displays on the Site Administrator user interface at two places:

- The **Site Summary > Configuration** form

- The **FTP Server > Edit FTP Server Configuration** form.

To access the FTP site:

1. On the left navigation bar, click **Site Summary**.
2. In the Configuration form, click the URL next to the **FTP Server** label.

## FTP virtual directories

The root directory of the site is represented by \.

WEBppliance creates four [virtual directories](#):

- **home** - this points to the directory **\home**, the home directory.
- **log** - this points to the directory **\LogFiles**, which contains the Web and FTP log files.
- **wwwroot** - this points to the directory **\Inetpub\wwwroot**, which contains the published content of the site.
- **anonymous** - this points to the directory **\InetPub\ftproot\anonymous**. If the site has anonymous FTP enabled, use this directory to keep content that can be downloaded by anonymous users. Anonymous users have permission to log on only to this directory and not the other directories.
- **Do not remove any of the above default directories. If you need to create more directories, use only the [WEBppliance Windows File Manager](#). Do not create directories using a FTP client, as these directories will also be accessible to anonymous users and this can compromise site security.**

## About FTP ports

Each application program has a unique port number associated with it. The FTP server uses the port number to identify the site you want to connect to. The port number is already assigned and listed on the Edit FTP Server Configuration form.

For IP-based domains, the FTP server uses port 21, the default FTP port.

For Name-based domains the following two ports are used.

- **ftp://domain.com** - This is the standard FTP port 21. This port has limited functions and settings configured through the IIS FTP Server configuration option are not applicable. The only exception is the Read/Write Permissions setting, which is applicable. Anonymous users cannot FTP using this port. Also, log files are not generated for FTP connections to this port. If the non-standard port is blocked by a firewall or is not accessible for any reason, use this port.
- **ftp://domain.com:1000x** - This is the non-standard FTP port. All settings configured using the IIS FTP Server configuration option are applicable to this port. Some of the functions available for this port include customized welcome message, anonymous user login, and log file generation. In some cases, this port may be disabled due to a firewall.

## About the FTP Server page


The FTP Server page allows you to view and modify FTP server settings. It offers two options:

- **Configuration:** The Configuration option displays the domain FTP server configuration as set by the Appliance Administrator. You can also allow anonymous connections, set permissions for files and set welcome and exit messages. These messages are displayed when the users log on, log off, or when they when they cannot log on because the maximum number of users has been reached. The message can either redirect them to another FTP site, or apologize for the inconvenience. For more information, see [Updating FTP server settings](#).
- **View Logs:** The View Logs option allows you to view, download, and delete the FTP logs that are generated for the site. For more information, see [Managing FTP server log reports](#).

## Viewing FTP server settings


The Edit FTP Server Configuration form displays the site FTP server configuration as set by the Appliance Administrator. You can view and modify some of these settings.

To view the FTP server configuration:

1. On the Site Administrator left navigation bar, click **Services**.
2. In the Service List form, locate IIS FTP Server, then click  in the corresponding **Actions** column.
3. In the FTP Server menu, click **Configuration**.


## Updating FTP Server settings

To modify the FTP server configuration:


1. On the Site Administrator left navigation bar, click **Services**.
2. In the Service List form, locate IIS FTP Server, then click  in the corresponding **Actions** column.
3. In the FTP Server menu, click **Configuration**.
4. In the IIS FTP Server area, check the **Allow Anonymous Connections** check box to allow anonymous users to connect to the FTP server.
5. In the **Permissions of IIS FTP Server** area, select the respective check boxes to enable read and write privileges. Read access allows users to download and read files, write access allows users to upload or change the content of files.
6. In the Messages area, **Welcome Message** text box, enter or edit the default message. This message is displayed when the users logs on to the FTP server. This message is displayed immediately after the user is authenticated successfully.
7. In the **Exit Message** area, enter the message that is displayed when the user logs off the FTP server. This message is displayed just before terminating the user's FTP session.
8. In the **Max Clients Message** area, enter the message that is displayed to users who are unable to log on because the maximum number of users are already logged on. The message can either redirect them to another FTP site, or apologize for the inconvenience.
9. Click **Update Configuration**.

## Managing FTP server log reports

FTP server log files can be helpful in monitoring your FTP site for problems with visitor access. You can view, download, and remove the log files for your site using the File Manager from the WEBppliance interface. The Web server log files are stored in the `\LogFiles\MSFTPSVC<n>` directory (where `<n>` is a number).

 To conserve disk space, you should periodically review and remove your log files.

To manage FTP logs for your domain:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **IIS FTP Server**, then click  in the **Actions** column.
3. In the FTP Server menu, click **View Logs**. The FTP Logs form opens.

Use the FTP Logs form to view, download, or remove the FTP log files. Click the name of a directory to access it or click a file name to open the file. Log files open in the default text editor.

For information about managing files and directories from within WEBppliance, see [File Manager overview](#).

## Managing databases

### Managing the MySQL database server (if available)

## Introduction to MySQL databases

MySQL is a widely used relational database management system for SQL databases. A database management system allows you to add, access, and retrieve data stored in a SQL database.

A relational database stores data in separate tables rather than in one table. This adds speed and flexibility in accessing and retrieving data. The tables are linked by defined relations making it possible to combine data from several tables on request.

## About the MySQL database server

The MySQL Database Server is very fast, reliable, and easy to use. Its architecture makes it extremely fast and easy to customize. The MySQL Server is designed to handle large databases and has been successfully used in highly demanding production environments. Its connectivity, speed, and security make MySQL Server highly suited for accessing databases on the Internet.

Some of the key features of the MySQL database server are:

### 1. Portability

- Works on a range of platforms enabling you to port your databases across different operating environments
- Provides APIs for C, C++, Eiffel, Java, Perl, PHP, Python, Ruby, and Tcl allowing you to write programs using any of these applications
- Possesses parallel processing capability; multiple CPUs can be used to process data faster and more efficiently

### 2. Security

- A secure password system that is very flexible, and allows host-based verification. Passwords are secure because all password traffic is encrypted when you connect to a server.

### 3. Scalability

- Efficient in handling large databases. You can create databases with more than 50,000 tables.

If your service provider has enabled MySQL for your site, you can:

- [Connect to the phpMyAdmin MySQL interface to manage your SQL databases](#)

For more information about using the phpMyAdmin MySQL Administration Tool, see [www.PHPWizard.net](http://www.PHPWizard.net).


For more information about working with MySQL databases, see [www.mysql.com](http://www.mysql.com).

## Using MySQL

The MySQL database software is packaged with WEBppliance. The services installed include MySQL and MyODBC. You cannot create MySQL databases, this can be done only by the Appliance Administrator. The database connection is a DSN-less one and is established using ODBC. The database can be accessed and written to using ASP/PHP scripts.

