

Online Manual for UNIX Hosting Accounts

Table of Contents

CHAPTER 1. Getting Started

1.1. General Overview

- 1.1.1. Account Information Email
- 1.1.2. Domain Name Registration and Transfers
- 1.1.3. E-Mail
- 1.1.4. Contacting Support
- 1.1.5. Adding Additional Items to Your Domain
- 1.1.6. Contacting Billing
- 1.1.7. Changing Your Credit Card Information Securely
- 1.1.8. General Facts - Server OS, Configuration
- 1.1.9. Changing Username and Password
- 1.1.10. Acceptable Usage Policy

1.2. Uploading Your Web Site

- 1.2.1. Using FTP
 - FTP Tutorial
- 1.2.2. Using FrontPage98
- 1.3. Setting Up Your Email
 - 1.3.1. Microsoft Outlook Express, Outlook98
 - 1.3.2. Netscape Communicator
 - 1.3.3. Eudora
 - 1.3.4. Other Email Programs

CHAPTER 2. General Features

- 2.1. Analyzing Traffic to Your Site
- 2.2. Email Alias and Forwarding
- 2.3. Email Autoresponders
- 2.4. Majordomo Mailing List
- 2.5. Telnet
- 2.6. Anonymous FTP
- 2.7. Password Protecting Web Directories
- 2.8. SSI

CHAPTER 3. CGI-SCRIPTS

3.1 Pre-installed CGI-SCRIPTS

- 3.1.1. Cgiemail
- 3.1.2. FormMail
- 3.1.3. Pagecounter
- 3.1.4. WWWboard
- 3.1.5. Guestbook

3.2. Your Own CGI-SCRIPTS

- 3.2.1. How do I run my own CGI program
- 3.2.2. Paths to Date, Mail, Perl, etc.
- 3.2.3. Setting permissions
- 3.2.4. Trouble shooting CGI-bin problems**

CHAPTER 4. Ecommerce

- 4.1. Secure Server (SSL)

[4.2. Miva Merchant On-line Shop Management Program](#)

[-Miva Merchant Setup Tutorial](#)

[4.2.1 Miva Merchant Trouble Shooting Guide](#)

[4.2.2 Miva Merchant Customization Guide](#)

[4.2.3. Miva Merchant Exchange](#)

[4.2.4. Miva Merchant User Group Forum](#)

[4.2.5. Miva Merchant Support Page by Miva](#)

[4.3. CyberCash](#)

CHAPTER 5. Optional Features

[5.1. RealAudio/Video®](#)

[5.2. Volano® Java Chat](#)

[5.3. Additional users on your domain](#)

[5.4. mSQL](#)

[5.5. MySQL](#)

CHAPTER 6. FrontPage

[6.1. General Overview](#)

[6.2. Installing FrontPage Extensions](#)

[6.3. Limitations on using FrontPage](#)

[6.4. Bots and Features](#)

[6.4.1. Using SSL with FrontPage](#)

[6.4.2. Password Protecting Web Directories](#)

[6.4.3. Setting up forms to send results via email](#)

[6.5. Troubleshooting Guide](#)

[6.5.1. Root Web Busy](#)

[6.5.2. Front Page Extensions Not Installed](#)

[6.5.3. I published my web but nothing shows up!](#)

[6.5.4. Counter, guestbook, bbs aren't working!](#)

[6.5.5. Search function doesn't return any results.](#)

[6.5.6. FP asks for host server and the directory path.](#)

[6.5.7. Server timing out](#)

CHAPTER 1. Getting Started

1.1 General Overview

1.1.1 Account Information Email

You probably received an email that looks similar to the one below from our billing team. This email contains your account information that you need to start using Hostway.com service. Below you will find an explanation of each component.

It is important for you to save this email message for future reference. Also since it contains your username, password and customer ID, you should store it somewhere safe. (Contrary to popular beliefs, a Post-It note attached to the side of your monitor is NOT a safe place.)

```
Dear Valued Customer,

Thank you for choosing HOSTWAY. Below you will find your
account information. Please retain for your records.

1. ACCOUNT INFORMATION+++++++
DOMAIN NAME.....:gogo.com
USER NAME.....:gogo
PASSWORD.....:Kicfn993
IP ADDRESS.....:209.224.134.144
DEFAULT EMAIL.....:gogo@gogo.com

2. BILLING INFORMATION+++++++
CUSTOMER ID.....:dancer8923
SERVICE ORDERED.....:Gold Plan
BILLING ANNIVERSARY..:1/1/1997
BILLING CYCLE.....:Monthly
RECURRING CHARGE.....:$15.95
SETUP CHARGE.....:$24.95
TOTAL SALE.....:$40.90
```

1. Account Information

Domain name:

This is the domain name you picked. If it's not the domain name you picked, then please contact our support team right away.

Username:

It's also referred to as a user ID. You would use this to log onto your ftp, FrontPage98, and email servers. Remember: the username is case sensitive. So always type in lower case. We never assign upper case usernames.

Password:

The only thing to keep in mind about your password is that it is case sensitive. If you type in "kicfn993" instead of "Kicfn993", your access will be denied.

IP Address:

For those who are digit-adverse, not to worry...IP address is your friend. This is what you would use to connect to your account on Hostway.com network while your domain is either being registered or transferred to our network. You would use your IP address in place of your domain name.

Using the example above, instead of typing <http://www.gogo.com>, our Gogo Dancer would type <http://209.224.134.144> . He would end up at gogo.com's website. So when you are asked to type in your host server by your FTP program, you would type in your IP address. Remember that this is just temporary until your domain name becomes active on the net. Once it becomes active on the net, you should start using your domain name for everything.

Default Email:

Each Hostway.com web hosting account comes with a default email account. The key feature of this default email account is that it's also a catch-all email account. If you haven't specified any email aliases or additional email accounts, any and all email to your domain will end in this email account.

Using the example above, if someone writes to john@gogo.com, it will end up in gogo@gogo.com. If someone writes to jane@gogo.com, it will end up in gogo@gogo.com. If someone writes to sales@gogo.com, it will end up in gogo@gogo.com well, you get the picture.

So don't despair if you were assigned a long default email account like reallylongdomainname@reallylongdomainname.com You don't have to give this email to other people. You can tell others to write to me@reallylongdomainname.com and it will simply end up in your default email account.

BTW (by the way) we can't change default email accounts.

2. Billing Information

Customer ID:

It's important for you to remember your customer ID. Whenever you request something to be done (such as adding POP3 email accounts, etc.) by Hostway.com, we will require you to input your customer ID.

Service Ordered:

This is the plan you picked for your domain name. If it isn't the plan you picked, then please contact our billing team.

Billing Anniversary and Billing Cycle:

The payment is due at the start of your billing cycle on the anniversary date. If you are paying by credit card, your credit card will be automatically charged on this date. If you are paying by check or money order, it is your responsibility to submit your payment to Hostway.com on or before this date.

Recurring Charge, Setup Charge and Total Sale:

Recurring charge is what your account is charged every billing cycle. Setup charge is a one time fee that you are charged when you open your account. Total Sale is the sum of the setup charge and the first recurring charge.

1.1.2 Domain Name Registration and Transfers

Q. I just received my account information email saying that my account has been setup. Is my domain name active?

A. Not just yet. When you place the order with us, we submit the domain name registration with the InterNIC on your behalf. Once your domain name is registered with the InterNIC, which usually takes 24 hours from the time we submit the request, there is a propagation delay period.

During the propagation period, all the name servers of the world are being informed of your domain name's existence on Hostway.com's network. The name server at your ISP must be updated with this new information for you to start using your domain name rather than your IP address. The propagation period could take anywhere from 48 hours to two weeks. It depends on how fast your ISP's nameservers are updated as well as certain conditions on the Internet. This is something we (in fact no human) have any control over. You should check everyday to see if you can bring up your web site by typing your domain name in your browser.

Q. I'm transferring my domain to Hostway.com from another hosting company? How long is this going to take?

A. As there seems to be many problems at InterNIC, we decided to devote a whole new page to this. For more information on this topic, please goto http://home.hostway.com/domain_name_faq.htm

Q. So how do I upload my files? Do I have to wait until my domain name is active?

A. No. You can start uploading your files right now using your IP address. Where you would use your domain name, you would instead put your IP address. In a browser this would be something like `http://209.xxx.xxx.xxx`; if your ftp program asks for hostserver, put `209.xxx.xxx.xxx`; if FrontPage98 asks for where to publish the website, put `209.xxx.xxx.xxx`.

BTW, if you are transferring your domain to us, you are responsible for uploading your files associated with your Web site. Hostway.com does not transfer your web site. We only help you transfer your domain name.

Q. I have non InterNIC domains (.ca, .cc, .co.uk, etc). I need your DNS information.

A. Though we host non-US domains, we do not register or transfer these domains. To do this, you would need to contact the appropriate NIC authority for the respective TLDs (Top Level Domains). Here is our DNS information you can use:

Hostway.com DNS (Domain Name Servers) Information

Primary Server Hostname.....:	NS.SITEPROTECT.COM
Primary Server Netaddress.....:	209.100.98.10
Secondary Server Hostname.....:	NS2.SITEPROTECT.COM
Secondary Server Netaddress.....:	209.224.144.2

1.1.3 E-mail

Q. How do I setup my email client software such as Eudora or Outlook so I can read my email that comes to my Hostway domain?

A. If you have setup your email software before, then all you need to change is the POP3/SMTP setting, username and password. Your POP3 (or incoming mail server) is simply [yourdomain].com.

1.1.4 Contacting Technical Support

Please use the form found at:

<http://resouces.hostway.com/support/>

Note to FrontPage Users: Please check out our [online manual](#) before contacting Hostway Support. If you are having problems with FrontPage, you should first contact [Microsoft Technical Support at:](#)

<http://support.microsoft.com/support/supportnet/phonenumbers.asp?PR=FPG&T1=7d&FR=0&A=T&T=A&S=T&#standard>

1.1.5 Adding additional items to your domain

Please use the form found at:

<http://resouces.hostway.com/support/add.htm>

Q. Do I need to use this form even if I'm requesting something to be setup that comes standard with my plan such as POP3 accounts?

A. Yes you do. This is so that your request is not misplaced.

REQUESTING ADDITIONAL EMAIL ACCOUNTS

- Each Web Hosting plan that you order comes with a certain number of POP3 email accounts. To request these to be setup, please use the form at <http://resources.hostway.com/support/add.htm> Otherwise the request will not be processed. Thank you.

1.1.6 Contacting our Billing Department

Please send an email to billing@hostway.com Please include your customer ID as well as your domain name.

1.1.7 Changing your credit card information securely

Please use the secure form found at: <https://hostway.com/hostway/resources/change.htm>

Hostway.com is pleased to provide Internet presence solutions for you and your business. Establishing an Internet presence use to be quite expensive. Only the largest corporations could afford it. No longer. With Hostway.com services, you can web-enable your business without the high costs.

1.1.8 General Facts

Server OS: Linux 2.0.36

Apache: 1.3.4

Hardware Configuration: Dual Pentium II with Ultrawide SCSI HDD

Internal Network: Fast Ethernet Switch (100Mbps) Based

Internet Connectivity: Multiple t3 and OC3 to diverse backbones

Location of Hostway.com Data Center: Chicago, IL

BEFORE YOU UPLOAD....

- All passwords, usernames, and file names are case sensitive.
- Any and all files you want to be accessed via a browser should be placed in your **www** directory.
- Your home page (the first page that is loaded when visitors come to your website) must have one of following names:

default.htm
default.html
index.htm
index.html
index.cgi

1.1.9 Changing Usernames and Passwords

- Username changes must be done by us. **Your default username is not changeable.** Any other username change can be requested by writing to support@hostway.com

- Password for your default username (or Telnet account) can be changed by following instructions below:

- Telnet into your account
- Type "passwd", hit Return
- Follow on-screen instructions

- Password change for Email Only and FTP accounts must be done by us. You can request the password change by writing to support@hostway.com

1.1.10. Acceptable Usage Policy

Policy

Hostway provides web hosting services to thousands of clients and thus has a responsibility to protect each client and to provide the best service possible. The following guidelines were designed to insure these services.

