

H-Sphere User Guide

For more information contact us at info@psoft.net

Welcome to H-Sphere 2.x User Guide. It explains how to administrate your web hosting account using H-Sphere 2.x control panel. This is the place to increase your web disk space, create a forward from your webmaster account to your primary account, configure web statistics, and do many other important things.

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H-Sphere User Guide

Starting with Your Account

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This document covers the following topics:

- [Your temporary index page](#)
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Your Temporary Index Page


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

The moment your account is registered, a temporary index page is added to your site's directory. It will look like this:

Login to your Control Panel

Login


Password

 Login

[Forgot your password?](#)

Launch Site Builder

Password

 Login

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

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

Uploading Your Site

You have two alternative ways to upload your site to the server:

- Using PC based FTP agents, such as CuteFTP or SmartFTP;
- Using the built-in web-based FTP agent. (See [WebShell](#) for details).

Important: Don't upload your site to the root of your user directory! See below for the explanation.

Contents of Your Home Directory

After you set up a new account, H-Sphere will create several default subdirectories. Subdirectories' number and names may differ depending on the plan that you sign up for, yet some of them are common for any Unix or Windows plan. Here are some of the folders in your home directory that may not be deleted. Depending on your account configuration, these can be:

- **The directories that contain your sites.** The name of the directory is the same as your site's domain name. If you have more than one site, you will have several such directories. These are the directories where you will upload your .html files or any other files that you want to make accessible from the Internet. Each of these directories may contain /webalizer or /modlogan directories. **Do not delete either the directories containing your site (e.g. *www.domain.com*) or directories containing [logfile analyzers](#), Webalizer and ModLogAn (e.g. */webalizer* or */modlogan*);** your site is too valuable to lose it at a touch of a button.
- **The Logs directory.** It contains directories for every site with transfer log enabled. Each such directory contains its own set of log files that are required to write and read the data about all visits to your sites. **Deleting Logs directories will cause the loss of the web statistics accumulated in the course of your site's operation.** Click [here](#) for more on web statistics.
- **The Virtual FTP directory.** Its name is the dedicated IP address. This directory is created when you enable Virtual FTP Server, and is used by Anonymous FTP users after you enable Anonymous FTP Access. There are as many such directories as dedicated IP addresses. **Deleting FTP directories will cause incorrect operation of Virtual FTP, deleting files in these directories will not impact FTP functioning, but your FTP users will lose any files stored in these folders.** Click [here](#) for more on Virtual FTP.
- **The subdomain directories.** When creating new subdomains, you create a directory for each of them with the subdomain name as the directory name. **Deleting directories containing the newly-created subdomains will result in the incorrect operation** (Error message 404 "File not found" will appear every time anyone attempts to access the subdomain). Click [here](#) to read on how to create subdomains.
- **The ssl.conf directory.** This directory stores SSLpairs for all encrypted sites. **Deleting ssl.conf directory will result in incorrect SSL operation.**

Warning: It is undesirable to delete ANY of default directories in your root directory. As a rule of thumb, you may delete the directories and files that you have uploaded yourselves or that have been uploaded by any of your Virtual FTP and Anonymous FTP users. Deleting any other above-mentioned folders will cause the malfunctions of your account.

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This document guides you through the following topics:

- [Your Quick Access Page](#)
- [Changing the Language of your Control Panel](#) (version 2.07 and higher)
- [Changing Your Account Preferences](#)
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




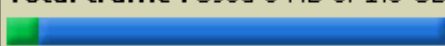

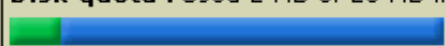




As an H-Sphere user, you can create multiple accounts, each with its individual settings based on the plan you select. One common thing for all your accounts will be your user login and password.

Having logged into your H-Sphere account, you are taken to the *Account Info* page.

To the left, you will find the *Navigation Menu* (see below) showing in bold the account management feature you are currently viewing or working with.

Your Quick Access Page

The first page that opens when you log into your control panel is the *Quick Access* page. It has links to the most basic and frequently used settings of your account:

Statistics	
Plan: Unix   Billing period: 1 MONTH  User: demo_user  FTP login: demo_use 	Domains :  demo_use.u2.psoft 
Total traffic : Used 0 MB of 1.0 GB limit  	Disk quota : Used 2 MB of 25 MB limit  
Traffic Details: 	Legend:  -used,  -limit,  -overlimit

- **Plan:** the plan your account has been created under. To change your plan, click the *Change* icon. You can change only to a plan from the same plan group. For example, you can't change from the Windows platform plan to the Unix one as they are in different groups. This is done to prevent losing all your data and settings under the current plan. See [below](#) for more details.
- **Billing period:** the payment interval which determines when the recurrent and usage fee are charged. For more information see the [Billing Info](#) chapter of this manual. Click the *Change* icon to select another billing period if this feature exists under your current plan.
- **User** (also referred to as User Name, Account Manager Login, Account Name): the user login to enter the control panel. This is the name by which the administrator sees you and your account's ID.
- **FTP login:** the FTP login to enter your user directory.
- **Total traffic:** total amount of information transferred to and from your account by Internet users and you yourself over
 - the month from the beginning of the billing period (version 2.08)
 E.g.: If your billing period is 2 months long and started on the 5th of October, the total traffic

will be reset on the 5th of November. However, if you decide to change your *Total Traffic Limit* the 'month' will be calculated from the 'change' point.

- the whole billing period (version 2.07).

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

- **Total traffic limit** is the amount of the traffic that you expect to use and pay for in advance. It is charged at the recurrent fee. However:

- if you fail to run up all your quota resource, you are not returned the payment for the unused resource;
- if you exceeds the quota, you are charged usage fee which is usually higher for every gigabyte of the excess traffic.


You can always buy additional amount of the resource in order not to be charged the extra payment.

*Initially quota is the same as available free amount of the resource.

*The system shall inform you by e-mail when you have used 80% of the set quota amount.

- **[Traffic Details](#)** (version 2.07 and higher): click the *View* icon to see what makes up your total traffic.
- **Disk quota:** total amount of disk space used by all files in your directory. See [Account Preferences](#) for details.
- On the right of the *Statistics* section is a link that takes you to the *Domain Settings* page. For more information see [Domain Management](#) chapter of this manual.
- To go to your site as a visitor, click the *View* icon.

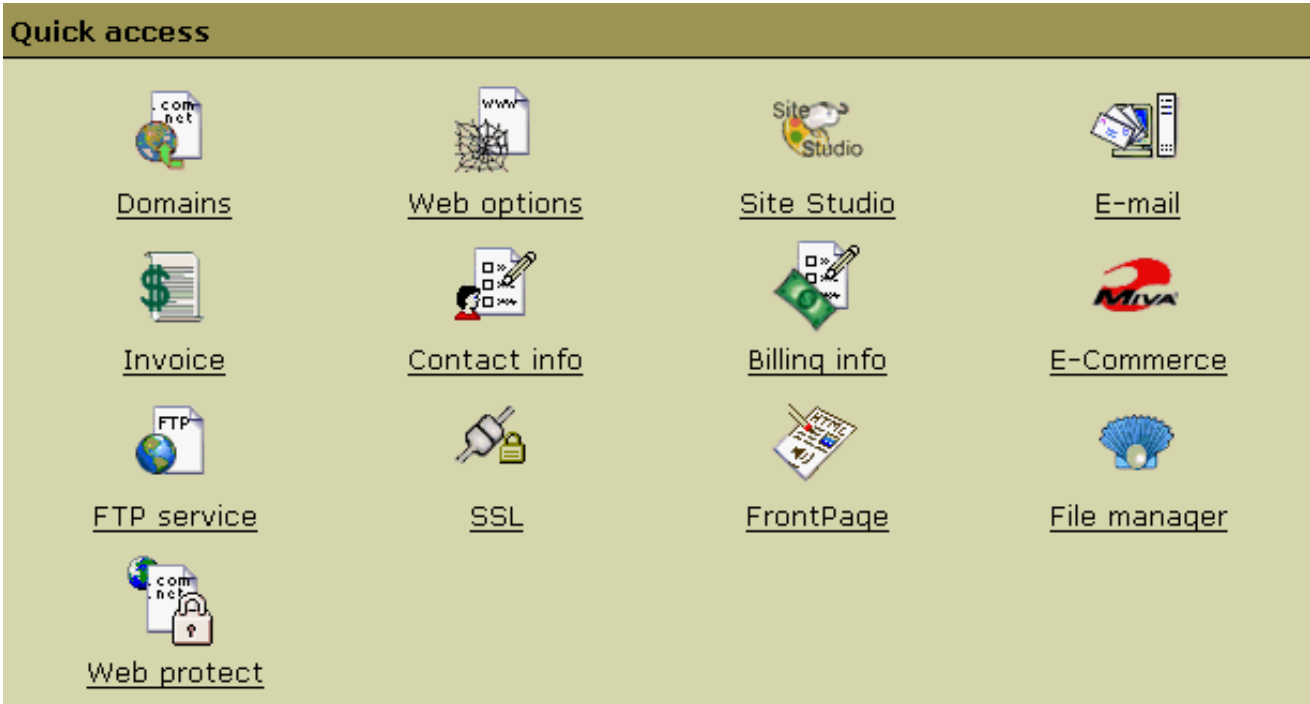
Traffic Details (version 2.07 and higher)

Traffic Details 		
Ftp User Traffic	demo_use	50 MB
	ftpsub11	10 MB
	ftpsub12	10 MB
	ftpsub13	10 MB
Virtual Ftp Traffic	ftp.dedicated.ip.com	60 MB
Http Traffic	demo_use.u2.psoft	10 MB
	ftp.dedicated.ip.com	10 MB
Mail Traffic	ssssssss.victor.psoft	0 KB
Summary Traffic of 1.0 GB limit		160 MB

Here, you can see what makes up your Total/Summary Traffic generated over the month (version 2.08) / the current billing period (version 2.07):

- **FTP User Traffic:** your (in case you use shared IP to administrate your site) and each of your FTP sub-account users' navigation.
- **Virtual FTP Traffic** comprises the traffic generated on the Virtual FTP server by all your Virtual FTP users and/or Anonymous FTP users. If you administrate your account through the dedicated IP, it will be also added to FTP Traffic.
- **HTTP Traffic** is generated by Internet users visiting your site(s).
- **Mail Traffic** (version 2.09 and higher) comprises your incoming and outgoing mail.

The *Quick Access* section takes you to the basic resources available under your plan:



To access other account management features, use the navigation menu.







Changing The Language of Your Control Panel (version 2.07 and higher)

In H-Sphere you can select the language of you control panel interface (menu, system notes, context online help, labels on the html pages, etc.) To change it, go to *Account Info* -> *Language* and select the language from those available in the drop-down box:

Languages	
Language	<input type="text" value="English"/>
<input type="button" value="Submit"/>	

Changing Your Account Preferences

This page allows you to view or edit your account information:

TT	Parameter	Value
	Plan	Unix 
	Account manager login	katon_u2
	FTP Login	katon_u2
?!	FTP Password	
?!	Quota:	0 MB used out of 20 MB in unlimited files 
?!	Transfer summary traffic	0 MB used out of 1 GB 
	Group:	settler
	Home Directory:	/hsphere/local/home/katon_u2
	Host Name:	web1.hs.3wcorp.net
?!	Domain Name:	katonchik.lviv.ua  (d1916.u1.psoft)
	Tooltips state	

- **Plan:** this account's plan. To **change to a different plan** (e.g. to get new features or change the price scheme), click the *Change* icon. The following window will appear:

Plan	Unix
<p>You are about to switch to a different plan. This event will close your current billing period and you will be charged all outstanding amounts and fees for the next billing period (starting now). Also, you might incur additional setup costs.</p>	
<p>Switch To Plan: <input type="text" value="Unix Lite"/> <input type="button" value="Switch"/></p>	

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

This is what happens when you switch to a new plan:

1. your current billing period is closed;
2. your unused recurrent fee is credited to your account;
3. you are charged any payable amount, including your usage (overlimit) fees;
4. a new billing period under the new plan starts;
5. you are charged the recurrent fee for this billing period.

Check your bill to see additional fees or refunds.

If you don't see the plan of your choice in the list that appears, it means it is not compatible with your current plan. You cannot change to an incompatible plan, but you can [create a new account](#) under the desired plan and then, if you want, you can delete your old account.

Plan Upgrade: If you are switching to a 'higher' plan, the resource limits do not increase, but free units do. As a result, resource quota may turn out to be lower than free units, and you will not be charged if you increase it to this value of free units.

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

- **Account Manager Login:** user login you use to enter the system.
- **FTP Login:** ftp login access and manage files in your directory on the hosting server.
- **FTP Password:** change your ftp admin password for the selected account.

- **Quota:** disk space you are currently using out of the limited amount (in hypertext) your plan provides. Click the *Change* icon to buy extra disk storage if you presume it is insufficient. The traffic that exceeds the limit is usually charged at a higher price. The system shall inform you by e-mail when you have used 80% of the set quota amount.
- **Transfer summary traffic:** click the *Change* icon to purchase additional traffic.
* See [above](#) for more about Traffic and Traffic Limit.
- **Group:** group of UNIX users on your server. For the convenience of administration, your provider of hosting services can place you in a certain group.
- **Home Directory:** path to the directory on the server where your site is located
- **Host Name:** identifying name of the Internet server where the site is hosted
- **Domain Name:** address at which your site is accessible from the Internet
- **Tooltips State:** indicates whether tooltips will show as you visit pages. Tooltips are context information boxes in the bottom left-hand corner of your page. If you are new to H-Sphere, it is recommended to keep them on.

Updating/Changing Your Contact Info

Contact info is your details and address other than that specified in the *Billing Info* section and is used to contact you if necessary. It can be different for each of your accounts.

Changing Your Password

Here you can change the password you use to enter your account. To change it, do the following:

1. In the first box enter your new password, as you would like it to be.
2. Confirm your new password in the second box.
3. Click the Change button.

Now that you have changed the password, the old one becomes invalid. Remember your new password to log in for future sessions

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Billing Info

For more information contact us at info@psoft.net

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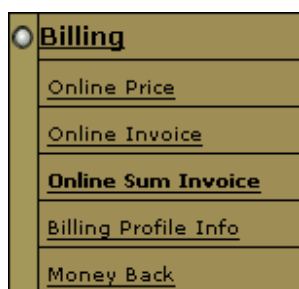
H-Sphere 2.x has a fully automated billing system. Usually resources/services (domain, mailbox, account, traffic, FTP etc.) which make up your plan are paid. Actually, when you sign up for the plan, you are buying a predefined set of resources.

How do I pay? Shall I pay?

In H-Sphere, you can choose between different types of payment:

- **Credit card** - this type of payment allows you to pay for resources online. H-Sphere 2.x supports several type of credit cards (Visa, Master Card, American Express, Discovery).
- **Check** - you must send a check to a specified location. After the check is received, the account will become available for use.
- **Trial** - in some plans you can sign up as a trial user, which allows you to become familiar with the system. If you don't like H-Sphere services, you won't have to pay anything. If you like the system and decide to become a pay user, you will be charged for the services you have used during the trial period.

To work with the billing system, select *Billing* in the user menu:



This will open several sub-items. Here is what they are used for:

- [Online Price](#): lists various types of fees for the resources (services) available under your plan and shows free resource units if there are any. It also
- [Online Invoice](#): shows your balance and charges for this specific billing profile.
- [Online Sum Invoice](#): shows charges for any of your billing profiles broken down by payment intervals.
- [Billing Profile](#): here you can view your credit card and/or billing info, change billing period.
- [Money Back](#): here you can remove your account and claim your money back.

Now, let us look at each of them in detail.









Where Are My Billing Details Stored? (Billing Profiles)

Your billing details, such as [billing info](#) (essential for checks) and [credit card info](#) (valid only for credit card payment), are stored in the billing profile. H-Sphere also supports multiple billing profiles (see [below](#)). You can modify neither billing info nor credit card info in the billing profile, you can only create a new profile. You cannot delete a billing profile either.

When you sign up as a pay user, a new billing profile is created. A new billing profile can be created under an existing billing profile as well. For trial users, no billing profile is created. The system, however, keeps track of all trial user's purchases and includes them into the user's bills available in [Online Invoice](#).