Whenever a site is created, WEBppliance creates a MySQL database for that site. This database resides in the site's file system in the path `\mysql\<database_name>`, where `<database_name>` is the name of the MySQL database for the site. This folder cannot be moved or renamed using the WEBppliance File Manager.

The database name and user name is same as your login name. The password is same as your login password.

 The database password is linked to your Administrator login password. Hence, changing the Administrator login password also changes all database passwords.

If the ODBC service is disabled for your site, then it is not possible to write to the MySQL database. Subsequently, whenever the ODBC service is enabled, the database can be accessed using ASP/PHP scripts.

- We recommend that you use **localhost** or the fully qualified domain name (FQDN) of the WEBppliance server in your scripts that need to connect to the MySQL server rather than the domain name. Using the domain name in the scripts may not always work.

## Verifying a MySQL database

If the ODBC service is enabled for your site, you can use the following procedure to test the working of the database.

1. Log on to WEBppliance as the Site Administrator.
2. Copy the [sample script](#) given below to a text editor such as Notepad and save the file with the name **test.asp** to your local computer.
3. Open the [WEBppliance File Manager](#).
4. Copy the file test.asp from your local computer to the WEBppliance server in the folder `\Inetpub\wwwroot\Scripts` using the WEBppliance Windows File Manager.
5. In your browser window enter the URL **http://<your\_site\_name>/Scripts/test.asp**. This will create a table and add a record to the database.

## Sample ASP script

Copy the following script code to a text editor such as Notepad.

```
<%@ LANGUAGE="VBSCRIPT" %>

<%

strConnection = "driver={MySQL Driver};
server=<domain_name>;uid=<siteadmin_name>;pwd=<passwd>;database=<database_name>;option=NUM"

Set adoDataConn = Server.CreateObject("ADODB.Connection")

adoDataConn.Open strConnection

strQuery = "create table <table_name>(Name Varchar(25), Age Integer);"

Set RS = adoDataConn.Execute(strQuery)

strQuery = "insert into <table_name> values('joe', 25);"

Set RS = adoDataConn.Execute(strQuery)

strQuery = "SELECT * FROM <table_name>);"

Set RS = adoDataConn.Execute(strQuery)

%>

<HTML>

<HEAD>

<TITLE>Document Title</TITLE>

</HEAD>

<BASEFONT FACE="arial">

<BODY>

<p><b><% Response.Write strQuery %></b></p>

<%while not RS.eof%>

<%=RS ("Name") %>&nbsp;<%=RS ("Age") %>&nbsp;<br>

<%RS.MoveNext%>

<%wend%>

<%

RS.Close

adoDataConn.Close


%>

</BODY>
```

</HTML>

## Connecting to the phpMyAdmin MySQL interface

If MySQL is enabled for your site, you can connect to the phpMyAdmin MySQL interface to work with your MySQL databases.

 **Note:** You must connect to the phpMyAdmin interface as a Database Administrator to access your MySQL databases. Your database administrator user name and password is the same as your Site Administrator account.

To connect to the phpMyAdmin MySQL interface:

1. On the left navigation bar, click **Home**.
2. Click **MySQL Admin Tool** under the **Database** section. The phpMyAdmin login window opens.
3. Enter your Site Administrator login name and password.
4. Click **Login**.


For more information about using the phpMyAdmin MySQL administration tool, see [www.PHPWizard.net](http://www.PHPWizard.net).

## Managing ODBC

### Overview of ODBC

Open DataBase Connectivity (ODBC) is a standard database access method that allows access and modification of data from any application, regardless of which database management system is handling the data.

An ODBC connection establishes a link between your database, the ODBC drivers, and your application. You create a database using the database program of your choice and then use the driver (corresponding to the application) to create a data source name (DSN). The DSN links a database file to a driver and provides a central location for accessing databases on a given computer. Once this is done, you can access the database with your application.

 You can use a DSN connection (in which case you must ensure that your data source name is unique), or you can use a DSN-less connection. You use a DSN-less connection by coding your ASP scripts to issue commands to your Access database directly. This bypasses the ODBC software on the server, and allows for faster connection and execution time on the database interaction.

There are three types of DSNs:

- **System DSN** - System DSNs allow every application on that computer to access the data source, regardless of which user created the data source. All users on the system can see this DSN and use it (as long as they know the user name and password). The configuration for this DSN is stored in the registry. An ODBC System DSN allows you to store information about how to connect to an associated database.
- **User DSN** - User DSNs are created for a specific user. Only the user who created the DSN can see this and use it. The configuration for this DSN is stored in the registry.
- **File DSN** - File DSNs are similar to user DSNs, except for the fact that the configuration for this DSN is stored in a simple text file with a \*.dsn extension.

WEBppliance supports only System DSNs because these are the only ones accessible to Microsoft Windows 2000 applications (such as IIS), and hence to remote servers.

While all drivers require that you provide the database location, some drivers require additional parameters. These are often specified by the database. For example, Microsoft Access DSNs must refer to database files on the local file system.


## About the ODBC Manager

The ODBC Manager allows you to view, add, modify, and remove data sources.

It offers three options:

- **View Data Source List:** This option allows you to view, modify, and delete data sources.
- **Add SQL Server Data Source:** This option allows you to add Microsoft SQL Server data sources.
- **Add Access Data Source:** This option allows you to add Microsoft Access data sources.


To open the ODBC Manager:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **ODBC**, then click  in the corresponding **Actions** column.

## Viewing the list of data sources

An ODBC connection establishes a link between your database, the ODBC drivers, and your application. Once you create a database using the database program of your choice, use the driver (corresponding to the application) to create a data source name (DSN). The DSN links a database file to a driver and provides a central location for accessing databases on a given computer. Once this is done, you can access the database with your application.


To view a list of data sources:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **ODBC**, then click  in the corresponding **Actions** column.


The Data Source List form opens and displays a list of data source names and related drivers. You can modify or remove any listed data source.

## Managing the SQL database server

### Adding SQL Server data sources

 The WEBppliance installation does not include Microsoft SQL Server. You have to install it separately either on the same server as WEBppliance or on a separate server. The SQL database name is the name of the database on this SQL Server. When providing the SQL server name, enter the WEBppliance server host name if SQL server is installed locally, or the remote server name if installed on a separate server. Also ensure that it resolves to a valid IP address.

To add a Microsoft SQL Server data source:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **ODBC**, then click  in the corresponding **Actions** column.
3. In the ODBC Manager menu, click **Add SQL Server Data Source**.
4. In the **Data Source Name** field, enter the name that your script uses to connect to the actual database of the data source. This field is mandatory.
5. In the **Server** field, enter the host name of the SQL Server; the host name should resolve to a valid IP address. Enter the local host name if the database is stored on the WEBppliance server. This field is mandatory.
6. Click **Advanced** to set more options for the new data source. You can choose to enter these settings later by [updating the data source](#).