Content

All services provided by Hostway 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 secrets and other statutes. The subscriber agrees to indemnify and hold harmless Hostway from any claims resulting from the use of the service that damages the subscriber or any other party.

NOTE: Pornography and sex-related merchandising are not allowed on following Web hosting plans: Value Plan, Gold Plan, Platinum Plan, Reseller Plan and CommercePak. This includes sites that may infer sexual content, or links to adult content elsewhere. This is also true for sites that promote any illegal activity or content that may be damaging to our servers or any other server on the Internet. Links to such materials are also not allowed. If you wish to host such contents and materials, please contact us for special plans.

Following materials are strictly prohibited from our network.

- pirated software
- Hackers programs or archives
- Warez sites
- MP3
- IRC

Hostway will be the sole arbiter as to what constitutes a violation of this provision. If you are found to be in violation our policy, Hostway.com reserves the right to terminate your account immediately.

Server Resource

Any website or database that uses a high amount of server resources (such as, but not limited to CPU) will be given an option of either paying extra (which depends on the resource needed) or reducing the resource needed to an acceptable level. Hostway shall be the sole arbiter of what is considered to be a high server usage level.

CGi Scripts

Cgi script sharing with domains not hosted by Hostway.com is not allowed.

Chat Rooms

Hostway does not allow clients to install their own chat rooms. Chat rooms tend to be large

system hogs and we cannot permit it as an account option. Hostway does provide a choice of Java chatrooms for a small extra charge that should meet most users' needs and run without hindering the performance of the machine of our servers.

Background Running Programs

Hostway may allow programs to run continually in the background , these programs will be considered on an individual basis and extra charge will be incurred based on system resources used and operational maintenance needed. If you wish to run background programs please contact us at support@hostway.com before doing so.

IRC

Hostway does not allow IRC or IRC bots to be operated on our servers.

Commercial Advertising - Email

Spamming, or the sending of mass unsolicited email, from a Hostway server or using an email address that is maintained on a Hostway machine is STRICTLY prohibited. Hostway will be the sole arbiter as to what constitutes a violation of this provision.

Server Abuse

Any attempts to undermine or cause harm to a Hostway server or Hostway customer is strictly prohibited.

Any sub-networks of Hostway and dedicated servers must adhere to the above policies. The failure to meet or follow any of the above guidelines are grounds for account deactivation. We reserve the right to remove any account with 15 days prior notice.

1.2. Uploading Your Web Site

BEFORE YOU UPLOAD....

- All passwords, usernames, and file names are case sensitive.
- Any and all files you want to be accessed via a browser should be placed in your **www** directory.
- Your home page (the first page that is loaded when visitors come to your website) must have one of following names:

```
default.htm
default.html
index.htm
index.html
index.cgi
```

1.2.1 Using FTP

You will need to refer to the account information email that you received from us throughout this manual. It's the email with following subject heading: [yourdomain].com-accinfo-[customerID]. In the body of the email, you will find following information:

```
1. ACCOUNT INFORMATION+++++
DOMAIN NAME.....:[yourdomain].com*
USER NAME.....:[username]
PASSWORD.....:[password]
IP ADDRESS.....:209.xxx.xxx.xxx
DEFAULT EMAIL.....:[username]@[yourdomain]
```

*Depending on your domain, you may have [yourdomain].net, .org, or any of the non-US top level domains or extensions.

```
Host Name/Address: Your IP address
Host Type: Automatic Detect
User ID: [username]
Password: [password]
```

Your webiste needs to be uploaded to the following directory:

```
/www/[yourdomain]
```

If you can't bring up your site after you have uploaded your pages, please make sure you have uploaded to your web directory.

Now Let's begin (assuming that you are already connected to the Internet.)

- 1) Start your FTP program. We will use WS_FTP for the purposes of this manual.
- 2) In "Profile Name", type in whatever you want.
- 3) In "Host Name", type in [yourdomain].com or [209.xxx.xxx.xxx]

IMPORTANT: [yourdomain].com vs [209.xxx.xxx.xxx]

If it has only been three or four days since you received the account information email, then you should use [209.xxx.xxx.xxx]. If it has been more than that, you should use [yourdomain].com. You can find out the reason behind this [here](#) After your domain name is active on the Internet, you should always use [yourdomain].com.

- 4) In "User ID", type in [username].

- 5) In "Password", type in [passwd]
- 6) Under "Initial Directories" you will find two boxes. In "Remote Host", type in "/www/[username].
- 7) In "Local PC", type in the path where your web site is stored on your local PC.
- 8) Select "OK"
- 9) You will now be connected to your account on our server. This will connect you to the webserver, 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 www, and infobots which are landmarks suggesting a successful connection to your website, as illustrated in **Figure 1A**.

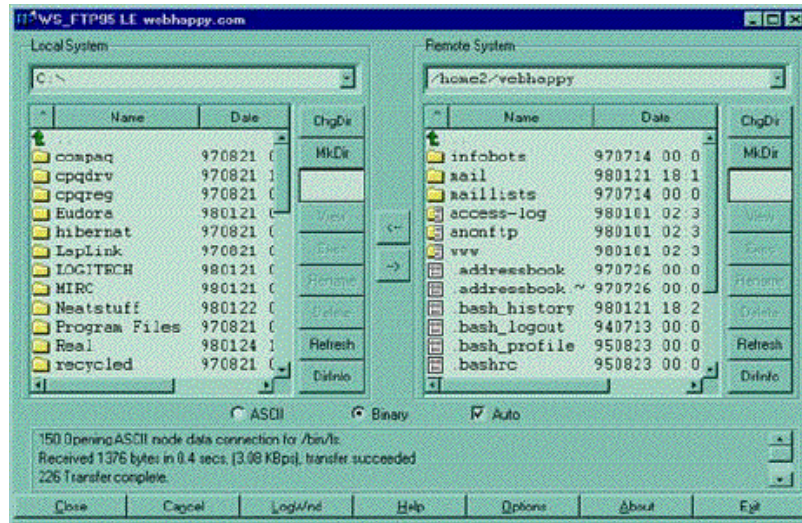


Figure 1A

10) Double click on "www". This will take you to your web directory. This is where all your web site files will be downloaded, and/or you will create subdirectories. The only system directory that you may need to use is cgi-bin; this directory is reserved for custom scripts.

11) 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.

IMPORTANT: Be sure to upload **HTML** documents and **cgi scripts** in **ASCII** mode. **Images** should be uploaded in **BINARY** mode. This is important. Much pain and suffering will be avoided if you remember to do this. You can specify these settings by selecting one of three radio buttons on the panel.

12) To transfer a file to a subdirectory, double-click the appropriate subdirectory to open before transferring the desired file(s). To create a new directory, click on the Mkdir button when you are inside the www directory or subdirectory.

13) 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.

1.2.2 Using FrontPage

You will need to refer to the account information email that you received from us throughout this manual. It's the email with following subject heading: [yourdomain].com-accinfo-[customerID]. In the body of the email, you will find following information:

```
1. ACCOUNT INFORMATION+++++
DOMAIN NAME.....:[yourdomain].com*
USER NAME.....:[username]
PASSWORD.....:[passwd]
IP ADDRESS.....:209.xxx.xxx.xxx
DEFAULT EMAIL.....:[username]@[yourdomain]
```

*Depending on your domain, you may have [yourdomain].net, .org, or any of the non-US top level domains or extensions.

Now Let's begin (assuming that you are already connected to the Internet.)

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) Click "More Webs" and type the location of the web to publish to: [yourdomain].com or [209.xxx.xxx.xxx]. Hit return.

IMPORTANT: [yourdomain].com vs [209.xxx.xxx.xxx]

If it has only been three or four days since you received the account information email, then you should use [209.xxx.xxx.xxx]. If it has been more than that, you should use [yourdomain].com. You can find out the reason behind this [at http://www.resources.hostway.com/domain/](http://www.resources.hostway.com/domain/) After your domain name is active on the Internet, you should always use [yourdomain].com.

- 4) You will be asked for your USERNAME and PASSWORD. Type in [username] and [passwd]
- 5) You can watch the progress of the upload by looking at the bottom left corner of FP Explorer.

1.3. Setting Up Your Email

When you first setup your account with us, you are assigned a default email account. With certain accounts, you get more than one email account. To request the setup of additional email accounts, you should use the form at <http://resources.hostway.com/support/add.htm>

You will need to refer to the account information email that you received from us throughout this manual. It's the email with following subject heading: [yourdomain].com-accinfo-[customerID]. In the body of the email, you will find following information:

```
1. ACCOUNT INFORMATION+++++
DOMAIN NAME.....:[yourdomain].com*
USER NAME.....:[username]
PASSWORD.....:[passwd]
IP ADDRESS.....:209.xxx.xxx.xxx
DEFAULT EMAIL.....:[username]@[yourdomain]
```

*Depending on your domain, you may have [yourdomain].net, .org, or any of the non-US top level domains or extensions.

NOTE: What is "DEFAULT EMAIL"?

As you read the instructions below, you will find references to "whatever@[yourdomain].com. Often times, your default email address is long

and not very easy to remember. At the same time we can't give everyone simple default email address since each [username] needs to be unique on each server. But there is a work around. Your default email is a "catch-all" email account. This means that when someone writes to "whatever@[yourdomain].com", it will end up in your default email box as long as "whatever" is undefined in your .redirect file. So in place of whatever@[yourdomain].com, you can put "sales@[yourdomain].com".

How do I setup additional email accounts?

Only we can setup email accounts. You can request your email account to be setup by filling out the form at <http://resources.hostway.com/support/add.htm> Some of your accounts come with certain number of free email accounts. You would still need to fill this form out. You will only be charged if you go over the allotted number of email accounts.

What is the difference between POP3 email account vs. email alias?

Each POP3 email account comes with its own password. Let's say you want to give each of your five employess his/her own email account. Then you would request additional email accounts to be setup.

An email alias just forwards email to a real POP3 email account. For example, the name of the POP3 email account is **john-yourdomain@yourdomain.com**. Then you can create **john@yourdomain.com** as an email alias for **john-domain@yourdomain.com**. This means that whenever someone sends an email to **john@yourdomain.com**, the email will be forwarded to **john-domain@yourdomain.com** Email alias can by setup by yourself. For instructions, please go to [Section 2.2](#)

1.3.1. Microsoft Outlook Express, Outlook98

- 1) Goto Tools | Accounts
- 2) Click on Add | Mail
- 3) In Display Name, type whatever you want. Click "Next"
- 4) E-mail address: whatever@[yourdomain].com Click "Next"
- 5) My incoming mail server is a "POP3".
- 5) Incoming Mail(POP3 or IMAP)server: [yourdomain].com
- 6) Outgoing Mail(SMTP) server: [yourdomain].com or what your ISP provided you.
- 7) Click Next
- 8) Click on "Log on using:"
- 9) POP account name: [username], Password: [passwd] Click "Next".
- 10)Internet Mail Account Name: whatever you want
- 11) Choose your connection type depending on your connection method. If using AOL, choose "Connect through ...LAN..." option.
- 12) Click "Finish"

1.3.2. Netscape Communicator

- 1) Goto Edit | Preferences | Identity
- 2) In "Email Address", enter [username]@[yourdomain].com
- 3) In "Reply to...", enter whatever@[yourdomain].com
- 4) Goto Mail&Group

- 5) In "Mail server user name", enter [username]
- 6) Outgoing Mail(SMTP) server: [yourdomain].com
- 7) Incoming Mail(POP3 or IMAP)server: [yourdomain].com
- 8) Click "OK"

1.3.3. Eudora

- 1) Install and start up the Eudora program
- 2) Select "Settings" from the "Special" menu
- 3) Select the "Getting Started" tab, then under Real Name, enter your Real Name
- 4) Under "POP Account" put [username]@[yourdomain].com
- 5) In "Return Address", enter whatever@[yourdomain].com
- 6) If you use the Macintosh version, the radio button for TCP/IP connection should be highlighted
- 7) Click the "Personal Information" tab (also only for the Macintosh version)
- 8) Under POP account put [username]@[yourdomain].com again
- 9) Fill out the "Real Name" and "Return Address" as you did before
- 10) Under "Dialup User Name" enter yourdomain (do not enter .com or .net here)
- 11) Click the "Hosts" tab then enter [username]@[yourdomain].com again under POP Account, and put yourdomain.com under SMTP Server.
- 12) Go to the "Checking Mail" tab and make sure "Save Password" is checked.

