

SWD HOSTING MANUAL

CHAPTER ONE - GENERAL INFORMATION

Sometimes setting up a new site, or even moving from one hosting company to another can be confusing and frustrating sometimes. We understand how that can be so to read through this Online Manual and if you still have questions, please [submit](#) your question to our support team.

If you have not registered your domain yet you can register it with us at: <http://www.swdhosting.com>

If you are transferring your domain or prefer to register it with another registrar be sure and use the nameserver information that was included with the email confirmation you received when your account was set up.

Domain name registrations and transfers normally take 24-72 hours from the time you apply for your new account. Once your domain name is activated or transferred, you will be able to use yourname.com instead of your IP number. Virtual IP accounts that do not have static IPs can be accessed this way: <http://216.74.70.96/~yourusername/>

Every customer gets his own password protected username under Linux. By logging in to his username, the customer gains access to his web storage space. Every username "owns" a structure of disk subdirectories in the Linux file system. The "root" of this structure is the "home" directory, found at path "/home/username". Note that this is somewhat similar to the MS-DOS directory structure, except that there is no drive letter and forward slashes are used instead of backward slashes.

Inside the home directory is a subdirectory named "public_html". Every customer has his own separate "public_html" subdirectory. Files placed in "public_html" are visible to remote browsers over the Internet. As many clients are used to having their main directory referred to as "www", we have created another directory as such. When www is attempted to be accessed, the directory is automatically redirected to the correct public_html directory.

For example, when a browser asks for URL <http://yourname.com/page.html>, Apache looks for the file `/home/username/public_html/page.html` and sends it out. If you have not registered "yourdomain.com" with InterNIC and specified our servers as its domain server, then the remote browser must ask for URL <http://216.74.70.96/~yourusername/page.html> to get the page, or the static IP number that you were supplied. Username/logins are always the first 8 digits of your domain name, or the the domain name itself if it is less than 8 digits.

Example:

The username for yourdomain.com would be "yourdoma".

The username for here.com would be "here".
Passwords are always 4-10 digits in length and are supplied to you when you set up your account.

The filename of your home page should be index.htm or index.html. You must try them both, for each account may be set up differently, however, one of the two is sure to work. The web server will automatically send the file at path /home/username/public_html/index.htm or /home/username/public_html/index.html when a browser specifies http://yourdomain.com.

CHAPTER TWO - CONTROL PANEL

All accounts come with our Control Panel (cpanel). You can access your control panel at:

<http://www.yourdomain.com/cpanel/> or you may use,
<http://www.yourdomain.com:2082/>

(This will not be active until your domain has been transferred to our nameservers.) until then you will want to use the IP assigned to you when your account was set up. Virtual IP accounts that do not come with static IPs can access their control panel this way until your domain has been registered or transferred:

<http://216.74.70.96/~yourusername/cpanel/> or
<http://216.74.70.96:2082/~yourusername>

You will be asked to enter your user / password to gain access to your configuration. The control panel is pretty much self explanatory however a little information on the usage of each section is included below if you get confused along the way. All features are not available with all account plans:

Password Changes

This changes the passwords for your account, please make sure you close all existing windows that you have open for the Control panel.

Note: This only changes your FTP and Control Panel password. If you use FrontPage, this does not change your FrontPage password.

Shopping Cart *(Not available for all plans)*

The Interchange Shopping Cart allows you to conduct business efficiently and professionally on the Internet. To install the Interchange Shopping Cart, simply click on the Interchange Shopping Cart icon in your Control Panel. To administer the cart, click the Admin Interface icon. Your initial username and password will be your control panel username and the password *pass*. For more information on the Interchange Shopping Cart, refer to the [Interchange website](#).

Access Stats

Provide access to many different programs that will analyze your access logs and show you more information about your web sites traffic.

Database

See [Chapter 16](#) for instructions on how to setup a MySQL database.

File Manager

Allows you to modify the files in your web site in real-time via a web based interface. You can perform many commands such as chmod as well as actually edit the file and save it directly to the web server.

Error Editor

This is about as much customization as you can get folks! This section lets you customize the errors that your users will see instead of the generic server errors. You could setup a 404 page to redirect users to your main web site instead of the default dead document.

Subdomain Manager

Subdomains are a way of creating separate accounts within your master account, which are accessed as separate URLs. A subdomain creates a sub folder inside your public_html directory, of the same name as the subdomain. Upon creation, you will need to upload your files in this directory. Be sure to include an index page, such as index.html that will show by default. For more information on subdomains read [Chapter 14](#).

Web Page Protection

Web page protection is used to limit access to any directory to users who enter a user/pass combo. To protect a directory within your account:

- 1.) Click on that dir.
- 2.) Enter a user / password for access
- 3.) Click add. You can add as many users as you wish to this file. This protection is for resources accessed via the WEB only, this will not create an FTP user.

Mime Types

A MIME type is basically what tells the web server that a .html document is a web page, and that a .gif doc is a gif image etc. If you would like to configure a custom MIME type such as making .pictures a gif image file you would enter it here.

Chat Room

Allows you to access your personal chat server and supplies the code for you to use the product on your own site. If you would prefer a java chat, we have a special version of the Melange chat system installed on our servers. This allows you to utilize Melange on your site without any installation whatsoever. Simply place a link to the URL below on ANY page in your site, and you will be brought to your private chat room. Below is the URL to your Melange chat room for: yourdomain.com

<http://yourdomain.com/cgi-sys/mchat.cgi?channel=yourdomain.com>

(Substitute your actual domain for "yourdomain.com")

For more information on using the Melange chat system, please see the following URL:
<http://melange.terminal.at/doc/usrcommands.html>

E-MAIL

E-mail control panel allows instant creation of e-mail POP3, forwards, and aliases. A POP3 account is a stand alone incoming e-mail account. if you create

Mailbox name: john
Password: doe

all mail sent to john@yourdomain.com will be routed to the john e-mail account. The user john can then check this mail by login into mail.yourdomain.com using his user name and password. NOTE: the username is the full email address, so the above example would use john@yourdomain.com as the username.

REMEMBER: all user names automatically have a determined amount of letters of the domain name appended to the beginning of the user name. So if john was a another domain user the user would use mail.somedomain.net as his incoming e-mail server and use powerjohn as his log in name to retrieve mail sent to john@homepage.net.

An alias sends mail sent to one address to another POP3 account within your domain. For example if our recently created john account was going to receive all mail sent to sales@ourname.com we would setup sales as an alias to john. Note: by default all names not configured go to the root account. So if you sent a message to testl@yourdomain.com it would be sent to your main root account unless you had set it up as an alias, forward or POP3. A forward account sends mail sent to user@yourdomain.com to an address completely out of your domain. For example if john had an AOL account and wanted to check all his mail there you could setup john to forward to john3435@aol.com.

Blocking E-Mail

You can block email from a particular person, by using the "Block an Email" feature in your Mail Manager. To block an email follow these instructions:

- Click on Add a Filter
- Select the header information that you want to filter and enter the string that you want to filter out
- Click **Activate**

For example, to block an address from **test@hotmail.com**, select "From" from the header list, and equals from the matching list. In the textbox, enter **test@hotmail.com**. Click Activate, and you will none of your accounts will get any messages from this address.

FTP Accounts

Accounts Used for managing access accounts to your web space. The creation of an FTP account will allow users to log into a sub directory from your main account without gaining access to your main accounts. Sessions show any users that are currently logged into your domain.

Settings allow you to modify access to your anonymous FTP site.
(Not Available on Virtual IP Hosting Plans that do not have dedicated IP address)

CGI

We have numerous customizable cgi scripts that have been pre-installed on the server for you to use with your own account. The only thing you'll need to do is select the script you are interested in using, select the colors, style etc., and click the "Make HTML" button. You can then paste the HTML output into any of your HTML files to use that system cgi program.

Counter - Allows you to keep track of the number of hits your website receives.

To install a Counter for your site, click on the Counter icon. Change the options as you see fit, and name your counter. Then click the Make HTML button, and copy and paste that line into your HTML document.

CHAPTER THREE - FTP & FETCH INSTRUCTIONS

INTRODUCTION TO FTP

We recommend WS_FTP- it is a standard FTP client for Windows Sockets. The graphical interface was designed with the novice FTP user in mind. This version features a reengineered FTP server detection and decoding process. Requirements: Windows 3.x or higher. 650 KB [Download WS_FTP 4.5.](#)

All of your files and subdirectories go into your public_html directory. **DO NOT DELETE ANY DIRECTORIES OR FILES IN YOUR ACCOUNT.** The files pertaining to your web site that you design should be uploaded to your public_html directory and should be the only files you ever replace.

This is important -- you **must** transfer files in the appropriate mode.

Perl scripts and HTML files are ASCII files, along with many others. If you use a plain text editor to work with a file, it's an ASCII file. It's not terribly important to transfer HTML files in ASCII mode, but it **is important** for Perl scripts.

GIFs and JPEGs, as well as audio and video files, are binary files. They **must** be uploaded in binary mode, or will be corrupted. Files that look like garbage in a plain text editor and require a more advanced program to edit are not ASCII files, and must be transferred in binary mode.

Now that we've distinguished where your files go and what format they should be uploaded in, there are several ways depending on your computer system, that you can transfer files to your account directory. The process by which files are transferred to the web server is called "FTP" (File Transfer Protocol). You have unlimited access via FTP 24 hours a day. As such, you can create and maintain your

web pages on your own computer and upload files to your web site at your leisure.

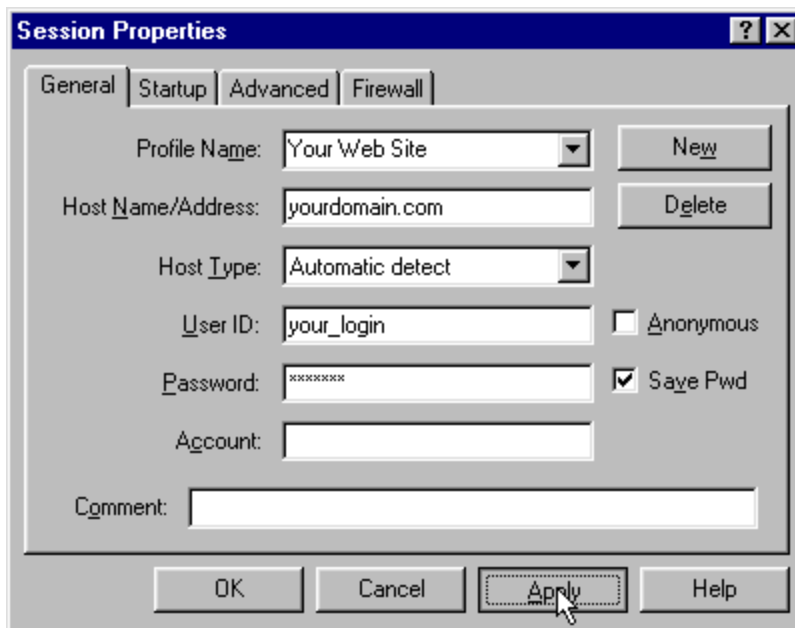
For the Macintosh, a program called "Fetch" is used, and for Microsoft Windows systems a program called "WS_FTP" is used.