Multiple Billing Profiles

H-Sphere supports multiple billing profiles. This feature gives you an opportunity to use several billing info or credit cards in turn, activating the address you would like to get bills at or the credit card to be charged. Also, you can share Billing information between your accounts. This means you can pay with one card / receive bills at one address for all your accounts. Settings are configured individually for each billing profile. To create a new billing profile or view the settings of the existing profiles select Billing Profile Info in the Billing menu. You would be taken to the page similar to this:

TT Billing Profile 	
 New Billing Profile	Credit Card <input type="button" value="Create"/>
 Receive the invoice by e-mail?	<input type="radio"/> OFF
 Change Billing Profile	John (mycreditcard xxxxxxxxxxx8067) <input type="button" value="Activate"/>
 Plan	Unix 
 Billing Period	1 MONTH 
Billing Info	
First name	John
Last name	Green
Company	Greeny Co.
Address 1	2 Green St.

- **New Billing Profile:** Here you can create a new billing profile. After you create it, it will be the active profile.
- **Receive the invoice by e-mail?:** Toggle the *ON/OFF* button to receive/unsubscribe invoice e-mails that inform you of:
 - how much was accrued/charged for a) each paid operation, b) as recurrent and usage fee when passing to a new payment interval;
 - your current balance status.
- **Change Billing Profile:** Here you can activate any of you billing profiles. Select the profile you want and press *Activate*.
- **Billing Period:** Your plan may have various payment intervals. Here you can switch between them. Find extensive coverage [below](#).

You cannot modify billing information in any billing profile, you can only create a new profile. You cannot delete your billing profiles.

When you sign up as a **pay user**, H-SPHERE creates a new billing profile. To create a new account under an existing billing profile, select Account Info -> Add Account.

If you sign up as a **trial user**, no billing profile is created. Still, the system keeps track of all your purchases and includes them into your bills. You can see these bills on the *Online Invoice* page (see below).

When And How Often Do I Pay? (Billing Period)

When you register as a pay user, H-Sphere starts a new billing period and charges fees for the resources. The billing period defines WHEN the system charges the fees. For fee types see [Online Price](#). Your plan may have several billing periods. They differ on duration and fee discounts.

A new billing period starts:

- immediately on account creation
 - credit card paid accounts - after signup
 - check paid accounts - after moderation
- on resuming suspended account
- on switching to another plan
- on changing your billing period

A billing period is closed:

- on quitting hosting
- on account suspending
- on switching to another plan
- on changing your billing period

What Do I Pay For? (Online Price)

The prices for the resources (services) that are or can be included into your account are listed in the Online Price table:

Available resources					
Description	Free Units	Setup fee	Recurrent fee	Usage fee	Refund percentage
Modlogan Resource					100
Webalizer Resource					100
TroubleTicket					100
cgi-bin Resource					100
Vhost Alias					100
SSL Module					100

- **Free Units:** the minimum number of units of the resource you will initially get for free.
- **Setup Fee:** single-time amount payable at the moment when a unit of this specific resource is purchased.
- **Recurrent Fee:** the amount payable at the beginning of each payment interval for the resource you use. If a resource is purchased in the middle of the payment interval, the recurrent fee is calculated for the period from this moment to the end of the payment interval Recurrent fee is refundable adjusted for refund percentage (see [below](#)).
- **Usage Fee** (i.e. extra): payment for every resource unit used over the set quota charged at the end of each billing period. It is also charged when you change to a different plan or delete this resource; in such case it is calculated for the period from the beginning of the payment interval to the moment of resource deletion or plan change. Usage fee is nonrefundable.
- **Refund Percentage:** You will be returned recurrent fee (adjusted for the refund percentage) for the days left to the end of the current billing period when you quit using the resource.

E.g.: Your billing period is 1 month long. It started on November 1 and will be closed on November 30. Recurrent fee for dedicated IP is \$3. At the beginning of your billing period you were charged \$3 for dedicated IP. On November 10 you are switching to shared IP. With 10% refund you will get back \$0,2.

Here is the formula to calculate the refund money:









money to be refunded = (recurrent fee x time left to the closure of the billing period)/ duration of the billing period.

Empty fields mean that the nothing is charged for this resource. If all fields for a specific resource are empty, this resource is free.

IMPORTANT: H-Sphere doesn't support credit card money return money in any case. Money is either put on your balance or check is sent.

Where Can I Find Billing History For One Account? (Online Invoice)

If you want to see the invoice for a particular billing profile and only for one account, you can go to the *Online Invoice*. An invoice consists of consequent bills:

Invoice Info			
Credit 	\$0.00	Balance 	\$0.00
Your current billing period started on Dec 2, 2001 and ends up on Jan 2, 2002 			
Bills 			
Description 	Amount 	From 	To 
Account 1634	\$4.00	Dec 2, 2001 12:00:00 AM	Opened
Account 1634	\$1.00	Dec 2, 2001 12:00:00 AM	Dec 2, 2001 12:00:00 AM


Balance shows how much money you have on your balance. A negative balance shows how much you owe for the services used. This is usually appropriate for users who pay by check and for credit card users whose credit cards failed to be charged.

Credit restricts your ability to buy new resources in case your credit card fails to be charged or you have run out of your 'check' money.

- **Description:** the name of your current account.
- **Amount:** the amount accrued for the billing period. This amount consists of accruals for all resources, including the setup, recurrent and usage fee. However, it does not include or depend on factual charges, nor is it related to debits and credits to the account. For example, if you were accrued \$10 setup fee, the Amount will show **\$10.00**, even if your credit card has been immediately credited by this amount.
- **From:** the beginning of the payment period.
- **To:** the end of the payment period. In the example illustrated above, *Opened* means that the billing period has not finished.

A new bill is created for every new payment interval The initial setup fee is put in a separate bill.

To view details of any bill in the invoice, click its Description in the first column. The picture below illustrates details of the initial setup bill:

Account 1010 (Apr 11, 2001 12:00:00 AM - Apr 23, 2001 12:00:00 AM) 		
Date	Description	Amount
Apr 11, 2001 5:17:40 PM	Setup Fee 1167_24[ssl]	\$4.00
Apr 11, 2001 5:17:40 PM	Recurrent 1167_24[ssl](4/11/01 - 5/11/01)	\$7.81
Apr 11, 2001 5:17:41 PM	Bill charge Credit card VISA #xxxxxxxxxxxx1111 Exp. 01/2002	\$11.81
Apr 11, 2001 5:18:46 PM	Refund 1167_24[ssl](4/11/01 - 5/11/01)	(\$7.81)
Apr 11, 2001 5:20:34 PM	Setup Fee 1173_24[ssl]	\$4.00
Apr 11, 2001 5:20:34 PM	Recurrent 1173_24[ssl](4/11/01 - 5/11/01)	\$7.81
Apr 11, 2001 5:20:34 PM	Bill charge Credit card VISA #xxxxxxxxxxxx1111 Exp. 01/2002	\$4.00
Apr 11, 2001 7:31:27 PM	Setup Fee 1227_2[domain]	\$10.00
Apr 11, 2001 7:31:33 PM	Bill charge Credit card VISA #xxxxxxxxxxxx1111 Exp. 01/2002	\$10.00
Apr 12, 2001 2:27:54 PM	Setup Fee 1323_12[php3entry]	\$3.00
Apr 12, 2001 2:27:54 PM	Recurrent 1323_12[php3entry](4/12/01 - 5/11/01)	\$0.95
Apr 12, 2001 2:27:54 PM	Setup Fee 1324_12[php3entry]	\$3.00
Apr 12, 2001 2:27:54 PM	Recurrent 1324_12[php3entry](4/12/01 - 5/11/01)	\$0.95
Apr 12, 2001 2:27:54 PM	Setup Fee 1325_12[php3entry]	\$3.00
Apr 12, 2001 2:27:54 PM	Recurrent 1325_12[php3entry](4/12/01 - 5/11/01)	\$0.95
Apr 12, 2001 2:27:54 PM	Bill charge Credit card VISA #xxxxxxxxxxxx1111 Exp. 01/2002	\$11.85
Apr 12, 2001 5:59:19 PM	Refund 1325_12[php3entry](4/12/01 - 5/11/01)	(\$0.95)

Apr 12, 2001 5:59:19 PM	Refund 1324_12[php3entry](4/12/01 - 5/11/01)	(\$0.95)
Apr 12, 2001 5:59:19 PM	Refund 1323_12[php3entry](4/12/01 - 5/11/01)	(\$0.95)
<input type="checkbox"/> - charged, <input type="checkbox"/> - cancelled		Total \$34.81

*To get a printable version of your bill, click the Printer icon in the bill header which will open it in a separate window suitable for immediate printout (version 2.08 and higher).

Where Can I See All Bills for The Billing Profile Regardless of The Account? (Online Summary Invoice)

Click on the *Online Summary Invoice*, and you will be able to select for which billing profiles you would like to get bills. If you are just starting with your account, you will see something like this:

Select Bill Info			
?!	<input type="text" value="Victor (Victor Katolyk xxxxxxxxxxxxxx3456)"/>	<input type="button" value="Get invoice for this billing Info"/>	
Bills			
Description	Amount	From	To
Account 1883 User katon_u2 Unix1883	\$104.00	Apr 23, 2001 12:00:00 AM	Apr 23, 2001 12:00:00 AM
Account 1883 User katon_u2 Unix1883	\$0.00	Apr 23, 2001 12:00:00 AM	Opened

The Online Summary Invoice page displays all the bills of the selected billing profile regardless of the account.

Select the profile from the box and press the *Get Invoice* button.

If you signed up as a trial user, no billing profile was created for your account. However, H-Sphere keeps track of all your purchases, which you can see on the Online Invoice page.

When you sign up as a new pay user, a new billing profile is created. To create a new account under an existing billing profile, select *Account Info* -> *Add Account*.

For details on this page see the [Online Invoice](#) section above.

Can I Review My Billing and Credit Card Info?

You may review your billing and credit card info by clicking on the *Billing Profile Info* link on the *Billing* menu.

Billing Info comprises the details such as first and second names, company name, phone, e-mail and address you provided at the sign up aside from your contact info. This is where the admin mails bills if you has chosen to pay by check. This info is also used to contact the person responsible for the financial aspects of your account.

Credit Card Info comprises the number, name and expiration date of user's credit card.

Both Billing and Credit Card Info can be different for the each billing profile. If you are a trial user, the Billing Profile Info page is your gateway to sign up to a pay plan:

Billing Profile	
?!	<input type="text" value="New Billing Profile"/> <input type="text" value="Credit Card"/> <input type="button" value="Create"/>
<p>You have 0 days left till the end of your trial period. To become H*Sphere 2.0 pay user, please enter your billing information. You will be charged for the period you have been signed up for. To view your bill please go to the Online Invoice page. After you agree to the pay terms of use, OpenSRS support will become enabled.</p>	

If you have already signed up for a pay plan, your Billing Profile Info page will show all details of your billing profile.

How Can I Get My Money Back?

When using H-Sphere, you can claim all your recurrent and usage payments back if you decide to quit hosting during the

Money Back period. Mind that the setup fees for any resources will not be returned.

Not all plans allow to claim money back. To find out whether this feature is available under a plan, go to the signup/login page and click the link that says: *To compare available hosting plans and price schemes, please click here*. In the form that appears, check the boxes to the plans you want to compare or click the Plan group link to compare grouped plans and their price schemes. In the first section of the chart that appears find *Money Back Guarantee*.

To claim the money back, select *Money Back* in the *Billing* menu. The following page will appear:

Are You sure You want to remove your account and get your money back?
Yes, I do want to get my money back
No, I do not want to remove my account

After you click the first link, your account will be suspended:

Your Account is SUSPENDED	
You account has been suspended for the following reason(s): Money back request	
You can view/change your Billing Profile	
You can view your Online Invoice	
Your invoice to be paid on resuming	
Your balance for the past period	\$12.95
RECURRENT	Actual account (7/5/01 - 8/5/01) \$12.95
TOTAL: \$0.00	

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

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Registering Domain Names

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You have several choices in registering domain names:

- [Creating new *.com, *.net, or *.org domains](#)
- [Transferring existing domains or registering nonstandard domains](#)
- [Creating domains based on your provider's domain names \(third level domains\)](#)
- [Hosting sites without domain names](#)
- [Parking external domains](#)

To add a new domain name to your account, select *Add New Domain* in the user menu:

<input type="radio"/>	Account Info
<input type="radio"/>	Support Center
<input type="radio"/>	FTP/User account
<input type="radio"/>	MySQL Database
<input type="radio"/>	MSSQL Database
<input type="radio"/>	Domain Settings
	Domain Info
	Add New Domain
	Trace Route
	Submit URLs
<input type="radio"/>	Billing
<input type="radio"/>	Mail Info
<input type="radio"/>	Logout

You will be taken to the *Domain Name Registration* page. It has several domain name registration forms for different types of domains.

Creating New *.com, *.net, or *.org Domains

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

Domain Name Registration (with OpenSRS)	
Please read gTLD registration Agreement and Uniform Domain Name Dispute Resolution Policy before registering new domain with OpenSRS	
In order to register a new domain or to transfer a domain in org, com, net type the domain name below	
Domain Name	www. <input type="text"/> .com <input type="button" value="v"/>
<input type="button" value="Submit"/>	

To its right, select domain category: *.com*, *org*, or *.net*, then enter your contact and billing information. Based on these data, the system will generate a domain registration request and submits it to OpenSRS, a major domain registration company. For more information, refer to <http://www.opensrs.org/faq.shtml>.

Transferring Existing Domains or Registering Nonstandard Domains

To transfer an existing domain or register a nonstandard domain with your account, use the second form:

Other Domain Name Registration & Transfer	
In order to register any other domain type or to transfer domain type the domain name below	
Domain Name	www. <input type="text"/>
<input type="button" value="Submit"/>	

If you are creating a regional domain (e.g. *your_domain.uk*) or would like to use a different domain registration company, no automation is provided. Thus, first you need to make sure that you have a valid domain name. Enter it into the lower box, omitting the *www.* part.

Following the registration you will get an e-mail notification with the information to send to your domain name registration company. They will make appropriate

changes on the root DNS servers, and within a couple of days your domain will be accessible at the new IP address. In the meantime, your site will be available by the instant domain alias.

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

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

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

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

To register a third level domain name, enter the desired domain name in the *Domain name* field. From the box on the right, select provider's domain name where you would like to create the third level domain:

Third Level Domain Name Registration	
In order to register third level domain type the first part of the domain name below and pick desired zone	
Domain name	www. <input type="text"/> ! victor.psoft <input type="button" value="v"/>
<input type="button" value="Submit"/>	

Hosting Sites Without Domain Names

In H-Sphere, you can also host domains without domain names (the so-called stop-gap domains). Usually they are created when a user wants to "save" some site space for the future. When you create a stopgap domain, you get no DNS zone, and you cannot use e-mail service. However, you will be able to access and manage your site using the instant domain alias.

Stopgap domains support web site management and FTP services. Also, you can have IP-only access. For this, you have to purchase a dedicated IP.