 Clicking **Advanced** resets the **Add Data Source** form, hence, you have to re-enter the information for the **Data Source Name** and **Server** fields.

If you click **Advanced**, you can enter the following options:


- In the **Description** field, enter a description of the data source.
  - In the **Default Database** field, enter the name of the default database.
  - In the **User** field, enter the Site Administrator user name to assign the data source to a specific domain.
7. Click **Add**.

## Updating SQL Server data sources



To modify a Microsoft SQL Server data source:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **ODBC**, then click  in the corresponding **Actions** column.
3. In the Data Source List form, locate the Microsoft SQL Server data source to modify, then click  in the corresponding **Actions** column.
4. In the **Description** field, enter the description of the data source.
5. In the **Server** field, retain the existing value (which is the host name of the SQL Server) or enter a new value.
6. In the **Default Database** field, retain the existing value (which is the name of the default database) or enter a new value.
7. In the **User** field, retain the existing value (which is the name of the Site Administrator) or enter a new value.
8. Click **Save**.

## Removing SQL Server data sources

 When you remove a data source, you do not remove the database file it references. If you remove the data source by mistake, you can add it again specifying the same parameters, but without selecting the **Create New Database?** check box in the **Add Data Source** form. To create a new database with the same data source name, you must use a new file name, or remove the old database file manually.


To remove a data source:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **ODBC**, then click  in the corresponding **Actions** column.
3. In the Data Source List form, locate the data source you want to remove, then click  in the corresponding **Actions** column.


## Managing the Microsoft Access server

### Adding Microsoft Access data sources


To add a Microsoft Access data source:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **ODBC**, then click  in the corresponding **Actions** column.
3. In the ODBC Manager menu, click **Add Access Data Source**.
4. In the **Data Source Name** field, enter the name that your script uses to connect to the source database.
5. In the **File Name** field, enter the file name of the database with the full path if the database file already exists.

To create a new database, enter the file name of the database with the path in the **File Name** field and select the **Create New Database?** check box. For example, `\home\mydb.mdb`.

 Selecting the **Create New Database?** check box creates an empty Access database in the location specified by the file name.


6. Click **Advanced** to set more options for the new data source. You can choose to enter these settings later by [updating the data source](#).

 Clicking **Advanced** resets the **Add Data Source** form, hence, you have to re-enter the information for the **Data Source Name** and **File Name** fields.


If you click **Advanced**, you can enter the following options:

- In the **Description** field, enter the description of the data source.
- In the **Page Timeout** field, enter the period of time (in tenths of a second) that an unused page remains in the buffer. The default value for the Microsoft Access driver is 0.5 seconds. This option applies to all data sources that use the Microsoft Access driver.
- In the **MaxBufferSize** field, enter the size of the internal buffer (in kilobytes) that is used by Microsoft Access to transfer data to and from the disk. The value entered is rounded off to the nearest multiple of 256. The default buffer size is 2048 KB, displayed as 2048.
- Select the **Exclusive** check box to indicate that only one Access driver will access the database.
- Select the **Read Only** check box to designate the database as read-only. This safeguards the database from any updates.
- In the **Login Name** field, enter the user name required to access the database.
- In the **Password** field, enter the password required to access the database.
- In the **Safe Transactions** field, choose one of the following options.

- Type **0** to commit all transactions immediately. This is the default value.
- Type **1** to save all transactions to disk only upon a commit operation. This degrades the performance slightly.
- In the **Threads** field, enter the number of background threads that the engine will use. The default value is 3, but you can increase this value if the database has a large amount of activity.
- In the **MaxScanRows** field, enter the number of rows to be scanned when setting a column's data type based on existing data. The default value is 8, but you can choose a number from 1 to 16. If this value is set to 0, all rows are scanned.

 ODBC boundary check is not supported, so if you enter a value outside the specified range, you may not receive an error message.



- In the **ImplicitCommitSync** field, specify how you want changes made outside of a transaction to be written to the database.
- In the **UserCommitSync** field, choose one of the following options.
  - Type **Yes** if the Microsoft Access driver should wait for commits in a user-defined transaction to be completed before handling the action. This is the default value. For multi-user environments use this option.
  - Type **No** if the Microsoft Access driver should not wait for commits in a user-defined transaction to be completed before handling the action.


 In a multi-user environment, setting the value in the UserCommitSync field to No may cause unpredictable results.

7. Click **Add**.

## Updating Microsoft Access data sources


To modify a Microsoft Access data source:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **ODBC**, then click  in the corresponding **Actions** column.
3. In the Data Source List form, locate the Microsoft Access data source to modify, then click  in the corresponding **Actions** column.
4. In the **Description** field, enter the description of the data source.
5. In the **File Name** field, choose one of the following options.
  - If the database file already exists, enter the file name of the database with the full path
  - To create a new database, enter the file name of the database with the full path and select the **Create New Database?** check box

 If the **Create New Database?** check box is selected, this creates an empty Access database in the location specified by the file name. To create a data source for a specific domain, point the file name to a database in the domain's file system.

6. In the **Page Timeout** field, enter the period of time (in tenths of a second) that an unused page remains in the buffer. The default value for the Microsoft Access driver is 0.5 seconds. This option applies to all data sources that use the Microsoft Access driver.
7. In the **MaxBufferSize** field, enter the size of the internal buffer (in kilobytes) that is used by Microsoft Access to transfer data to and from the disk. The value entered is rounded off to the nearest multiple of 256. The default buffer size is 2048 KB, displayed as 2048.
8. Select the **Exclusive** check box to indicate that only one Access driver will access the database.
9. Select the **Read Only** check box to designate the database as read-only. This safeguards the database from any updates.
10. In the **Login Name** field, enter the user name required to access the database.
11. In the **Password** field, enter the password required to access the database.
12. In the **Safe Transactions** field, choose one of the following options.
  - Type **0** to commit all transactions immediately. This is the default value.
  - Type **1** to save all transactions to disk only upon a commit operation. This degrades the performance slightly.
13. In the **Threads** field, enter the number of background threads that the engine will use. The default value is 3, but you can increase this value if the database has a large amount of activity.


14. In the **MaxScanRows** field, enter the number of rows to be scanned when setting a column's data type based on existing data. The default value is 8, but you can choose a number from 1 to 16. If this value is set to 0, all rows are scanned.

 ODBC boundary check is not supported, so if you enter a value outside the specified range, you may not receive an error message.

15. In the **ImplicitCommitSync** field, specify how you want changes made outside of a transaction to be written to the database.