FOR PC USERS (WS_FTP)

The following information is contained within your account activation notice and is needed to connect you to your web site via FTP:

USERID
PASSWORD
FTP HOSTNAME

Each time you run WS_FTP the Session Profile window will be displayed. A profile contains the information needed to connect to your web site. Creating a profile now will eliminate the need for you to configure the software each time you wish to connect to the web server via FTP. To create a profile, click the "New" button and enter a generic profile name at the top of the Session Profile window, such as "My Web site." Next, enter your Host Name/Address (yourdomain.com), User ID (yourdomain), and Password for your web site as illustrated below.



Next you need to click "OK" to continue. This will connect you to the web server, where you will connect directly to the root ("home") directory of your account. WS_FTP will display a split screen where files on the left-hand side are within your own computer. You will see several folders on the right-hand side such as public_html which are landmarks suggesting a successful connection to your web site, as illustrated below.

You need to double click on public_html to get to your web directory. This is where all your files will be downloaded, and/or you will create sub-directories. The only system directory that you may need to use is cgi-bin; this directory is reserved for custom scripts. To make your home page load automatically, name the HTML

document "index.htm" or "index.html" in lowercase and upload it to the public_html directory of your account. To upload a file or files, simply highlight the file(s) on the left and click the right arrow button (->) in the center of the window. Be sure to upload HTML documents and scripts in ASCII mode and images in Binary mode. To transfer a file to a subdirectory, double-click the appropriate subdirectory to open it before transferring the desired file(s). To create a new directory, click on the Mkdir button when you are inside the public.html directory or subdirectory.

As soon as a file is uploaded to the web server, it is available for all to see. If, after uploading a file, you are still unable to see the updated file via Netscape, try hitting the "Refresh" or "Reload" button. If that fails, you need to clear both disk and browser cache. This function can be found by selecting Options>Network Preferences in Netscape. Remember that you must first be connected to the Internet through your local Internet service provider in order to connect to the web server.

FOR MAC USERS (FETCH)

The following information is contained within your account activation notice and is needed to connect to your web site via FTP:

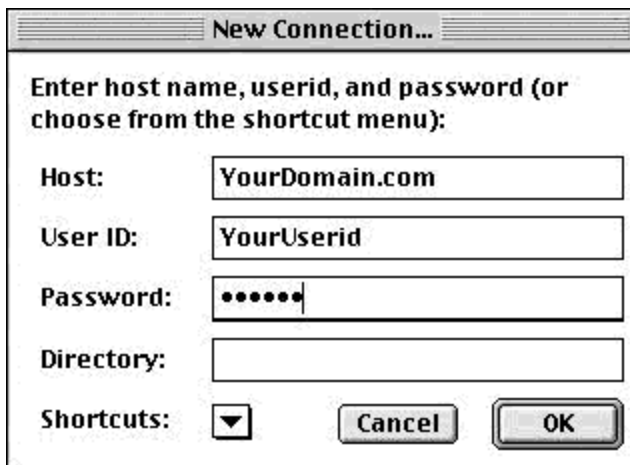
USERID

PASSWORD

FTP HOSTNAME

The hostname tells your FTP software to connect to the web server upon which your web site resides.

Each time you run Fetch, the New Connection window will be displayed. A profile contains the information needed to connect to your web site. Creating a profile now will eliminate the need for you to configure the software each time you wish to connect to the web server via FTP. To create a new profile, select "New Connection..." from the File menu. Next, enter the Host (yourdomain.com), User ID (yourdomain), and password for your web site as illustrated below.



New Connection...

Enter host name, userid, and password (or choose from the shortcut menu):

Host:

User ID:

Password:

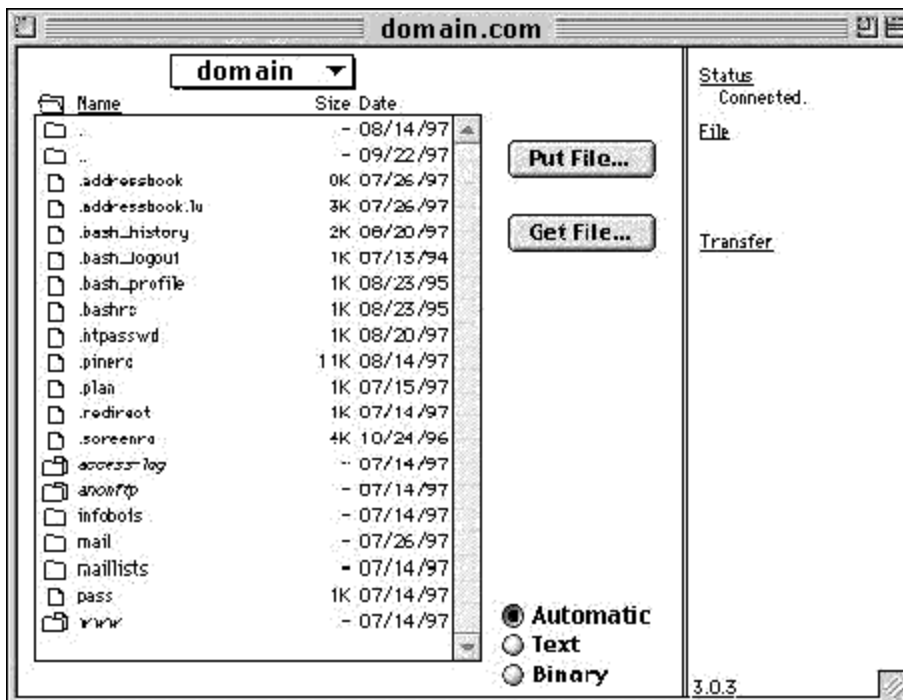
Directory:

Shortcuts:

Don't worry about the Directory option right now. When you have your Host, User ID, and Password entered, click on the OK button.

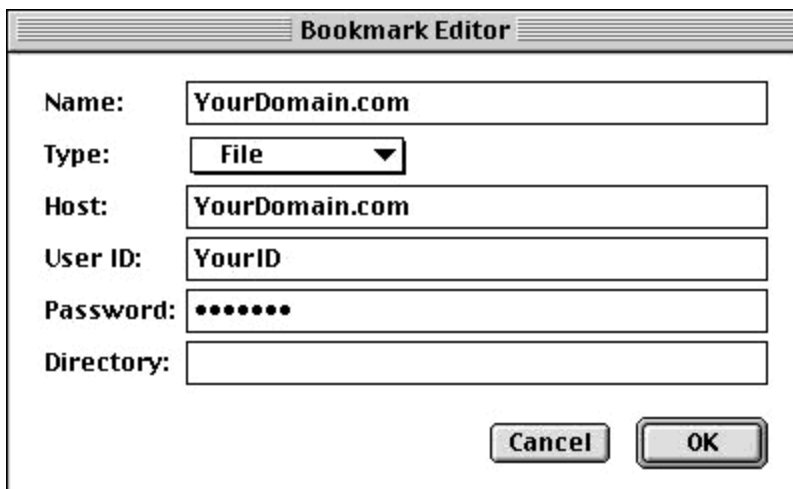
The next window which will pop up will look similar to the one below, except that

yourdomain will be in the pop-up window.



Bookmarking the Connection

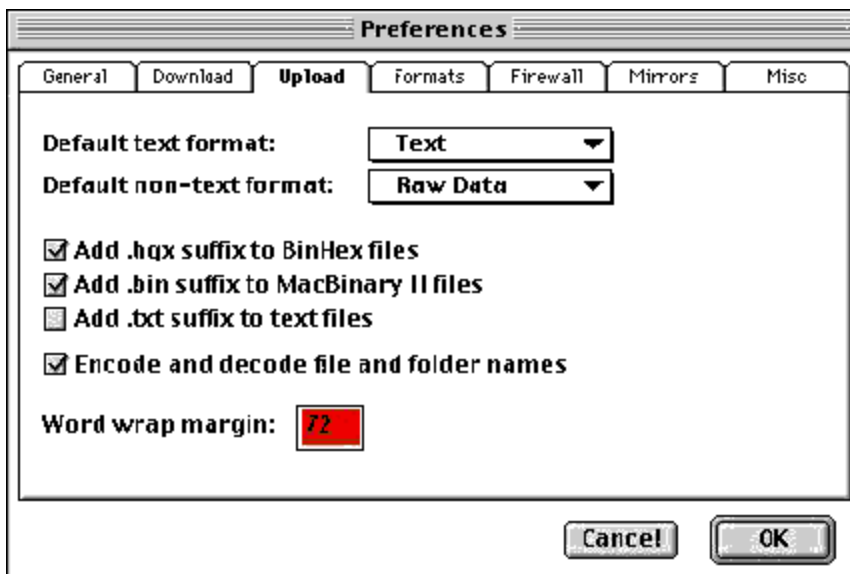
You should take the time, now that you have established your connection, to make it easier for you to get here next time. Under the Customize menu, select New Shortcut. A window will pop up called Bookmark Editor, as below. It will already have your name, Host, and User ID filled in. Under Type, choose File from the pop-up menu. If you would like Fetch to remember your password so you won't have to type it in each time, type in your password in the Password field. Now, under the same Customize menu, choose Preferences, and under the General tab, make sure the connection you just entered is selected as the default shortcut. Next time you open up Fetch, your shortcut will be opened automatically and all you'll have to do is click the OK button!



How to Transfer Files

Refer again to the sample window above. You need to double-click on `public_html` to get to your web directory. This is where all your files will be downloaded, and/or you will create sub-directories. The only system directory that you may need to use is `cgi-bin`; this directory is reserved for custom scripts. To make your home page load automatically, name the HTML document "index.htm" in lowercase and upload it to the `public_html` directory of your account. To upload a file or files, simply drag them from your hard drive onto the Fetch window when you are in the appropriate directory or subdirectory. Be sure to upload HTML documents and scripts in Text mode and images in BINARY mode. Or to make life easier, click on the Automatic button as shown in the sample window above, and Fetch will decide the proper format. To transfer a file to a subdirectory, double-click the appropriate subdirectory to open it before transferring the desired file(s).

To insure that the Automatic selection works properly, make sure the selections under the Upload tab in the Preferences window looks the same as below.



As soon as a file is uploaded to the web server, it is available for all to see. If, after uploading a file, you are still unable to see the updated file via Netscape, you need to hit the Reload button in the Netscape button bar. Remember that you must first be connected to the Internet through your local Internet service provider in order to connect to the web server.

CHAPTER FOUR - TELNET ACCESS

Logging into Telnet via SSH

Telnet is available via SSH or Secure SHELL, you can download a popular telnet client from this site:
<http://vandyke.com> (The most stable that we have found)

Setup a new session in Secure CRT. Make the following changes:

Choose SSH1 in the protocol and make sure cypher is 3DES and authentication is Password.

Then just connect. You will get a message asking if you want to accept this key. Choose Accept and Save.

CHAPTER FIVE - POP 3 EMAIL SETTINGS

The setup of every single email item available to your account is automated by your /controlpanel. (Located at <http://yourdomain.com/cpanel/>) Thus, there is no need to contact the technical staff to setup any of your pop3 accounts, forwards, aliases, lists, or auto-responders. Simply check out the Email section of your /cpanel/, and then the various options within.