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

Stop-gap domain registration	
By clicking on submit button you will create a stop-gap domain.	
<input type="button" value="Submit"/>	

Parking External Domains (version 2.07 and higher)

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

Domain parking	
In order to park domain provide domain name and IP address	
Domain name	<input type="text"/> !
Domain IP address	<input type="text"/> !
<input type="button" value="Submit"/>	

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H-Sphere User Guide

Domain Management

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This document covers the following topics:

















- [General](#)
- [Creating Sub Domains](#)
- [Switching Between Shared and Dedicated IP's](#)
- [HTTP Traffic](#)
- [Adding New Domain Names](#) (separate document)
- [Domain Alias/Domain Stacking](#)
- ["Pinging" Internet hosts from your hosting server](#)
- [Submitting Sites to Search Engines](#)

General Information on Your Domain

To change/view any settings connected with your domain name, select the *Domain Settings* menu:

<input type="radio"/>	Account Info
<input type="radio"/>	Support Center
<input type="radio"/>	FTP/User account
<input type="radio"/>	MySQL Database
<input type="radio"/>	MSSQL Database
<input type="radio"/>	Domain Settings
	Domain Info
	Add New Domain
	Trace Route
	Submit URLs
<input type="radio"/>	Billing
<input type="radio"/>	Mail Info
<input type="radio"/>	Logout

If you have more than one domain name, you will get the list of your domains to choose from. Otherwise, the first window to open would be the *Edit Domain* page:

TT Edit Domain	
Domain Name:	rodion.net  
?! Sub Domains:	cool.rodion.net    
?! IP Address	10.128.4.30 (Shared IP) CHANGE to Dedicated IP
?! Name Servers	ns1.hs.psoft.net ->10.128.0.2
DNS configuration	
?! Mail Service	 
?! Web Service:	 
?! Transfer HTTP	0 MB used out of 1.0 GB limit 
HTML Directory Name	/hsphere/local/home/rodion/rodion.net
?! FTP	Your FTP password is same as your unix password, your FTP site is ftp.rodion.net
Domain aliases	rsmirnov.net  rsmi.net  rsmi2.net  

where:

- **Domain Name:** the front door address used by visitors to enter your site. Click the **View** icon to enter the site.
- **Subdomains.** You can create subdomains to your domain if your current plan allows that. For more details see [below](#).
- **IP address:** Choose between a shared or dedicated IP address. You need to have a dedicated IP to create an FTP Virtual Host. See [below](#) for more on IP addresses.
- **Name Servers:** The name of the Master server where your domain is registered. The Name Servers field can also list one or more slave servers that are revoked when the traffic becomes too heavy for the Master to handle.
- **DNS Configuration:** Add custom DNS records to your DNS zone. For help on configuring DNS please click [here](#).
- **Mail Service:**

Configure settings for your mail service. Click the *Edit* icon to view or change configuration of your mail resources. By clicking the *On/Off* button you can enable or disable mail support.

Warning: *disabling mail service will permanently **remove** all your mail resource settings. After that, you will have to configure them from scratch.* For help on mail service please click [here](#).
- **Web Service:** Configure settings for your web site performance. Click the *Edit* icon

to view or change your server configuration. By clicking the *On/Off* button you can enable or disable website support.

Warning: *disabling web service will permanently **remove** all your server settings. After that, you will have to configure them from scratch.* For help on web service please click [here](#).

- **Transfer HTTP:** this is where you set HTTP Traffic limit. For more details, see [below](#).
- **HTML directory name:** the path to the directory on the server where your site is located.
- **FTP:**
 - click the *ON/OFF* button to create a Virtual FTP server. Disabling this feature will remove all Virtual FTP settings, so you will have to configure them from scratch.
 - click the *Edit* icon to view or edit the Virtual FTP settings on Virtual FTP host page.
 - By clicking *Disable*, you will remove all **FTP** settings; after that, you will have to configure them from scratch.
- **Domain Aliases:** You can create Domain Aliases to your domain if your current plan allows that. For details see [below](#).
- **Contact and Billing Info:** This feature is available only if you have a standard domain registered with OpenSRS. All updates to your Contact and Billing Info will be submitted to OpenSRS. This feature is not available for domains registered with other registrars.

Creating Sub Domains

A subdomain is a lower level domain. You can create as many subdomains as allowed by the plan. Domains and subdomains have equal functional capabilities, including web site management, e-mail service, FTP, etc., but subdomains do not have their own DNS zones.

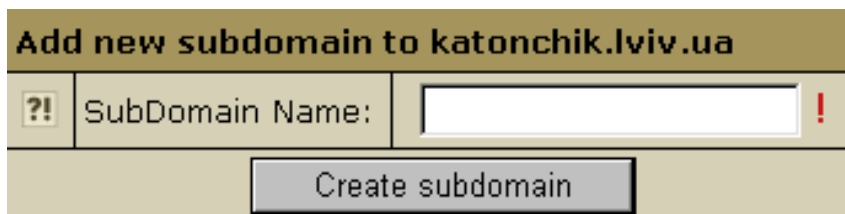
To create or add a subdomain to your domain, go through the following steps:

Step 1. In the main domain settings, switch to the dedicated IP.

Step 2. Click the *OFF* button in the FTP field to create a Virtual FTP host. In the window that appears, enter parameters to this Virtual FTP host.

Step 3.

1. Click the *Add* icon in the *Sub Domains* field. You will be asked to enter the subdomain name:



Add new subdomain to katonchik.lviv.ua	
?!	SubDomain Name: <input type="text"/>
<input type="button" value="Create subdomain"/>	

2. Enter the name of the new subdomain (you will see it on the left of your main domain name). For example, if your domain name is *mydomain.com*, entering *mysubdomain* will make your full subdomain name look like

mysubdomain.mydomain.com. Newly created subdomain will be displayed in the *Subdomain* entry on *Domain Settings* page.

Step 4.

1. Go to the *FTP Virtual Host* page. Click the *Add* icon in the *Virtual FTP Users* field.
2. Create a new user for this subdomain.

Step 5.

1. Click the *Add* icon in the *Virtual FTP Directories* field.
2. In the *Directory* field of the page that appears, enter full subdomain name ending with a slash (e.g. *subdomain.domain.com/*).
3. On the same page, set appropriate permissions to this directory and add authorized users, if appropriate.

To create another subdomain, just go through steps 3 to 5 again.

Switching between Virtual Hosting (Shared IP) and IP Based Hosting (Dedicated IP)

The system offers 2 kinds of IP:

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

Shared IP is used by more than one virtual hosts. This approach is known as name-based Virtual Host Support, as opposed to the traditional IP-based Virtual Host approach. The traditional approach is hard to implement on some machines, so Shared IP is used to avoid assigning a dedicated IP address to every virtual host.

The benefits of using the new name-based virtual host support are:

- virtually unlimited number of servers;
- ease of configuration and use;
- no additional hardware or software requirements.

The main disadvantage is that the client must support this part of the protocol. Also, which is critical for H-Sphere, shared IP does not allow to create FTP Virtual Hosts.

Dedicated IP is a paid service. You need a Dedicated IP to create Virtual FTP. This service uses SSL on your web server. Switching back from Dedicated IP to Shared IP will remove any of your FTP and SSL resources.

By default every domain has a Shared IP. Shared IP is free. You can change the type of IP at any time as you work with the system. To change the type of the IP, click the *Change to Shared/Dedicated IP* link in the Edit Domain page.

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

Changing HTTP Traffic

Every user plan has a default traffic limit. If you exceed it, you will have to pay charges per each extra gigabyte of traffic.

Change Traffic Limit	
Enter New HTTP Traffic Limit	<input type="text" value="1"/> + Gb
<input type="button" value="Change Traffic Limit"/>	

Per-gigabyte charges are usually higher, so it is wise to set your transfer limit to the level you are expecting to have. To change your plans default, click on the limit value. In the window that appears, enter the HTTP monthly traffic that you think you will run up. The traffic that goes beyond this limit will be charged at a higher rate. HTTP traffic is calculated separately from FTP traffic, but works quite similarly.

Setting Domain Alias/Domain Stacking (version 2.05 or higher)

A **stack domain** is a server alias in terms of apache. A stack domain may have:

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

In other words, a stack domain is a domain alias (i.e. your domain's alternate name) that points to a 'primary' domain. For example, if your domain name is *company.com*, you can register another domain name, e.g. *company.net* and have it point to the location of *company.com*. This means, every Internet user who goes to *company.net* will land in *company.com*.

A user plan can be configured to allow or disallow stack domains. Also, there can be a limit to the number of stack domains you can create.

To create a new domain alias, click the *Add* icon. The following window will appear:

New Domain Alias	
Alias for domain rodion.net	<input type="text"/> !
Configure DNS	<input type="checkbox"/>
<input type="button" value="Submit"/>	

Enter the name for a new domain alias (this must be a fully qualified domain name, e.g. *company.com*).

How shall I configure DNS?







- leave the box unchecked if the domain alias is registered on a different DNS server. In this case, your hosting services provider won't be able to maintain DNS for this domain alias. If you have a stack domains, you will only be able to access your account via HTTP. Mail Service will be inaccessible, and it will not appear as

hypertext in the list of domain aliases.

- check the box if you want H-Sphere to create a DNS record for the domain alias on your hosting server to point to the IP address of the existing domain. H-Sphere will create an appropriate DNS record for this domain alias. In this case you'll be able to create and edit custom DNS records for this domain alias (which is not recommended unless you know how to work with DNS records), and Mail Service will be accessible for this domain alias. It has no DNS zone of its own and does not support virtual FTP or MySQL services.

*REMEMBER to restart web server to enable the new server alias.

Click the existing domain alias text link to view and/or edit its configuration. The following page will appear:

TT Edit Domain Alias	
Domain Alias Name	rsmi.net  
 Name Servers	ns1.hs.psoft.net ->10.128.0.2
DNS configuration	
 Mail Service	

- **Name Servers:** the name and the IP of the server the domain alias is registered on.
- **DNS Configuration:** click the *Edit* icon to edit alias's DNS configuration. For more information check [Viewing and editing DNS settings](#).
- **Mail Service:** click the *ON/OFF* button to enable Mail Service. For more information check [Managing your E-mail resources](#).

"Pinging" Internet Hosts From Your Hosting Server (version 2.05 and higher)

This net troubleshooting tool allows you to ping any Internet host from your hosting server (in other words, to test if a host can be reached and how long it takes)

- Select *Trace Route* in the *Domain Settings* menu. The following window will appear:

Enter the host name You want to trace

! Time-Out:

- Enter the host name or the IP address of the server to ping. If the tracing takes longer than the timeout period you specified, the process will be stopped and the tracing results will be displayed. For more information on traceroute, type *man traceroute* in the command line.

Submitting Sites to Search Engines (version 2.05 and higher)

This tool submits specified URLs to the most popular automatic search engines such as

- Northernlight
- Ebcrawler
- Hotbot
- Excite
- DirectHit
- Google
- Infomak
- Webwombat
- AllTheWeb
- lycos
- Whatyouseek
- WebTop

On the *Submit sites* page (Submit URLs, Domain Settings):

Submit your sites to search engines	
Domain to submit	demo_use.u2.psoft ▾
Contact Email	example@example.com +
Key Words (Keywords must be separated by spaces)	<input type="text"/>
Timeout:	90 sec ▾
<input type="button" value="Submit"/>	

- **Domain to submit:** select the site you would like to be indexed.
- **Contact Email:** most search engines require an e-mail address to contact you if needed.
- **Key Words:** some search engines provide the possibility for entering additional keywords your site can be searched by.
- **Timeout:** set the timeout period. The timeout period is the time you allow for registering one site with all search engines.

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

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

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Changing Your FTP Settings

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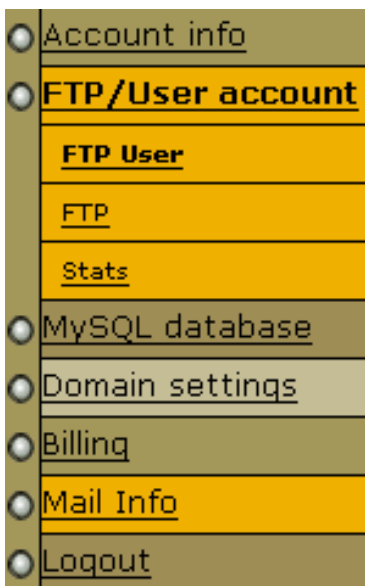
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














This document explains how to:

- [change your FTP password](#)
- [change your disk quota](#)
- [view your FTP traffic](#)
- [manage your files with WebShell](#)
- [Protecting your files and directories with HTAccess](#)

To do any of these tasks, open *FTP/User Account* menu:



This opens the *FTP User* page with general FTP User information:

TT	Parameter	Value
?! 	Login	unixtes0 WebShell  HtProtect 
?! 	Password	
?! 	Quota	0 MB used out of 0 MB in unlimited files 
?! 	Transfer FTP	0 MB used out of 1.0 GB limit 
?! 	Group	unixtes0
?! 	Home Directory	/hsphere/local/home/unixtes0
?! 	Host Name	web.ultra.shiva
?! 	Crontab:	
?! 	Shell Access	
?! 	FTP sub-accounts	

Changing Your FTP Password

Click the *Change* icon in the password field and enter the new password. Use numbers and capital letters for security purposes. Don't use non-English characters!

Changing Your Disk Quota

Disk quota is the disk space allocated for **all** your files, including **all** your sites and even files outside your home directory. To increase or decrease your disk quota, click the *CHANGE* icon in the Disk Quota field. If you set your quota to exceed the default free amount, you are charged for this difference.

Viewing Your FTP Traffic

FTP traffic is the part of summary traffic. It is generated when files are uploaded or downloaded from your directory via FTP (shared IP) by you or your [FTP sub-accounts](#). FTP traffic does not include the megabytes transferred through virtual FTP server (dedicated IP), because they are counted as virtual FTP traffic.

Managing Your Files With WebShell

WebShell is a web based server-side application which can be used for uploading, downloading or transferring files by FTP.

To open WebShell, click its link next to your FTP login name.

Protecting Your Files And Directories With HTAccess

HTAccess is an server-side application designed for:

- setting password protection and
- managing access privileges for selected web site directories.

To open HTAccess, click its link next to your FTP login name.

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Allowing Others To Access Your Home Directory

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

- [FTP sub-accounts](#)
- [Virtual FTP server](#)
- [Anonymous FTP Access](#)

FTP Sub-Accounts (version 2.06 and higher)

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

To create a new FTP sub-account, go to your control panel and click the *FTP/User Account* menu. On the page that appears, find *FTP sub-accounts* and click the *Add* icon on the right. Next, enter the FTP login and password that will be used by this other user, and the directory this user will be restricted to.

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

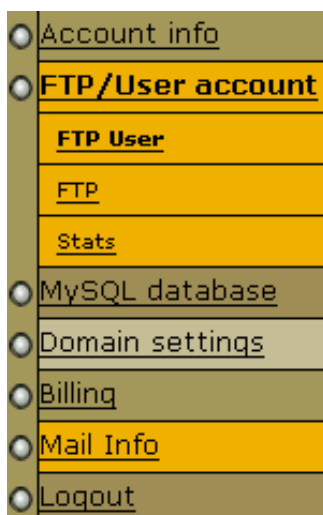
Virtual FTP Server

Virtual FTP server provides ampler possibilities than FTP sub-accounts. It allows to give access to more than one directory, specify a different set of permissions for each directory, etc.



To provide Virtual FTP Access, do the following:

Step 1: Enable Virtual FTP Server

Select FTP in the *FTP/User Account* menu:




By default, Virtual FTP Server is disabled:

Domain Name:	FTP	Anonymous FTP
katonchik.lviv.ua	 (Dedicated IP is required)	 (FTP required)

It can be enabled only if you have a dedicated IP. Initially you have a shared IP. To obtain a dedicated IP address, go to the *Domain Settings* page and click the *Change to Dedicated IP* link. For more details on the difference between dedicated IP and shared IP, read [here](#).

After you have obtained a dedicated IP, your FTP page will look as follows:

Domain Name:	FTP	Anonymous FTP
katonchik.lviv.ua		 (FTP required)

where:




Domain name: the domain name used by guest users to connect to your Virtual FTP Server, alternatively to the IP address.

FTP: the **OFF** button shows that your Virtual FTP Server is disabled. Read the [next paragraph](#) on the Virtual FTP Server.

Anonymous FTP: the tool that allows guest users to connect to your Virtual FTP directories, view, download or upload files. By using the special user-id "*anonymous*", the guest user will bypass security checks and have access to files in your Virtual FTP directory. Read [below](#) on Anonymous FTP access.

Step 2: Add New Virtual FTP Host

Now that you have obtained a dedicated IP, click the *FTP ON/OFF* button to create a new Virtual FTP host:

Domain Name:	FTP	Anonymous FTP
katonchik.lviv.ua	 	 (FTP required)

This will open a new window:

Adding new virtual FTP host	
Main Login Name	katon_u2
Home Directory	/hsphere/local/home/katon_u2
Main Password	Same as UNIX account password
Name of the server	<input type="text"/>
Email of the administrator	<input type="text"/> !
<input type="button" value="Submit Query"/>	

where:

Main Login Name: your login to connect to your Virtual FTP server. It's always the same as your FTP User login. You can get to your Virtual FTP server by the domain name or the dedicated IP it is mapped with.