1.3.4. Other Mail Programs

Microsoft internet mail

- Full name = Your Name
- Email = [username]@[yourdomain].com
- Internet Mail server = [yourdomain].com
- Account = [username]
- Pass = [passwd]
- SMTP = [yourdomain].com
- From = whatever@[yourdomain].com

Netscape

- Your Name = Your Name
- Email Address = [username]@[yourdomain].com
- Reply to = [username]@[yourdomain].com

- Mail Server user name = [username]
- outgoing SMTP = [yourdomain].com
- Incoming = [yourdomain].com

If you would like additional POP email accounts, ask us and we'll set it up for you. Remember there may be an additional one-time charge for each POP account depending on your account. To check numerous POP accounts, read the manual or help files that come with Eudora or 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.

CHAPTER 2. General Features

[2.1. Analyzing Your Site Traffic](#)

[2.2. Email Alias and Forwarding](#)

[2.3. Email Autoresponders](#)

[2.4. Majordomo Mailing List](#)

[2.5. Telnet](#)

[2.6. Anonymous FTP](#)

[2.7. Password Protecting Web Directories](#)

[2.8. SSI](#)

2.1. Analyzing Your Site Traffic

2.1.1. Wusage 6.0

To count accesses, there is a directory called webstats in your www directory. To access it, just log on the Internet and with your web browser, go to:

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

***For some customers, url may be as follows:**

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

You will see a webpage with statistics for your domain for the previous week. If you are a brand new domain, you won't see any statistics there yet. If you go to the link from that page leading to Weekly Reports, you will see a much more detailed report, including pie charts, graphs, etc. These reports are automatically generated for you once each week, and are stored in one place so you can compare weekly statistics easily.

The previous week's data is erased each Sunday.

For password protecting your webstats/ directory, please goto

<http://www.resources.hostway.com/manual/pass.htm>

2.1.2. Raw Log File

In your home directory, you will see a file called **access-log**. You can [download this file using a FTP program](#) and open it in any word processor to see exactly what files were accessed, what domain the visitor came from, the dates and times of each visit, etc. You can also download this file to be used with your own web traffic analyzer.

The previous week's data is erased each Sunday.

2.1.3. Referral Log

By turning on the referral log, you will be able to view regular domain names in your traffic report rather than IP addresses.

This is an optional service you can purchase for \$2/month. Please use the form at

<http://resources.hostway.com/support/add.htm>

2.2. Email Alias and Forwarding

There is a file in your home (root) directory called **.redirect**. This file can be [downloaded, edited and uploaded using any FTP program](#). You can also edit the .redirect file by using telnet to your account. Just make sure that each of your redirects is on its own line, with a space between the name and where you want it directed to. Don't add empty lines between entries, and make sure the file is saved in **text (ASCII) format**, and **uploaded in text (not binary) format**.

Creating an Email Alias and Forwarding Them

You need to edit your **.redirect** file.

- 1) Log into your account on our server using an FTP program. Make sure you are in your home directory - /home/[username]/
- 2) Highlight a file called **.redirect** and download it into your local computer.
- 3) Open it up using a text editor such as Notepad. You will see that it already has one entry that looks like this:

```
default [username]@[yourdomain].com
```

IMPORTANT: This line must be left as is, otherwise your POP email accounts will become non-functional.

Without adding new entries, any email that has whatever@[yourdomain].com will end up in your default email box - [username]@[yourdomain].com

- 4) If you want all email to your domain to go to your already existing POP account somewhere else, you would add a line like this:

```
default [username]@[yourdomain].com  
[username] you@somewhereelse.com
```

This will redirect email addressed to whatever@[yourdomain].com to you@somewhereelse.com

- 5) Suppose you want to create an alias called "fred@[yourdomain].com" and you want to forward only email to fred@[yourdomain].com to an email account somewhere else, you would add a line like this:

```
default [username]@[yourdomain].com  
fred you@somewhereelse.com
```

By doing this you have created an email alias called "fred" and now our email system will forward all email to fred@[yourdomain].com to you@somewhereelse.com.

- 6) Let's take a look at a more complex example:

```
default [username]@[yourdomain].com  
fred you@somewhereelse.com,john@aol.com  
info john@aol.com,jane@compuserve.com  
sales [username2]@[yourdomain].com,jane@compuserve.com
```

In the above example, fred, info, and sales are email aliases and are being forwarded to corresponding email addresses on the same line. You should note that each alias must be on its own line. You can redirect email to a particular email alias to up to 4 different email addresses. You can have as many email aliases as you want as long as you add them on separate lines. Remember, there are no spaces between email addresses. There is a space between the aliases and the email addresses being forwarded.

7) After you have finished editing your .redirect file, you should save it. Using your FTP program, upload it to your home directory. Make sure you are uploading it in ASCII format.

After editing the .redirect file, please wait 10 - 15 minutes to test it. The change will not become active for 10 -15 minutes.

2.3. Email Autoresponders

An autoresponder is a simple way of setting up an email address which will return a message automatically when someone sends email to it. Here are the instructions for setting this up.

In your root (home) directory, there is a directory called infobots. Set up a welcome message in this directory -- you can name it anything you like, but for our example we'll call it info. Don't call it info.txt -- just name it plain info with no file extension. The text for the welcome message could say:

"Thank you for requesting more information about our webpage design package. We have several design packages to choose from. Here are our prices..."

Now, whenever someone sends email to: info@yourdomain.com they will automatically receive that text email message to whatever email address they specified as their return address. It's as simple as that.

2.3.1. How do I see who is using my infobots?

Assume your infobot address is info@example.com. Just put the following line in your .redirect file.

`info example@example.com`

The original email message will be sent to example@example.com, and the original sender will get the infobot text.

IMPORTANT: Please be sure to put the text file in the infobot directory before putting the alias in your [.redirect](#) or the infobot will not work.

You can have as many Autoresponders as you want. Just save them all in the infobots directory and give them each a unique name of anything with between 3-16 characters long.

2.4. Majordomo Mailing List

With qualifying accounts, at least one Majordomo mailing list comes standard with the plan. You should request the mailing list to be setup at <http://www.resources.hostway.com/support/add.htm>.

Majordomo Users Guide

Once you receive your Majordomo password, you can start using the list. It is being served by an automated mailing list manager that responds to commands emailed to the "Majordomo address" listed above. This guide has all the details of how to manage your list remotely using Majordomo.

There's a lot of info here, so please read this completely and carefully, and save it for future reference.

Your list-owner password is shown above. Keep track of this; you'll need it later. Instructions for changing your password are below.

As soon as possible, please issue a "newinfo" command for your list (see below) to create the file that someone will receive when they join or ask about your list.

You can issue a "who" command for your list to see who's already on your list. You may or may not already be subscribed to your own list.

=====

The Gory Details

=====

Your mailing list is managed by an automated mailing list management program called Majordomo. Majordomo should free you from dealing with most of the administrivia usually associated with running mailing lists (adding users, dropping users, etc.).

To submit something to your list, you (or anybody else) should simply mail it to the list posting address shown at the top of this file.

To be added to your list, a user simply sends a message to majordomo.

address-- To: majordomo@FooBar.COM
message-- subscribe ListName

Majordomo understands several commands, and is not limited to a single command per message (it will process commands until reaching end-of-message or the command "end"). The command "help" will tell you about all the other commands.

Actually, it won't tell you about all the other commands that Majordomo understands. There are several commands there for use by list owners such as yourself, which are not advertised to the public. All of these commands are password-protected on a list-by-list basis, but anyone with a valid list/password combination can invoke these commands. This is not exactly high-tech security, but it's more

intended to keep annoyance to a minimum than to be foolproof.

The "documented" commands which Majordomo understands and which are for everyone to use are:

```
subscribe <list> [<address>]
unsubscribe <list> [<address>]
which [<address>]
who <list>
info <list>
index <list>
get <list>
lists
help
end
```

You can get detailed explanations of all of these by asking for "help" from Majordomo (send a message containing just the word "help" as the message text to majordomo@FooBar.COM).

The "undocumented" commands for use by list owners are:

```
approve <passwd> {subscribe|unsubscribe} <list> [<address>]
```

This is so that you can approve subscription or unsubscription actions that need approval by the list owner. Note that this is just a standard "subscribe" or "unsubscribe" command prefixed with "approve <password>" (where you substitute the password for your list, which is listed above, for "<password>").

```
approve <passwd> who <list>
```

This allows you to get the list of addresses for your anonymous list. Without the password, even the list owner can not see who is on the list.

```
passwd <list> <old_passwd> <new_passwd>
```

This is so you can change the password for your list, if you desire.

```
newinfo <list> <password>
```

This is so that you can replace the information file that people get when they do "info <list>" or "subscribe <list>". It reads everything after the "newinfo" command to end-of-message or the word "EOF" on a line by itself as the new info for the list.

```
config <list> <password>
```

Retrieves a self-documenting configuration file for the list <list>. The <password> can be the password contained in the file <list>.passwd or the admin_password in the configuration file.

```
newconfig <list> <password>
```

Validates and installs a new configuration file. It reads everything after the "newconfig" command to end-of-message or the word "EOF" on a line by itself as the new info for the

list. The config file is expected to be a complete config file as returned by "config". Incremental changing of the config file is not yet supported. As soon as the config file is validated and installed its settings are available for use. This is useful to remember if you have multiple commands in your mail message since they will be subject to the settings of the new config file. If there is an error in the config file (incorrect value...), the config file will not be accepted and the error message identifying the problem line(s) will be returned to the sender. Note that only the error messages are returned to the sender not the entire config file, so it would be a good idea to keep a copy of your outgoing email message.

writeconfig <list> <password>

Write a new config file in standard form. Writeconfig forces a rewrite of the config file with all comments and default values in place. It is useful to use after an upgrade of majordomo since it will add the new keywords for people to change. It also updates the documentation in the file if that has changed.

Configuring Your List

=====

You should retrieve the configuration file for your list. To do this, send an email message to the majordomo address listed at the top of this form. The contents of this message should be:

config <list> <List password>

Where <list> <List password> are given at the top of the form. You will receive a config file that can be used to change the operation of your list. If the information at the top of this form shows that resend is being used, you want to configure the majordomo and resend subsystems. Otherwise you only have to configure those items that are associated with the majordomo system.

The configuration file is meant to be self documenting. Once you have completed all of the changes to the config file, You should use the newconfig command (described above) to put a new configuration file in place.

If you have a digest version of your list, you should retrieve the config file for the digest as well using:

config <Digest List Name> <Digest list password>

and configure the parameters for the digest and majordomo subsystems.

Approval

=====

When Majordomo requests your approval for something, it sends you a message that includes a template of the approval message; if you concur, you simply need to replace "PASSWORD" in the template with your list password, and send the template line back to Majordomo.

The requests for approval that Majordomo generates all start with "APPROVE" in the "Subject:" line.

You aren't limited to approving only things to Majordomo requests approval for. You can approve any "subscribe" or "unsubscribe" request, regardless of whether Majordomo has requested this approval, with an "approve" command. Thus, you can subscribe or unsubscribe people from your list without them having to send anything to Majordomo; just send an appropriate "approve PASSWORD subscribe LIST ADDRESS" or "approve PASSWORD unsubscribe LIST ADDRESS" command off to Majordomo.