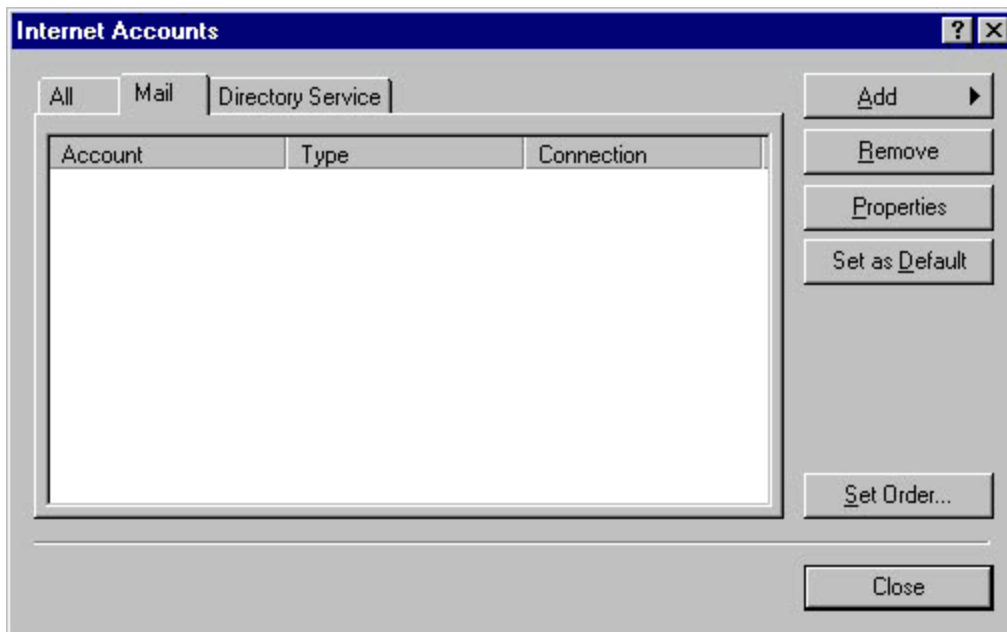
Within each menu, there is a small help guide explaining the exact purpose of each item.

It is a simple process to set up your accounts to send emails. We have included instructions for the four most popular email clients below.

[Outlook Express](#)
[Eudora Lite](#)
[Microsoft Explorer](#)
[Netscape](#)
[Microsoft Outlook](#)

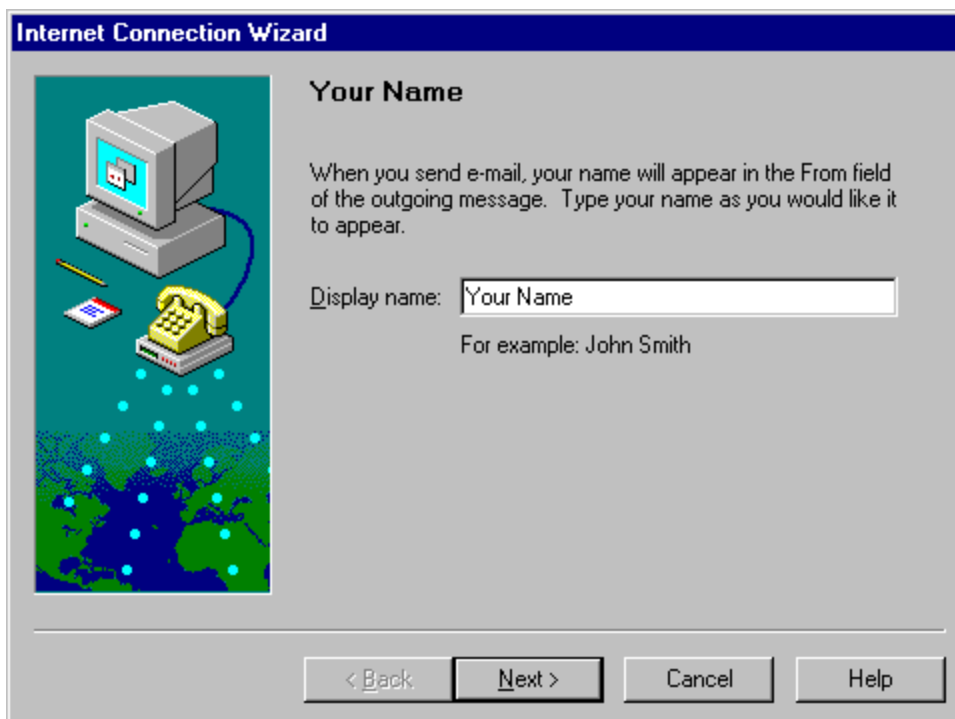
OUTLOOK EXPRESS

1. Click on the Tools menu and select Accounts.
2. Click on the Add button and select Mail. This will bring up the Internet Connection Wizard window.

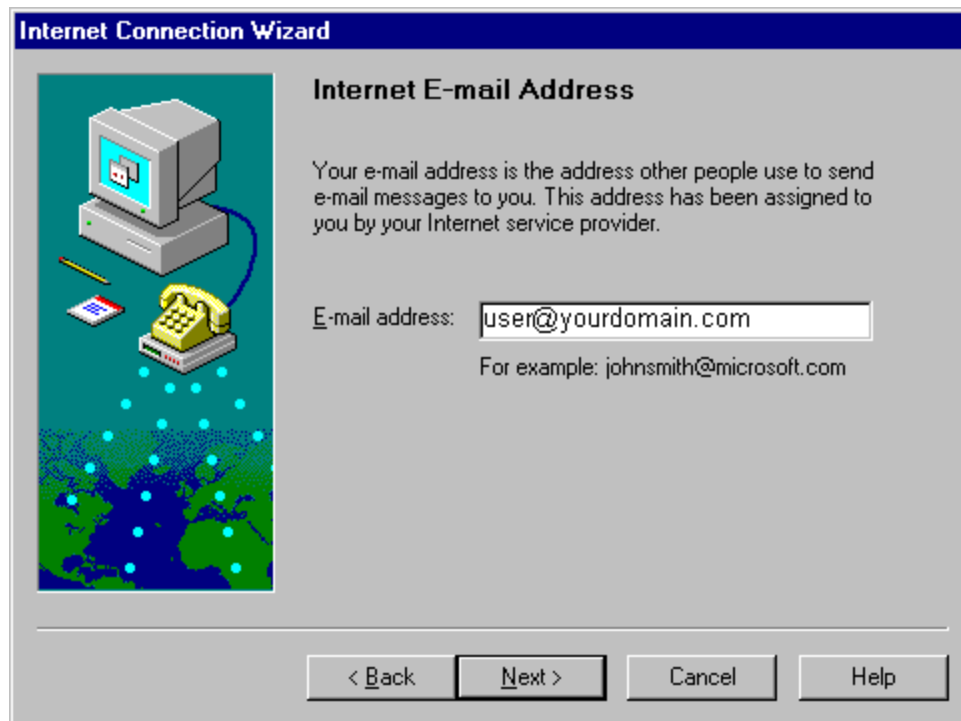


3. For the Display name, enter your full name and click on the Next button.

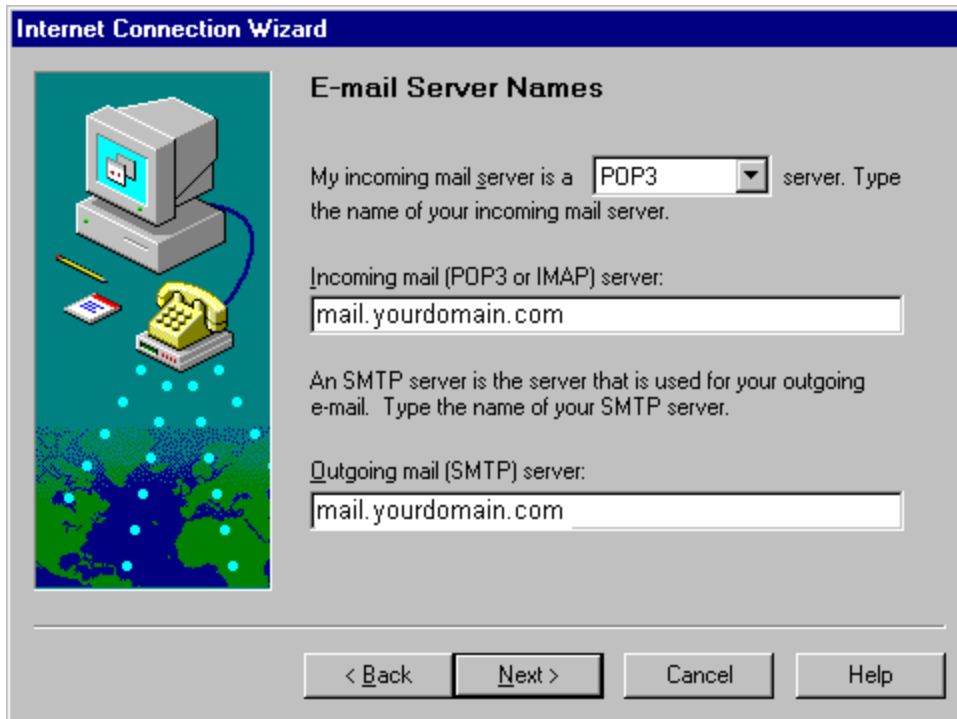
NOTE: You can use whatever you want here with both upper and lower case letters.



4. For the Email address, enter: anything@yourdomain.com



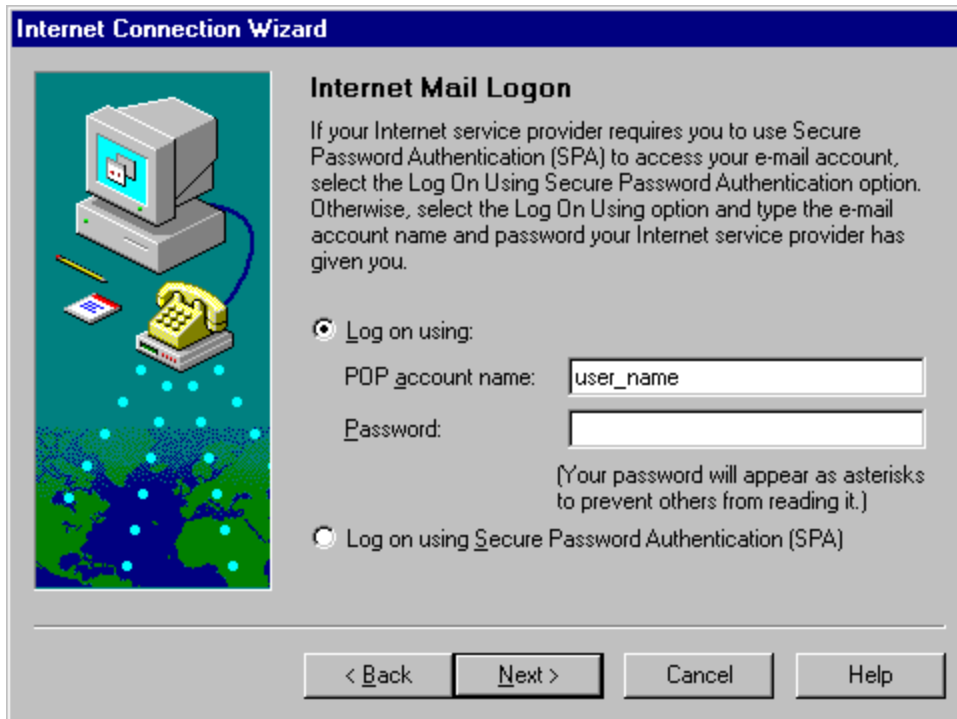
5. For the option my incoming mail server is a, choose: POP3
6. For the Incoming mail (POP3 or IMAP) server field, enter: mail.yourdomain.com
7. For the Outgoing mail (SMTP) server field, enter mail.yourdomain.com
8. Click on the Next button to continue.