Home Directory: the directory on the server where all your files are located.

Main Password: the password to access your Virtual FTP server. It's always the same as your FTP User password.

Name of the Server: the name that will appear in the welcome message when guest users connect to your Virtual FTP server.

E-mail of the Administrator: enter an e-mail by which guest users can reach you with their questions or comments.

Step 3: Configure FTP Virtual Host

Now Virtual FTP Server is installed and you can view or edit its configuration by clicking the **Edit** icon that has appeared next to the *FTP ON/OFF* button for the selected domain.

Domain Name:	FTP	Anonymous FTP
katonchik.lviv.ua		

This will open the *Virtual FTP host* page:

FTP vhost	
Main Login Name	maximuuu
Home Directory	/hsphere/local/home/maximuuu
Main Password	Same as UNIX account password
Name of the server	test
Email of the administrator	kantsurov_mv@yahoo.com
IP Address of the FTP server	10.128.4.31
Virtual FTP traffic	0 MB used out of 1 GB limit
Virtual ftp-users	user1 user2 user3
Virtual ftp-directories	testing/
Anonymous FTP	
Anonymous FTP Upload Facilities	

where:

Main Login Name: your login to connect to your Virtual FTP server. It's always the same as your FTP User login. You can get to your Virtual FTP server by the domain name or the dedicated IP it is mapped with.

Home Directory: the directory on the server where all your files are located.

Main Password: the password to access your Virtual FTP server. It's always the same as your FTP User password

Name of the server: the name that will appear in the welcome message when guest users connect to your Virtual FTP server.

E-mail of the administrator: your e-mail by which users can reach you with their questions or comments.

IP Address of the FTP Server: the dedicated IP of your Virtual FTP server used by authorized or anonymous FTP users, alternatively to your domain name.

Virtual FTP Traffic: This traffic is generated by all your anonymous/authorized FTP

users. Click the *limit value* or the *Edit* icon next to the limit value to set the monthly Virtual FTP traffic you expect to run up using the FTP server IP address:

Change Traffic Limit	
Enter New Anonymous FTP Traffic Limit	<input type="text" value="1"/> + Gb
<input type="button" value="Change Traffic Limit"/>	

The traffic that goes beyond this limit will be charged at a higher excess rate.

Virtual FTP Users: guest users authorized to use your FTP directory. To add guest users who will be authorized to use your FTP directory click the *Add* icon. To change password for a specific guest user, click this user's name or the *Change* icon. The following window will appear:

New FTP User	
Login	<input type="text"/> -
Password	<input type="text"/> !
Confirm password	<input type="text"/> !
<input type="button" value="Submit Query"/>	

Virtual FTP Directories: click the *Add* icon to create a folder you can share with your guest Virtual FTP users. To edit the list of authorized users or permissions to this directory, click the directory name or the *Edit* icon (see [more](#)).

Anonymous FTP: click the ON/OFF button to enable or disable anonymous FTP access to your Anonymous FTP directory which will be created automatically in your root. Anonymous FTP visitors will be able only to view and download the files from this directory.

Anonymous FTP Upload Facilities: click the ON/OFF button to create/remove the directory within your Anonymous FTP directory (see above) to enable your anonymous FTP visitors to upload the files. After the upload, these files will be accessible only for you. Be aware that this directory can be created only when Anonymous FTP access is activated.

Step 4: Create Virtual FTP Directories

To create a new virtual FTP directory, enter the directory name and set permissions:

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

Directory: The directory will be created relative to root, i.e. your home directory. For example, if you enter Dir1, this directory will be created right in the root. To modify this default, you should also include the path, for example *UserDirs/Dir1*.

Permissions:

Read: allow or forbid downloading files in the Virtual FTP directory.

Write: allow or forbid uploading files to the Virtual FTP directory.

List: allow or forbid viewing / browsing the contents of the directory. It is usually used jointly with **Read**.








Grant Permissions to all users:

If you set this property as checked, all virtual FTP users will be granted the permissions you are setting.

If you leave this property unchecked, you will have to define which of your FTP users will be granted these permissions. For instructions see the next paragraph.

Step 5: Authorize Virtual FTP Users

To edit permissions to the directory, click the name of the directory or the *Edit* link. You will be taken to the *Update Virtual FTP Directory* page:

Update Virtual FTP Directory	
Directory	testing/
Permissions	<input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Write <input checked="" type="checkbox"/> List <input type="checkbox"/> Grant permissions for all users
Authorized users	user1   user2   user3   
<input type="button" value="Submit Query"/>	

If you don't grant permissions for all users, you will have to authorize each user individually by clicking the *Add* icon in the *Authorized users* section. Here you can add and remove users authorized to work with this directory and change their passwords.

Anonymous FTP Access

When you enable Anonymous FTP, you give unrestricted FTP access to a dedicated directory in your account. A special directory is automatically created in your root directory, and its content can be viewed and downloaded, but not uploaded.

Anonymous FTP becomes available only after you create a Virtual FTP server. You can enable or disable Anonymous FTP access either from the *FTP* page or from the *Virtual FTP Host* page by clicking the *ON/OFF* button in the *Anonymous FTP* section.

If you want anonymous FTP users to upload files, you have to enable *Anonymous FTP Upload Facilities* by clicking the *ON/OFF* button. **NOTE:** This section will appear on the *Virtual FTP Host* page only after you have activated Anonymous FTP. When you enable *Anonymous FTP Upload Facilities*, a special directory is automatically created in the Anonymous FTP directory.

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H-Sphere User Guide

Using Multiple Accounts

For more information contact us at info@psoft.net

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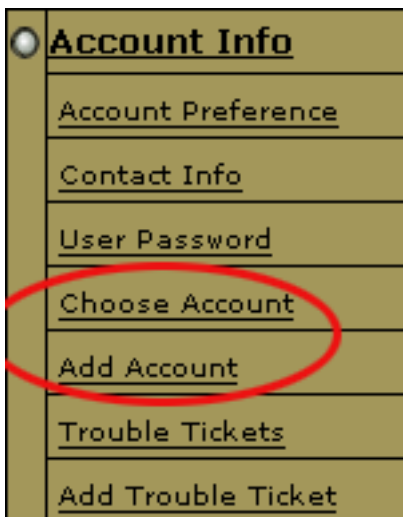
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With H-Sphere you can create several accounts under one login and easily switch between them after you log into the control panel.



Account Info menu has two items for multiple account management:

- *Choose Account*
- *Add Account*



Choosing Between Existing Accounts






To switch between accounts, select *Choose Account* in the *Account Info* menu. You will be taken to the page listing all your plans:

Please SELECT an account that you would like to REVIEW or MODIFY		
1883	Unix(system) copy1	
14182	Unix	

Click the *Select* icon for the account you would like to enter.

Adding New Accounts

To create a new account, click *Add Account* in the *Account Info* menu. You will be taken to the page listing all available plans:

Web Site Hosting Services	
Real	
Real Server Unix	
Real Server Windows	
Unix	
Unix	
Win2000	
Win 2000	
Ungrouped	
MySQL	

Step 1. Click the *Select* icon for one of the listed plans.

This will launch the account creation wizard, which very much alike the one you used at the signup.

Step 2. Fill out all forms in the wizard following the on-screen instructions.

After you finish, a new account will be created automatically if you pay by credit card. If you pay by check, you will be notified by e-mail that your check has been received and your account has been activated.

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- [Working with MySQL in H-Sphere 2.x system](#)
 - [Creating MySQL database and its users](#)
 - [Managing MySQL database](#)
 - [Editing MySQL settings](#)
 - [Managing MySQL user privileges](#)

What's MySQL? What do I need it for?

MySQL is a database management system.

A database is a structured collection of data. It may be anything from a simple shopping list to a picture gallery or the vast amounts of information in a corporate network. To add, access, and process data stored in a computer database, you need a database management system such as MySQL. Since computers are very good at handling large amounts of data, database management plays a central role in computing, as stand-alone utilities, or as parts of other applications.

MySQL is a relational database management system.

A relational database stores data in separate tables rather than putting all the data in one big storeroom. This adds speed and flexibility. The tables are linked by defined relations making it possible to combine data from several tables on request. The SQL part of MySQL stands for "Structured Query Language" - the most common standardized language used to access databases.

My SQL is Open Source Software.

Open source means that it is possible for anyone to use and modify it. Anybody can download MySQL from the Internet and use it without paying anything. Anybody interested can study the source code and change it to fit his/her needs. MySQL uses the GPL (GNU General Public License) <http://www.gnu.org> to define what you may and may not do with the software in different situations. If you feel uncomfortable with the GPL or need to embed MySQL into a commercial application you can buy a commercially licensed version from us.

Working with MySQL in H-Sphere 2.x system

To use MySQL databases within H-Sphere you must be subscribed to a plan supporting MySQL. Please consult our IT consultants in selecting the plan that will best correspond to your needs.

It is very important to understand that MySQL users cannot exist separately from MySQL databases. This means that you must:

1. create a database
2. add MySQL users to each created database.

However, MySQL users can be shared by different databases.

Creating MySQL Database And Its Users

To create any MySQL database, please use MySQL DB creation Wizard. It is automatically launched when you click *MySQL DB creation*:

The MySQL Database Creation Wizard Step 1	
<p>The first step of the MySQL database creation wizard allows you to create a database. In the Name of database field enter the name of the database you are creating. This name will be used later when you connect to the database from any database clients or tools. The Database description field allows you to provide a short description of the database. This description is used only in the HSpere 2.0 control panel to remind the purpose of this database.</p>	
Name of database	<input type="text"/> !
Database description	<input type="text"/>
?!	<input type="button" value="Next"/>

Then it takes you to the following form:







The MySQL Database Creation Wizard Step 2. Adding Users to mydatabase1																					
<p>On this step you will add users and set their privileges on newly created database. In the left part of the form you can add new users. In the right part you can set privileges for already existing users on the newly created database. To add a new user enter user login and password. Then select a typical role for this user. If you need to set more specific privileges you can do this from 'MySQL privileges' form later (after the user has been created). To set privileges on the newly created database for an existing user select user from the list, then select a typical role of this user and press the 'Add existing user' button. If you need to set more specific privileges on the database you can do this from 'MySQL privileges' form later.</p>																					
<table border="1"> <thead> <tr> <th colspan="2">Adding new user</th> </tr> </thead> <tbody> <tr> <td>User name</td> <td><input type="text"/> !</td> </tr> <tr> <td>User password</td> <td><input type="text"/> !</td> </tr> <tr> <td>Confirm password</td> <td><input type="text"/> !</td> </tr> <tr> <td>User role</td> <td><input type="text" value="read"/> ▼</td> </tr> <tr> <td colspan="2" style="text-align: center;"><input type="button" value="Add new user"/></td> </tr> </tbody> </table>	Adding new user		User name	<input type="text"/> !	User password	<input type="text"/> !	Confirm password	<input type="text"/> !	User role	<input type="text" value="read"/> ▼	<input type="button" value="Add new user"/>		<table border="1"> <thead> <tr> <th colspan="2">Adding already existing user</th> </tr> </thead> <tbody> <tr> <td>Pick user</td> <td><input type="text" value="user1"/> ▼</td> </tr> <tr> <td>User role</td> <td><input type="text" value="read"/> ▼</td> </tr> <tr> <td colspan="2" style="text-align: center;"><input type="button" value="Add existing user"/></td> </tr> </tbody> </table>	Adding already existing user		Pick user	<input type="text" value="user1"/> ▼	User role	<input type="text" value="read"/> ▼	<input type="button" value="Add existing user"/>	
Adding new user																					
User name	<input type="text"/> !																				
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User role	<input type="text" value="read"/> ▼																				
<input type="button" value="Add existing user"/>																					
<input type="button" value="Finish"/>																					

On this step you are asked to add users to your database. If you want to create a completely new MySQL user, enter user name, user password, typical user role and click the *Add new user* button in the left-hand panel .You can as well add a user from an existing database. To do this, select a user and user role in the right-hand panel. After you have added all users, press the *Finish* button.

User role determines what privileges you assign to the user - to read, to write, or to administer the database. For more information on MySQL access privileges please refer to www.mysql.com.

Managing MySQL Databases

To access MySQL database management page, select the *MySQL Databases* in the navigation menu. On the page that appears you will see the list of databases that already exist in your account:

MySQL databases			
You can maintain any of your databases using any user created with any MySQL GUI client or using the built-in phpMyAdmin control panel by clicking its link from the manage database screen.			
	Host Name	ultra.psoft	
	Port number	3306	
	Database name	Database description	Controls
	test1	test1	 
	test2	test2	 







To add a new database, use [MySQL DB creation Wizard](#).

To edit settings for any of the existing databases, click the *Edit* icon on its right. To delete a database, click the *Trash Can* icon.

IMPORTANT: If you delete a database, its users will also be deleted unless they also belong to other databases.

Editing MySQL DB Settings

Click the Edit icon in the Controls section next to the DB which settings you decided to view/change. You will be brought to the form similar to the one below:

MySQL database management	
Host Name	ultra.psoft
Port number	3306
Database name	test1 
phpMyAdmin	Built in phpMyAdmin control panel you will need properly configured dba user to log in (just add user with dba role if you don't have)
Quota	Used 0 Mb out of 5 Mb  CHANGE
Users of the database	user11    

where:

- **Host name:** the address that a user needs to connect to his MySQL Database via the built-in phpMyAdmin control panel or user's own MySQL GUI client.
- **Port number** through which users get to this database.
- **Database name** shows you which database settings you are viewing/editing.
- **Built in phpMyAdmin** lets you log into the database as the administrator.
- **Quota** shows you the disc space used by this database and its quota. Change database disk space quota by clicking the *Change* icon. If you exceed this quota, you'll be charged for the excess at a different (usually higher) price.
- **Users of the database:** the list of all DB users. By a user we mean a unique username, a password and a set of privileges required to work with a database. What privileges are and how you set them

for a user is explained in [Managing MySQL User Privileges](#) paragraph further in this chapter.

- Click the Edit icon to set privileges for this user.
- Click the Change icon to change users password.
IMPORTANT: If you change user password for this database, it will automatically be changed for all other databases.
- Click the Trash Can icon to remove the user.
- Click the Add icon to create other users of this DB You'll be asked to fill in the following form:

Add MySQL user to the database test1	
User name	<input type="text"/>
Password	<input type="password"/>
Confirm password	<input type="password"/>
User role	read
<input type="button" value="Add"/>	
Granting privileges to an existing user on the database test1	
Pick user	user1
User role	read
<input type="button" value="Grant"/>	

Here you can add entirely new users to your database. These are users that have not been added to any other databases in this account.

In the lower section you determine what privileges you assign to the user - to read, to write, or to administer the database. For more information on MySQL access privileges, please refer to www.mysql.com.

NOTE: You cannot create users with identical names and different passwords.

Setting MySQL User Privileges

After you have added MySQL users to a database, each with a certain user role, you may change each user's privileges to use the database. By default, each user gets the following privileges depending on the user role that you have defined:

Role:	Set of privileges:
read	select
read/write	select, insert, delete, update
dba	select, insert, update, drop, create, alter, index

NOTICE: Before changing the defaults, it is recommended to learn more about administering a MySQL database. To read more, please visit www.mysql.com. **IMPORTANT:** any changes in user privileges will be applied to the whole selected database.

To change the defaults, click the *Edit* icon next to the user whose privileges you would like to configure. You will be brought to the *Privilege Maintenance* page.

You are about administrating user privileges on database		
	Current user	user3
	Current database	main_products
TT	Edit privileges	
	Privilege name	Current status
	grant	<input type="checkbox"/>
	drop	<input type="checkbox"/>
	update	<input type="checkbox"/>
	create	<input type="checkbox"/>
	alter	<input type="checkbox"/>
	index	<input type="checkbox"/>
	select	<input checked="" type="checkbox"/>
	insert	<input type="checkbox"/>
	delete	<input type="checkbox"/>
?!	<input type="button" value="Submit"/>	

Just check or uncheck the desired privileges and press the *Submit* button.

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H-Sphere User Guide

Microsoft SQL Support

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Microsoft SQL Support feature allows Internet users to work with your Microsoft SQL databases. For more information on Microsoft SQL Server, please go to www.microsoft.com/sql/evaluation/overview/CE/default.asp.