16. In the **UserCommitSync** field, choose one of the following options.

- Type **Yes** if the Microsoft Access driver should wait for commits in a user-defined transaction to be completed before handling the action. This is the default value. For multi-user environments use this option
- Type **No** if the Microsoft Access driver should not wait for commits in a user-defined transaction to be completed before handling the action



 In a multi-user environment, setting the value in the UserCommitSync field to No may cause unpredictable results.

17. Click **Save**.

## Removing Microsoft Access data sources

 When you remove a data source, you do not remove the database file it references. If you remove the data source by mistake, you can add it again specifying the same parameters, but without selecting the **Create New Database?** check box in the **Add Data Source** form. To create a new database with the same data source name, you must use a new file name, or remove the old database file manually.

To remove a data source:


1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **ODBC**, then click  in the corresponding **Actions** column.
3. In the Data Source List form, locate the data source you want to remove, then click  in the corresponding **Actions** column.

## Managing FrontPage

### Checking FrontPage Server Extensions

The **Check FrontPage Server Extensions** option displays only if you have Microsoft FrontPage Server Extensions 2002 enabled for your site. This option verifies whether the Microsoft FrontPage Server Extensions 2002 service is working properly for your site. If this check fails, contact your hosting service provider to have the problem corrected. If the check is successful, you can use Microsoft FrontPage 2000 or 2002 client to create and modify Web pages of your site.


To check Microsoft FrontPage Server Extensions 2002 for your site:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **IIS Web Server**, then click  in the **Actions** column.
3. In the Web Server menu, click **Check FrontPage Server Extensions**.  
WEBppliance checks Microsoft FrontPage Server Extensions 2002 on the server, and displays the status of the check.

### Enabling or disabling FrontPage for your site

You can enable or disable FrontPage authoring for your site at any time. Enabling FrontPage authoring allows you to create and update your site's Web pages using Microsoft FrontPage.

To enable or disable FrontPage authoring:

1. On the left navigation bar, click **Services**.
2. In the Service List form, locate **IIS Web Server**, then click  in the corresponding **Actions** column.
3. In the Web Server menu, click **Check FrontPage Server Extensions**.  
WEBppliance checks Microsoft FrontPage Server Extensions 2002 on the server, and displays the status of the check.
4. Click the **Enable Authoring** or **Disable Authoring** button at the bottom of the **Check Microsoft FrontPage Server Extensions 2002** form to enable or disable FrontPage authoring respectively.

## Troubleshooting FrontPage errors

- **Error:** Web pages cannot be edited and saved directly through FrontPage. After editing the page, while saving, the following error is displayed, "*server error : The folder "/" is marked executable. You are not allow to put files in executable folder on this server*".

**Cause:** This happens for name-based sites, if in the IIS Web Server configuration, **Execute Permissions** for files are set to **Scripts and Executables**. This behavior is implemented for security reasons.

**Solution:** Contact your Web hosting provider to have the **Execute Permissions** option in the IIS Web Server configuration page changed to **Scripts only**. More information on [permissions of IIS Web server](#).

## Managing directories and files

### File Manager overview

The File Manager enables you to manage files and directories that are stored on your site.

These files include scripts and other files used on your Web site, email data, and other files you place on your site. The File Manager [displays information](#), provides access to [file-related tasks](#), and helps you [navigate through directories](#).

To get to the File Manager, on the left navigation bar, click **Files**.

### Tasks in the File Manager section

#### Working with files:

- [Opening files on your site](#)
- [Copying and moving files between directories](#)
- [Copying files from your site to your workstation](#)
- [Copying files from your workstation to your site](#)
- [Removing files from your site](#)
- [Setting permissions on files](#)
- [Resetting file permissions](#)

#### Working with directories:

- [Opening directories](#)
- [Creating additional directories](#)
- [Copying and moving directories](#)
- [Removing directories](#)
- [Setting permissions on directories](#)



#### Working with virtual directories

- [Creating virtual directories](#)
- [Modifying virtual directories](#)
- [Removing virtual directories](#)




### Information displayed on File Manager pages

- [File and directory information](#)
- [Clipboard commands](#)
- [Clipboard contents](#)
- [Upload information](#)




#### File and directory information

- **Path:** \<name of current directory>. The path name of the directory you are currently viewing. Each directory and subdirectory is separated by \. For example, \Inetpub\wwwroot.
- **Check box** . A box you click to select the item. When you click the check box,  appears in the box. Any commands you execute in the Actions section, such as **Add File(s) to Clipboard** or **Delete File(s)**, are applied to


the checked items. The Actions section appears below the file and directory information.

- **Name.** The icon and name of the directory or file. In the **Name** column you can:
  - Access directories by clicking directory names. Directories are represented by .
  - Click  to go up to the parent (next higher) directory.
  - Download files by clicking file names. Files are represented by .
- **Size.** The size of the file.
  - B indicates bytes
  - KB indicates kilobytes
  - MB indicates megabytes

## Command information

- **Add File(s) to Clipboard.** Place files or directories on the clipboard so that they can be copied to another location on the site. When you click **Add File(s) to Clipboard**, all files or directories that are selected (files or directories that have  in the check box next to their icon), are added to the clipboard.
- **Delete File(s).** Remove files or directories from the site. When you click **Delete File(s)**, all files that are selected (files that have  in the check box next to their icon), are removed from the site. To remove a directory check the **force** box before you click **Delete File(s)**.
- **Set Permission.** Set read and write permissions for files and directories. When you click **Set Permission** after selecting the **Read** and **Write** check boxes, all files or directories that are selected (files or directories that have  in the check box next to their icon), have the indicated permissions set on them.
- **Make directory.** Create a new directory. Type the name of the directory you want to create, then click **Make directory**. The new directory is added inside the current directory. The current directory name and path is shown at the top of the page.

## Clipboard contents

 **Note:** This section appears only if you have added [a file to the clipboard](#).

- **Check box <path and file name>.** The check box you click to select the file and the path name to the file on the clipboard.
- Clipboard commands:
  - **Copy.** Click to copy the selected clipboard contents to the current directory.
  - **Move.** Click to move the selected clipboard contents from its present directory to the current directory.
  - **Clear.** Click to remove the selected clipboard contents from the clipboard.

## Upload information


- **Upload file.** The file you want to upload, or copy from your computer to your site. To locate a file on your computer, click **Browse**, select the file, then click **Open**.
- **Save as.** The name you to give the file. This can be the same as the file's original name or any name you choose, with or without an extension. To upload the file, type a name for the file in the **Save as** field, then click **Upload**. Select the **Overwrite** check box to overwrite the existing file with the new one.

## Working with directories

### Navigating through directories

Using the File Manager to navigate through directories on your site is similar to navigating through the directories on your own computer. The File Manager section represents directories and files using folder and file icons.