9. For the POP account name field, enter your user name. Any pop 3 accounts that you setup will have your email address as the username. For example, if you request **anything@yourdomain.com**, the actual login for that pop3 box will be "**anything@yourdomain.com**". So your username would be "**anything@yourdomain.com**".

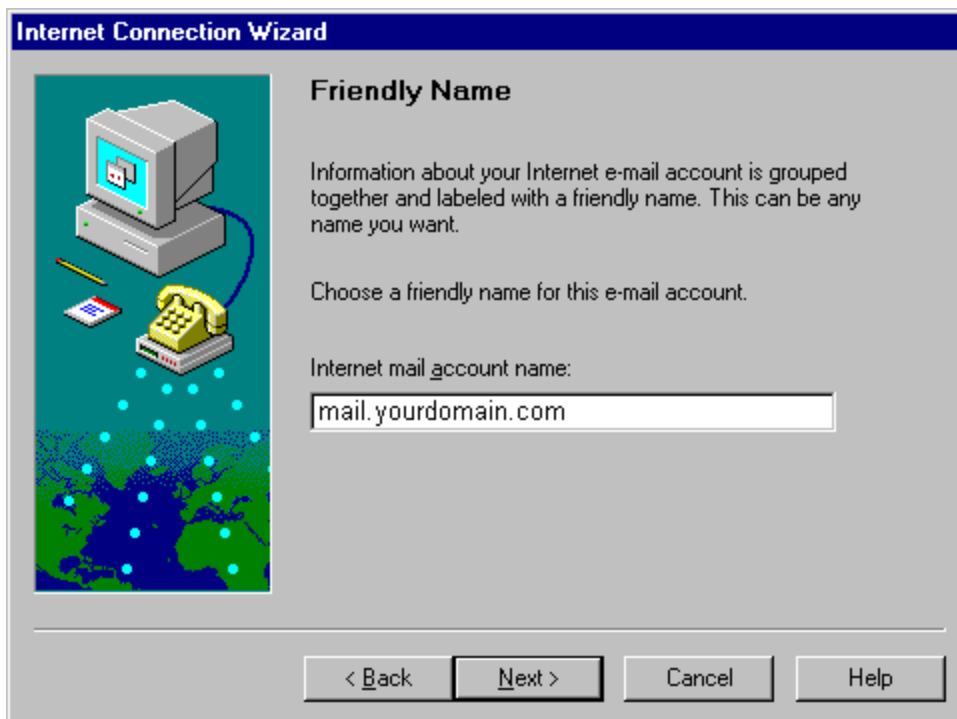
10. For the Password field, enter your password only if you want the program to save it. This allows you to check your e-mail without the need of typing in your password at the beginning of every session.

11. Click on the Next button to continue.



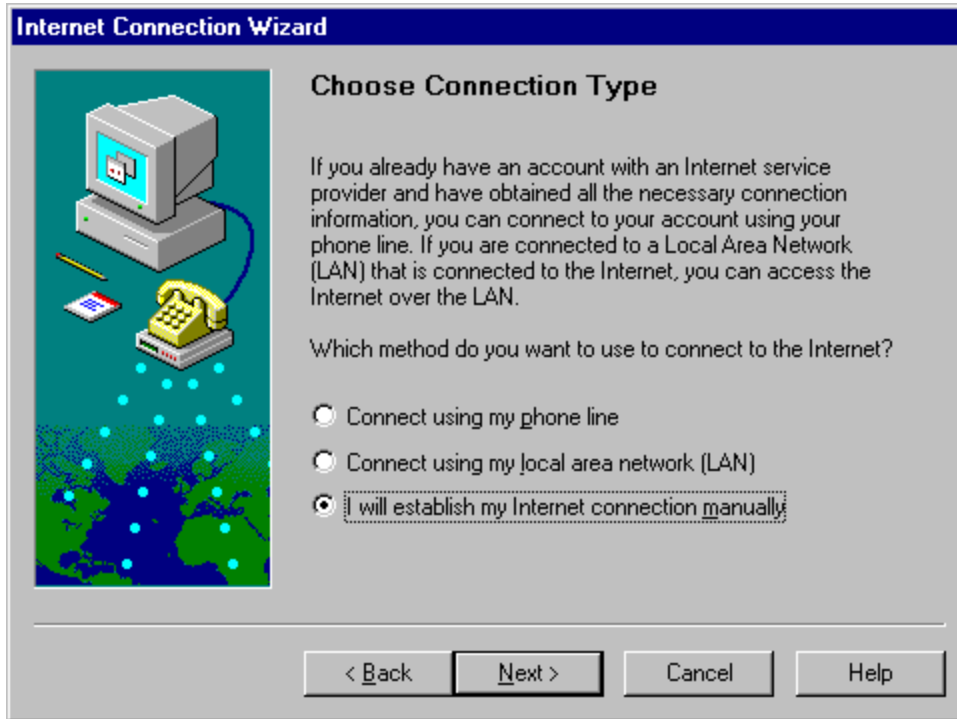
12. The next screen asks for Internet mail account name. You can leave this option at its default: mail.yourdomain.com

13. Click on the Next button to continue.



14. In this screen, choose the option I will establish my Internet connection manually.

15. Click on the Next button to continue.



16. Click on the Finish button and you're done!

EUDORA LITE MAIL SETTINGS:

This is a mail program that runs under MS Windows and Macintosh OS. Eudora connects to the mail server over the Winsock or Macintosh TCP/IP. Mail may be composed and read off line, but make sure that Winsock or TCP/IP is running before attempting to send or receive email. Although your account exists on our server, you won't be able to receive email at yourname@yourdomain.com until your domain name becomes live on the WWW.

After Eudora has been installed, it must be configured to point to your server. To do this, start Eudora and select "Settings" from the menu bar. Most of the options are self explanatory. Here are the steps you need to perform to set up Eudora:

- (1) Select Tools...Personalities.
- (2) Right click the left-hand side of the screen. Select 'New'.
- (3) The 'New Account Wizard' will appear. Type in a name for this account and select 'Next>'.
- (4) Select 'Create a brand new email account' and select 'Next>'.
- (5) Type in your actual name (not your email address) and select 'Next>'.
- (6) Type in the email address you wish for people to send email to (this can be an alias or a true POP box). Select 'Next>'.

- (7) Type in the true user for this POP box (this is NOT an alias). Select 'Next>'.
- (8) Select 'POP' for type of incoming mail server. Then type in mail.yourdomainname.com in 'Incoming Mail Server' field. Select 'Next>'.
- (9) Select 'Finish'.
- (10) Right-click on the new personality created, and select 'Modify'.
- (11) In the 'SMTP Server' field, type mail.yourdomainname.com

That's pretty much all the configuration Eudora needs. Many of the configuration areas will be filled in when you go to them, for instance it will usually fill in the POP account info where ever it needs it after you enter it the first time. Now, when you select "Check Mail" under the File menu, a window will pop up asking for your password. Enter in your password then click on the proceed button and Eudora will check to see if you have email. You can now send a test email message to yourself and then check to see if it gets returned to you.

Once you have completed the above steps, you can now send email from your email client. The next step would be to create multiple accounts using your email accounts that you have created with your domain. When setting up additional accounts, you can use mail.mydomain.com for the outgoing email and using the return email address for your domain mail account. Your domain account (mail.mydomainname.com) would be your incoming SMPT and this would look something like this: (depending on what email accounts you have created) anything@yourdomain.com and then you would enter your username (remember your username will be the same as your email address) and password that you have setup for that particular email address.

Your default email address is yourdomain@yourdomain.com, and that's where all your email will be sent to, unless other configurations take priority (such as autoresponders and redirects mentioned later).

MICROSOFT INTERNET EXPLORER MAIL SETTINGS:

The following samples assumes that your domain is mydomain.com and your username is anything.

Full name = name
Email = anything@mydomain.com
Internet Mail server = mail.mydomain.com
Account = anything@mydomain.com (same as your email address)
Pass = xxxxxx (password)
Smtp = mail.mydomain.com
From = anything@mydomain.com (this can be set to any email account you have setup for your domain.

NETSCAPE INTERNET MAIL:

Your Name = name
Email Address = anything@mydomain.com
Reply to = anything@fred.com (this can be your email address for your domain)
Mail Server username = anything@mydomain.com (same as your email address)
Outgoing Smtp = mail.mydomain.com
Incoming Smtp= mail.mydomain.com

To check numerous POP accounts, read the manual or help files that come with your email client software for configuration.

If you are familiar with the shell (Unix) programs, "pine" and "mail", you can use either of these to check and send email as well.

Netscape Communicator:

1. After loading Netscape Composer, choose Edit -> Preferences
2. Click on Identity
3. Add your personal information.
4. Click on Mail Server.
5. The SMTP server would be mail.mydomain.com
6. Virtual Domain Customers should enter their domain name for "incoming mail server".
7. Put your username in the Mail server user name box. (username is same as your email address)

Netscape Navigator:

1. After loading Netscape Navigator, choose Options --> Mail and News Preferences
2. Click on Identity
3. Add your personal information.
4. Click on Servers.
5. The SMTP server would be mail.mydomain.com
6. Virtual Domain Customers should enter their domain name for "Incoming Mail (POP) Server".
7. Put your username in the POP user ID: box. (username will be the same as your email address)

MICROSOFT OUTLOOK MAIL SETTINGS:

1. After loading Outlook, choose Tools... --> Services ...
2. Click add, and choose Internet E-Mail. Click OK.
3. In the General tab of the email Properties dialog box, fill in your personal information.
4. Click on the Servers tab, and fill in the server information. The Outgoing Mail (SMTP) should be mail.mydomain.com. The incoming mail server should be mail.mydomain.com: Put in your mailbox username (username will be the same as your email address) in the account name field, and the password below. Click OK.
5. Your new settings will not take effect until you choose Exit and Log off on the File menu, and then restart Microsoft Outlook.

CHAPTER SIX - MAIL SERVER

Understanding Your Mail Server

As a linux customer, the setup of every single email item available to your account is automated by your /controlpanel. (Located at <http://yourdomain.com/cpanel/>)

Thus, there is no need to contact the technical staff to setup any of your pop3 accounts, forwards, aliases, lists, or auto-responders. Simply check out the Email section of your /cpanel/, and then the various options within.

Within each menu, there is a small help guide explaining the exact purpose of each item. We have outlined a few additional points below:

- Remember to always use "mail.yourdomain.com" as the incoming (pop3) and outgoing (smtp) server in your local email client, such as Outlook Express.
- In the linux mail control center, the forwarding function provides forwarding to outer address, and can be used to alias one account to another. Thus, if you want **mike@homepage.net** to head to a pop3 account of **slim@aol.com**, use a forward to make this happen.
- Any pop3 accounts you setup will use your email address as the login. For example, if you request mouser@cheesewhiz.org, the actual login for that pop3 box will be "mouser@cheesewhiz.org".
- If you forget the exact login of one of your pop3 accounts, simply head over to the "pop account" menu within your /cpanel/ to find out exactly what the logins are.
- Your "default address" is the root catch-all mailbox. It receives messages heading to all addresses which aren't setup as unique pop accounts within your domain. Keep in mind that the default address account does NOT have a prefix, like other pop accounts. The login for your default address is the same as the main FTP login for your account.
- If it seems that you cannot lock a pop3 account to retrieve messages for any reason, the quickest way to solve this for yourself is to delete and recreate the account with your /cpanel. This saves time as it bypasses asking our support staff for assistance. Yes, the changes you make to your email items with your /cpanel are done in real time.
- The mailing list feature is very simple, please keep that in mind. If you require a more powerful listserv program, you should probably look elsewhere. We cannot utilize a robust listserv on our web hosting machines without causing the server's overall performance to suffer.
- Hopefully this helps! Remember that the mail functionality for your domain won't be available on our servers until your entire domain is registered to our nameservers.