To offer Microsoft SQL database access within H-Sphere 2.x, you must be subscribed to a plan with MS SQL support. You can check it out from the Compare Plans chart from the signup page.

To work with Microsoft SQL correctly, you have to distinguish clearly between two different underlying concepts:

- login, which is required for connecting to the Microsoft SQL server and server role authentication. You need a login to create a database.
- user, which is required for working with Microsoft SQL databases.

How to Create a Database

To create a Microsoft SQL database, you first need to create at least one login. You should remotely connect to the Microsoft SQL server. In the MSSQL menu select MSSQL logins:

<input type="radio"/>	Account Info
<input type="radio"/>	Support Center
<input type="radio"/>	FTP/User account
<input type="radio"/>	MySQL Database
<input type="radio"/>	MSSQL Database
	MSSQL Logins
	MSSQL Databases
<input type="radio"/>	Domain Settings
<input type="radio"/>	Billing
<input type="radio"/>	Mail Info
<input type="radio"/>	Logout

In the window that appears enter the login and password:

The MSSQL Login Creation Form	
MS SQL Login must be unique!	
Login	<input type="text"/>
Password	<input type="password"/> !
Confirm password	<input type="password"/> !
?!	<input type="button" value="Submit"/>

Next, select MSSQL Databases, then specify database parameters:

The MSSQL Database Creation Form	
Database name	<input type="text" value="Products"/> +
Login	<input type="text" value="katon"/> ▼
Total quota size (in MB)	<input type="text" value="20"/> +
Database/Transaction Log file quota ratio	<input type="text" value="10%"/> ▼
?!	<input type="button" value="Submit"/>

where:

- **Total quota size** is the disk space allocated for the database file and the transaction log file. This quota cannot be exceeded.
- **Database/Transaction Log file quota ratio** is the portion of disk space allocated for the database file. For example, if you set the total quota size to 20 MB and the database/transaction log file quota ratio to 10%, the maximum allowed size of the database file can be 2 MB.

After you have created the database, it appears in the database list:

MSSQL databases			
You can manage your databases with MS SQL Enterprise Manager using the logins these databases were created under.			
	Host name	mssql.hs.psoft.net	
	Database name	Database login	Control
?!	hairstyles	beautiful	
?!	beauty_saloons	beautiful	

To connect to the Microsoft SQL server from a remote computer, use any Microsoft SQL agent. When prompted, enter the host name suggested in the control panel, and the login / password you have created.

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H-Sphere User Guide

PostgreSQL Support

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- [General Issues](#): explains what is PostgreSQL and what it is used for.
- [Working with PostgreSQL in H-Sphere](#): explains the basic approaches of managing PostgreSQL data bases
 - [Creating User\(s\)](#)
 - [Creating DB](#)

What's PGSQL? What do I need it for?

PostgreSQL is a database management system which can be run only on Unix platform boxes.

A database is a structured collection of data. It may be anything from a simple shopping list to a picture gallery or the vast amounts of information in a corporate network. To add, access, and process data stored in a computer database, you need a database management system such as PostgreSQL. Since computers are very good at handling large amounts of data, database management plays a central role in computing, as stand-alone utilities, or as parts of other applications.

PostgreSQL is a relational database management system.

A relational database stores data in separate tables rather than putting all the data in one big storeroom. This adds speed and flexibility. The tables are linked by defined relations making it possible to combine data from several tables on request. The SQL part of PostgreSQL stands for "Structured Query Language" - the most common standardized language used to access databases.

PostgreSQL is Open Source Software.

Open source means that it is possible for anyone to use and modify it. Anybody can download PostgreSQL from the Internet and use it without paying anything. All who are so inclined can study the source code and change it to fit their needs. PostgreSQL uses the GPL (GNU General Public License). You may address <http://www.gnu.org> to define what you may and may not do with the software in different situations. If you feel uncomfortable with the GPL or need to insert PostgreSQL into a commercial application, you can buy a commercially licensed version from us.

Managing PostgreSQL Database and Its Users

To use PostgreSQL databases within H-Sphere, you must be subscribed to a plan supporting PostgreSQL. Please consult our IT consultants in selecting the plan that will best correspond your needs.

As opposed to other 'SQL' databases supported by H-Sphere, PostgreSQL users are 'principal' relatively to PostgreSQL databases, which means a database cannot be created without a user. In other words, each database should be bound to a previously created owner. This means that you must first create a user and then create a database. There is only one owner for each database, however the database can be used by others who obtain permissions from the owner.

Click the *PosgreSQL database* menu:

<input type="radio"/>	MS SQL Database
<input checked="" type="radio"/>	PGSQL Database
	PGSQL Databases
	PGSQL Users
<input type="radio"/>	Domain Settings




If you do not have any PostgreSQL users, you will be taken to the *PostgreSQL Users* page by default. Otherwise, the first page to appear is PostgreSQL Database listing your H-Sphere system PostgreSQL databases.

Creating PostgreSQL User(s)

Go to the *PostgreSQL Users* page and fill in the *Add PostgreSQL* user form:

Add PostgreSQL user	
User name	<input type="text"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>
<input type="button" value="Add"/>	

As you enter the user name and the access password which he will use in future to get at **database(s)**, you will be taken to the form similar to the one below:

PostgreSQL users management	
Host Name	ultra.psoft
Port Number	5432
Users created by you. If you want to drop a user, firstly delete all user's privileges. If you don't make this, a new user will have a privileges of a deleted user.	pg_user1  CHANGE pg_user2  CHANGE  <input type="button" value="ADD"/>

where:

Host Name: the name of the server hosting your H-Sphere system PostgreSQL database(s).

Port Number: the number of the port users get to their database(s).

Here you can:

- add other users (click the *Add* icon);
- delete the existent user (click the *Trash Can* icon).
N.B.: the Trash Can icon appears only next to 'non-owner' users, i.e. if the user is an owner of a PostgreSQL database, you won't be able to remove him. In this case you'll have to remove the PostgreSQL database he is an owner of first.
E.g. In the above shown example *pg_user1* is an owner of the PostgreSQL database, thereby no Trash icon is displayed and you can't remove him on the contrary to *pg_user2*.
- change users password - click the Change icon.

Important: the user privileges can be changed in the phpPgAdmin.


Creating PostgreSQL Database

Now that you have at least one user, you can turn to PostgreSQL database creation.

Remember:

- you can create no PostgreSQL database without 'pre-created' users;
- each database must have an owner.



To create a database, click the *PostgreSQL Databases* in the *PostgreSQL Database* menu. You will be taken to the form similar to the one below:

PostgreSQL databases			
You can maintain any of your databases using any user created with any PGSQL GUI client or using the built-in phpPGAdmin control panel by clicking its link from the manage database screen.			
Host Name	ultra.psoft		
Port Number	5432		
Database name	Database description	Database owner	Controls
?! 			

Click the *Add* icon to enter the parameters of the database:

The PGSQL Database Creation	
Create a database. In the Name of database field enter the name of the database you are creating. This name will be used later when you connect to the database from any database clients or tools. The Database description field allows you to provide a short description of the database. The Database owner field allows you to choose from a list of users.	
Database name	<input type="text"/> !
Description	<input type="text"/>
Database owner	<input type="text" value="pg_user1"/> ▼
<input type="button" value="Submit"/>	

When you've created a database and assigned its owner you can change the database settings. Click the database link in the *Database name* field or the *Edit* icon in the *Controls* field. You will be taken to the form similar to the one below:

PGSQL database management	
Host Name	ultra.psoft
Port Number	5432
Database name	db_products 
phpPgAdmin	Built in phpPgAdmin control panel you will need properly configured database
Database description	stock_db 
Quota	Used 1.54 Mb out of 5 Mb 

where:

- **Host Name:** the name of the server hosting your H-Sphere system PostgreSQL database(s).
- **Port Number:** the number of the port through which users get to their database(s).
- **Database Name:** click the Trash Can icon to delete the database.
- **phpPgAdmin:** an *http* client that enables users to configure and operate PostgreSQL database(s).
- **Database Description:** a comment that will help you identify the this database among others.
- **Quota:** shows how much of disk space is being used of a database disc quota which you can change by clicking the Change icon.

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Editing DNS Settings

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Understanding DNS






According to [Webopedia](#), DNS is a short name for Domain Name System (or Service), an Internet service that translates domain names into IP addresses. Because domain names are alphabetic, they're easier to remember. The Internet however, is really based on IP addresses. Every time you use a domain name, therefore, a DNS service must translate the name into the corresponding IP address. For example, the domain name `www.example.com` might translate to `198.105.232.4`.

The DNS system is, in fact, its own network. If one DNS server doesn't know how to translate a particular domain name, it asks another one, and so on, until the correct IP address is returned.






Typically DNS on H-Sphere is managed **without user participation**, but in some rare cases you need to add custom records to your DNS zone. An example would be when a user wants all email to be processed by an external mail server rather than by the built-in mail system, or when it is necessary to add more A, MX or CNAME records. However, such user intervention requires knowledge of DNS configuration and clear understanding of what is to be done.

Not all plans allow DNS customization - please ensure that the plan you have selected provides this service.

To customize your DNS, go to the *Edit domain* page and click the *Edit* icon in the *DNS Configuration* field:

Edit Domain		
	Domain Name:	testing.org 🔍
	Sub Domains:	
?!	IP Address	10.128.4.30 (Shared IP) CHANGE to Dedicated IP
	DNS configuration	
?!	Name Servers	ns1.hs.3wcorp.net ->10.128.0.2
?!	Web Service:	 
?!	Transfer HTTP	0 MB used out of 1 GB limit 
	HTML Directory Name	/hsphere/local/home/rodion/testing.org
?!	FTP	Your FTP password is same as your unix password, your FTP site is ftp.testing.org

This link will take you to the DNS Configuration page:

DNS configuration					
Zone: testing.org					
Name	TTL	Class	Type	Data	
Build in A records					
testing.org	86400	IN	A	10.128.4.30	
*.testing.org	86400	IN	A	10.128.4.30	
Custom A records					
cgi.testing.org	86800	IN	A	192.168.114.15	
asp.testing.org	86400	IN	A	192.192.192.192	
Add DNS A Record					
Build in MX records					
testing.org		IN	MX	10 mail2.hs.3wcorp.net	
Custom MX records					
cgi.testing.org		IN	MX	10 mail.testing.org	
Add DNS MX Record					
Custom CNAME records					
cgis.testing.org	86400	IN	MX	cgi.testing.org	
Add DNS CNAME Record					

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

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

Adding Custom A Records

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

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

New custom A DNS record				
\$ORIGIN katonchik.lviv.ua				
Name	TTL	Class	Type	Data
<input type="text"/>	86400	IN	A	<input type="text"/>
<input type="button" value="Submit"/>				

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

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

Adding Custom MX Records

This type of DNS records MX may be applied if you want to map domain names and their mail server IP's.

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

New custom MX DNS record				
\$ORIGIN katonchik.lviv.ua				
Name	Class	Type	Data	
<input type="text"/>	IN	MX	<input type="text"/>	<input type="text"/>
<input type="button" value="Submit"/>				

In the case of MX records, the *Data* field contains the preference and the mail domain name. If you leave the *Name* field blank, all mail will be redirected for this zone.

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

Adding Custom CNAME Records

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

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

New custom CNAME DNS record				
\$ORIGIN katonchik.lviv.ua				
Name	TTL	Class	Type	Data
<input type="text"/>	86400	IN	CNAME	<input type="text"/> !
<input type="button" value="Submit"/>				

In the case of CNAME records, the values have the same format as in the A record with the exception of the *Data* field. In the Data field you have to enter the name of the server to which you are creating the alias record.

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

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Web Service

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




















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This service allows you to administer your web site and control the performance of web site services. In this document we will look at the web service in the Unix plan. The Windows plan works similarly to Unix, but offers a somewhat different set of features.

Accessing the Web Service Page

To access the Web Service page, select *Domain Settings* in the navigation menu, and on the page that appears click the *Edit* icon in the *Web Service* field:

TT Edit Domain	
	Domain Name: unixtesting.hosting.com  
?! 	Sub Domains: demo.unixtesting.hosting.com    
?! 	IP Address 10.128.3.31 (Dedicated IP) CHANGE to Shared IP
?! 	Name Servers ns1.hs.psoft.net ->10.128.0.2
	DNS configuration 
?! 	Mail Service  
?! 	Web Service:  
?! 	Transfer HTTP 0 MB used out of 1.0 GB limit 
	HTML Directory Name /hsphere/local/home/unixtest/unixtesting.hosting.com
?! 	FTP  
	Domain aliases unixhost.com  

This will open the *Web Service* page.

Working with Web Service Settings

At the top of the page you will see your basic web settings:

Web Service	
?! Domain name	newdns.com 🔍
?! Server Configuration	Changes need to be applied Apply
?! IP Address	10.128.3.36
?! Preinstalled Scripts 🔍	Restore to default
?! Site Studio	<input type="button" value="login"/>

- **Domain Name:** the front door address used by visitors to enter your site. Click the domain name to go back to the *Edit Domain Info* page. You can enter your site from here clicking the *View* icon.
- **Server Configuration:** Any changes you make to this page will take effect **only!** after you restart the apache web server. To restart it, just click the *Apply* link. If no changes have been made, Server Configuration will show as *OK*.
- **IP Address:** If you have a dedicated IP address, you can go to your site by clicking the link. The difference between dedicated and shared IP is discussed in the [Domain Management](#) chapter.
- **Preinstalled Scripts** (version 2.09 and higher): H-Sphere comes with free pre-installed CGI scripts written in Perl, PHP, and ASP. These are the counter, guestbook and a web-chat. If you accidentally delete any of your CGI scripts and/or index page (*index.html*), you can restore it by clicking the *Restore to default* link. The system will create the missing files and skip any of existing ones: this way you will not lose any of your changes. If you want to get rid of any undesirable changes in you CGI scripts and restore H-Sphere's default settings, you will have to delete the files you want to restore and then click the *Restore to default* link. See the [Contents of Your Home Directory](#) chapter of this manual for more information on the files and catalogues not to be deleted.
- **Site Studio:** click *Login* to enter SiteStudio, a powerful site construction tool enabling you to create a professional-looking site in a matter of minutes.

Configuring Your Apache Web Server

The next section allows you to configure your apache web server:





























?! Indexes	<input type="radio"/> Enabled	<input type="radio"/> Disabled	<input checked="" type="radio"/> Fancy
?! Symbolic Links	<input checked="" type="radio"/> Enabled	<input type="radio"/> Disabled	<input type="radio"/> Owner's Only
?! MultiViews	<input type="radio"/> Enabled	<input checked="" type="radio"/> Disabled	
<input type="button" value="Submit Query"/>			

- **Indexes:** The index page is the first page entered on your site. If for any reason it is corrupted or missing, apache can automatically generate a substitute index page. Switch the radio buttons to enable or disable this option.
- **Symbolic links:** If your file system supports symlinks, enabling these options will allow you to use them.

- **Multiviews:** If for any reason the requested file is not available, apache will redirect the request to other files with the same name, but a different extension. This is exceptionally useful in handling files with similar extensions, such as .htm, .html, .shtm, etc.

Adding More Features

Further below is the list of features that you can add your site to enhance its functionality:

?! SSL Support	 (Change to dedicated IP first)
?! Shared SSL Support	
?! FrontPage Extensions	
?! CGI	.cgi  
?! CGI dir	/cgi-bin  
?! Server Side Imagemap	
?! MIME Type	
?! PHP	 .php3  .phps  
?! SSI	
?! MIVA	
?! Error	
?! Error Log	
?! Transfer Log	
?! Webalizer	
?! ModLogAn	
?! Referrer Log	
?! Agent Log	
?! Server Alias	www.utest.psoft   
?! Redirect	
?! Directory Indexes	 

SSL support

SSL (Secure Sockets Layer protocol) is a standard for transmitting confidential data such as credit card numbers over the Internet. Most true business sites support this feature which allows more security in data transmitted over the WWW. This is the standard minimum safe security level for true business on the Internet. SSL works by using a private key to encrypt data that is transferred over the SSL connection. To read more about what is SSL and how it works, go to <http://www.modssl.org/docs/2.8/index.html>

Click [here](#) to go to the SSL page of this manual.