Things to keep in mind when you move through directories:

- The text box below the File Manager menu at the top of the page (in addition to the bar at the top of the form) shows which directory you are currently in. Directories are separated by \.
- \ is the top level directory.
- Click **directory names** (text) to move to directories.
- You can also move to directory by typing the name of the directory with the full path in the text box (located below the File Manager menu at the top of the page) and click **Change Directory**.
- Click **file names** to download files. You can also choose to open the file directly from your site without downloading it.
- Click  to move up to the next higher directory (not available if you are in the top-level directory, which is shown in the Path bar as \).

### Opening directories

Using the File Manager, you can open and manage directories on your site.

You can open a directory to see the subdirectories and files contained within it. Once you open a directory, you can then open a subdirectory within it, and in this manner, move down in the contents of each directory.

To check where you are in the directory structure, look at the top of the Path form. The directory path is displayed there. You can always [return to a previous directory level](#).

To open a directory:

1. On the left navigation bar, click **File Manager**.
2. On the directory list, locate the directory you want to open, then click the underlined name of that directory, for example, click **Inetpub**.  
The directory window opens, displaying the sub-directories and files contained within it.
3. To open a subdirectory, locate the subdirectory you want to open, and click the underlined name of that subdirectory, for example, click **wwwroot**.


After you [open a directory](#), you can:

- [Create additional directories](#)

- [Copy and move directories](#)
- [Remove directories](#)

## Returning to a previous directory level

To return to a previous directory level after moving down into a directory:

- In the **Name** area of the Path form, click  at the top of the directory list. The previous directory level is displayed.

## Creating additional directories

You can create additional directories on your site at any time; however, you cannot create directories under the directory level \ (root).

To create a directory:

1. On the left navigation bar, click **File Manager**.
2. [Move down](#) to the directory under which you want to create a subdirectory.
3. In the **Actions** area of the Path form, in the **Make directory** field, enter the name of the new directory.
4. Click **Make directory**.

The directory appears on the directory list.

## Copying and moving directories

You can copy and move directories on your site from one directory to another by using the **Clipboard Contents** section of the File Manager. You can [remove clipboard contents](#) at any time.

To copy or move a directory:

1. On the left navigation bar, click **File Manager**.
2. [Move down](#) to the directory you want to copy or move (do not move inside that directory).
3. In the **Name** area of the Path form, locate the directory you want to copy or move, and select the check box next to it.
4. In the **Commands** area of the Path form, click **Add File(s) to Clipboard**.

The File Manager displays the directory name in the Clipboard Contents area of the Path form.

5. [Move down](#) to the directory into which you want to copy or move the directory.

The directory window of the destination directory opens.

6. In the **Clipboard Contents** area of the Path form, locate the name of the directory you want to move or copy and select the check box next to it.
7. Do one of the following:
  - To copy the directory to this destination directory, click **Copy**.
  - To move the directory to this destination directory, click **Move**.

## Removing contents from the Clipboard

To remove directories from the Clipboard:


1. In the Clipboard Contents area of the Path form, select the check boxes of the directories you want to remove.
2. Click **Clear**.

## Removing directories

You can remove from your site any of the directories you own.

To remove a directory:

1. On the left navigation bar, click **File Manager**.
2. [Move down](#) to the directory you want to remove (do not move inside that directory).
3. In the **Name** area of the Path form, locate the directory you want to remove, and select the check box next to it.
4. In the **Commands** area of the Path form, select the **force** check box.

 **Important:** If you do not select the **force** option, you cannot remove the directory.

5. Click **Delete File(s)**.

## Working with virtual directories

### About virtual directories

#### Defining Home Directories

Before defining a virtual directory it is important to understand a home directory. Each Web site must have one default home directory. The home directory is the central location for your published pages. It contains a home page or index file that welcomes users and contains links to other pages in your site. The home directory is mapped to your site's domain name. The default home directory for each site is `\InetPub\wwwroot` under the site's file system and this cannot be changed. For example, if your site's Internet domain name is `www.sampledomain.com` and your home directory is `\InetPub\wwwroot`, then browsers use the URL `http://www.sampledomain.com` to access files in your home directory.

Your default home directory is referred to using the character `\` (backward slash). You can create additional directories under the default home directory using the Files option in the left navigation bar of the WEBppliance interface. Note that these are not virtual directories, but directories created within your site's file system. Browsers can access content in these directories by using the site URL followed by the directory name.

### What is a Virtual Directory?

To publish from any directory not contained within your home directory, you create a virtual directory. A virtual directory is a directory that is not contained in the home directory but appears to client browsers as though it were. Each virtual directory points to a directory contained inside the site's file system and is referred to as the home directory for that particular virtual directory.

Web browsers use the name of the virtual directory to access content stored in the home directory of that virtual directory. A virtual directory is more secure; users do not know where your files are physically located on the server and cannot use that information to modify your files. Virtual directories make it easier for you to move directories in your site. Rather than of changing the URL for the directory, you change the mapping between the virtual directory and the physical location of the directory.


For example, suppose you are setting up a marketing Web site for your company. The following table shows the mapping between the physical location of the files and the URL that accesses the files.

You also need to use virtual directories to deploy and use .NET applications.

Physical location (within the site's file system)	Virtual directory name	URL path to access content
\InetPub\wwwroot	None (this is the home directory)	http://www.somedomain.com
\ProdCustomers	Customers	http://www.somedomain.com/Customers
\InetPub\wwwroot\Quotes	None	http://www.somedomain.com/Quotes
\InetPub\wwwroot\OrderStatus	None	http://www.somedomain.com/OrderStatus
\PR	PR	http://www.somedomain.com/PR
\InetPub\CompanySales	Sales	http://www.somedomain.com/Sales



## Creating virtual directories


To create a virtual directory:

1. From the left navigation bar, click **Services**.
2. In the Service List form, locate **IIS Web Server**, then click  in the **Actions** column.
3. In the Web Server menu, click **Virtual Directory**. The list of existing virtual directories under the current directory is displayed. The current directory name is displayed at the top of the list.
4. In the **Name** field, enter the name of the new virtual directory you want to create.
5. In the **Home Directory** field, enter the name of the home directory to which this virtual directory points. The path specified here must be the complete path of an existing directory, for example, `\Inetpub\wwwroot`.
6. Click **Add**.

## Modifying virtual directories



To modify a virtual directory:

1. From the left navigation bar, click **Services**.
2. In the Service List form, locate **IIS Web Server**, then click  in the **Actions** column.
3. In the Web Server menu, click **Virtual Directory**. The list of existing virtual directories under the current directory is displayed. The current directory name is displayed at the top of the list.
4. Locate the directory in the list, then click  in the **Actions** column.
5. In the **Home Directory** field, enter the name of the new home directory with the full path.
6. Click **Add**.