Email Trouble

If you are having problems related to receiving or sending email messages at your domain, this section is for you. Check through the headers below for help on the exact situation you are experiencing. Also, please be sure that your domain is registered and resolving on our nameservers before you start using the email services.

Can't send mail:

Our SMTP servers are configured as secure relays. This means that you cannot simply reference "mail.yourdomain.com" as an Outgoing mailserver unless you successfully log in via one of your pop3 accounts at "mail.yourdomain.com" before you try to send. This is a mandatory setting to prevent spammers from using our mailservers as havens for unsolicited email. If you are getting a "relaying prohibited" or "disconnected by administrator" error, it means that you haven't logged into the pop3 server at your domain before you tried to send through the smtp server at your domain. To log in, you need to check for mail first.

In addition to this, you might not be able to send regardless of if you check mail successfully. Some ISPs have it set so that their users cannot use an outbound SMTP server to relay messages. If you are still experiencing problems sending through your domain, and are certain that you have logged in via pop3 to an account at your domain, you might want to contact your local ISP to see if they do allow their users to use outbound smtp servers.

Finally, we'd like to clear up a common misconception of many users: the smtp relay you use to send out your messages has absolutely no bearing on the address your recipient sees as the sender. If you do end up having to use your local ISPs SMTP server, it will not prevent you from sending messages from address @yourdomain. For example, let's say that you have the domain "homepage.net". You can configure your email client to send from the address "**admin@whatever.com**" even if your outgoing (smtp) mail server is set as "mail27.prodigy.net" - your recipient will still see the message as being sent from "**admin@whatever.com**" regardless of the smtp server you use to send it. Be sure that your incoming (pop3) server is set to "mail.homepage.net", of course.

Your default root email account:

Every account starts out with a default "catch-all" account for its domain. This email box will grab all mail heading to ANYNAME@yourdomain.com. The login for this box is simply the same main account login you received after signing up. Thus, if your root account is "test@homepage.net" (login of "homepage" - first 8 letters of your domain), there is no need to request an alias to your root account, because all names under your domain already are filtered into this account.

Can't lock account:

A common cause of this is that the e-mail account is being accessed already or it is still open from another mail checking session. Solution: Retry in about 30 minutes. If it still does not work it is possible that you are using the wrong user / password combination.

Please remember that POP accounts logins will use your email address as the login. The mail control panel of your account keeps this information for you, so please check there to correct any login problems.

Any Username and Password Error:

The main cause for this is trying to access the e-mail account with the wrong user / password. Remember you will use your email address as the login. If all else fails, simply remove, and then recreate the account with your mail control panel.

If none of this helps, then most likely the pop3 box in question has a received a

corrupted message. Contact our [support team](#) and tell them to clear that box out. Usually this results in most or all of that particular mailbox's contents being erased.

Problems resolving your mailhost:

If you find that you can't get "mail.yourdomain.com" to resolve as a valid SMTP or POP3 server, please be sure that your domain is registered to our nameservers. Also, try clearing out your cache and cookies and then restarting your computer.

CHAPTER SEVEN - MICROSOFT FRONTPAGE

NOTE: If your account is a Virtual IP Plan, please remember that your domain name will need to be activated on our nameservers before FrontPage will be available to your account.

Basic FrontPage Instructions

Login: Choose "Open FrontPage Web" from the File Menu in FrontPage Explorer. It will ask you for a Web Server of File Location. Enter [yourdomain.com](#) and then "list webs". Next, you will need to select (double-click) the root web. The requested login and password will be the same as your FTP account.

Usage: FrontPage supplies you with two separate interfaces. The FrontPage explorer is used to manage the files within your web site. If you open a file in your web site another program called FrontPage Editor will open. When you are connected to your web then all changes made to any file you edit will be saved to your web.

*Note: Although the software documentation states that you can create the site on your computer and then "publish" it to the web server, we do not recommend this. Many times publishing to the server from your computer will loose the Interactive web bots features that you may have setup when designing your site on your local computer. We recommend that you create your entire site by being connected to your web and saving directly to the server. To move files already created on your web site use the Import command found under the File menu within FrontPage Explorer to select the files to import to the server. This is by far the best method for moving files from your hard drive to the server.

Additional support documents and complete usage instructions can be found at Microsoft's official [FrontPage Home Page](#).

(Please note that the Our Technical Staff can not assist in client side FrontPage configuration, please check with [Microsoft's](#) Technical Support documents)

MICROSOFT FRONTPAGE 98

Publishing a Web

After you have built your html documents and are ready to upload them to our server:

1. Open the web you've created on your PC using FP Explorer.
2. Choose File > Publish
3. If your "Destination Web Server" doesn't appear in the Publish window (it won't the first time you publish to our server) CHOOSE "More Webs" and type the location of the web to publish to. Hit return. IMPORTANT: Use www.yourdomain.com as the Destination Web Server to publish to our server. Leave the "Destination Web Name" BLANK.
4. You will be asked for your USERNAME and PASSWORD. This is your domain's USERNAME and your FrontPage PASSWORD (which may be different than your regular telnet/ftp/POP password). If you're not sure what it is or if you aren't allowed past this point, you'll need to contact us for a new FP password.
5. You can watch the progression of the upload by looking at the bottom left corner of FP Explorer.

Opening an Existing Web

1. Open FP Explorer and choose File > Open Front Page Web.
2. You can now choose to open a previously created web on your PC or your web on our server.
3. Highlight the appropriate web or type in the web address (www.yourdomain.com) and click OK.
4. Enter your USERNAME and FP PASSWORD if required.
5. Make modifications and recalculate links if needed. (See FP help docs for info on when it's necessary to recalculate links.

Troubleshooting Common Problems with FP98

Getting error - "Root Web Busy"

FTP or telnet to your site and remove the "service.lck" file in /www/_vti_pvt. This usually happens when an FP session is interrupted before completion.

Server timing out when publishing large sites.

This difficulty arises when the uploading link times out in the process of copying the web to our server. The only suggestion Microsoft has offered so far is to break the main web into a group of sub webs on your PC, then upload these individually. If this problem persists for you, please contact support.

Getting Error - "Front Page Extensions not Installed"

We often see this error being reported even when the extensions have been installed. If you get this error, please contact support and we'll make sure the extensions are installed and repair them if necessary. NOTE: The extensions are easily corrupted. Please use only FP Explorer to update your web site on the server, not FTP.

I published but my web's not there!

This will happen when the "Destination Web Name" is filled in when publishing to our server.

This box should be left blank. If you put any other name in this box it will create a subdirectory off of your root web and copy all of your files into it. Your site will exist under a subdirectory instead of at the top level /www where it should be.

My counter, bbs, guestbook, etc isn't working.

These problems are generally due to incorrect permissions on either the directory, file(s) or cgi script(s) that are associated with them. Please don't change the permissions of your files or directories unless you have a specific reason for doing so and you know what effect it will have on your site.

My forms won't work through the Secure Server.

The call to a cgi script using the Secure Server must not be within a webbot. Use a normal cgi call in your html script for Secure Server calls.

My search bot doesn't return any results.

The /www directory must be world readable AND you need to recalculate links BEFORE publishing (or after editing directly on the server). If it still doesn't work: FTP to the server and go to the /www/_vti_txt/default.wti directory. Delete any files that begin with "ALL.". Don't delete any other files. Then using Windows Explorer, do the same thing on your PC. Recalculate links, test locally with your browser and publish.

FP starts the Web Publishing Wizard when I try to publish.

Cancel the operation and email support to have the FP extensions installed/repared.

Why is my page renamed on the server when I publish?

The "Default Document" of your web is automatically renamed by the server to what is required by the configuration of the server. For example, if you've named the main

page "index.html", it may be renamed "default.html". Just check the links to your main page to make sure they refer to it the same way.

Microsoft FrontPage 2000

This tutorial will guide you step-by-step through configuring Microsoft FrontPage to exchange files between your computer and your web site.

In order to follow along with us, you'll need to have Microsoft FrontPage installed, and you'll need to be connected to the internet via your Internet service provider

Create a Simple Page

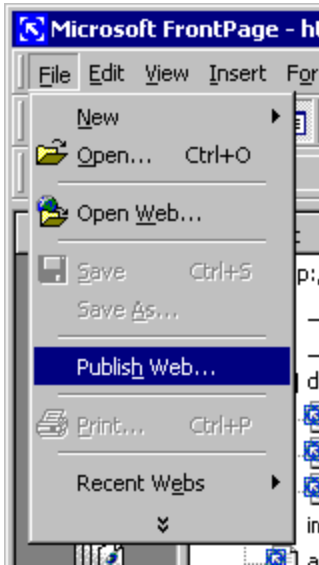
Before you can publish an html file to your web site with FrontPage, you must either have a page already created, or create a page. To create a page with FrontPage, follow these simple steps:

1. With FrontPage open, choose File --> New.
2. Type in "This is a simple test"
3. From the menu bar, choose File --> Save As.
4. Name the html file.
(If this file is to be your homepage, be sure to name it index.html)

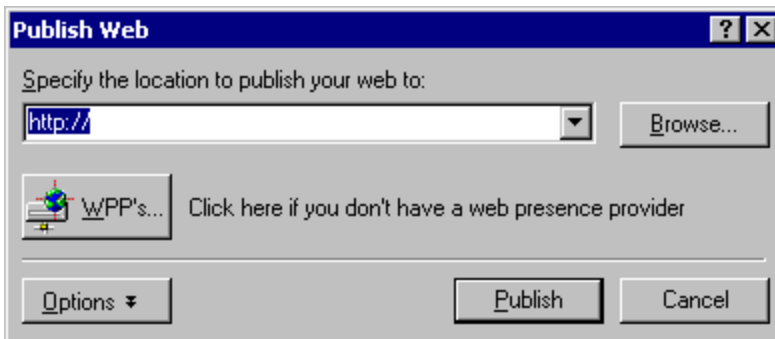
Once you have the file saved to your hard drive, you are ready to publish the file.

Publish Your Web Page.