Shared SSL support

Shared SSL uses WildCard (server-wide) certificates to service multiple domains. [Thawte](#) determines a wildcard certificate as "a single certificate, with a wildcard character in the domain name field. This allows the certificate to secure multiple hosts within the same domain. For example, a certificate for ' *.domain.com ', could be used for www.domain.com, www1.domain.com, www2.domain.com, in fact, any host in the domain.com domain. When a client checks the host name in this certificate it uses a shell expansion procedure to see if it matches."

According to [VeriSign](#), a shared SSL certificate "enables Internet Service Providers (ISPs) to provide SSL (Secure Sockets Layer) encryption and business authentication to Web business customers, but without the need to issue unique digital certificates to each hosted customer. The service offers ISPs the convenience and streamlined management of a single specially licensed SSL digital certificate to share among multiple hosted Web sites".

Wildcard certificates work only within one domain level. For example, if you get a domain name for *.domain.com, it will work for www.domain.com and subdomain.domain.com. But it will not work for www.subdomain.domain.com.

FrontPage extensions

To enable FrontPage Extensions support, click the *ON/OFF* button. In the window that appears, enter the login and password you will need to upload your web pages with the FrontPage Publish Web feature:

Add Frontpage Extention	
Login:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Submit Query"/>	

You can change FPE login and password at any time in the future by clicking the *Edit* icon that appears next to the *ON/OFF* button.

CGI

To add a CGI alias, click the *Add* icon.

New CGI Alias	
File Extension	<input type="text"/>
<input type="button" value="Submit Query"/>	

In the window that appears, enter File Extension for the files you want to be regarded as scripts. For example, entering .pl extensions will mark all *.pl files as executable scripts. The file extension must begin with a dot. This configuration will not affect other users.

Server Side Imagemap (version 2.09 and higher)

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

To add an imagemap file extension, click the *Add* icon.

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

Enter the File Extension in the window that appears. The files extension must begin with a dot, for example *.map*.

MIME

According to [Webopedia](#), MIME is "Short for *Multipurpose Internet Mail Extensions*, a specification for formatting non-ASCII messages so that they can be sent over the Internet. Many e-mail clients now support MIME, which enables them to send and receive graphics, audio, and video files via the Internet mail system. In addition, MIME supports messages in character sets other than ASCII.

There are many predefined MIME types, such as GIF graphics files and PostScript files. It is also possible to define your own MIME types.

In addition to e-mail applications, Web browsers also support various MIME types. This enables the browser to display or output files that are not in HTML format."

There are many predefined MIME types, such as [GIF](#) graphics files and [PostScript](#) files. In addition, you can also define your own MIME types. To do so, click Add MIME Type link. New MIME Type page will appear:

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

- **File Extension:** Begin file extension with a dot.

- **MIME Type:** e.g.: text/rtf or video/mpeg.

PHP3

According to [Webopedia](#), "PHP Hypertext Preprocessor is a server-side, HTML embedded scripting language used to create dynamic Web pages.

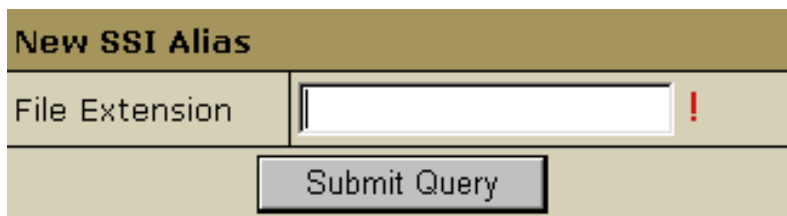
In an HTML document, PHP script (similar syntax to that of Perl or C) is enclosed within special PHP tags.

Because PHP is embedded within tags, the author can jump between HTML and PHP (similar to ASP and Cold Fusion) instead of having to rely on heavy amounts of code to output HTML. And, because PHP is executed on the server, the client cannot view the PHP code.

PHP can perform any task any CGI program can do, but its strength lies in its compatibility with many types of databases. Also, PHP can talk across networks using IMAP, SNMP, NNTP, POP3, or HTTP. Click the button to enable PHP support."

SSI

To add an SSI alias, click the *On/OFF* button. In the window that appears, enter your SSI File Extension.



New SSI Alias	
File Extension	<input type="text"/>
!	
<input type="button" value="Submit Query"/>	

The file extension must begin with a dot.

CGI dir

Click the ON/OFF button to enable or disable the cgi-bin directory. This will not delete the directory or any of its content, but will stop running any cgi scripts for your site.

MIVA

For details read the [Creating an Online Store](#) section.

Error

Define the actions to be taken if the requested page on your site is missing. Click the *Add* icon to configure the error document. In the form that appears enter the error document settings:

New Error Document	
Error Document Code	<input type="text"/> !
Message Or URL	<input type="text"/>
Type	<input type="radio"/> Redirect <input checked="" type="radio"/> Message
<input type="button" value="Submit Query"/>	

- **Error Document Code** : Enter the error code to change the default message. One of the common errors is File Not Found.
- **Message or URL** : Enter a text message the visitor will receive or the URL of the page that the visitor will be taken to if the requested page is not found.
- **Type** : Specify if the text in the previous field is a URL (**Redirect**) or an error message (**Message**).

Logs

Enable writing error logs, transfer logs, referrer logs and agent logs. You can view these log files using Telnet. See [Viewing Web Statistics](#).

Wealizer

Enable the program that analyzes the transfer log and generates readable HTTP transfer reports. It requires transfer log to be enabled. See [Viewing Web Statistics](#).

Modlogan

This package is functionally similar to Wealizer, but it also supports FTP, RealAudio and other protocols. See [Viewing Web Statistics](#).

Urchin Statitics

A paid web traffic reporting service, more complicated and advanced than Wealizer or Modogan. See [Viewing Web Statistics](#).

Server Alias

Add an alias to the domain.

Redirect

With this feature you can redirect Internet users from one URL to another. When an Internet user tries to connect to a URL that is *redirected*, he is taken to the address this URL is mapped to.

To redirect a URL, click the *Add* icon in the *Redirect* entry. The following form will appear:

Add Redirect	
Redirect from	<input type="text" value="http://www.demo.com/products"/> +
to	<input type="text" value="http://www.demo.com/new_products.html"/> +
Redirect status	<p><input type="radio"/> Permanent status <input checked="" type="radio"/> Temp status <input type="radio"/> Seeother status <input type="radio"/> Gone status</p> <p>Note: When the 'gone' status is used the 'to' argument should be omitted.</p>
<input type="button" value="Submit Query"/>	

For example entering:

<http://www.demo.com/products> in the '*Redirect from:*' field and

http://www.demo.com/new_products.html in the '*to*' field will take all the

'<http://www.demo.com/products>' visitors to the '<http://www.demo.com/project.html>' page.

Note: URL path must be an absolute path, not a relative path.

Redirect Status set to

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

This is how you can add a 'redirect' under the Windows plan:

New Redirect	
Redirect from	http://www.demo2.com/products +
to	http://www.demo2.com/new_products.html +
Redirect status	The client will be sent to: <input type="checkbox"/> The exact URL entered above <input type="checkbox"/> A directory below this one <input type="checkbox"/> A permanent redirection for this resource
<input type="button" value="Submit Query"/>	

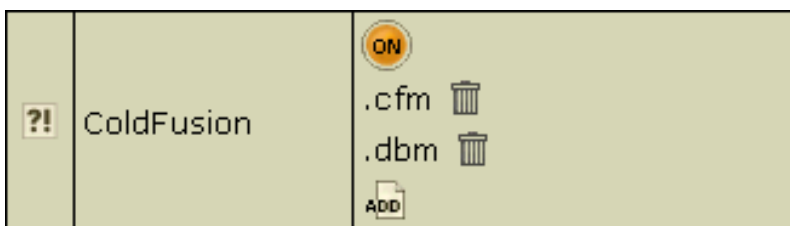
Redirect Status set to

- **The exact URL entered above** redirects requests for any files in the indicated directory to one file.
 - For example, to redirect all requests for files in the *'products'* virtual directory to the file *new_products.html*, type *'www.demo2.com/new_products.html'* in the *'to'* text box and select this option.
- **A directory below this one** redirects a parent directory to a child directory.
 - For example, to redirect your *'demo2.com/products/new'* directory to a subdirectory named *'products'*, type *'products'* in the *'to'* text box and select this option. Without this option, the Web server will continually map the parent to itself.
- **A permanent redirection for this resource** sends the following message to the client: "301 Permanent Redirect." Redirects are considered temporary, and the client browser receives the following message: "302 Temporary Redirect." Some browsers can use the "301 Permanent Redirect" message as the signal to permanently change a URL, such as a bookmark.

ColdFusion

Windows plans include some services that are unavailable under UNIX plans. One of them is ColdFusion, a popular and sophisticated set of products for building Web sites and serving pages. With ColdFusion, you can build a content database using input templates and combine these with application programs to create a Web site in which pages are developed dynamically as they are served. Find out much more about ColdFusion at the [Allaire](#) home page.

Users that were created under H-Sphere Winbox will automatically have .cfm and .dbm extensions handled by ColdFusion libraries:



Users can also assign custom extension to be handled by ColdFusion.

NOTE: Users that were not created under Winbox, will not have the default extensions included.

Directory Indexes (version 2.09 and higher)

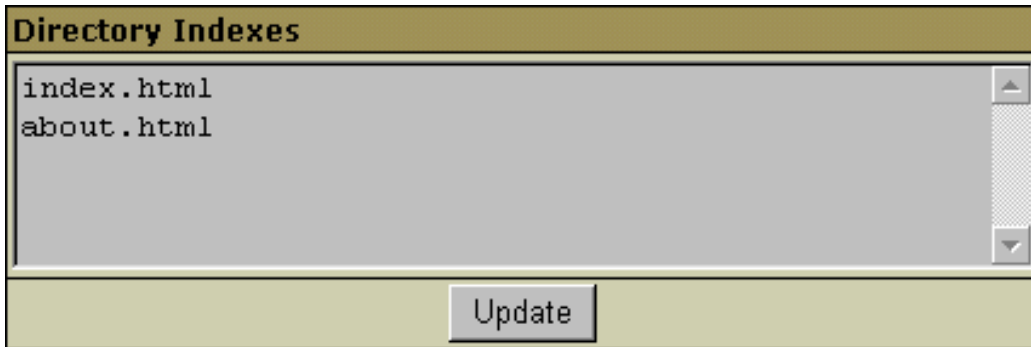
In H-Sphere 2.09 you can set custom directory indexes. In other words, you can tell the Internet users' browsers which page should be loaded first as they enter your URL e.g. *www.mywebsite.com* into thier browsers' Address field. H-Sphere sets this page to */index.html* by default, but you may still set another custom welcome page or even the sequence.

To disable H-Sphere's default settings, toggle the *ON/OFF* button to enable the resource.

On the page that appears, click the *Edit* icon next to the *ON* button.



In the *Directory Index* box enter the page(s) that you want your visitors to be referred to when entering your site and press *Update*. You may enter several pages separated by spaces (e.g. *index.html cgi.bin about.html*). This way, you point the visitor's browser to a different page (in the order that you enter them into the box) if the first one on the list for some reason cannot be reached.



NOTE: Under Unix plan you have to restart Apache to apply the changes you have made. Press *Apply* in the *Web Service -> Server Configuration* row.

Throttle Policy

Throttle Module was developed to to reduce the load on your bandwidth by delaying or refusing requests to your sites. To enable the Throttle Module, toggle the *ON/OFF* button to enable the resource.



Next, click the *Edit* icon next to the *ON* button. In the drop-down box that appears, choose of eight throttling policies.,

Throttle Policy	
Current Policy Settings Policy Type: None	
Change Policy Settings	
?! Policy Type	Original ▼
<input type="button" value="Submit"/>	None Concurrent Document Idle Original Random Request Speed Volume

The eight '*throttling policies*' (each expecting two parameters: a limit and a time period) are:

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

the request incurs a calculated delay penalty or is refused. First, whenever the elapsed time exceeds the period length, then the limit (allowance) is deducted from the volume, which cannot be a negative result; also the period length is deducted from the elapse time. Second, if the volume is below the limit, in which case the request proceeds without delay. Otherwise the request is delayed between one and ThrottleMaxDelay seconds. If the delay would exceed ThrottleMaxDelay, you refuse the request entirely to avoid occupying servers unnecessarily. The delay is computed as one plus the integer result of the volume times 10 divided by the limit.

- **Volume** - impose a limit on the volume (kbytes sent) per period. When this limit is exceeded all further requests are refused, until the end of the period at which point the elapsed time and counters are reset.

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

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Securing Your Connections through SSL and Shared SSL

For more information contact us at info@psoft.net

SSL (Secure Sockets Layer protocol) is a standard for transmitting confidential data such as credit card numbers over the Internet. Most true business sites support this feature which allows more security in data transmitted over the WWW. This is the standard minimum security level for true business on the Internet. SSL works by using a private key to encrypt data that is transferred over the SSL connection. To read more about what is SSL and how it works, go to <http://www.modssl.org/docs/2.8/index.html>

You can secure transfer of the confidential data on your site through:

- [using the key and certificate you already have](#);
- [creating a temporary key and certificate](#);
- [acquiring a permanent key and certificate](#) from a trusted Certificate Authority.
- [using your provider's certificate \(Shared SSL\)](#)

Using the Key and Certificate You Already Have

SSL requires a dedicated IP because name-based hosting does not support data encryption in HTTP requests. To enable SSL, go to the *Web Service* page and click the *ON/OFF* button in the SSL Support field.

If you are migrating from a different provider and already have an SSL private key and certificate, just enter them into the boxes that appear:

[Generate a temporary SSL certificate and certificate request](#)

New SSL Support	
SSL Server Private Key	<input type="text"/>
SSL Certificate	<input type="text"/>
<input type="button" value="Submit Query"/>	

Creating a Temporary Certificate


```
ExFQb3NpdG12ZSBTb2Z0d2FyZTEUWMBQGA1UECXMNTm90IHNwZWVpZm11ZDEXMBUG
A1UEAxM0d3d3LmlpLmx2aXYudWEeXjAcBkgkqhkiG9wOBCQEW2thdG9uQHBzb2ZO
Lm5ldDCBnzANBgkqhkiG9wOBAQEFAA0BjQAwgYkCgYEAw9aWJ8+PjehtuRRy3XO1
ZbpKrY0IDs1XBt+VG40fOPZEjScmKfVn3shE36IjeJCD+j7JKBbUcTVfku4m++6D
+o/duN65ebsIHHnZYI1xIDD1HfeYF91k9apP182GobBp1JY00U+wWz+xcqN27EiVx
```

- **SSL Certificate Signing request.** It includes the details that you submitted on the previous step. Use this request if you want to get a permanent SSL certificate from a trusted Certificate Authority, such as [Thawte](#) and [VeriSign](#) (see [below](#)).
- **SSL Server Private Key.** This is the secret key to decrypt messages from your visitors. It must be stored in a secure place where it is inaccessible to others.
- **Temporary SSL Certificate.** It validates your identity and confirms the public key to assure the visitors that they are communicating with your server, not any other party.

Now that you press the *Submit Query* button, your site will become secured with your temporary SSL pair.

Acquiring a Permanent Certificate

To get a permanent certificate, you first need to generate a certificate signing request. It includes your details and is generated as you create a temporary SSL certificate (see [above](#)). Copy this signing request so you can use it later.

As the next step, go to [Thawte](#), [VeriSign](#), or any other Certificate Authority and choose to get a new certificate. When requested, enter the signing request that you have saved.

After the permanent SSL Certificate has been generated, save it to a secure location. Then go to the *Web Service* page and click the *Edit* icon in the *SSL* field. Enter the certificate into the upper box of the form that opens:

Edit SSL	
Domain Name:	katon_u0.u1.psoft
Install Certificate based on previously generated Certificate request	Certificate File:
	<div style="border: 1px solid black; height: 150px; width: 100%;"></div>
	<input type="button" value="upload"/>

Then click *upload*. Now your transactions are secured.

Using Your Provider's SSL Certificate (Shared SSL)

If your provider offers Shared SSL certificates, you can use them instead of purchasing a certificate of your own. It costs less, doesn't require a dedicated IP, and belongs to an equally trusted Certificate Authority. The disadvantage of shared SSL is that it can be used only with third level domains.