Bounced Messages

=====

Majordomo may bounce certain messages that people attempt to post to your mailing list. These messages may be bounced because they appear to be administrative requests (i.e., someone mailed a request to subscribe or unsubscribe to the posting address rather than to Majordomo or to the -request address), because they are too long, because they match strings that you or the list server owner has defined as being "taboo", or for any of a number of other reasons, many of which may seem annoying but have been decided upon as being useful in stopping unwanted messages from making it onto your list. (These are often configurable, so if you find a check to be too restrictive you can generally turn it off.) Note also that the bounces mentioned here are not the same as the errors that will be returned by various mail servers when addresses or hosts are unreachable. Those are generally referred to as bounces, also; sorry for the confusion.

Majordomo will forward these messages to you in another message whose subject line begins with the word "BOUNCE"; the subject line will also indicate the name of the list the message was bounced from (in case you manage more than one list) and the reason the message was bounced.

If you decide that the message is OK and should not have been bounced, then you can cause Majordomo to post it anyway by sending the message back to the posting address (NOT to the Majordomo address) with a special "Approved: password" header.

To do so, follow the following directions exactly:

- 1) Save the original message (the body of the message you received from Majordomo) in a file. The portion you need will consist of the headers of the original message, followed by a single blank line, followed by the text of the original message. You do not need to include any of the headers of the message which contained the original message. Here's a quick example:

```
From: majordomo@list.server      \
To: your-list-approval@list.server | Don't want these headers
Subject: BOUNCE: taboo_header found /
      - Blank line
>From list-member@her.site date  \
Received: some long routing info  | Headers of original message;
From: list-member@her.site        | You want these. It's OK if you
To: your-list@list.server          | don't have the first line.
Subject: Just a message            /
      - Blank line, you _must_ have this!
Hello. I'm just writing to        \
consume some bandwidth and        | Message body; include all of
take up space in your mail        | this.
spool!                             /
```

Basically you want everything after (and not including) the first blank line.

- 2) Edit the file to insert a line that says "Approved: password" (where "password" is the password for your list) at the top, before the original message, with absolutely no intervening space:

```
Approved: sekret
>From list-member@her.site date
Received: some long routing info
From: list-member@her.site
To: your-list@list.server
Subject: Just a message
```

```
Hello. I'm just writing to
consume some bandwidth and
take up space in your mail
spool!
```

- 3) Send this edited file back to the posting address for your list (NOT to Majordomo). You should make sure that your mailer doesn't try to do anything like include your prepared mail as an attachment, encode it somehow, indent every line, or add anything extra to the beginning or end of the message. There are mailers that will do pretty horrible things to messages before they are sent; you should take care that you aren't using one or, if you are, you have it configured to pass your text on unchanged.

This time around, Majordomo will notice the "Approved:" line and check it against your list password. If it matches, Majordomo will strip off the header of your message and the "Approved:" line (leaving just the original message), and send the original message on through.

Even your own messages may be bounced to you for approval. To send out your own message without server checks (perhaps you know it contains something the list server will complain about) you can pre-approve the message using one of the two following ways:

If you're using a mailer that can add additional headers, add one like the following:

```
Approved: sekret
```

It's precise location within the headers is not important.

If your mailer does not allow you to add additional headers, you can add the line:

```
Approved: sekret
```

as the first line of the message, followed by a blank line (which is required for your message to be sent properly) followed by the text of your message. The Approved: line and one following blank line will be deleted and the message will be passed without being checked. The blank line is important because it is used to differentiate between a pre-approval and the approval of a bounced message, outlined above.

Moderation

```
=====
```

If your list is moderated, (the moderate parameter in the config file is yes) then messages without an "Approved:" line are bounced, just as described above. To cause them to be posted to the list, you add a valid "Approved:" line and send them back, just as described above.

Restricting Posting

```
=====
```

An easier alternative to moderation is to restrict who can post to the list, which can be done with the restrict_post configuration variable. The variable requires a file listing the people who can post.

The most common case is to limit posting to people who are subscribed to the list. This keeps out advertisements and other junk mail sent by non-subscribers. Since majordomo already has a file of subscribers, you don't need to create and maintain a file, so it's easy to set.

Change the restrict_post line to this, where <listname> is the name of your list:

```
restrict_post = <listname>
```

Digest

```
=====
```

A digest version of a list is a way to reduce the number of messages sent from Majordomo to subscribers. Normally, each message to the list is remailed to all the subscribers, but with a digest, several messages are collected into a batch and then sent together as one message. This does not reduce the total size too much, although there are fewer mail header lines-- the main purpose is to reduce the number of separate messages. This actually helps the mail systems at both ends, and may help subscribers reduce clutter in their mailboxes.

A Majordomo digest is actually a separate mailing list. The digest of ListName would normally be called ListName-digest.

People subscribe independently to ListName and ListName-digest. Very likely no one would want to be on both lists. To change between ListName and ListName-digest, a subscriber needs to unsubscribe from one list and subscribe to the other. This can be done with one message to majordomo@FooBar.COM with two command lines in it, e.g.:

```
unsubscribe ListName
subscribe ListName-digest
```

Remember that ListName-digest will have its own information file and configuration file. Change them, if you want to, when you change the same files for ListName.

Majordomo will send a digest automatically when the size of the digest exceeds the size given as max_length in the configuration file of the digest list. The default max_length is 40 K. Thus the interval between digests can vary, but they will be of a predictable size.

2.5. Telnet/SSH

NOTE: Hostway.com customers who have signed up after July 1, 1999 do not have telnet access. Please use SSH client instead.

A telnet account is just another name for Unix/Linux UserID. When you sign up with us, you get a UserID and password. You may ask for more than one such UserID. See the Fee Schedule for pricing. Each telnet account for your domain has its own separate home directory, but shares the same www and FTP directories.

You need a telnet client program to access your telnet account. Simply put in yourdomain.com as the host, and connect to the server. When you are connected, you will be prompted for your UserID and password.

Some of the programs available at the shell prompt are:

- mail - a primitive email program
- pine - a more powerful email program
- ftp - to FTP onto other sites

- telnet - to telnet to other sites
- pico - an easy to use text editor
- vi - a not so easy to use (but standard) text editor
- Joe - another easy to use text editor
- lynx - a text-based world wide web browser.

In general, it's a pretty complete POSIX environment. You access these programs by typing in their names and then following commands relevant to each program. If you need help with any of the programs, at the shell prompt, type man and the name of the program to get instructions for that program online. If your problem is not knowing the name of the program, try apropos subject (i.e. apropos mail). It is important to remember that Unix is case-sensitive, and that "Index.htm" is not the same as "index.htm."

QUICK TIP: If you experience problems with your telnet program when accessing the above programs you will need to make a entry in your login directories *.bash_profile* file. Just add the following line to the file: **export TERM=vt100**. This will allow you to access all shell programs properly.

NOTE: Telnet account is provided for file manipulations such as changing permission settings, password protecting sub-directories, and other minor account maintenance. It is not provided as a full-blown Unix account. Please make sure that you not abuse your telnet previlige.

9+ Character Names

A name of anywhere from 3-16 letters is legal for email accounts, FTP accounts, and telnet accounts. There is no limitation for file names on the server.

SSH

SSH (Secure Shell). SSH is a secure version of telnet application that encrypts the session so that others cannot eavedrop on the session. This improves the security because password is never sent in the clear. Hence, we are transitioning away from allowing telnet sessions toward using ssh. This means that you need to get SSH client software on your local machine.

FAQ:

Which SSH Version are we running?

=====

We employ SSH v1.x.

Where do I get SSH software for my computer?

=====

This depends on what kind of computer you are using.

Win32 (Windows9x, Windows NT):

=====

raju:

http://ftp.franken.de/pub/win32/develop/gnuwin32/cygwin32/porters/Mathur_Raju

cigaly: <http://www.doc.ic.ac.uk/~ci2/ssh/>

f-secure: <http://www.datafellows.com/f-secure/fclintp.htm>

secure crt: <http://www.vandyke.com/products/SecureCRT/>
tssh: <http://www.zip.com.au/~roca/tssh.html>
therapy: <http://guardian.htu.tuwien.ac.at/therapy/ssh/>
chaffee: <http://bmrc.berkeley.edu/people/chaffee/winntutil.html>
sergey okhapkin: <http://miracle.geol.msu.ru/sos/> or <http://www.lexa.ru/sos/>
putty: <http://www.chiark.greenend.org.uk/~sgtatham/putty.html>
fissh: <http://www.massconfusion.com/ssh/>

beos:

=====

<http://www.be.com/beware/Network/ssh.html>

Windows CE:

=====

mov: <http://www.movsoftware.com/sshce.htm>

Java:

=====

java-applet: <http://www.cl.cam.ac.uk/~fapp2/software/java-ssh/>

mindterm: client: <http://www.mindbright.se/mindterm>

mindtunnel: server: <http://www.mindbright.se/mindtunnel.html>

OS/2:

=====

<ftp://hobbes.nmsu.edu/pub/os2/apps/internet/telnet/client/sshos203.zip>

Macintosh:

=====

niftytelnet+ssh: <http://www.lysator.liu.se/~jonasw/freeware.html>

f-secure: <http://www.datafellows.com/f-secure/fclintp.htm>

UNIX:

=====

you can download the source code for SSH from the Internet. The central site for

distributing ssh is <ftp://ftp.cs.hut.fi/pub/ssh/>.

Ssh is also available via anonymous ftp from the following sites:

Australia:

<ftp://coombs.anu.edu.au/pub/security/tools>

Chile:

<ftp://ftp.inf.utfsm.cl/pub/security/ssh>

Finland:

<ftp://ftp.funet.fi/pub/unix/security/login/ssh>

Germany:

<ftp://ftp.cert.dfn.de/pub/tools/net/ssh>

Hungary:

<ftp://ftp.kfki.hu/pub/packages/security/ssh>

Ireland:

<ftp://odyssey.ucc.ie/pub/ssh>

Poland:

<ftp://ftp.agh.edu.pl/pub/security/ssh>

Portugal:

<ftp://ftp.ci.uminho.pt/pub/security/ssh>

Russia:

<ftp://ftp.kiae.su/unix/crypto>

Slovenia:

<ftp://ftp.arnes.si/security/ssh>

United Kingdom:

<ftp://ftp.exweb.com/pub/security/ssh>

United States:

<ftp://ftp.net.ohio-state.edu/pub/security/ssh>

United States:

<ftp://ftp.gw.com/pub/unix/ssh>

We refer you to <http://www.employees.org/~satch/ssh/faq/ssh-faq-3.html> which has been partially reproduced here. Please read the licensing information carefully; there may be patent issues that restrict your right to use free versions.

2.6. Anonymous FTP

IMPORTANT: Your anonymous ftp account is for light use only. Your web hosting account is not designed for heavy anonymous ftp usage for the purposes of distribution programs and/or multimedia files. Please contact us for special pricing for such usage.

Your anonymous ftp site is completely different from your web site.

When people ftp to your domain anonymously, they will see the following directories:

bin/ dev/ etc/ incoming/ lib/ pub/

"pub" is where you should put all your anonymously accessible files.

"incoming" is for the anonymous users to upload files.

For security the following applies

- Only the incoming directory can be written to anonymously
- Subdirectories are not creatable
- The incoming directory is not readable by people dropping files there

You are responsible for any "pirated" software uploaded by the anonymous users. The anonymous ftp sites will be periodically monitored for any abuses.

You may ignore the other directories.

Accessing the Anonymous FTP site via the Web

To access the anonymous FTP site via the web, use the following address:

[ftp://\[yourdomain\].com/pub/](ftp://[yourdomain].com/pub/)

Your HTML to download a file called mirc511s.exe from a webpage would look like this:
Download Mirc Now

You should tell your visitors that they may need to right-click on the link if they are PC users, or if they use a Macintosh, they need to hold down the mouse button on the link, then select the appropriate option from the Pop-up menu.