1. From the menu bar, choose File --> Publish Web.

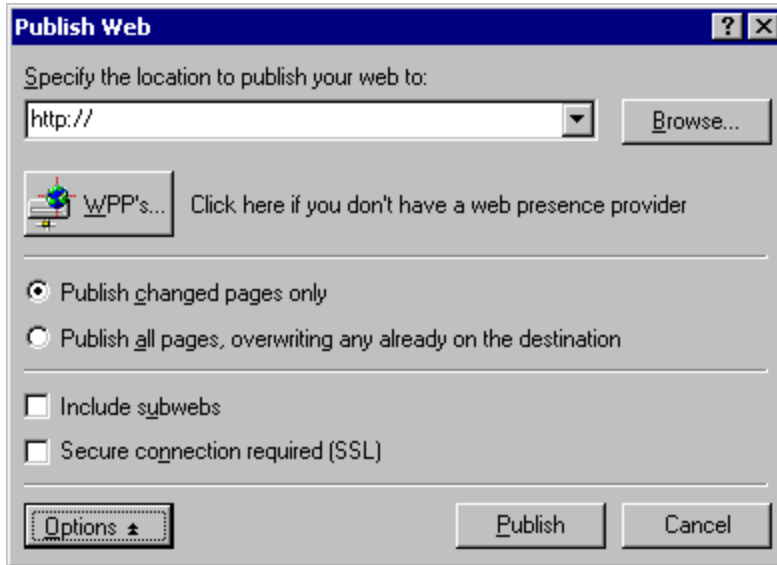


You'll get a dialog box like this:



2. Click on the Options button

You will see a dialog box like this:

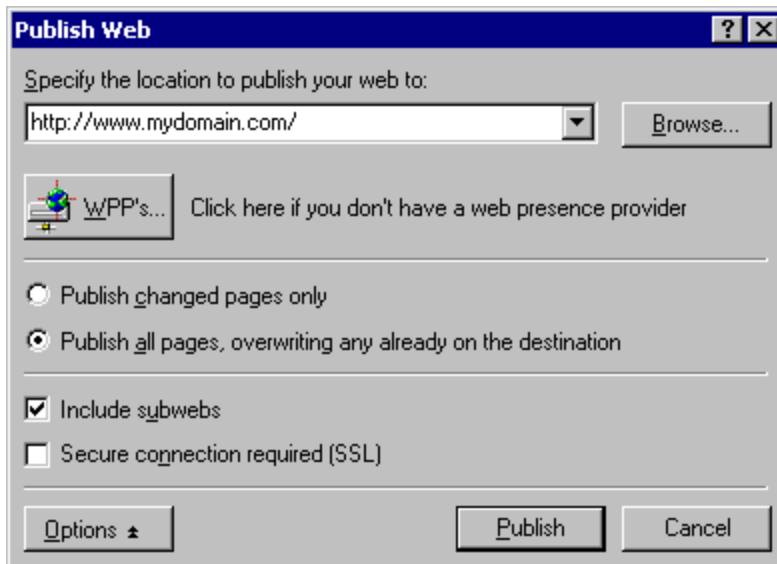


3. In box below Specify the location to publish your site to: enter the full URL for your site.

4. If this is the first time you are publishing your site, select Publish all pages...

5. Select Include subwebs.

You should now have a dialog box that looks like this:



Obviously, you will have put your real domain name instead of 'mydomain.com'

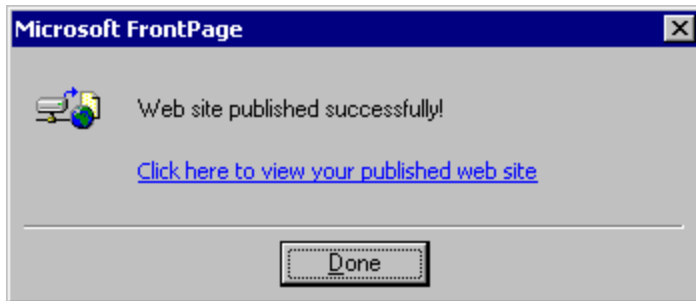
6. Click the Publish button.

You should now see a dialog box like this one:



7. Enter your username and password.

If you have entered all the details correctly, FrontPage 2000 will then publish your site. You will see a dialog box like this one when it has finished:



8. Click Done.

Further Microsoft FrontPage Support

If you need further assistance using FrontPage, go to the [FrontPage Home Page](#).

CHAPTER EIGHT - ANONYMOUS FTP

(not available on Virtual IP accounts without a dedicated IP number)

Anonymous FTP provides a way for visitors to your site to download / upload files to and from your account. Users will be able to log into <ftp.yourdomain.com> with the standard anonymous user name and e-mail address as the password.

Your anonymous FTP account is the public_ftp directory in your root directory. You can create user specified logins thru the browser control panel interface. Visitors to your anonymous FTP site are connected to your 'public_ftp' folder.

ANONYMOUS FTP WARNINGS:

Responsibility

As the account owner, you are responsible for any and all files that are stored on your domain. This would include files that were uploaded by you as well as by anonymous FTP users. With the use of anonymous FTP, your site is susceptible of becoming a "warez" site. Typically, these are sites that are used by "hackers" to trade (upload/download) illegally pirated copies of software programs with one another. As the account owner, the complete content of your account is your responsibility. If your site becomes a trading post for "warez" programs, you may face legal action that can be taken against you by the programmers/software companies of the copyrighted software, in addition to your account being deleted from our servers. Please refer to our [Policy, Guidelines, & Disclaimer](#) for more information.

Data Transfer

Any and all FTP download transfers, anonymous FTP included, will be used in the calculation of the total data transfer for your account. If this total data transfer amount exceeds the limit that is set for your plan, you will be responsibility for any and all overage charges that occur.

CHAPTER NINE - SITE STATISTICS

Please use your control panel to check your stats.

<http://www.yourdomain.com/cpanel/>

CHAPTER TEN - PASSWORD PROTECTED DIRECTORIES

To protect a directory within your account:

- 1.) Click on that dir.
- 2.) Enter a user / pass for access
- 3.) Click add. You can add as many users as you wish to this file. This protection is for resources accessed via the WEB only; this will not create an FTP user.

CHAPTER ELEVEN - CGI BIN

CGI-bin Applications

CGI stands for "Common Gateway Interface," a fancy name meaning computer programs running on the web server that can be invoked from a www page at the browser. The "bin" part alludes to the binary executables that result from compiled or assembled programs. It is a bit misleading because cgi's can also be Unix shell scripts or interpreted languages like Perl. CGI scripts need to be saved in ASCII format and uploaded to your server's cgi-bin in ASCII or text format. This is very important.

CGI, Common Gateway Interface, includes programs that run on the server to enhance the quality and functionality of a web site. There are many resources on-line that allow the downloading of free cgi scripts.

(For instance: <http://www.worldwidemart.com/scripts/>)
or (http://cgi.resourceindex.com/Programs_and_Scripts/)

We do allow running of cgi scripts on the server, however they must conform to our acceptable server resource usage policy. If we deem that a script is using an excessive amount of server resources, it will be disabled. We do offer shell access to our servers for debugging or creating scripts- you will need Telnet access. We highly recommend that you setup Linux as a second operating system on your own workstation, as the more you familiarize yourself with this operating system, the better it will perform for you. As often as possible, however, our web servers should be used only to upload the fully debugged final version of a cgi script so performance and uptime for other customers on the server is not compromised.

To keep our hosting prices as low as possible we do not keep a programmer on staff that can debug or install scripts for you. However we can refer you to a 3rd party programmer that can provide you that service for a fee if you need it.

We have provided below some general information that will find helpful when installing cgi scripts.

Before a cgi script will work certain modifications must be made to them. Certain paths must be specified in some scripts. After the "#" in the first line of the perl script, the path to perl must be specified. /usr/bin/perl should suffice for this path. Below is a printout of a "whereis perl" from our system.

perl: **/usr/bin/perl**

Other common paths sometime needed for cgi scripts:

Send Mail - /usr/lib/sendmail

Date - /bin/date

Also, often you will need to know the exact physical path to your root directory on the webserver your account exists upon. On our newer Linux servers, the path to your root directory is:

/home/username/

Obviously, substitute "username" with the login you were assigned when you first

received your account details. Also, keep in mind that when you configure your CGI, that your /public_html is included in your path. For instance, if you have a guestbook.pl script in your /cgi-bin, the exact physical path to that file is:
/home/username/public_html/cgi-bin/guestbook.pl

The documentation of your program should tell you what lines that you need to changed in order to get your script up and running.

When you have all your modifications made you will want to save the file as a .pl or .cgi file. (Make sure to use a plain text format.) When you upload the file DO NOT upload in binary mode, instead using ASCII. Uploading in binary will cause the server not to recognize the scripts as executables. Most FTP clients will upload .pl or .cgi files in binary mode by default so you will need to change this. You will need to upload your scripts into your cgi-bin.

Setting Permissions

You can very easily change permission on your files in the File Manager option in your control panel.

CHAPTER TWELVE - SECURE SOCKET LAYER (SSL)

This is normally not a feature of our accounts. We can however provide you with a directory on a secure server that you can use to upload files that need to be accessed securely. If you need this [contact support](#) for the details..

The URL to your secure files would be something like this:
<https://swdhosting.com/yourdomain/yourfile.htm>

If it is a form that needs to be submitted you will need to add lines of code similar to this to your file:

```
<form action="https://swdhosting.com/yourdomain/cgi-bin/formmail.pl"
method="post">
<input type="hidden" name="recipient" value="address@yourdomain.com">
<input type="hidden" name="subject" value="Subject of Form">
<input type="hidden" name="redirect"
value="https://swdhosting.com/yourdomain/thanks.htm">
```

CHAPTER THIRTEEN - CHANGING YOUR PASSWORDS

Please use your control panel to change your passwords.

<http://www.yourdomain.com/cpanel/>

Note: This only changes your FTP and Control Panel password. If you use FrontPage, this does not change your FrontPage password.

CHAPTER FOURTEEN - SubDomains

A SubDomain is a domain name that is based on your current domain name. An example of a SubDomain of somedomain.com would be hellothere.somedomain.com. This feature is useful if you want to divide up your site into different sections. The document root for your subdomain will be the subdirectory that has the same name as your subdomain prefix. For example:

`http://testing.somedomain.com`

is the same as

`http://somedomain.com/testing`

Therefore, you should upload to your subdomain accordingly.

Subdomains can be set up in your control panel. You will then need to make a subdirectory in your public_html directory for each of your subdomains.

CHAPTER FIFTEEN - Preinstalled Cgi Scripts

We have numerous customizable cgi scripts that have been pre-installed on the server for you to use with your own account. The only thing you'll need to do is select the script you are interested in using, select the colors, style etc., and click the "Make HTML" button. You can then paste the HTML output into any of your HTML files to use that system cgi program.

CHAPTER SIXTEEN - MySQL

Below are instructions on how to setup and configure MySQL for your account using the control panel.

Go to your online control panel and click on the advanced menu. Once there you click on MySQL. First you create a database then create a user. After you have created the database and user you must then add the user to the database. To do this click on the drop down list box in the middle of the page and locate the specific user that is associated with the particular database and click add user. Be advised that the username which you created using the control panel will have the prefix of your main account login name. (Ex: if your main account login name is joe and the MySQL user that you created is datab the control panel will create the mysql user joe_datab.

Below is information on how to write database connection code using PHP.

```
$connection = mysql_connect("localhost","mysql_login","password") or  
die("Couldn't connect to server.");  
$db = mysql_select_db("phpdevdb",$connection) or die("Couldn't select  
database.");
```

To use phpMyAdmin to manage your database, you can access phpMyAdmin at:
<http://www.yourdomain.com/phpmyadmin/>

Due to the technical nature of Mysql we are not able to provide support. However we had listed many references below that you will find helpful.