To secure your site with Shared SSL, go to the *Web Service* page and click the *ON/OFF* button in the *Shared SSL Support* field.

?! <input type="checkbox"/>	SSL Support	<input type="radio"/> OFF (Change to dedicated IP first)
?! <input type="checkbox"/>	Shared SSL Support	<input type="radio"/> OFF
?! <input type="checkbox"/>	FrontPage Extensions	<input type="radio"/> OFF
?! <input type="checkbox"/>		.cgi

If you are using a second level domain (*domain.com*), you are asked to create a third level domain alias (e.g. *domainalias.domain.com*):

New 3rd level Domain Alias

In order to use shared SSL certificate, you need to create third level domain alias for your site. Please choose appropriate name for it.

Alias for domain testik67.com +

This makes your site available both at the non-secured second level domain name address (<http://yourdomain.com>) and at the secured third level domain alias address (<https://domainalias.domain.com>).

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Creating ODBC DSN Records (Win2000 only)

For more information contact us at info@psoft.net

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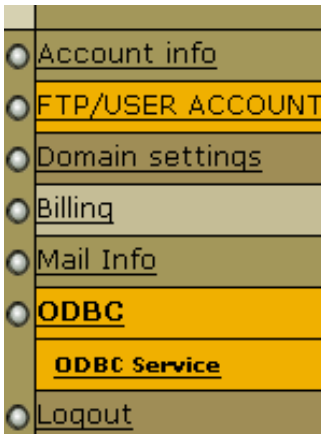
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First, what is ODBC? As defined by [Webopedia](#), it is an abbreviation of Open DataBase Connectivity, a standard database access method developed by [Microsoft Corporation](#). The goal of ODBC is to make it possible to access any data from any application, regardless of which database management system (DBMS) is handling the data. ODBC manages this by inserting a middle layer, called a database driver, between an application and the DBMS. The purpose of this layer is to translate the application's data queries into commands that the DBMS understands.

You can create DSN (Date Source Name) records to access databases of different formats under Windows plan. DSN records are created based on ODBC drivers - one for each database format. H-Sphere offers several ODBC drivers for you to choose from, including Microsoft Paradox, Microsoft Access, Microsoft Visual FoxPro, Microsoft dBase and Microsoft Excel.

ODBC Service is available in Windows 2000 Plan.

To open ODBC service, select the *ODBC* menu item in the user control panel:



Typically, ODBC service is not available by default. To enable it, click the button in the window that appears first:



After that, the ODBC Service becomes available in your account.

Creating a new DSN Record

When you enable ODBC Service, you are brought to the list of ODBC drivers available on the server:

Available ODBC Drivers
Microsoft Paradox Driver (*.db) [CREATE]
Microsoft Access Driver (*.mdb) [CREATE]
Microsoft Visual FoxPro Driver [CREATE]
Microsoft dBase Driver (*.dbf) [CREATE]
Microsoft Excel Driver (*.xls) [CREATE]

Click the [\[CREATE\]](#) link for the DSN you would like to create. After that, a DSN form will appear. It will be different depending on the DSN type:

ODBC Drivers : Microsoft Visual FoxPro Driver		
Name	Value	Description
DSN	wintes0- <input type="text"/> -	DSN name
SourceDB	<input type="text"/> !	A path to a directory containing zero or more free tables relative to the user home directory, or the path and file name for a database also relative to the user home directory
SourceType	<input type="text" value="DBC"/>	
BackgroundFetch	<input type="text" value="-optional-"/>	
Collate	<input type="text" value="-optional-"/>	
Description	<input type="text"/> +	optional
Exclusive	<input type="text" value="-optional-"/>	
<input type="button" value="Create"/>		

- In the *DSN* field enter the second part of your full DSN name. The first part of your full DSN name is your Unix login. In the applications that you run on your server you must use the full DSN name, e.g. *grini2-TEst* as in the above example.
- Directories and file names must include paths relative to your home dir.

For more details on each driver's parameters, please refer to the driver specification.

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Creating an Online Store

For more information contact us at info@psoft.net

You can easily create an online store with **Miva Merchant**. It's a browser-based storefront development and management system that integrates:

- store management,
- account management,
- catalogue management,
- merchandising,
- order fulfillment.

To add a Miva shopping cart into your domain, follow these steps:

1. Make sure you have a domain.
2. Select *Domain Info* in the *Domain Settings* menu:



Then, pick the domain on which you will enable Miva shopping cart and go to the webservices page by clicking the *Edit* icon next to the *Web Service* label:

TT Edit Domain	
Domain Name:	unixtesting.hosting.com
?! Sub Domains:	demo.unixtesting.hosting.com
?! IP Address	10.128.3.31 (Dedicated IP) CHANGE to Shared IP
?! Name Servers	ns1.hs.psoft.net ->10.128.0.2
DNS configuration	
?! Mail Service	
?! Web Service:	
?! Transfer HTTP	0 MB used out of 1.0 GB limit
HTML Directory Name	/hsphere/local/home/unixtest/unixtesting.hosting.com
?! FTP	
Domain aliases	unixhost.com

3. On the page that appears, switch *MIVA* on:

?! SSL Support	OFF
?! FrontPage Extensions	OFF
?! CGI	.Cgi ADD
?! MIME Type	ADD
?! PHP	ON
?! SSI	ADD
?! CGI dir	ON
?! MIVA	OFF
?! Error	ADD

4. Look at the top of the page. If the *RESTART* link has appeared, click it to restart apache:

Web Service	
?! Domain name	newdns.com
?! Server Configuration	Changes need to be applied Apply
?! IP Address	10.128.3.36
?! Preinstalled Scripts	Restore to default
?! Site Studio	<input type="button" value="login"/>

5. After you have enabled the Miva shopping cart, new links will appear:

?! CGI dir	ON (CGI dir is needed by MIVA, to disable turn MIVA off first)
?! MIVA	ON

6. Next, you need to set up Miva database. To do so, click the *Setup* icon, then press the *Install* button:

MIVA Merchant 3.0

You are going to setup MIVA Merchant 3.0
If you already have installed MIVA Merchant 3.0
manually nothing will happen

Install

7. After you have set up Miva database, you can administer your Miva shopping cart. You can access it either by clicking the *Edit* link or by going directly to the Miva administration panel. When it prompts you for a login and a password, enter those that you use for your FTP account.

Click the *View* icon to see how your online store looks from the Internet.

Click the *Uninstall* icon to remove MIVA Merchant database with all its entries.

For more information on the Miva control panel, please visit <http://www.miva.com/products/merchant>.

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H-Sphere User Guide

Managing Your E-mail Resources

For more information contact us at info@psoft.net

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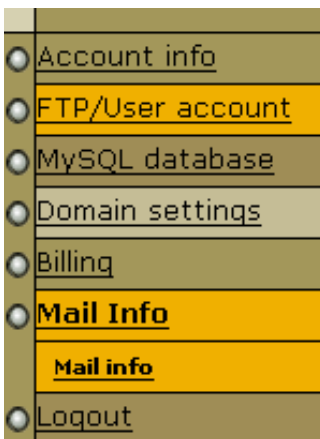
Like all other services in H-Sphere 2.x, the e-mail service is a collection of resources, each having its own function. These resources serve as bricks to build any kind of e-mail system. You can construct it from the following four resources:

- **Mailboxes** to send and receive mail from your account.
- **Forwards** to forward mail from your local mailbox to any other e-mail address(es).
- **Aliases** to create alternative addresses for your existing mailboxes.
- **Lists** to send mail to multiple users.

Each of these resources has its individual properties.

Your Current E-Mail Resources



To open your mail settings page, select *Mail Info* in the user menu:



In the page that appears, select the domain from the drop-down box and click the *Go* button:

Mail control	
Mail domains	-- Select a domain -- Go
Mail objects To see mail objects select domain.	Properties To see mail object properties select mail object.

The window that opens is the mail information for the selected domain:

Mail control	
Mail domains	katonchik.lviv.ua <input type="button" value="Go"/>
Mail Service	
Mail server	mail1.hs.psoft.net
Login	The e-mail address you use.
Object	Type
postmaster@katonchik.lviv.ua	 MAIL BOX
webmaster@katonchik.lviv.ua	 MAIL BOX
Add new mail resource	
Properties	
To see mail object properties select mail object.	

The Object section that appears lists the resources that constitute your mail service. On the right of each resource, there is an icon showing its type. Click the icon to view or change resource properties.

Adding New E-Mail Resources

To add a new resource, click *Add New Mail Resource* at the bottom of the list. A new form appears:

Add new mail resource
Select type of mail resource in drop-down list
Mail box <input type="button" value="Next>>"/>

Four types of resources are available in the drop-down box:

- mailboxes;
- mail forwarding rules;
- mail aliases;
- mailing lists.

Mailboxes

If you select *Mailbox*, the following form will appear:

Add a new Mailbox	
Email address	<input type="text"/> @katonchik.lviv.ua
Password	<input type="password"/> !
Comment	<input type="text"/>
<input type="button" value="?!"/>	<input type="button" value="Submit Query"/>

1. **E-mail address:** enter the name of the mailbox that you would like to create.
2. **Password:** set a password for this mailbox.
3. **Comment:** enter a comment that will help you identify this address among other mail resources.

Note: *Postmaster* mail box is a vpopmail service mailbox and it is not related to H-Sphere. You don't pay for it. It doesn't mean you can't use it. However, you can neither delete this mailbox nor change its quota! The postmaster mailbox quota is **unchangeable**. To forward postmaster email to one or

more other addresses, create a forwarding object with exactly the same name as the postmaster mailbox.

Forwards

If you select *Mail Forward* from the drop-down box above, the following form will appear:

Add a new Forward	
Local Email address	<input type="text"/> - @katonchik.lviv.ua
Remote Email address	<input type="text"/> !
Comment	<input type="text"/>
?!	<input type="button" value="Submit Query"/>

1. **Local e-mail address:** enter the address that your mail will be forwarded from.
2. **Remote e-mail address:** enter the address that your mail will be forwarded to. This can also be your local address, in which case you must write it in full.
3. **Comment:** add a comment that will help you identify this forwarding rule among other mail resources.

To add more destination addresses for this forward, click the *Edit* icon in the *Remote* field in the *Mail Forward Properties* section.

Aliases

If you select *Mail Alias* from the drop-down box above, the following form will appear:

Add a new Alias	
Alias Local Name	<input type="text" value="questions"/> + @zyxel31.psoft
To Mbox	<input type="text" value="oleg31test@zyxel31.psoft"/> ▼
Comment	<input type="text" value="feedback"/>
?!	<input type="button" value="Submit"/>

1. **Alias Local Name:** enter the alias name you would like to create.
2. **To Mbox:** select the local mailbox for which you would like to create the alias.
3. **Comment:** add a comment that will help you identify this alias among other mail resources.

Mailing List

You can create and manage multiple mailing lists from one account.

*The Mailing Lists feature is implemented through **EZMLM/IDX MAILING LIST MANAGER** (www.ezmlm.org). This tool lets you to:

- distribute messages,
- handle subscriber addresses,
- archive messages,
- retrieve multi-message threaded archives,
- set digests,
- administrate from a remote computer,
- moderate messages and subscription,
- restrict user privileges,
- trail messages,
- prefix subjects,

- store subscriber names

...and more.

To create a mailing list, choose *Mailing List* from the drop-down box above, and the following form will appear:

Add a new Mailing List	
Email address	<input type="text"/> ! @1example.com
Comment	<input type="text"/>
<input type="button" value="Submit Query"/>	

1. **E-mail address:** This is the e-mail address from which mail will be forwarded to subscribers. **Important:** you can only enter a new e-mail address. If you need to use an existing address, first delete the resource that uses it.
2. **Comment:** add a comment that will help you identify this address among other mail resources.







After you have created a mailing list, you need to [configure](#) it according to your needs.

Configuring E-Mail Resources

To view or change settings for a resource, click the icon on its right. The list of settings appears in the *Properties* box. It is different for each resource type.

Mailbox

To change settings for an existing mailbox, click the respective parameters:



Mailbox properties	
Mail Box	webmaster
Description	webmaster's account
Quota	0.02 MB of 10 Mb
Catch All	
Password	
Autoresponder	
Webmail	
Delete	
Trouble ticket	

- **Quota:** change the quota for this specific mailbox. Mailbox quota is not related to the site disk space quota. To change your mail quota, enter its new size in megabytes. From that moment on you will be charged for the difference between this new amount and the default free amount. This charge will automatically be added to the recurrent fee at the beginning of each billing period.
- **Catch All:** designate the mailbox to receive messages sent to nonexistent e-mail addresses in this account. For example, somebody sends a message to [support@yourdomain.com](#), which is not a valid e-mail address in your account. By default, this message will bounce back to the sender with an error notification. To have this message land into one of your mailboxes, for example [webmaster@yourdomain.com](#), you should mark this account as **Catch All**. Each account can have only one **Catch All** mailbox. If you switch it ON for one mailbox, it will go OFF for the old **Catch All** mailbox.

- **Password:** click the icon to change the mailbox password. After you have changed the password, the old one becomes invalid. Remember your new password to log in for future sessions.
- **Autoresponder:** set your mailbox to respond to the sender of incoming mail with a preset message. You need to compose a separate response message for every mailbox. (For details see [below](#))
- **WebMail:** go to the web e-mail client to send or receive e-mail messages.
- **Delete:** delete the mailbox. You cannot delete a **Catch All** mailbox. To delete a **Catch All** mailbox, first switch **Catch All** OFF.
- **Trouble Ticket:** send your technical administrator a Trouble Ticket to get help with the mailbox.

Forwards



Forwarding rules do not have parameters to change:

Mail forward properties	
Local	samira
Remote	support@katonchik.lviv.ua
Description	No description
Delete	
Trouble ticket	

- **Local:** the local address your mail is forwarded from.
- **Remote:** any local (the same account) or remote address your mail is forwarded to.
- **Description:** a comment that will help you identify the forwarding rule among other resources.
- **Delete:** click the wastebasket icon to delete the forwarding rule.
- **Trouble Ticket:** send your technical administrator a Trouble Ticket to get assistance with the forwarding rule.



Aliases

Like forwarding rules, aliases do not have parameters to change:

Mailbox alias properties	
Email alias	support
Store To Mbox	webmaster
Description	No description
Delete	
Trouble Ticket	

- **E-mail alias:** the alternative address of the mailbox.
- **Store to Mbox:** the primary (real) address of the mailbox.
- **Description:** a comment that will help you identify this mail alias among other mail resources.
- **Delete:** to delete this alias, just click the wastebasket icon.
- **Trouble Ticket:** send your technical administrator a Trouble Ticket to get assistance with this alias.

Mailing List

Mailing list properties	
Mail List	demo 
Description	demonstration
Subscribers	 [2]
Moderators	 [1]
Delete	
Trouble ticket	

- **Mail list:** name of the mailing list. Click the *Edit* icon to configure its settings (for profound information on how to configure your mail list according to your requirements please read documentation at www.ezmlm.org).
- **Description:** a comment that will help you identify this mailing list from among others.
- **Subscribers:** to add/remove subscribers to this mailing list, click the *Edit* icon. The total number of subscribers the mail is sent to is displayed in the brackets.
- **Moderators:** the people you appoint responsible for Mailing List management. These are usually e-mail addresses to which users send requests for subscription and messages for approval. There can be several moderators, both for messages and subscription.
 - **Message moderators** allow messages to be sent to the mail list. The message will be passed on to the mailing list subscribers only if a moderator approves it.
 - **Subscription moderators** allow people to subscribe to the list. If at least one subscription moderator approves the request, the user address becomes a subscriber. As a rule of thumb, most lists use the same addresses for all two functions. The moderation address is kept secret, even from other moderators. To appoint a moderator, click the *Edit* icon. The total number of moderators is displayed in the brackets.
- **Delete:** to delete this mailing list, click the *Trash* icon.
- **Trouble Ticket:** send your technical administrator a Trouble Ticket to get help with this issue.

Configuring Mail List Settings (version 2.07 and higher)

To configure your Mail List Settings, click the *Edit* icon next to the Mailing List name in the *Properties* section of the mail resource. The form with a list of options will appear.