 The name of the virtual directory cannot be changed.

## Removing virtual directories

To remove a virtual directory:

1. From the left navigation bar, click **Services**.
2. In the Service List form, locate **IIS Web Server**, then click  in the **Actions** column.
3. In the Web Server menu, click **Virtual Directory**. The list of existing virtual directories under the current directory is displayed. The current directory name is displayed at the top of the list.
4. Locate the directory in the list, then click  in the **Actions** column.

## Working with files

### Opening files

You can open files to see their contents. You may have to [move down](#) to the directory that contains the file you want to open. For more information about opening directories, see the topic [Opening directories](#).

To open a file:

1. On the left navigation bar, click **File Manager**.
2. If necessary, [move down](#) to the directory that contains the file you want to open.
3. In the Path form, locate the file you want to open, then click the underlined name of that file.

After you open a file, you can:

- [Copy and move files](#)
- [Move files from your site to your local system](#)
- [Move files from your local system to your site](#)
- [Remove files from your site](#)

## Copying and moving files

You can copy and move files on your site from one directory to another by using the Clipboard Contents section of the File Manager. You can [remove the Clipboard contents](#) at any time.

To copy or move a file:

1. On the left navigation bar, click **File Manager**.
2. If necessary, [move down](#) to the directory that contains the file you want to copy or move.
3. In the **Name** area of the Path form, locate the file you want to copy or move, and select the check box next to it.
4. In the **Commands** area of the Path form, click **Add File(s) to Clipboard**.

The File Manager displays the file name in the Clipboard Contents area of the Path form.

5. [Move down](#) to the directory into which you want to copy or move the file.  
The directory window of the destination directory opens.
6. In the **Clipboard Contents** area of the Path form, locate the name of the file you want to move or copy and select the check box next to it.
7. Do one of the following:
  - To copy the file to this destination directory, click **Copy**.
  - To move the file to this destination directory, click **Move**.

- **Note:** If the Move operation fails, File Manager compensates by making a copy of the file in the destination directory; however, you must manually remove the file from its original directory.

## Removing contents from the Clipboard

To remove file from the Clipboard:

1. In the Clipboard Contents area of the Path form, select the check boxes of the file you want to remove.
2. Click **Clear**.

## Removing files

You can remove files from your site using the File Manager section of the Site Administrator control panel. However, you must own a file to remove it.

To remove a file:

1. On the left navigation bar, click **File Manager**.
2. If necessary, [move down](#) to the directory that contains the file you want to remove.
3. In the **Name** area of the Path form, locate the file you want to remove, and select the check box next to it.
4. In the **Actions** area of the Path form, click **Delete File(s)**.

## Editing the default.htm file

The home page of your Web site is a file named **default.htm**. This is the Web page visitors see when they access your site from the Internet.

The file is originally created by your service provider and stored on your site. You can edit the file through the File Manager, or you can replace it by [copying your own default.htm file to the Web server](#).

## Instructions

To edit the default.htm file:

1. On the left navigation bar, click **File Manager**. The directory list is displayed.
2. In the File Manager, move down to the **\Inetpub\wwwroot** directory. If you are in the root directory, and the path bar (at the top of the form) shows **\**, move down by clicking **Inetpub**, then **wwwroot**.

When you are in the directory, the path bar (at the top of the form) shows **\Inetpub\wwwroot**.

3. In the **Name** area of the Path form, right-click the file named **default.htm**, then select **Save Target As...** and save the file to your local computer.
4. Edit the file on your local computer by opening it in a text editor such as Notepad, or any Web authoring software such as FrontPage.
5. [Upload](#) the changed default.htm file to your site.


## Moving files from your site to your local system using the File Manager

Moving files from your site to your local system (your laptop or desktop computer) is called *downloading*. You can download files from your site to your local system using the File Manger section of the Site Administrator control panel.

You can also use a [FTP program](#) to download files.


To download a file to your local system:

1. On the left navigation bar, click **File Manager**.
2. If necessary, [move down](#) to the directory that contains the file you want to download.
3. In the **Name** area of the Path form, locate the file you want to download, and click the file's underlined name.
4. Save the file to a directory on your local system.

 For some files, such as HTML and GIF, the content of the file may be displayed rather than the file being downloaded to your computer. In this case, right-click on the file name and select **Save Target As...** and save the file to your local computer.


## Moving files from your local system to your site using the File Manager

Moving files from your local system (your laptop or desktop computer) to your site is called *uploading*. You can upload files from your local system to your site using the File Manger section of the Site Administrator control panel.

 **Note:** If you are uploading files from a Microsoft Windows system, be aware that the File Manager performs binary transfers; it does not translate Windows text format to UNIX text format. HTML files are not affected; however, scripts might not work properly when uploaded through the File Manager. To ensure that scripts work properly, use an [FTP connection](#), rather than the File Manager, to upload script files.


To upload a file to the server using the File Manger:

1. On the left navigation bar, click **File Manager**.
2. If necessary, [move down](#) to the directory in which you want to upload the file. If you are uploading HTML content for your Web site, upload them to the directory **\Inetpub\wwwroot**. If this directory does not already exist, create it through the [File Manager](#). See the topic [Creating additional directories](#) for instructions.
3. In the **Upload File to** area of the Path form, in the **Upload** field, enter the complete path name of the file, or click **Browse** to locate the file in your local system.
4. In the **Save as** field, enter the name of the file you want to upload to the server.

 Do not include the directory path in the file name; include only the file name.


5. Click **Upload**.

## Resetting file permissions

 Resetting file permissions will remove any permissions that you have specifically set for files and directories.


You can reset the NTFS (the file system type for Windows 2003 computers) file permissions for files on your site to the default WEBpliance values.

Use this option if your Web or FTP site is inaccessible or if file access or script execution problems occur. If you get "access denied" or "permission denied" messages for files or are not able to perform tasks on certain files, it may be because permissions for these files have somehow changed. You could also try using this option if scripts are not working as expected.

 Some similar problems may not be related to file permissions. In this case, resetting the permissions will have no effect. To resolve the problems contact your Web hosting provider.

To reset file permissions on your site:

1. On the left navigation bar, click **File Manager**.
2. In the File Manager menu, click **Set Default Permissions**. The Set Default Permissions form opens.
3. Click the **Set Default Permissions** button.


 If the customized file set for site error messages does not display after resetting file permissions, then go to the [Customize HTTP Errors page](#) and reset the file again.

## Setting permissions on files and directories

You have to set permissions on files and directories if you need to access and modify these from your site. Files and directories that need to be accessed from your site should have the **read** permission enabled for them, while files that need to be modified from your site need to have the **write** permission enabled for them. By default, all files under the directory `\inetpub\wwwroot` have the **read** permission enabled for them.