References and Tutorials

Books

MySQL and mSQL
Randy Jay Yarge, George Reese, and Tim King
O'Reilly & Associates
ISBN 1565924347

The Practical SQL Handbook: Using Structured Query Language
Judith S. Bowman, Sandra L. Emerson and Marcy Darnovsky
Addison-Wesley
ISBN 0201626233

Understanding SQL
Martin Gruber
Sybex
ISBN 0895886448

Teach Yourself Sql in 21 Days
Ryan K. Stephens (Editor), Ronald R. Plew, Bryan Morgan, jeff Perkins
Sams Publishing
ISBN 0672311100

Be sure to check for the most current edition.

Web Sites

The [MySQL](#) site has an [SQL reference](#) and lots of information about MySQL in particular.

Beginning MySQL Tutorial
http://www.devshed.com/Server_Side/MySQL/Intro/

Another SQL tutorial is available on the net at
<http://www.geocities.com/SiliconValley/Vista/2207/sql1.html>

Newgroups

There are various newsgroups under the comp.database group which deal with databases.
Always a good place to start.

Mailing Lists

The [MySQL](#) site lists in their documentation page a number of mailing lists concerning MySQL and SQL.

CHAPTER SEVENTEEN - FAQs

How do I access my control panel?

<http://yourdomain.com/cpanel/>

(Replace yourdomain.com with your actual domain name and login in with your username and password)

What is SSH?

SSH is similar to telnet, but it's more secure. It uses high level encryption and compression to make sure nobody can takeover or eavesdrop on your telnet session. We recommend [SecureCRT](#) for client side SSH access.

Do you allow the running of daemons or background programs?

We may allow programs to run continually or intermittently in the background via

"cron" jobs. These are considered on a one-to-one basis and an extra charge will be incurred based on system resources used and operational maintenance needed.

What are all the files and directories in my home directory?

public_html Your web directory. Place all html web files here.
public_ftp Your anonymous ftp directory.

What are all the files and directories in my public_html directory?

index.htm Main page for website. Replace with your own.
cgi-bin Directory for your cgi scripts.

I am trying to FTP using WS_FTP but when I try to send I am getting a 503 No Port Command Issued First error.

Make sure you do not have passive transfer mode enabled in your ftp software.

How do I run my own CGI programs?

Put your CGI programs in the cgi-bin directory. Make sure you upload them in ASCII mode.

Change permissions to 755 for the script (chmod 755 script-name)

Access them via <http://www.yourname.com/cgi-bin/script-name>

I'm getting 'Internal server error' running my Perl script. What's wrong?

1. When executed, you must print an HTTP header followed by a blank line. The header must contain either a **Content-type** field or a **Location** field.

eg. print "Content-type: text/html\n\n";

2. You have incorrectly set the path to Perl in your script.

3. You have used invalid Perl arguments

I'm getting 'file not found' running my script. What's wrong?

Check the following:

1. script is located in your cgi-bin directory.
2. page that calls the script has the path properly specified
3. script has world read & executable permission.

How do I use formmail?

Formmail is a very easy to use form processor, simply place the following on any page after entering your domain. You can change this code to fit your specific needs.

```
<FORM METHOD=POST ACTION="http://yourdomain.com/cgi-  
sys/FormMail.cgi">  
<input type=hidden name="recipient" value="sales@yourdomain.com">  
<input type=hidden name="subject" value="Order">  
<input type=hidden name="return_link_url"  
value="http://yourdomain.com/">  
<input type=hidden name="return_link_title" value="Back to MainPage">
```

Be sure to replace yourdomain.com, with your real domainname.

What are my Email Settings

If your email address is joe@yourdomain.com, you would use the following info:

Username: joe@yourdomain.com

Password: yourpassword (This is the password you set when you added the pop account in your cpanel/

Mail Server: mail.yourdomain.com)

How do I setup the extra POP accounts I'm supposed to have with my account?

Simply use our online control panel to add these.

I can't send email. What's wrong?

Our SMTP servers are configured as secure relays. This means that you cannot simply reference "mail.yourdomain.com" as an Outgoing mailserver unless you successfully log in via one of your pop3 accounts at "mail.yourdomain.com" before you try to send. This is a mandatory setting to prevent spammers from using our mailservers as havens for unsolicited email. If you are getting a "relaying prohibited" or "disconnected by administrator" error, it means that you haven't logged into the pop3 server at your domain before you tried to send through the smtp server at your domain. To log in, you need to check for mail first.

In addition to this, you might not be able to send regardless of if you check mail successfully. Some ISPs have it set so that their users cannot use an outbound SMTP server to relay messages. If you are still experiencing problems sending through your domain, and are certain that you have logged in via pop3 to an account at your domain, you might want to contact your local ISP to see if they do allow their users to use outbound smtp servers. Several large ISP's are in the process of blocking all access to port 25 (the SMTP port). A few hosts that are currently doing this are:

Earthlink
UUNet
Prodigy

(There are probably others, these are just the ones we are aware of)

They do this so that you will be forced to use their outgoing SMTP servers. Instead of using mail.yourdomain.com as your outgoing mail server, you should use the SMTP servers that your ISP provides you with.

Why do I get a "Relaying Denied: Authenticate with POP first" error when trying to send email through the server?

You need to login to your pop account and check your mail first. The server has anti-spam software installed that won't allow anyone to use the smtp server until they have logged in first. This keeps just anyone from connecting to the server and sending out thousands of messages. You may need to wait 20-30 seconds before trying to send mail again for the server process to recognize you after you check your mail. Once you have logged into the pop server and have been authenticated,

you will be allowed to send mail for 30 minutes without having to login again. If you do login again, your 30 minutes will start from the time you logged in last.

How do I create email aliases, and how do I redirect them?

Simply use our online control panel to add these

How do I access webmail with my browser?

<http://yourdomain.com/webmail/>

(Replace yourdomain.com with your actual domain name)

Log in with the pop account username and password.

I've noticed the X-AntiAbuse entries on the e-mail headers, and I'm just curious what the purpose of them is.

Here's an example:

X-AntiAbuse: This header was added to track abuse, please include it with any abuse report

X-AntiAbuse: Original Domain - mydomain.com

X-AntiAbuse: Originator/Caller UID/GID - [0 0] / [0 0]

X-AntiAbuse: Sender Address Domain - yourdomain.com

It's so we can identify spammers. It is especially helpful when someone is sending mail as "nobody" (using scripts, etc)

Where are my access logs?

If you use your online control panel, and goto "Access Stats" you have access to Analogue stats (ie raw) and Webalizer stats (these need configuration).

How do I create a mailing list?

See the control panel.

Where can I get support for a mailing list?

<http://www.gnu.org/software/mailman/mailman.html> - the home site of the maillist software and:

<http://www.aurora.edu/~ckolar/mailman/> a documentation page

<http://www.list.org/faq.html> - A Frequently Asked Questions Page

<http://www.python.org/mailman/listinfo/mailman-users> a users list

<http://www.python.org/pipermail/mailman-users/> mailing list archive to see if your question has already been addressed.

What is the correct path to perl(and other programs)?

Perl: /usr/bin/perl

Send Mail - /usr/lib/sendmail

Date - /bin/date

How do I password protect my pages?

Simply use the control panel and select "Webpage Protection"

How do I create my own error pages?

Select "Error Handlers" in the control panel.

How can I tell how much disk space I have by telnet?

Telnet in and execute the command:

```
du -sm
```

This will show you many megabytes you have used. Just subtract that amount of space your plan says you have and there you got it.

CHAPTER EIGHTEEN - PHP/SSI

PHP

PHP is a server-side HTML embedded scripting language that was developed in C and is designed especially for working with relational database systems.

A PHP program is embedded directly in the HTML document. It must have a .phtml extension in order for the server to look for PHP code in the document. Here is how you embed the PHP:

```
<?  
insert PHP code here  
>
```

PHP is an excellent way to embed scripting languages such as C, Java, and Perl into your website's pages. It is a very efficient way to implement advanced tasks such as database queries, as well.

You can implement and maintain a mySQL database entirely with the use of PHP as well. You might want to see this [Introduction to PHP](#) if you aren't sure what PHP is.

These are some additional sites and resources which will help you learn and develop your PHP skills, as well as answer any questions that you may have.

Learning PHP Resources

- [Official PHP Website Docs](#)
- [Official Zend Website](#)
- [DevShed PHP Section](#)
- [PHP Wizard](#)
- [PHP Builder](#)
- [PHP.CodeBase.org](#)
- [The PHP Resource Index](#)

PHP Programs and Directories

- [HotScripts PHP Section](#)

- [Evil Walrus](#)
- [PHP Code Exchange](#)
- [PHP myAdmin](#) (useful mySQL DB manager)

Links to More PHP Resources

- [Linux Guruz PHP Resources](#)
- [PHP.com Links Section](#)

SSI

ABOUT SERVER SIDE INCLUDES

A server side include, or SSI, is a piece of code that is embedded into an HTML page and interpreted by the server before the page is sent to the client's browser. SSI's allow you to include information in your HTML files like a file's date of last modification, another HTML file, a counter, or the output of any CGI script.

Server Side Includes are server intensive. Because all files need to be parsed by the server, having all of your pages SSI would cut performance.

Any file that has the extension .shtml will automatically be parsed by the server. You can use index.shtml instead of index.html as your default directory file.

SSI COMMANDS

- The [INCLUDE](#) Command
- The [ECHO](#) Command
- The [EXEC](#) Command
- The [FSIZE](#) Command
- The [FLASTMOD](#) Command
- The [CONFIG](#) Command

SSI Commands The following is a list of Server Side Include basics: A server side include command is contained within a comment tag: **<!--#*command* *argument*="value" -->**

Syntax must be correct, or your include will not work.

The INCLUDE Command

To include the contents of another file in a shtml file, you use the include command.

The include command has two possible arguments: *virtual* and *file*.

"Virtual" is used when the path to the document is given relative to the document root (usually your www directory.)

"File" is used when the path to the document is given relative to the shtml file itself. However, you cannot use "file" to go *up* a directory ("../slime.html" won't work.)

Say we want to include the file named "file.html" which resides in the same sub directory of as this shtml file.

To include it using "virtual," you would use:

```
<!--#include virtual="/mirror/ssi/file.html" -->
```

This would return: **This is from file.html**

To include it using "file," you would use:

```
<!--#include file="file.html" -->
```

This would return: **This is from file.html**

The ECHO Command

The echo command includes, or "echoes," the contents of an environment variable. Here are some examples showing the SSI tag and the results :

```
<!--#echo var="DOCUMENT_NAME" -->
```

This document is named: man7.htm

```
<!--#echo var="DATE_LOCAL" -->
```

You accessed this document: Tuesday, 03-Jan-98 14:02:35 EDT

```
<!--#echo var="DATE_GMT" -->
```

This is the same as the above, but in Greenwich Mean Time: Tuesday, 03-Jan-98 18:02:35 EST

```
<!--#echo var="DOCUMENT_URI" -->
```

The URI (the path from document root) of this document is:
/manual/man7.htm

```
<!--#echo var="LAST_MODIFIED" -->
```

This document was last modified: Friday, 01-Nov-96 15:22:57 EST

```
<!--#echo var="HTTP_REFERER" -->
```

The user came by way of a link from:
http://www.liquidweb.com/manual/index.html

```
<!--#echo var="HTTP_USER_AGENT" -->
```

The browser used to access this document was: Mozilla/4.0b3 [en] (WinNT; I)

Echo Command Values

SERVER_SOFTWARE server application

SERVER_NAME hostname of the server

SERVER_PROTOCOL server protocol

SERVER_PORT listening TCP port

REQUEST_METHOD HTTP method used by the client

REMOTE_HOST domain name of the client, note DNS option must be set

REMOTE_ADDR IP address of the client

AUTH_TYPE method that the client used for authorization

REMOTE_USER username entered by the remote client
CONTENT_TYPE MIME type of the content posted by the client
CONTENT_LENGTH size of the data posted by the client
DOCUMENT_NAME name of the document requested
DOCUMENT_URI URL of the document requested
DATE_LOCAL current date, format specified by the config command
DATE_GMT The current GMT, format specified by the config command
LAST_MODIFIED document modified date, format specified by the config command
PAGE_COUNT number of *hits* on the current document since server came on-line
TOTAL_HITS number of *documents* server has served since coming on-line
REFERRER The URL of the document the viewer came from

The EXEC Command

The exec command executes a Unix command or CGI script. It always takes the argument "cmd".

```
<!--#exec cmd="/usr/bin/date" --> This executes the Unix date command.  
<!--#exec cgi="./hello.cgi" --> This executes the CGI script, hello.cgi.
```

If you look carefully you will notice the second line uses the statement **exec cgi** opposed to the previous line which used **exec cmd**. The second line is calling a CGI script that was written, the first a UNIX command. Here is the perl code contained in hello.cgi:

```
#!/bin/perl  
print "Hello";  
exit;
```

All the environment variables passed to the CGI script are the same as those for the shtml file itself.