Now let's take a closer look at some of the options.

List owner (email address):	<input type="text"/>	
-----------------------------	----------------------	---

Enter the e-mail address to which mail list subscribers can report their problems or error messages. Since **EZMLM** can take care of virtually all request without human intervention, the list owner may read mail only infrequently.

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

By default, all messages sent to a list are kept archived. This way, subscribers can later retrieve messages from the archive. For instance, subscribers haven't been following the list for a while, or they just want to see the discussion of a specific question. Check *Not Archived* to disable archiving the messages sent to the list. The archive is also used to create [digests](#).

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

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

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

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

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

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

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

Check "*No prefix*" to prohibit adding prefix to the subject line of each message that does not already contain it.

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

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

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

Mailing lists may use subscription moderation. Subscription to these lists is identical to the process described [above](#), except that after confirmation the request is passed on to the list moderator(s). One becomes a subscriber only after his request has been approved by a moderator.

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

In special cases, the list owner may set up the list to be message moderated. On a message moderated list, messages, instead of going directly to the list, are sent to one or more moderators. They can accept or reject, but not modify the message. If the message is accepted, it is sent to the list unmodified. If it is rejected, it is e-mailed back to the sender, optionally with an explanation from the moderator. On moderated lists it may take a little longer for the message to reach all the subscribers, since it has to be read and approved by at least one moderator before being sent out to the subscribers.

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

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

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

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

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

Mailing list users are not allowed to list the addresses of all subscribers. Still, you can allow remote administrator to get it. The subscription log stores entries for each modification made to the subscriber

database. Remote administrators can list this log or search it for specific entries. For example, listing this file allows the remote administrator to see recent additions and removals.

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

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

<input type="radio"/> Trailer	<input checked="" type="radio"/> No trailer
-------------------------------	---

Trailer is extra information (e.g. on how to unsubscribe from the list, or where the list html archive is kept) added to each message.

<input type="radio"/> Indexed for WWW archive access.	<input checked="" type="radio"/> The list is created without WWW archive index
---	--

You can configure your mailing list to be accessible from the 'web'. However, it requires additional configuration of your system (mail and web servers mainly).

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

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

Adding/Removing Subscribers to your Mail List

Click the *Edit* icon in the *Subscribers* field. The following form will appear:

Manage list subscribers	
Mail domain	1example.com
Mail list	demo@1example.com
Help address	demo-help@1example.com
Subscription address	demo-subscribe@1example.com
Unsubscription address	demo-unsubscribe@1example.com
Email address	Action
subscriber_2@domain.com	
subscriber_1@domain.com	
Remove all subscribers	
Add subscriber	<input type="text"/> ! <input type="button" value="Add"/>
Batch subscribers creation	
<input type="text"/>	

Mail domain - click it to get back to the Mail Info page.

Mail List indicates which Mail List subscribers are added to.

Subscription address - the e-mail address that Internet users must write to in order to be added to the mail list.

Subscription address - the e-mail address that the Internet users must write to in order to be removed from the mail list.

Email Address - lists all active subscribers of your Mail List.

Action - remove any of your subscribers from the Mail List.

Remove all subscribers - click the *Trash* icon to delete all mail list subscribers at once.

Add Subscribers - add subscribers one by one. Click the Add button to confirm your query.

Batch Subscribers Creation - add several subscribers at once. Separate e-mail addresses by pressing the "Enter" key.

To send a message to a mailing list, follow these steps:

1. Launch the web client from any mailbox;
2. Compose the message; and
3. In the *To:* field enter the mail list e-mail address.

Autoresponders

Autoresponder is an attribute of a mailbox. Whenever a message arrives in a mailbox, the system immediately sends a uniform response back to the sender. Use this form to compose an autoresponse:

Add a new autoresponder to samira@katonchik.lviv.ua		
?! Send a Copy To	<input type="text"/>	+
Subject	<input type="text"/>	-
Message		
<div style="border: 1px solid black; height: 150px; width: 100%;"></div>		
<input type="button" value="Submit Query"/>		

Send a Copy To: the optional e-mail address to which copies of response messages will be e-mailed.

Subject: the subject of the response message, e.g. *receipt confirmation*.

Message: the body of the response message, e.g. *Your message was received. Thank you.*

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H-Sphere User Guide

Viewing Web Statistics: Errors, Visits, Agents

For more information contact us at info@psoft.net

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It's very important to maintain statistics of events concerning the operation of your site. This is the fastest and the most reliable source of feedback from your visitors to picture the real state of things.

Collecting web statistics includes two basic stages:

1. [Writing logs](#);
2. [Analyzing logs to produce readable reports](#).

Writing Logs

Statistic logs are written by Apache in Unix accounts and by IIS in Windows accounts.

- Error log - stores data about errors generated by the server (e.g. Page Not Found error) or by your CGI scripts;
- Transfer log - stores combined data about every visit to your site, including:
 - Remote host IP (i.e. visitor's IP);
 - Time of request (i.e. when visitor requested the page);
 - First line of request;
 - Error generated by request, if any;
 - Size of message sent in response to the request;
 - Referrer (i.e. from which page visitor was directed);
 - Agent ID (i.e. type of browser or another agent and related information, such as user's OS, etc.) ;
- Referrer log - stores the list of URLs from which visitors are referred to your site; and
- Agent log - stores data about agents used to enter the site -- such as browsers or any other Internet-based software -- and all related data.

All logs are stored in user's log directory. You can view them using telnet.

Analyzing Logs

The statistics collected in the log files is usually difficult to work with. To obtain readable information from the statistical data, you can use logfile analysis programs that parse log files in various formats and produce usage statistics in HTML format for viewing through a browser:

- [ModLogAn](#) - a free package available only for Unix-based accounts.
- [Webalizer](#) - a free package available both for Unix-based and Windows based accounts.
- [Urchin](#) - a commercial traffic reporting package available only for Windows-based accounts.

If you are new to the first two programs and do not know which to choose, we recommend using ModLogAn as a more enhanced and dynamic product.

Enabling Statistics

Typically, log writing and analysis for your site is disabled by default. To enable it, select *Domain Info* in the user menu. If you have more than one domain, select the domain for which you want it enabled:

Account Info	<table border="1"> <thead> <tr> <th colspan="5">Domain List</th> </tr> <tr> <th>Domain Name:</th> <th>IP Address</th> <th>Type</th> <th>Status</th> <th>Control</th> </tr> </thead> <tbody> <tr> <td>maximuuu.psoft</td> <td>10.128.4.30 (shared)</td> <td>Domain</td> <td>OK</td> <td> </td> </tr> <tr> <td>hosting.com</td> <td>10.128.4.30 (shared)</td> <td>Domain</td> <td>OK</td> <td> </td> </tr> <tr> <td>- > test.hosting.com</td> <td>10.128.4.30 (shared)</td> <td>Sub Domain</td> <td>OK</td> <td> </td> </tr> <tr> <td>testing.com</td> <td>10.128.4.30 (shared)</td> <td>Domain</td> <td>OK</td> <td> </td> </tr> </tbody> </table>	Domain List					Domain Name:	IP Address	Type	Status	Control	maximuuu.psoft	10.128.4.30 (shared)	Domain	OK		hosting.com	10.128.4.30 (shared)	Domain	OK		- > test.hosting.com	10.128.4.30 (shared)	Sub Domain	OK		testing.com	10.128.4.30 (shared)	Domain	OK	
Domain List																															
Domain Name:		IP Address	Type	Status	Control																										
maximuuu.psoft		10.128.4.30 (shared)	Domain	OK																											
hosting.com		10.128.4.30 (shared)	Domain	OK																											
- > test.hosting.com		10.128.4.30 (shared)	Sub Domain	OK																											
testing.com		10.128.4.30 (shared)	Domain	OK																											
FTP/User account																															
MySQL Database																															
Domain Settings																															
Domain Info																															
Add New Domain																															
Billing																															
Mail Info																															
Logout																															

When you come to the *Edit Domain* page, click the *Edit* icon in the *Web Service* field:

Edit Domain	
Domain Name:	testing.com
Sub Domains:	
IP Address	10.128.4.30 (Shared IP) <u>CHANGE</u> to Dedicated IP
DNS configuration	
Name Servers	ns1.hs.psoft.net ->10.128.0.2
Web Service:	
Transfer HTTP	0 MB used out of <u>1 GB</u> limit
Mail Service	
HTML Directory Name	/hsphere/local/home/maximuuu/testing.com
FTP	Your FTP password is same as your unix password, your FTP site is ftp.testing.com

On the web services page find the name of the resource you would like to enable and click the *OFF* button on its right. It will turn to *ON*:

?!	MIVA	<input type="radio"/> OFF
?!	Error	<input type="button" value="ADD"/>
?!	Error Log	<input type="radio"/> OFF
?!	Transfer Log	<input type="radio"/> OFF
?!	Webalizer	<input type="radio"/> OFF
?!	ModLogan	<input type="radio"/> OFF
?!	Referrer Log	<input type="radio"/> OFF
?!	Agent Log	<input type="radio"/> OFF

To enable these changes, restart apache by clicking *RESTART* at the top of the page:

Web Service		
?!	Domain name	newdns.com
?!	Server Configuration	Changes need to be applied Apply
?!	IP Address	10.128.3.36
?!	Preinstalled Scripts	Restore to default
?!	Site Studio	<input type="button" value="login"/>

Your log files will be created in about 15 minutes and then updated once a day. To see statistics reports, click the "view" icon:

?!	MIVA	<input type="radio"/> OFF
?!	Error	<input type="button" value="ADD"/>
?!	Error Log	<input type="radio"/> OFF
?!	Transfer Log	<input checked="" type="radio"/> ON
?!	Webalizer	<input checked="" type="radio"/> ON
?!	ModLogAn	<input checked="" type="radio"/> ON
?!	Urchin statistics	<input checked="" type="radio"/> ON
?!	Agent Log	<input type="radio"/> OFF

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


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Trouble Tickets

- [Sending Trouble Tickets](#) explains how to contact your administrator.
- [Browsing through Trouble Ticket List](#) explains how to view the answers to your TT and edit the questions.

Although H-Sphere provides quite a facilitated system of site management through a user-friendly interface, you may still face some questions or troubles. This is when Trouble Tickets become useful as a means of communication between the user and the technical administrator. Virtually every form contains a link to the TT form where you can report your problem:

TT	Parameter	Value
	Plan	Unix 
	Account manager login	katon_u2
	FTP Login	katon_u2
	FTP Password	
	Quota:	0 MB used out of 20 MB in unlimited files 
	Transfer summary traffic	0 MB used out of 1 GB 
	Group:	settler
	Home Directory:	/hsphere/local/home/katon_u2
	Host Name:	web1.hs.3wcorp.net
	Domain Name:	katon.au  (d1916.u1.psoft)
	Tooltips state	

These links will bring you to the *Add Trouble Ticket* page. You can also get to this page by selecting *Make a Ticket* from the *Support Center* menu:

<input type="radio"/>	Account Info
<input checked="" type="radio"/>	Support Center
	Make a Ticket
	Trouble Tickets
<input type="radio"/>	FTP/User account

Sending Trouble Tickets

There are two ways for you to send a Trouble Ticket:

- click the Trouble Ticket icon from the page where you got confused at or ran into a trouble
- choose *Made a Ticket* in the *Support Center* menu.

In both cases, the following form will appear :

Please describe what seems to be the problem ?	
Title	<input type="text" value="e.g. FTP"/>
E-Mail	<input type="text" value="e.gconfirm@domain.com"/> + <input type="checkbox"/> Web Only
Priority	High <input type="button" value="v"/>
Please describe the nature of the problem and how can it be reproduced, include as much information as you can, this will help to solve your problem faster	
<input type="text" value="e.g. How do I create Virtual FTP Server?"/>	
<input type="button" value="Submit Query"/>	

- **Title:** name the problem as you would like to refer to it.
- **E-mail:** your e-mail address. It is required if you want to receive an e-mail confirmation that your trouble ticket was received by the technical administrator.
- **Web Only:** tick this box if you do not want to receive the e-mail confirmation.
- **Priority:** state how important or urgent it is for you to have this problem taken care of.

Browsing through Trouble Ticket List

The Trouble Tickets submitted are added to the *Trouble Tickets List*. To view the complete list of trouble tickets, select *Trouble Tickets* in the *Support Center* menu. You will be brought to the Trouble Tickets page:

Trouble Tickets i					
<u>Id</u>	<u>Title</u>	<u>Priority</u>	<u>Last Modified</u>	<u>Created</u>	<u>Action</u>
784	*Shell access request	High	06.12.2001 23:31:08	30.11.2001 13:09:04	Close
816	FTP1	Normal	21.12.2001 14:04:27	21.12.2001 14:04:27	Close
817	Problem	Normal	21.12.2001 14:04:44	21.12.2001 14:04:44	Close
[Prev] [1] [Next]					

Click any of the column headers to sort your TT entries.

To modify or add a new message or view details for a specific trouble ticket, click the corresponding title link and enter changes into the form that appears:

Ticket: problem 3 (Aug 22, 2001 12:34:24 PM)

Priority	High <input type="button" value="change"/>
E-Mail	example@blablabla.com + <input type="checkbox"/> Web Only <input type="button" value="change"/>

Q: e.g. Although I've changed into dedicated IP, I still can not create my Virtual FTP Server! F1!
[Aug 22, 2001 12:34:24 PM]

Add New Message:

e.g. Every time I try to set my Virtual FTP Server to ON I get the same Error...

When a trouble ticket is answered, an asterisk (*) will appear next to the appropriate TT link in the Trouble Tickets page:

Trouble Tickets <input type="button" value="i"/>					
Id	Title	Priority	Last Modified	Created	Action
816	FTP1	Normal	Dec 21, 2001 2:04:27 PM	Dec 21, 2001 2:04:27 PM	Close
817	Problem	Normal	Dec 21, 2001 2:04:44 PM	Dec 21, 2001 2:04:44 PM	Close
784	*Shell access request	High	Dec 6, 2001 11:31:08 PM	Nov 30, 2001 1:09:04 PM	Close

[Prev] [1] [Next]

Click the TT title link to view the answer to your question in the answer section.

You can close the TT by clicking the *Close* link on the right (version 2.09 and higher). Closed trouble tickets are regarded as deleted and are not available for your viewing.

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H-Sphere User Guide

Direct Access To Server

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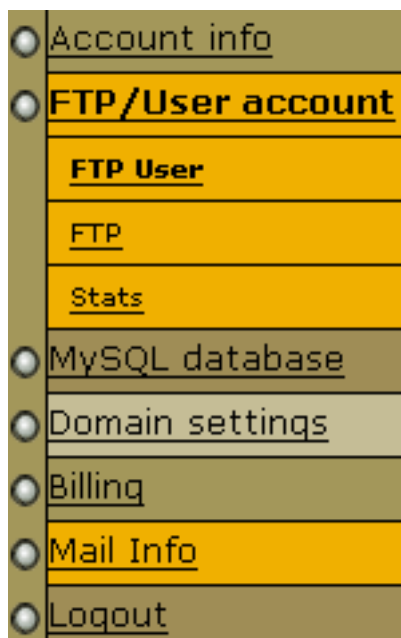
This document aims at advanced users and covers the following topics:

- [Accessing Your SSH Account \(Shell Access\)](#)
- [Running Your Shell Scripts With Crontab](#)

Accessing Your SSH Account (Shell Access) (version 2.07 and higher)

Shell access allows you to access and operate your system through Shell. As Shell provides more extensive abilities than FTP (such as running scripts etc.) and requires the knowledge of Unix Shell commands which is not very common, it is disabled by default. To enable the Shell Access, you have to get admin's permission.

To request shell access from the admin, go to your control panel and select *FTP/User Account* menu:



On the page that appears, switch *Shell Access* ON. The button turns into the *Request Status* link, and if you click it, you will learn if your request has been processed.

Running Your Shell Scripts With Crontab

(version 2.07 and higher)

Crontab allows you to clock and run your own Unix shell scripts automatically. It is available only in Unix-based plans and requires the knowledge of Unix shell commands. The e-mail address is where the system will direct reports if errors occur.

To enable crontab jobs, go to your control panel and select *FTP/User Account* menu. On the page that appears, switch *Crontab* ON.

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