Please note its possible during peak hours to receive a "to many anonymous users error", We must restrict the number of simultaneous anonymous users to keep the webserver and normal FTP performance within normal limits. If you receive this error often you may want to put you downloadable files in your main web directory and link to them with a http call

Example:

http://[yourdomain].com/files.zip

This assumes the zip files are in the main web directory.

2.7. Password Protecting Web Directories

QUICK TIP: If you are a FrontPage user, you should use the password protection tool that comes with FrontPage **EXCEPT** when password protecting your webstats directory.

IMPORTANT: You will need to use both FTP and Telnet to use this feature. This means if you have Value Plan, you wouldn't be able to use this feature.

2.7.1. Using .htaccess

Suppose your domain name is foobar.com and want to password protect http://foobar.com/members/ you would need to do the following:

1) Using a text editor such as Notepad in your local PC, create a file called ".htaccess". Note that there is a period in front of htaccess. The file should contain following lines:

```
---COPY EVERYTHING BELOW-----  
AuthUserFile /home/foobar/.htpasswd  
AuthGroupFile /dev/null  
AuthName ByPassword  
AuthType Basic  
<Limit GET POST>  
require user Spock  
</Limit>  
---COPY UP TO THE LINE ABOVE-----
```

IMPORTANT: DON'T forget to replace "foobar" with your own domain name. Please don't include .com or .net extensions.

2) Save the file in plain text.

3) Upload the file via [FTP](#) to /www/foobar/member/ Make sure you are uploading it in ASCII (plain text) mode.

4) Log onto your account on our server via [Telnet](#).

5) Type following line at the command prompt and hit return:

`htpasswd -c /home/foobar/.htpasswd Spock`

This will create a file named **.htpasswd** in your home directory.

6) you will be prompted to type in the password for **Spock**.

7) Let's say you want to add another user called **Kirk**.

8) Type following line at the command prompt and hit return:

`htpasswd /home/foobar/.htpasswd Kirk`

9) You would then add "require user Kirk" to your `.htaccess`. It would look like this:

---COPY EVERYTHING BELOW-----

`AuthUserFile /home/foobar/.htpasswd`

`AuthGroupFile /dev/null`

`AuthName ByPassword`

`AuthType Basic`

`<Limit GET POST>`

`require user Spock`

`require user Kirk`

`</Limit>`

---COPY UP TO THE LINE ABOVE-----

10) That's it. Test it by visiting `http://foobar.com/member/` You will be prompted to enter username and password.

2.7.2 Adding Additional Users and Passwords pairs

1) Again telnet to your account.

2) Type following line at the command prompt and hit return:

`htpasswd /home/foobar/.htpasswd Sulu`

IMPORTANT: DON'T forget to add "require user Sulu" to your `.htaccess` file.

3) You may reuse existing user/password combinations that you created in your `.htpasswd` file to allow access other password protected directories -- just use the right user name in the `.htaccess` file.

IMPORTANT: You should store the `.htpasswd` file in your home directory so it is hidden from others.

2.8. SSI (Server Side Includes)

In order for your SSI to work, the web page must have either `.sht` or `.shtml` extensions.

Sample SSI:

```
<!--#exec cgi="/cgi-bin/count.cgi"-->
```

Please note that the url must be relative as shown above. Following would not work:

<!--#exec.cgi="<http://yourdomain.com/cgi-bin/count.cgi>"-->

CHAPTER 3. CGI-SCRIPTS

3.1 Pre-installed CGI-SCRIPTS

3.1.1. Cgiemail

3.1.2. FormMail

3.1.3. Pagecounter

3.1.4. WWWboard

3.1.5. Guestbook

3.2. Your Own CGI-SCRIPTS

3.2.1. How do I run my own CGI program

3.2.2. Paths to Date, Mail, Perl, etc.

3.2.3. Setting permissions

3.2.4. Trouble shooting CGI-bin problems

3.1. Pre-installed CGI-SCRIPTS

CGI-SCRIPTS are computer programs running on the webserver that can be invoked from a web page in the browser. These programs add functionality to web pages that are not possible with just HTML.

Hostway provides 5 popular and useful CGI-SCRIPTS. These come already pre-installed on your account under your cgi-bin directory.

3.1.1. cgiemail - Form Processing

Suppose you want to have an order form on your web page whose result would be emailed to you, follow instructions below:

- 1) Create a file called "order.txt" using a text editor such as Notepad in your local PC.
- 2) Type following lines. Of course, you can add more fields to fit your specific needs.

```
To: whatever@whereever.com
From: [email]
Subject: Order from [name]

Customer Contact Information
name: [name]
phone: [phone]
email: [email]
address: [address]

Order Information
Product Purchased: [product]
```

IMPORTANT: You MUST have the **To:** and the **Subject:** line followed by the blank line. Those three lines MUST be on the FIRST THREE lines.

That is the file that will be sent to whatever@whereever.com
Now, **cgimail** will automatically replace [name], [phone], anything in the brackets with the corresponding user supplied info from the web form.

3) Save this file in plain text mode. Upload it to your main www/ folder via [FTP](#) or [FrontPage98](#) Explorer.

4) You need to create a web form in html. Here is a part of the web form page called "order.html"

```
<form method="post" action="/cgi-bin/cgimail/order.txt">
<input type="text" name="name">Your name?
<input type="text" name="phone">Your number?
<input type="text" name="email">Your email?
etc...
```

IMPORTANT: The name of the form field (e.g. name="name") must exactly match the what you put within the bracket in your order.txt file for it be replaced with the value your customer enters. For example, if you have <...name="name"> in your order.html and name: [Name], it will not work.

5) If you want to have your own customized "success" page, place the following line in your form page:

```
<input TYPE="hidden" NAME="success"
VALUE="http://[yourdomain].com/somepage.html">
```

It will then redirect to somepage.html.

3.1.2. FormMail.pl

FormMail is a generic www form to e-mail gateway, which will parse the results of any form and send them to the specified user. This script has many formatting and operational options, most of which can be specified through the form, meaning you don't need any programming knowledge or multiple scripts for multiple forms. This also makes FormMail the perfect system-wise solution for allowing users form-based user feedback capabilities without the risks of allowing freedom of CGI access.

There is only one form field that you must have in your form, for FormMail to work correctly. This is the recipient field. Other hidden configuration fields can also be used to enhance the operation of FormMail on your site. The action of your form needs to point towards this script (obviously), and the method must be POST in capital letters. Here's an example of the form fields to put in your form:

```
<FORM METHOD="POST" ACTION="http://yourdomain.com/cgi-yourdomain/FormMail.pl">
<input type="hidden" name="recipient" value="whoever@yourdomain.com">
<input type="hidden" name="subject" value="Order">
<input type="hidden" name="return_link_uri" value="http://yourdomain.com/">
<input type="hidden" name="return_link_title" value="Back to Main Page">
```

The following are descriptions and proper syntax for fields you can use with FormMail.

Recipient Field

Description: This form field allows you to specify to whom you wish for your form results to be mailed. Most likely you will want to configure this option as a hidden form field with a value equal to that of your email address.

Syntax: `<input type=hidden name="recipient" value="email@yourdomain.com">`

Subject Field

Description: The subject field will allow you to specify the subject that you wish to appear in the email that is sent to you after this form has been filled out. If you do not have this option turned on, then the script will default to a message subject: "WWW Form Submission".

Syntax: If you wish to choose what the subject is:

`<input type=hidden name="subject" value="Your Subject">`

To allow the user to choose a subject:

`<input type=text name="subject">`

Email Field

Description: This form field will allow the user to specify their return email address. If you want to be able to return e-mail to your user, I strongly suggest that you include this form field and allow them to fill it in. This will be put into the From: field of the message you receive. If you want to require an email address with valid syntax, add this field name to the 'required' field.

Syntax: `<input type=text name="email">`

Realname Field

Description: The realname form field will allow the user to input their real name. This field is useful for identification purposes and will also be put into the From: line of your message header.

Syntax: `<input type=text name="realname">`

Redirect Field

Description: If you wish to redirect the user to a different URL, rather than having them see the default response to the fill-out form, you can use this hidden variable to send them to a pre-made HTML page.

Syntax: To choose the URL they will end up at:

`<input type=hidden name="redirect" value="http://yourdomain.com/to/file.html">`

To allow them to specify a URL they wish to travel to once the form is filled out:

`<input type=text name="redirect">`

Required Field

Description: You can require certain fields in your form to be filled in before the user can successfully submit the form. Simply place all field names that you want to be mandatory into this field, separated by commas. If the required fields are not filled in, the user will be notified of what they need to fill in, and a link back to the form they just submitted will be provided.

To use a customized error page, see 'missing_fields_redirect'

Syntax: If you want to require that they fill in the email and phone fields in your form, so that you can reach them once you have received the mail, use the syntax like:

`<input type=hidden name="required" value="email,phone">`

Env_report Field

Description: Allows you to have Environment variables included in the email message you receive after a user has filled out your form. Useful if you wish to know what browser they were using, what domain they were coming from or any other attributes associated with environment variables. The following is a short list of valid environment variables that might be useful:

REMOTE_HOST - Sends the hostname making the request.

REMOTE_ADDR - Sends the IP address of the remote host.

HTTP_USER_AGENT - The browser the client is using.

(Note: In our case, both REMOTE_HOST and REMOTE_ADDR are the same, since our servers don't do the reverse DNS lookup needed to generate the true REMOTE_HOST string).

Syntax: If you wanted to find all the above variables, you would put the following into your form:

```
<input type=hidden name="env_report"
value="REMOTE_HOST,REMOTE_ADDR,HTTP_USER_AGENT">
```

Sort Field

Description: This field allows you to choose the order in which you wish for your variables to appear in the email form that FormMail generates. You can choose to have the field sorted alphabetically or specify a set order in which you want the fields to appear in your mail message. By leaving this field out, the order will simply default to the order in which the browsers send the information to the script (which is usually the exact same order as they appeared in the form). When sorting by a set order of fields, you should include the phrase "order:" as the first part of your value for the sort field, and then follow that with the field names you want to be listed in the email message, separated by commas.

Syntax: To sort alphabetically:

```
<input type=hidden name="sort" value="alphabetic">
```

To sort by a set field order:

```
<input type=hidden name="sort" value="order:name1,name2,etc...">
```

Print_config Field

Description: print_config allows you to specify which of the config variables you would like to have printed in your e-mail message. By default, no config fields are printed to your email. This is because the important form fields, like email, subject, etc. are included in the header of the message. However some users have asked for this option so they can have these fields printed in the body of the message. The config fields that you wish to have printed should be in the value attribute of your input tag separated by commas.

Syntax: If you want to print the email and subject fields in the body of your message, you would place the following form tag:

```
<input type=hidden name="print config" value="email, subject">
```

Print_blank_fields Field

Description: print_blank_fields allows you to request that all form fields are printed in the return HTML, regardless of whether or not they were filled in. FormMail defaults to turning this off, so that unused form fields aren't emailed.

Syntax: <input type=hidden name="print_blank_fields" value="1">

Title Field

Description: This form field allows you to specify the title and header that will appear on the resulting page if you do not specify a redirect URL.

Syntax: If you wanted a title of 'Feedback Form Results':

```
<input type=hidden name="title" value="Feedback Form Results">
```

Return_link_url Field

Description: This field allows you to specify a URL that will appear, as return_link_title, on the following report page. This field will not be used if you have the redirect field set, but it is useful if you allow the user to receive the report on the following page, but want to offer them a way to get back to your main page.

Syntax: <input type=hidden name="return_link_url"

```
value="http://yourdomain.com/index.htm">
```

Return_link_title

Description: This is the title that will be used to link the user back to the page you specify with return_link_url. The two fields will be shown on the resulting form page as:
Syntax: <input type=hidden name="return_link_title" value="Back to Main Page">

Using FormMail.pl via Secure Server

If you are using FormMail.pl through the secure server, you can still place your form anywhere on your webspace you want to, but you MUST use the following URL as the ACTION of your form: https://[securerserver].com/cgi-yourdomain/FormMail.pl
Here's an example of how the first parts of your form might look:

```
<FORM METHOD=POST ACTION="https://[securerserver].com/cgi-[yourdomain]/FormMail.pl">  
<input type=hidden name="recipient" value="whoever@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 Main Page">
```

It is still important that you call your order page through a secure URL in order to work properly. For example: https://[securerserver].com/[yourdomain]/order.html

Please contact support@hostway.com to find out the name of the secure server you should be using.