For example, you may have to set the permissions on files and directories in the following cases:

- If you have a virtual directory, say `custdata`, pointing to a directory `\customerdata`, then for viewing the contents of `\customerdata` using the URL `http://<site_name>/custdata`, you have to give **read** permission on all files inside the directory `\customerdata`.
- If you have a guestbook application that updates a database file, say `\guest.mdb`, then this file must have the **write** permission for the application to work properly.

 Setting permissions on a directory **does not** automatically set permissions for files and subdirectories under it.

You can set the permissions on [multiple files and directories](#) or for a [single file or directory](#).

## Setting the permissions for multiple files and directories


To set the permissions for multiple files and directories:

1. On the left navigation bar, click **File Manager**.
2. In the **Name** area of the Path (file list) form, locate the files and directories for whom you want to set the permissions, and select the check boxes next to them.
3. Move to the bottom of the Path form, and select the **Read** and **Write** check boxes next to the Set Permission button.
4. Click **Set Permission**.

## Setting the permissions for a single file or directory

To set the permissions for a single file or directory:

1. On the left navigation bar, click **File Manager**.
2. In the **Name** area of the Path form, locate the file or directory for whom you want to set the permissions, and click on the icon next to the file or directory. The Edit Permissions form opens.
3. Select the **Read** and **Write** check boxes as desired.
4. Click **Save**.

 [Resetting file permissions](#) will remove any permissions that you have specifically set for files and directories.

## Glossary

### #

**(A) record see:** Host (A) record.

### A

**Absolute value:** The actual numerical value of a quantity.

**Administrator:** A user that has the login privileges required for access to a control panel.

**Alias (CNAME) record:** A record that maps one host name to another. The target host does not have to be within a local domain.

**Alias (email):** A method of mapping a nickname to an actual email address. You can map aliases to mailboxes on your site's mail server, email addresses and other aliases.

**Alias (file system):** An alias enables you to store files or documents within the local file system of the site instead of the document root. This is useful when you want to isolate a process or content and avert resource integrity violation by other virtual hosts on the server.

**Alias (script):** A script alias allows CGI scripts to be stored within the local file system of the site other than under the document root of the subdomain. For example if the cgi scripts are aliased to `/usr/web/cgi-bin/`, instead of the default `/cgi-bin/`, then a request for `http://myscript/cgi-bin/search` will run the script from `/usr/web/cgi-bin/search`. A script alias enables you to secure the integrity of script resources from other hosts on the server.

**Analog Web/FTP Log Analyzer:** A program that compiles statistics about which Web pages are most popular, which countries people are visiting from, which Web site visitors tried to follow broken links from, and other such information.

**Anonymous FTP:** A method by which files can be transferred over the Internet through FTP (File Transfer Protocol) without the use of a password or the creation of a user account.

**Application:** A general term used to describe software components.

**Auto responder:** A mail utility that automatically sends a standard reply message to an email message. Same as responder.

### B

**Bandwidth:** The transmission capacity of a network or computer system. For sites, this includes the amount of data your site's Web server can transfer to and receive from other servers on the network over a given period of time.

**Bandwidth Quota:** The amount of transmission capacity assigned to a user or site.

### C

**CGI script:** A small program written in a language such as Perl, TCL, C, or C++ that functions between HTML pages and other programs on Web servers. A CGI script might allow search data to be entered on a Web page and sent to a database management system for lookup, then formatted and returned to a user as results.

**Common Gateway Interface (CGI):** A set of rules describing how a Web server should communicate with another application running on the same computer, and in reverse. Any program can be a CGI program if it can handle input and output according to the CGI standard.

**CPU Quota:** The percentage of central processor unit time assigned to a user or a server.

## D

**Delimiter:** A character marking the beginning or end of a unit of data.

**Directory:** A simulated file folder on a computer disk. Files and applications are typically stored in directories on computer systems.

**Disk Quota:** The amount of disk space, in megabytes, assigned to a user.

**Domain:** An Internet address or a subsection of the Internet.

**Domain name:** An alphabetic name that identifies one or more IP addresses.

**Domain Name Server:** The server that translates domain names into IP addresses.

**Domain Name System (DNS):** Name resolution software that translates alphabetic site names into numeric IP addresses. The DNS server maintains a database of site names and their corresponding IP addresses.

**Domain Name System (DNS) Server:** A computer that maintains a database of site names and their corresponding IP addresses.

**Drag-and-drop:** In graphical user interfaces, the act of using the mouse to move an icon or an object into a window or onto another icon or object.

## E

**Email alias:** A nickname mapped to one or more real email addresses. Aliases are commonly used for email distribution lists and for delivering the same email message to more than one email address at once.

## F

**File sharing:** In a network, the sharing of computer data or space by several users whose access privileges might vary.

**Filter:** A pattern or mask through which only selected data is passed. Common filters include spam filters, which block email sent from specified sites.

**Forward Message:** Redirecting (or forwarding) your email messages from one mailbox to another. When you create a Forward on your email account, your email messages can be redirected to another location without the sender knowing the new address.

**FTP (File Transfer Protocol):** A protocol used to transfer files over the Internet. FTP includes functions to log on to the network, list directories, and copy files. FTP operations can be performed by typing commands in a command line or by using an FTP utility running under a graphical interface. Anonymous FTP allows you to use an FTP site without a password and without creating a user account.

## G

**Gateway:** In networking, a combination of hardware and software that links two different types of networks or applications.

**Graphical user interface (GUI):** An interface between a user and a computer that is graphics-based and incorporates icons, menus, and a mouse.

## H

**Home directory:** The directory assigned to a system user at login; the directory a user starts out in.

**Host (A) record:** An IP address for forward mapping (host-name-to-IP-address). The opposite is reverse mapping, using a Pointer (PTR) record.

**Host name:** The name assigned to a computer.

## I

**Internet Message Access Protocol (IMAP) mail server:** A common mail server used for Internet email, similar to POP3, but in addition to holding incoming email messages until a user logs in to the email account and downloads the messages, it allows users to archive email messages into folders, share mailboxes with other users, access multiple mail servers at once, and more efficiently access mail attachments.

**Internet Protocol (IP):** The protocol used to format packets and rules of transmission and reception over the Internet.

**IP-based site:** A site with a unique IP address.

**IP address:** The numeric identifier of a computer or device on the Internet. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255.

## M

**Mail Exchanger (MX) Record:** A record that includes information about external mail servers.

**Max Processes:** The maximum number of simultaneous processes that can run on a domain or server.

**Max Users:** The maximum number of simultaneous users on a site or server.

**Memory Quota:** The amount of memory assigned to a user.

**Menu Bar:** A row of menu options on a user interface.

**Microsoft FrontPage Server Extensions 2002:** A service that allows you to support users who want to use Microsoft FrontPage to manage their Web sites.