So, you cannot pass a query string using a question mark (?), as in:

```
<!--#exec cmd="hello.cgi?query" -->
```

The query string passed to the CGI script will be the same as the query string passed to the shtml file itself. If this file were referenced as "ssi.shtml?snort", then the word "snort" would also be passed to the "hello.cgi" script above.

The FSIZE Command

The fsize command returns the size of the specified file in bytes. It uses the argument "virtual," which is the path to the file is given relative to the document root (usually your www directory.)

To find the size of picture.gif, you would use:

```
<!--#fsize virtual="graphics/picture.gif" -->
```

This would return then return the file size.

You probably now asking, what can I use this for? Example: You offer some files available for download on your site and would like to give people an idea of how big the files are.

The FLASTMOD Command

The flastmod command returns the date the specified file was last modified.

The flastmod command uses the argument "virtual," which is the path to the file is given relative to the document root (usually your www directory.)

To find the last modified date of a file, you would use:

```
<!--#flastmod virtual="filename.txt" -->
```

This would return: Friday, 06-Sep-96 03:36:06 EDT

The CONFIG Command

The config command is used to control how the results of other SSI are displayed. There are three possible arguments: timefmt, sizefmt and errmsg.

To set the format for the date to dd/mm/yy, you will use:

```
<!--#config timefmt="%d/%m/%y" -->
```

The date will now be displayed as: 03/06/97

The field descriptors used by this SSI tag are the same as those used by the Unix date command.

Notice the dates displayed above this config command use the normal date format, the one below it uses the new format.

To set the format for how file sizes are displayed, you use:

```
<!--#config sizefmt="abbrev" -->
```

or:

```
<!--#config sizefmt="bytes" -->
```

Depending on whether you want the size given in total bytes or abbreviated as "1k".

To set error message returned when an SSI tag fails, use:

```
<!--#config errmsg="Error" -->
```

A failed SSI tag will now return: Error

Reasons for Using SSI:

SSI is often used to include something into an HTML page. You can insert the contents of one HTML page into another page. An example of a practical usage for this would be to include your e-mail address at the bottom of each page. If you do this as an include, then when your e-mail address changes, you will only have to update it on one page and not your entire web site. Another usage is to call cgi scripts into action. Many counters, clocks, and other scripts are called using SSI. The command used will most likely be provided in the documentation of your cgi script.

More Help for using SSI can be found at:

<http://hoohoo.ncsa.uiuc.edu/docs/tutorials/includes.html>

<http://bignosebird.com/ssi.shtml>

<http://getscript.com/ssi.shtml>

<http://carleton.ca/~dmcfet/html/ssi2.html>

<http://sonic.net/~nbs/unix/www/ssi/>

http://useforesite.com/tut_ssi.shtml

CHAPTER NINETEEN - REAL AUDIO/REAL VIDEO

We DO NOT have Real Audio server software running on our servers. However, you can stream RealMedia files by following these instructions:

You will need to create a .ram file that calls your real audio/video file. The .ram file is a text file with an absolute URL. This URL will need to be:

```
http://yourdomain.com/filename.rm
```

Typically you'll create a realaudio file subdirectory under domain-www, and put all your audiofiles there.

Then your .ram file, a.k.a., metafile, will contain an address with this format:

```
http://yourdomain.com/subdirectory/filename.rm
```

The "subdirectory" is a subdirectory of your domain-www directory.

So for example: <http://yourdomain.com/musicfiles/music.rm> Notice:

The above address goes in the .ram/metafile, not in your HTML code. Your HTML code calls the .ram/metafile. Then the .ram/metafile is used to call up the .rm/realmedia file. So for example, your HTML code would look something like this:

Click here to listen to music.

For further support and information, please visit <http://www.real.com>.

CHAPTER TWENTY - POLICY, GUIDELINES, & DISCLAIMER

Our Acceptable User Policy and Service Guidelines

SWD HOSTING POLICY AND SERVICE GUIDELINES

SWD Hosting provides web hosting to many clients and we have a responsibility to protect each client and to provide the best services available. The following guidelines were designed to ensure these obligations are met.

Content

All services provided by SWD Hosting may be used for lawful purposes only. Transmission, storage, or presentation of any information, data or material in violation of any United States Federal, State or City law is prohibited. This includes, but is not limited to: copyrighted material, material we judge to be threatening or obscene, or material protected by trade secret and other statute. The subscriber agrees to indemnify and hold harmless SWD Hosting from any claims resulting from the use of the service which damages the subscriber or any other party.

Pornography and sex-related merchandising is prohibited on all SWD Hosting servers. This includes sites that may infer sexual content, or links to adult content elsewhere. SWD Hosting will be the sole arbiter in determining violations of this provision.

Also prohibited are sites that promote any illegal activity or present content that may be damaging to SWD Hosting servers or any other server on the internet. Links to such materials are also prohibited.

Examples of unacceptable content or links:

- Pirated software
- Hacker programs or archives
- Warez sites
- Any Site that consumes more than 20% of system resources

Following are a list of sites that will often require more than 20% of our systems resources: Multiple domains residing at a single IP address, domains with archives or

galleries, (i.e. .gif, .jpg, .exe, .zip, .tar, etc.), and domain accounts offering download files.

We are not saying that your web site can not contain such files, however if at any time they consume 20% or more of our systems resources you will be contacted to resolve the problem.

SWD Hosting will be the sole arbiter as to what constitutes a violation of this provision.

Traffic Usage

All account plans come with a predetermined amount of traffic allowance. We monitor all accounts and bill \$10.00 for each gig of traffic exceeded. This amount is not prorated, this meaning that 1 mb - 1 gig will be treated and billed as the same.

Commercial Advertising - Email

Spamming, or the sending of unsolicited email, from an SWD Hosting server or using an email address or domain that is maintained on an SWD Hosting machine as reference is STRICTLY prohibited. SWD Hosting will be the sole arbiter as to what constitutes a violation of this provision. Our servers may not be the source, intermediary, or destination address involved in the transmission of spam, flames, or mail bombs. Your domain may not be referenced as originator, intermediary, or reply-to address in any of the above.

Advertising sites on other servers which in turn contain links to a domain on our servers is prohibited. We consider spam to be any unsolicited commercial email (UCE) or unsolicited bulk email (UBE) in the mediums of Newsgroups, Fax, and Email. Distribution of mass emailing programs is also prohibited.

If you are found to have spammed, then we will immediately, without warning, disable your domain. In addition, we will impose a \$100 penalty for each spam policy violation.

We reserve the right to refuse or cancel service to known spammers. Lastly, we reserve the right to determine what violates this policy. We take pride in having one of the strictest anti-spam policies. To report abuses, please contact

abuse@swdhosting.com.

As such, any violation will result in immediate deactivation of services without refund.

Chat Rooms

We do not allow clients to install their own chat rooms. These tend to be a large drain on system resources and we cannot allow it as an account option. You are free to use the chat room provided on your control panel under the CGI center.

Background Running Programs

We may allow programs to run continually in the background. These are considered on a case-by-case basis and an extra charge will be incurred based on system resources used and operational maintenance needed.

IRC

We currently do not allow IRC or IRC bots to be operated on our servers.

Server Abuse

Any attempt to undermine or cause harm to a server, or customer, of SWD Hosting is strictly prohibited.

Refusal of Service

We reserve the right to refuse, cancel, or suspend service at our sole discretion.

All Sub-Networks, distributive hosting sites and dedicated servers of SWD Hosting must adhere to the above policies.

BILLING**Recurring Billing:**

We DO NOT send out invoices. All credit cards are billed automatically monthly or annually. It is the clients responsibility to ensure that they have sufficient credit to cover this transaction. In the event that there is insufficient credit, as a courtesy we will send an email notification at which point we will need to be provided with another credit card within 24 hours. If we do not receive a response within 24 hours the account will be deactivated and any accounts under that account plan.

Account Deactivations:

Any account deactivated due to non-payment will be deactivated and we require a reactivation fee of \$50.00 to be paid prior to reactivating the account.

Refund Policy:

We do offer a 10 day money back guarantee.

REFUSAL OF SERVICE

We reserve the right to refuse, cancel, or suspend service at our sole discretion.

LIMITATION OF LIABILITY

SWD Hosting shall not be responsible for any claimed damages, including incidental and consequential damages, which may arise from SWD Hosting servers going off-line or being unavailable for any reason whatsoever. Furthermore, SWD Hosting shall not be responsible for any claimed damages, including incidental or consequential damages, resulting from the corruption or deletion of any web site from one of SWD Hosting servers. All damages shall be limited to the immediate termination of service

Violations of these Acceptable Uses Policies should be referred to abuse@swdhosting.com. All complaints will be investigated promptly. Failure to follow any term or condition will be grounds for immediate account deactivation.

DISCLAIMER

SWD Hosting cannot be held liable for system downtime, crashes, or data loss. We cannot be held liable for any predicted estimate of profits in which a client would have gained if their site was functioning. You are responsible for keeping a backup of your data, data backups are not available. Certain services provided by SWD Hosting are resold. Thus, certain equipment, routing, software, and programming used by SWD Hosting are not directly owned or written by SWD Hosting. Moreover, SWD Hosting holds no responsibility for the use of our clients accounts. If any terms or conditions are failed to be followed, the account in question will be automatically

deactivated. We reserve the right to remove any account without advanced notice for any reason without restitution as SWD Hosting sees fit.

ACCOUNT ACTIVATION

By activating your account with SWD Hosting, you agree to the above policies and disclaimer. Upon requesting an account activation, you are required to accept these policies, guidelines, and disclaimer and a copy of your acceptance is forwarded along with your activation request to be maintained within your account information.

NOTICE: If you sign up for an account and do not follow our terms. No refunds will be given. We will however let you know by email or phone before any action is taken and you will have a chance to solve the matter.

FURTHERMORE, SWD Hosting retains the right to change any or all of the above Policies, Guidelines, and Disclaimer without notification. We also retain the right to increase any pricing, and make changes to our account plans without notification.

Failure to follow any term or condition will be grounds for immediate account deactivation.