3.1.3. Page Counter

A graphical counter that you can use by placing the following line in your page:

```
<img SRC="/cgi-bin/nph-count?width=5&link=http://[yourdomain].com/yourpage">
```

This is what the counter looks like : **01549**

3.1.4. WWW Board

WWW Board is a threaded World Wide Web discussion forum and message board, which allows users to post new messages, follow-up to existing ones and more. It is already preconfigured for your server. Just go to

http://www.[yourdomain].com/wwwboard to post your messages there.

There are several options you may want to configure. First of all, the index.htm file in the wwwboard directory can be customized any way you wish as long as you leave the method and input tags the way they are.

Additionally, here are some options contained in the wwwboard.pl script itself (located in your cgi-bin directory) which you may want to change, depending on your needs:

\$show_faq = 1;

This option allows you to choose whether or not you want to display a link to the FAQ on every individual message page or not. It defaults to 1 and the link will be put in at the top of the message along with links to Followups, Post Followup and Back to \$title.

Setting this to 0 will turn it off, and keeping it at 1 will keep the link. You need to create

a `faq.html` file and put it inside the `wwwboard` directory. The FAQ can contain any information you want to give your visitors about how the board works, your organization, types of postings that will be allowed, etc.

`$allow_html = 1;`

This option lets you choose whether or not you want to allow HTML mark-up in your posts. If you do not want to allow it, then everything that a user submits that has `<>`'s around it will be cut out of the message. Setting this option to 1 will allow HTML in the posts and you can turn this option off by setting it to 0.

`$quote_text = 1;`

By keeping this option set to 1, the previous message will be quoted in the followup text input box. The quoted text will have a ':' placed in front of it so you can distinguish what had been said in the previous posts from what the current poster is trying to get across. Setting this option to 0 will leave the followup text box empty for the new poster.

`$subject_line = 0;`

There are three options for the way that you can display the subject line for the user posting a followup. Leaving this option at 0 which is the default value, will put the previous subject line into the followup form and allow users to edit the subject however they like. Setting this option to 1, however, will quote the subject, but simply display it to the user, not allowing him or her to edit the subject line. The third and final option can be achieved by setting the `$subject_line` variable to 2. If it is set to 2, the subject will not be quoted and instead the user will be prompted with an empty subject block in their followup subject line.

`$use_time = 1;`

This option allows you to choose whether or not you want to use the hour:minute:second time with the day/month/year time on the main page.

Day/Month/Year will automatically be placed on the main `wwwboard.html` page when a new entry is added, but if you leave this variable at 1, the hour:minute:second time will also be put there. This is very useful for message boards that get a lot of posts, but if you would like to save space on your main page, you can set this to 0, causing the hour:minute:second display not to be added.

3.1.5. Guestbook

Guestbook allows you to set up your own comments page. From there, visitors can add entries to your guestbook and they will be displayed with the most recent at the top and scrolling down, or vice versa. Other options include the ability to limit HTML in the entry, link to e-mail address with `mailto` tag, use a log to log entries, redirect to a different page after signing, emailing whenever a new entry is added, and much more.

Guestbook is already set up for use on your server. You can simply use the following URL to access it:

`http://[yourdomain].com/guest/guestbook.html`

If you want to change any of the configuration options, locate the `guestbook.cgi` file in your Guestbook directory (inside your `www` directory). Download it to your hard drive in ASCII mode, and save it somewhere safe. Create a copy of the file and give it the same name, then edit the options as specified below. Keep your backup of the original `guestbook.cgi` in case you run into problems.

Option 1: `$mail`

This option will allow you to be notified via an E-mail address when a new entry arrives in your guestbook. The entry will be mailed to you as a notification. If you should choose to turn this variable on you will need to fill in the 2 variables that go along with it:

\$recipient - Your email address, so that the mailing program will know who to mail the entry to.

\$mailprog - The location of your sendmail program on your host machine.

Option 2: \$uselog

This will allow you the ability to use the short log feature. It is already turned on so you will have to change it to 0 if you do not wish to use it. It has been implemented since there are probably many people who feel no need to have a log when people are making entries to a file anyway. Keep in mind that it will show errors which is one nice aspect about it.

Option 3: \$linkmail

Turning this option on will make the address links in your guestbook become hyperlinked. So instead of simply having (name@some.host) it will put (name@somehost so that anyone can simply click on the address to email them.

Option 4: \$separator

This allows you to choose whether you want guestbook entries to be separated by a Paragraph Separator <p>, or a Horizontal Rule <hr>. By changing the 0 in the script to a 1, you will turn on the <hr> separator and turn off the <p> separator. The 0 option will do the reverse of that; turn on the <p> and turn off the <hr>.

Option 5: \$redirection

By choosing 1 you will enable auto redirection and 0 will return a page to the user telling them their entry has been received and click here to get back to the guestbook.

Option 6: \$entry_order

Set this option to 0 and the newest entries will be added below the rest of the entries.

Keep this option at 1 and the guestbook will add the newest entries at the top.

Option 7: \$remote_mail

Many users of the guestbook have requested that a form letter be automatically sent to the remote user when they fill in the guestbook. Turning this option on will tell the script to automatically mail any user who leaves an email address. You can specify the contents of the mail message by editing the section of the script that sends mail to the remote user. By default it sends a message that says, "Thank you for adding to my guestbook." and then shows them their entry. If you should choose to turn this variable on, you will need to fill in the 2 variables that go along with it:

\$recipient - Your email address so that the mailing program will know who to mail the entry to.

\$mailprog - The location of your sendmail program on your host machine.

Option 8: \$allow_html

This option allows you to turn on or off the use of HTML tags by users of your guestbook. Setting this variable to 1 allows users to embed html tags such as or <H1> or into your html document. Setting this variable to 0 will not allow them to use any html syntax in their comments or any other field. You can still link to their comments or any other field. You can still link to their email address by turning \$link_mail to 1.

There is also the ability for users to add their own URL and then their name is referenced to their URL in the guestbook.html file. This helps to eliminate the need for allow_html to be turned on, and lets users point you to a spot that will tell you more about them.

Several users of the guestbook script have asked for this option. If you wish to disable the option, simply delete the following line from your addguest.html file:

```
URL: <input type=text name=url size=50><br>
```

These are the rest of the important guestbook files found in your Guestbook directory:

guestbook.html

This is the file that you will link to that will contain the Guestbook Entries. You may want to edit the title and heading spaces and customize the look any way you desire. Do not delete the line `<!--begin-->` from this guestbook, or else the script will have no way of knowing where to begin the editing. The `<!--begin-->` line is the only necessary line in your guestbook.html file, but the link to the addguest.html file is also a good idea. :-)

3.2. Your Own CGI-SCRIPTS

CGI-SCRIPTS are computer programs running on the webserver that can be invoked from a web page in the browser. These programs add functionality to web pages that are not possible with just HTML.

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.

Hostway does not provide free support for CGI scripts which did not come installed on your account. So if you are not already familiar with CGI scripting, you may want to read a book on the subject or find places on the Internet with CGI scripting information. There are many good resources for CGI scripts found on the web. The scripts at *Matt's Script Archive* found at <http://www.worldwidemart.com/scripts/> are very good. Many of our scripts come from here. Another excellent resource is *The CGI Resource Index* found at <http://www.cgi-perl.com/> -- if you are not an expert, look for scripts that are very well documented and come with step-by-step instructions, or contact us for help or installation.

3.2.1. How do I run my own CGI program

a.) Put your **CGI** programs in the **cgi-bin** directory.

When calling the programs from the web page, you must use the alias for the cgi-bin directory. The alias is "cgi-[yourdomain]". If your domain is example.com, then the alias is cgi-example. Note that ".com" is not included. So the action line from your form page would look like `action="/cgi-example/program"`.

b.) Put your CGI programs anywhere outside of the cgi-bin directory. In this case, the program name must end in ".cgi".

3.2.2. Paths to Date, Mail, Perl, etc.

Here are your paths to the common server resources that CGI scripts often require:

Sendmail:	/usr/sbin/sendmail
Perl5.003:	/usr/bin/perl
Perl5.004:	/usr/bin/perl5.004 (Full 5.004 lib support not available currently)
Date:	/bin/date
Java:	/usr/bin/java
Python:	/usr/bin/python
Domain	/www/[yourdomain]

path: (puts you in your web directory)

Cgi-bin path: /www/[yourdomain]/cgi-bin
 (puts you in your cgi-bin)

3.2.3. Setting Permissions

The following is a simple explanation of file permissions in Unix. To list the access permissions of a file or directory, telnet to your server, then:

cd directoryname

to change the directory until you are either in the directory above the file you are interested in, or above the directory you are checking.

Type: ls -l filename

and you will see what the current permission settings are for that file, along with a bunch of other stuff.

Examples of using chmod:

PEOPLE	PERMISSIONS
u = the file's user (you)	r = read access
g = the file's group	x = execute access
o = others	w = write access
a = the user, the group, and others	

To change permissions for a file named filename.cgi, you need to chmod the file (change mode). For example, when you type this:

chmod u=rwx,g=rx,o=rx filename.cgi

you've given:

read, execute, and write access to the user (that's you)

read and execute access to the group and

read and execute access to others

Some scripts will tell you to chmod 775 (for example). Doing the above is the same thing as typing chmod 775. You can use either method with our Unix servers. Let me explain:

When using the numeric system, the code for permissions is as follows:

r = 4 w = 2 x = 1 rwx = 7

The first 7 of our chmod775 tells Unix to change the user's permissions to rxw (because r=4 + w=2 + x=1 adds up to 7. The second 7 applies to the group, and the last number 5, refers to others (4+1=5).

When doing an ls -l on the file, telnet always shows the permissions this way:

-rwxr-xr-x

Ignore the first dash, then break up the above into three groups of letters. If there's a dash where a letter should be, it means that there is no permission for those people.

Remember: the first 3 apply to user, the second 3 apply to group, and the third 3 apply to others.

Some FTP clients support changing permissions in a more graphical way. If you have Fetch for the Mac, you have an easy way to change permissions. Go to the file you want to change the permissions on, and highlight it. Under the Remote menu, select Change Permissions. A window will pop up showing the current permissions for the file you had highlighted, as in **Figure 3A** below. Click on the boxes to change permissions as needed.



Figure 3A

WS_FTP accomplishes the same task as above. Just highlight the file you want to check, and right-click on it. A menu will pop up, then select CHMOD. You will see the window below, as in **Figure 3B**.



Figure 3B

3.2.4. Troubleshooting CGI-bin Problems

Below are solutions to some of the more common CGI script problems, in question and answer format.

When I activate my CGI program, I get back a page that says "Internal Server Error. The server encountered an internal error or misconfiguration and was unable to complete your request."

This is generally caused by a problem within the script. Log in via Telnet and test your script in local mode to get a better idea of what the problem is. To do this, go into the directory in which your script is located, then execute the script. To execute the script, you can do it by two ways:

- 1) Type "perl myscript.pl" (Perl being the language interpreter in this case).

2) Or simply type "myscript.pl" alone, that will work if the first line is well written to indicate the location of Perl.

The first one is useful to see if there's any error IN your script. The second one is useful to test if your "calling line" (the first line of the script) is okay, i.e. if you entered the right location of Perl.

I am being told "File Not Found," or "No Such File or Directory."

Upload your Perl or CGI script in ASCII mode, not binary mode.

When I test my Perl script in local mode (by Telnet), I have the following error: "Literal @domain now requires backslash at myscript.pl line 3, within string. Execution of myscript.pl aborted due to compilation errors."