**MySQL Database:** A service that allows you to work with SQL databases.

**MySQL Database Server:** A widely used relational database management system for SQL databases. A database management system allows you to add, access, and process data stored in an SQL database. A relational database stores data in related tables.

## N

**Name-based site:** A site with a unique host name but shares an IP address with another server.

**Name Server (NS) Record:** A record that specifies the host name of the DNS server managing the sub-domains hosted on a site.

**Netmask:** A bit-mask that identifies the network number and host number components of an IP-Address.

**Network Quota:** The amount of network resources dedicated to a server.

## P

**Path:** The route to a file on a disk. For example, if a file called index.html is located in a subfolder called html, and the html subfolder is located in folder called www, the path to index.html is: /www/html/index.html.

**PHP:** A service used to process dynamic Web pages. PHP (PHP Hypertext Preprocessor) is a server-side, cross-platform, HTML embedded scripting language. Because it is compatible with networks using IMAP, SNMP, NNTP, POP3, or HTTP, it can easily manage dynamic Web page content.

**phpMyAdmin Web Based MySQL Administration:** A service used to manage SQL databases over the Internet. PHP MyAdmin can handle administering entire MySQL database servers or just a single database over the Internet by removing any platform-specific limitations.

**Pointer Record (PTR):** A host name for reverse mapping (IP-address-to-host-name). The opposite is forward mapping, using a Host (A) record.

**POP3 + IMAP Server:** POP3 (Post Office Protocol, version 3) is a protocol used to retrieve e-mail from a mail server. IMAP (Internet Messaging Access Protocol) is a protocol that retrieves messages from the mail server. Using IMAP, you can search through your email messages using keywords and selectively download messages. The IMAP server allows users to archive email messages in folders, share mailboxes with other users, access multiple mail servers at one time, and more efficiently access email attachments.

**Post Office Protocol, version 3 (POP3) mail server:** A common mail server used for Internet email. It holds the incoming email messages until you log on to the email account and download the messages. All stored email messages and attachments are downloaded at the same time.

**Primary Name Server:** The main Domain Name System (DNS) server that translates alphabetic site names into numeric IP addresses.

**Process Quota:** The number of processes a user can run simultaneously on a server. This number is based on the Service Level Agreement.

**Properties:** Settings that determine the characteristics of an account or a server.

## Q

**Quality Of Service (QoS):** The ability to define a level of performance. QoS is enforced on all applications or scripts that run external to the Web browser (such as CGI and ASP scripts), but not on static HTML pages. The Default Plan is populated with the recommended QoS values; therefore, any site created using an unchanged Default Plan template is assigned this combination.

**Queue:** A temporary holding place for data.

## R

**Record:** A record contains specific DNS zone information.

**Responder:** A mail utility that automatically sends a standard reply message to an email message. Same as autoresponder.

**Reverse Domain Name System (Reverse DNS):** Name resolution software that looks up an IP address to obtain a site name. It performs the opposite function of the DNS server, which turns names into IP addresses.

## S

**Script alias:** A script alias allows CGI scripts to be stored within the local file system of the site other than under the document root of the subdomain. For example if the cgi scripts are aliased to /usr/web/cgi-bin/, instead of the default /cgi-bin/, then a request for http://myscript/cgi-bin/search will run the script from /usr/web/cgi-bin/search. A script alias is a valuable feature that enables you to secure the integrity of script resources from other hosts on the server.

**Secondary Name Server:** The backup Domain Name System (DNS) server that translates alphabetic site names into numeric IP addresses.

**Secure Socket Layer (SSL):** An Internet security protocol that encrypts data when it is transferred over the Internet. Enabling SSL allows you to transfer data securely between your Web server and your visitor's Internet browser.

**Server:** A computer and other device that allocates and manages the sharing of resources for a network. A server provides information or other services to its clients. While a server usually refers to an entire machine, it can also refer to a particular daemon on that machine.

**Server-Side Include (SSI):** A type of HTML comment that directs the Web server to dynamically generate data for the Web page whenever it is requested. An SSI includes a special sequence of characters (tokens) on an HTML page. As the page is sent from the HTTP server to the requesting client, the page is scanned by the server for these special tokens. When a token is found, the

server interprets the data in the token and performs an action based on the token data.

**Service:** A single client or service that can be installed on a server.

**Service provider:** The organization that enables hosting services for a site.

**Simple Mail Transfer Protocol (SMTP):** The most widely used email protocol on the Internet.

**Simple Network Management Protocol (SNMP):** A network management protocol used for configuring and monitoring devices on IP networks.

**Site (Web site):** Web sites are servers connected to the Internet. On Web sites, you can publish Web pages in a format called HTML (Hyper Text Markup Language). Anyone with a computer connected to the Internet can view Web pages using programs called a browsers, such as Microsoft Internet Explorer or AOL/Netscape Navigator. Web sites can also be used to send and receive email.

**Site Administrator:** The user that has the login privileges required for accessing the Site Administrator control panel. Sites have only one Site Administrator.

**Site reports:** Page request statistics about your IIS Web or FTP server.

**Spam:** Unsolicited or junk email messages.

**Spam filter:** Spam filters are settings that enable your mail server to block email originating from the sites you specify.

**SSL Secure Web:** A service used to secure Web pages.

**Start Of Authority (SOA) Record:** A record that indicates where the DNS zone starts, and specifies timing information for zone transfers. Zone transfers send lookup data from the primary name server to the secondary name server.

**Subdomain:** A smaller component of a root domain name. For example, if you own the root domain name example.com, WEBppliance enables you to create subdomains such as sales.example.com. You do not need to register subdomains, since they are based on your registered root domain name, but users can access them by typing the subdomain URL in a browser just as they do example.com. If your service provider enables this feature, you can create and host new subdomains based on your registered domain name.

**Subnet mask:** The method used for splitting IP networks into a series of subgroups. The mask is a binary pattern that is matched up with the IP address to turn part of the host IP address field into a field for subnets.

## U

**Uniform Resource Locator (URL):** The address that defines the route to a file on the Web or any other Internet facility. The URL contains the protocol prefix, port number, site name, sub-directory names, and file name.

**User Administrator:** Users who have login privileges required for access to the User Administrator control panel. Sites can have many User Administrators.

## **V**

**Virtual DNS:** This WEBppliance option allows you to specify a secondary DNS server on WEBppliance.

## **W**

**Web server:** A server that responds to requests from the Web browser. Your site's Web server is an Apache Web Server. It answers requests from browsers, retrieves a requested file or executes a CGI script, and returns the document or script results.

## **Z**

**Zone:** A unit of site name space managed by one DNS server.

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