This is caused by a misinterpretation by Perl. You see, the "@" sign has a special meaning in Perl; it identifies an array (a table of elements). Since it cannot find the array named domain, it generates an error. You should place a backslash (\) before the "@" symbol to tell Perl to see it as a regular symbol, as in an email address.

I am getting the message "POST not implemented."

You are probably using the wrong reference for cgiemail. Use the reference /cgi-bin/cgiemail/mail.txt. Another possibility is that you are pointing to a cgi-bin script that you have not put in your cgi-bin directory. In general, this message really means that the web server is not recognizing the cgi-bin script you are calling as a program. It thinks it is a regular text file.

It's saying I don't have permission to access / (1)

This error message means that you are missing your index.htm file. Note that files that start with a "." are hidden files. To see them, type ls -al. If you wish to FTP this file in, go to the home/[yourdomain] directory.

It's saying I don't have permission to access/ (2)

Your cgi-script is probably set as world writable. Our cgi security mechanism prevents execution of such cgi-scripts. To ensure that the permission setting for your cgi-script is correct issue following command.

"chmod 755 yourcgiscript " in the directory where your cgi-script is located.

Also the directory in which your script is located must be set to same permission setting. Use same method as described just above.

4.1. Secure Server (SSL)

4.1.0. General Overview

SSL stands for Secure Socket Layer, Internet standard used to transfer information securely across the Internet. SSL establishes a secure channel between your visitor's browser and your web site on our server. Through this channel, sensitive information such as credit card numbers can be exchanged securely.

4.1.1. When to use secure server.

If you want to take customer payment information via your web site, it's important to have your order form called via SSL (secure socket layer). Currently secure server is primarily used for taking credit card information over the Internet but its purpose is not limited to that.

4.1.2. How to use secure server.

Option 1. Via Your Own Certificate

You can obtain your own Digital Certificate from [VeriSign \(http://www.verisign.com/\)](http://www.verisign.com/) or [Thawte \(http://www.thawte.com/\)](http://www.thawte.com/) through HOSTWAY.COM. This will allow you to reference a secure URL using your own domain name: <https://www.yourdomain.com/> giving your site more professional feel.

Please contact support to request instructions on obtaining your own digital certificate.

Option 2. Via HOSTWAY.COM'S Certificate

- 1) Place your order page (e.g. order.html) in your regular web directory.
- 2) In order to call this page, order.html, in secure mode, you need to have following url:
[https://\[secureserver\].com/\[yourdomain\]/order.html](https://[secureserver].com/[yourdomain]/order.html)

For example, suppose you want to have a link from your index.html page to your secure order form, you would put following html in your index.html page:

```
<a href="https://[secureserver].com/[yourdomain]/order.html">Secure Order Page</a>
```

Ex. Let's assume your domain name is "foobar.com" and your secure server name is 67.securedata.net, the secure server link would be:
<https://67.securedata.net/foobar/order.html>

IMPORTANT: You will need send an email to support@hostway.com to find out what you should put in [secureserver] as each server has to have unique name.

- 3) To call your cgi-scripts via SSL, you should use following url:

```
https://[secureserver].com/cgi-[yourdomain]/somescript.pl
```

Ex. <https://67.securedata.net/cgi-foobar/somescript.pl>

NOTE TO FrontPage USERS: Only scripts in cgi-bin will be recognized by SSL (_vti_bin/shtml.exe which FrontPage configures will not work securely). This is not limited to Hostway but a general problem with FrontPage. This means that WebBot Save Results Component of FrontPage will not work with SSL.

4.2. Miva Merchant

Miva Merchant is a multipage fully web administered shop cart (You must purchase a license to use this)

Miva Merchant basic setup instructions

We will place the proper files after you purchase a license on your domain, this is generally done within 24 hours of purchase with the exception of Saturday.

In order for you to setup your Miva Merchant, your domain has to be active in the Net. Miva Merchant will check the domain name with the license. It cannot be setup using the IP address. If you are in a hurry, please contact our support team for further instructions.

To start using Miva Merchant follow the steps below using your browser

- Goto <http://yourdomain.com/cgi-bin/miva?Merchant/setup.mv>
- Fill in the information, you will need a valid license to proceed
- After filling in the basic info, you will be asked to verify paths.
- **URL to Miva Merchant:**
 - <http://yourdomain.com/cgi-bin/miva?Merchant/merchant.mv+>
- **Secure URL to Miva Merchant:**
 - <https://securedata.net/cgi-bin/smiva?username/Merchant/merchant.mv+>
- **Secure URL to Miva Merchant Administration:**
 - <https://securedata.net/cgi-bin/smiva?username/Merchant/admin.mv+>
- **Base URL for Graphics:**
 - <http://www.yourdomain.com/Merchant/>
- **Secure Base URL for Graphics:**
 - <https://securedata.net/userid/Merchant/>
- **Root Directory for Modules**
 - <http://www.yourdomain.com/Merchant/modules>
- **Secure Root Directory for Modules**
 - <https://securedata.net/username/Merchant/modules>

"username" is found in the account information email that was sent to you when your account was activated with us.

Please download this excellent Miva Merchant manual for your reference.



Miva Merchant Manual

<http://www.miva.com/docs/mercdocs.pdf>



Miva Corp will answer any question or problems that may arise during your configuration generally you can setup your shopping cart with no problems.

4.2.1 Miva Merchant Customization Guide

http://www.miva.com/~jeff/mmsupport/mm_code_modifying/index.html

4.2.2 Miva Merchant Trouble Shooting Guide

http://www.miva.com/~jeff/mmsupport/mm_trouble_shooting/index.html

4.2.3. Miva Merchant Exchange

http://www.miva.com/~jeff/mmsupport/mm_trouble_shooting/index.html

You can download additional modules and utilities that can enhance your online store. Please note that Hostway does not provide support for the features offered at Miva Merchant Exchange.

4.2.4. Miva Merchant User Group Forum

http://www.miva.com/~jeff/mmsupport/mm_trouble_shooting/index.html

The best source of answers to Miva Merchant usage questions. Miva Corp technical support representatives answer all questions throughout the day.

4.2.5. Miva Merchant Support Page by Miva

<http://www.miva.com/support/>

Customizing Miva Merchant Tips

[Return to Miva Merchant Support Resources Index](#)

NOTE: The below links and instructions are intended solely as examples for MivaScript developers to follow as a method of understanding some of the source code of Miva Merchant and are not in any way intended to be used by end users of Miva Merchant as a method of adding functionality or changing the appearance of Miva Merchant.

- [Important Information.](#)
Before you consider doing any modifications like those describe on the pages here you need to make absolutely sure you read and understand the following important information. ...
- [Adding a hyperlink to the navigation bar logo image.](#)
As you probably know, versions of Miva Merchant in the 1.2 series allow you to specify your own navigation bar images including the logo image. But the logo image has no hyperlink, if you would like to make it link to your home page here is how you do it. ...

- [Returning from add basket to an html page](#)
If you want to be able to pass an url to Miva Merchant to add an item to a basket and have the program then return your using automatically to a webpage of your choice you would do the following. ...
- [Adding html headers and footers to mmui.mv](#)
To enable the use of header and footer html/mivascript pages in the Miva Merchant look and feel using the mmflhf.mv, you need to do the following. ...
- [Adding Category Headers to Miva Merchant](#)
For all those looking for an easy way to have html headers added to certain category pages, here is a new way of doing it...
- [An easier way to add html headers to categories](#)
Here is a much simpler solution to the issue of adding headers to categories than the one I previously proposed. ...

Miva Merchant Trouble Shooting Tips

- [Problems when going to checkout.](#)
If, when you click on checkout or the 'Buy One Now', you are getting a blank screen or an error like: `modules/ui/mmui.mv: Line 2843: MvDO: Runtime Error: Error opening 'lib/db.mv': No such file or directory.` Then you should Read this.
- [Blank 'Select One:' on the checkout form.](#)
If you see a blank drop down list with 'Select one' in front of it on your order page, and since it is blank you can't continue past that screen here is what you do. ...
- ['Bill To \(If Different\)' required when it shouldn't be.](#)
If you fill out the 'Ship To' side of the order form but not the 'Bill To (If Different)' and continue, and the program tells you that you didn't fill out required info, then here is what is happening and what to do about it. ...
- [What should your 'mailhost' be, and other issues regarding email.](#)
If you aren't getting emails sent by Miva Merchant to you when orders come in, and/or you aren't sure you have the right mailhost set in the Email Merchant Notification module, then here is what you need to know. ...
- [Workaround to Authorize.net problems for versions below 1.23](#)
If, you are having problems when using the authorize.net module wherein authorize.net sends you an email saying an order went through, but you get no orders listed in your Miva Merchant order processing, and no email notification from Miva Merchant with the basic order info, then here is what you should do ...
- [Cyber Cash And Miva Merchant.](#)
If you are using te cybercash module and when you try to submit an order you keep getting the **'One or more required fields is not filled out correctly or there was a problem authorizing your**

order' error message, then here are the things you need to check.

- [File Exists Error](#)
If you get an error that says simply "File Exists" when trying to do something in Miva Merchant that involves a file upload, then here is what you need to know. ...

4.3. CyberCash

[4.3.0 General Overview](#)

[4.3.1 Basic Setup Instruction](#)

[4.3.2 FAQ](#)

[4.3.3 Links and Tips](#)

4.3.0. General Overview

Qualifying Accounts: All Accounts (\$45 setup fee applies except for CommercePak which comes enabled for CyberCash.)

CyberCash enables you to accept secure, real-time payments at your website.

You can request CyberCash MCK to be setup on your account by sending the request to Hostway.com support.

4.3.1. Basic Setup Instruction

CyberCash ID.....:
Perl or C Support?.....:
Hash Secret.....:
Store Front Name.....:
Your Customer Service Number.....:
Your Merchant Key.....:
Support for Microsoft Wallet (y/n):
Support for Soft Goods (y/n).....:

Please send email to support@hostway.com with all the information filled in. Your CyberCash representative can help you with fill this out.

Once your MCK has been installed, you will be notified by email. At this point, you are ready to begin using CyberCash.

4.3.2. FAQ

What is CyberCash?

CyberCash, Inc. is focused on providing Secure Financial Transactions Services over the Internet, including secure credit card transactions electronic checks and micro transactions.

What services does CyberCash provide?

CyberCash offers the first real-time, secure credit card authentication service over the Internet based on digital signatures. In other words, CyberCash provides the connection between Hostway's encrypted servers and your financial institution to transmit and process the transactions.

Does CyberCash grant or offer merchant account services?

No, they only provide the secure connectivity from Hostway's servers to CyberCash and then to your Financial Institution to process the transactions.

What does CyberCash charge to use their services?

Today CyberCash bills a per transaction fee back to the merchants banks processor. (Ex. Vital, Checkfree, FDC, GPS Atlanta). The fees are usually built in to the negotiated discount fees the merchant contracts with the bank. All fees for credit card authorization services are between the merchant and their bank.

In the future CyberCash will begin charging a startup fee but how that will be charged and by who, is yet to be determined - so - today this is how they make money.

Coin transactions, on the other hand are a direct relationship with CyberCash until their banking partners begin to offer this service directly.

What happens during the transaction process?

Basically the customer's transaction information is securely submitted to the CyberCash gateway server, which sends the transaction information to the financial institution. After the transaction is approved or denied, it is sent securely back to the merchant's storefront. The process takes about 15-20 seconds to complete (barring network communications problems).

CyberCash explains this process (involving their Wallet software) with a diagram and text at: <http://www.cybercash.com/cybercash/info/sixsteps.html>

What is the CyberCash Wallet software?

The Wallet is an additional component to the CyberCash system that provides an extra level of security and tracking of a shopper's online transactions.

The CyberCash Wallet is a client app that is designed to pass encrypted detail to the merchant cash register. Also the wallet contains the credit card information and address verification detail, stored and password protected on the customers PC.

It is commonplace to see the wallet **NOT** being utilized and then the security of communicating to the merchant site becomes the responsibility of the merchant and their host. **Hostway offers SSL (secure sockets layer) encryption protection via the Stronghold in order to protect all credit card transaction information.**

Some merchants do not want the wallet to be forced on to their customers because they believe they might loose the spontanius shopper. In the near future, with the introduction of SET (a bankcard standard being promoted by Mastercard and Visa), customers will need a wallet application from someone (Microsoft now has a version CyberCash is compatible with).

Must the Wallet be used to buy items from my storefront?

The Wallet is NOT required to use the CyberCash system.

The customer is not required to download the Wallet to shop on your site. There are three ways a transaction can be performed:

1. Your CyberCash-configured default secure checkout form is already setup for "Direct Card Input".
2. The consumer can use the Wallet application (this requires that you setup an option for Wallet payment on your storefront).

3. Orders can be taken and recorded in your transaction logs. The orders can then be entered directly into the Hostway CashRegister administrative area.

All three can be used in conjunction with each other, giving you greater flexibility.

What is CyberCoin and should I use it instead of the regular CyberCash Credit service?

CyberCoin, CyberCash's innovative new micropayment system, enabling merchants to sell, and consumers to buy, digital goods and services such as software, games and information, in real time over the Internet.

For example, by using CyberCoin digital goods and services can be bought/sold in \$.25 to \$10 increments, denominations too small for use in credit card purchases. This kind of low value, high volume sale is expected to proliferate widely on the Internet.

NOTE: CyberCoin purchases REQUIRE the use of the CyberCash Wallet software.

4.3.3. Links and Tips

[CyberCash "Getting Started as a Merchant" page](http://www.cybercash.com/cybercash/merchants/getstarted.html)

<http://www.cybercash.com/cybercash/merchants/getstarted.html>

Provides a quick overview of the process. For beginning or novice merchants, please also try the link below...

[Descriptive "Getting Started" guide](http://www.cybercash.com/cybercash/wp/merchwp.html#start)

<http://www.cybercash.com/cybercash/wp/merchwp.html#start>

Provides more details about the process and a general overview of the setup procedure.

[Frequently Asked Questions about the Wallet](http://www.cybercash.com/cybercash/wallet/faq/)

<http://www.cybercash.com/cybercash/wallet/faq/>

General information on the Wallet component of CyberCash; also recommended for Wallet questions is the [Wallet User's Guide](http://www.cybercash.com/cybercash/wallet/userguide21/).

(<http://www.cybercash.com/cybercash/wallet/userguide21/>)

[CyberCoin Frequently Asked Questions](http://www.cybercash.com/cybercash/shoppers/coinfaq.html)

<http://www.cybercash.com/cybercash/shoppers/coinfaq.html>

The micropayment system's question and answer section. There are links and e-mail contacts for obtaining more information about CyberCoin.

[CyberCash CashRegister \(Administration Area\) Guide](http://www.cybercash.com/cybercash/merchants/docs/html/cshrg21/cashregtoc.html)

<http://www.cybercash.com/cybercash/merchants/docs/html/cshrg21/cashregtoc.html>

The administration area User's Guide provides a reference for the transaction tracking and management process.

[CyberCash Merchant Support Area](http://www.cybercash.com/cybercash/merchants/support/support.html)

<http://www.cybercash.com/cybercash/merchants/support/support.html>

Online area for links to resources and technical documents.

[Customer Support Contacts - General Issues](http://www.cybercash.com/indexroot/General/Merchant_Issues/index.html)

http://www.cybercash.com/indexroot/General/Merchant_Issues/index.html

Allows clients to search for specific support documents and to file a problem report if desired.

5.1. RealAudio/Video™

Real Audio or Real Audio/Video is available for an extra charge. See our fee schedule for details.

Real Audio is a real time audio transmission/player system. A digital audio stream is transmitted from the server over the Internet to the destination and played immediately, rather than being stored to disk first and then played.

Each audio clip requires two files: a metafile with extension .ram, and the digital audio clip itself, with extension .ra.

The .ram file holds one or more lines of ASCII text, each of which references the .ra file to be played when the .ram file is accessed by the browser.

Entries in .ram files have the form:

<pnm://machine-name.siteprotect.com/domainname/file.ra>

You can find the machine name by telnetting into your account. You will see a prompt such as "haydn:~\$". In this case "haydn" is your machine-name.

Place your .ram and .ra files in the realaudio subdirectory under your web directory. Remember that .ram files must be uploaded in ASCII mode while .ra files must be uploaded in BINARY mode. You may then access these files via a web browser at:

[http://www.\[yourdomain\].com/realaudio/file.ram](http://www.[yourdomain].com/realaudio/file.ram)

5.2. Volano® Java Chat

You can order Volano Java Chat to be installed by filling out the form at <http://help.hostway.com/support/add.htm>

Instructions:

You will receive following information in your email:

```
DOMAIN NAME.....: [yourdomain]
Volano Chat has been added to your account.

FTP Host Name.....: volano.siteprotect.com
Username.....: [username]
Password.....: [passwd]
URL of your chat room:
http://volano.siteprotect.com/[username]/chat.htm
```

Getting Started

Add a link on your home page to point to the chat room. The link should be to [http://volano.siteprotect.com/\[username\]/chat.htm](http://volano.siteprotect.com/[username]/chat.htm)

An example html code for this is as follows:

```
<a href="http://volano.siteprotect.com/[username]/chat.htm">Enter Chat Room</a>
```

IMPORTANT: You must use above specified url only. Any other url will not work. For example, [http://www.volano.siteprotect.com/\[username\]/chat.htm](http://www.volano.siteprotect.com/[username]/chat.htm) will NOT work.

You are done! You are now ready to use your own chat room.

Customizing Your Chat Room

When Volano Chat is installed, a default chat.htm page is created. This is fully functional page and you can start using the chat room right away. If you wish to modify your chat.htm page, you can do so by following instructions below.

Step 1.

Please upload all your graphic files to /www/volano/xyz directory and change the chat.htm file to something like this (do not try to upload to the vcclient subdirectory, you won't be able to)

```
<p align=center>
<applet codebase="http://volano.siteprotect.com/xyz/client"
archive="COM/volano/MyVolanoChat.zip"
code="COM.volano.MyVolanoChat.class" width=500 height=130>
<param name="cabbase" value="COM/volano/MyVolanoChat.cab">
<param name="color" value="#FFFFFF">
<param name="group" value="The XYZ Chat Line">
<param name="text" value="english.txt">
<param name="color.background" value="#808080">
<param name="color.foreground" value="#000000">
<param name="font.default" value="Helvetica-13">
<param name="banner.code"
value="COM.volano.BannerPlayer.class">
<param name="banner.param.banner.1" value="60
http://www.xyz.com/yourbanner1.gif
http://www.xyz.com/>
<param name="banner.param.banner.2" value="60
http://www.xyz.com/yourbanner2.gif
http://www.xyz.com/>
<param name="banner.param.banner.3" value="60
http://www.xyz.com/yourbanner3.gif
http://www.xyz.com/>
<param name="image.button.width" value="88">
<param name="image.button.height" value="31">
<param name="image.button1" value="button2.gif">
<param name="banner.param.background" value="#000000">
<param name="banner.param.foreground" value="#000000">
</applet>
</p>
```

IMPORTANT: The name of page should be "chat.htm". Any other name will NOT work. Make sure you replace [username] with your own username.

You will need to modify and add parameters to the applet tag to customize your chat room. Modify the parameters you wish to

change or add new parameters inside the MyVolanoChat applet tag. We recommend that you do this only if you know what you are doing. If we have to rebuild your chat room, it will be charged at \$25 per incidence rate.

Parameter Definitions:

`<param name="color.background" value="#C000FF">`

This parameter changes color of the chat room window, with color values defined in the format #RRGGBB.

`<param name="color.foreground" value="#000040">`

This parameter changes the color of the chat text and the chat room borders, with color values defined in the format #RRGGBB.

`<param name="font.default" value="Helvetica-13">`

This parameter changes the font type and font size. The font specification is in the format name-style-size. For the best cross platform support, the name should be limited to Helvetica, TimesRoman, Courier, or Dialog. The style is one of italic, bold, or bolditalic, and should be omitted for a plain style. The size is the font point size. For example, you could specify: Helvetica-bold-13 or Helvetica-italic-14. Be sure to use the correct cases as shown in this example.

`<param name="banner.code" value="COM.volano.BannerPlayer.class">`

This parameter points to the ad banner player applet that rotates banner ads in your chat room. To turn your banner ads off, add this parameter and leave it blank. For example: `<param name="banner.code" value=>`

`<param name="banner.param.banner.1" value="60 welcome.gif
http://www.volano.com/">`

This parameter changes the first banner ad that shows up in your chat room. Ads can be GIFs, standard GIFs or JPEG images. The numeric suffix on each property (banner.param.banner.1, banner.param.banner.2,..., banner.param.banner.n) must be sequential and start with the number 1. This suffix gives the sequence of the advertisement banners.

You must define at least 3 banner ads in order to override each of the 3 default Volano banner ads. For instance, if you only define banner.param.banner.1 and banner.param.banner.2, then users will see the default Volano banner ad banner.param.banner.3. If you want to have only 1 banner ad, just list that one banner three times. Each banner must have three items, separated by spaces or tabs. The first item is the time (in seconds) to display the ad. The second item is the path to the image file (relative to the applet codebase or URL). The third item is the location of the Web page to display when the user clicks on the ad.

`<param name="banner.param.banner.2" value="60 help.gif help.html">`

This parameter changes the second banner ad that shows up in your chat room.

```
<param name="banner.param.banner.3" value="60 chatwithme.gif null">
```

This parameter changes the third banner ad that shows up in your chat room.

```
<param name="image.button.width" value="88">
```

This parameter defines the width in pixels of the button image that appears on your **chat.html** Web page to allow entry into your chat room.

```
<param name="image.button.height" value="31">
```

This parameter defines the height in pixels of the button image that appears on your **chat.html** Web page to allow entry into your chat room.

```
<param name="image.button1" value="button2.gif">
```

This parameter defines the button image that appears on your **chat.html** Web page when you move your mouse cursor over the button. The image may be in GIF or JPEG format. This image should have the same dimensions as image.button.1.

```
<param name="banner.param.background" value="#C0003F">
```

```
<param name="banner.param.foreground" value="#000080">
```

This parameter defines the foreground and background color of the cell where your banner ads are placed.

Step 3.

Upload the newly created chat.htm page using your FTP program. You should use following information to log onto your Volano Chat account:

```
Host server name: volano.siteprotect.com  
Username: [username]  
Password: [passwd}  
Directory: /www/volano/[username]/
```

[username] and [passwd] are provided in the email described above.

IMPORTANT: Only following file types are allowed to be uploaded: html, jpg, gif. Any other file types will be rejected by the server.

Step 4.

To make sure that you are viewing your most recent chat room changes. Hold your 'shift' key and then choose the 'reload' or 'refresh' option on your browser to ensure that you download the latest applet when you reenter your chat room. You may even need to clear your browser cache/temp files or restart your computer.

5.3. Additional users on your domain

If you have asked for additional POP/FTP/Telnet accesses on your domain, the users of these additional accounts can access the server via FTP, Telnet, and Email with the following parameters:

Hostname: yourdomain.com

Username: their unique username

Password: their unique password

POP Account: their unique username@yourdomain.com

SMTP Server: yourdomain.com

When they login via FTP or Telnet, they will be taken to the domain's home directory.

5.4. mSQL

mSQL database can be setup by filling out the form [here](#).

Here are some relevant information:

1. Directory paths to mSQL related files: **/usr/local/Hughes/bin**
2. Installed components: msql.pm, w3-msql, lite, Msql.pm perl module

Here's a sample way to connect to mSQL using Perl:

```
-----  
#!/usr/bin/perl  
use DBI;  
  
$drh = DBI->install_driver( 'mSQL' ) ||  
die "Cannot install driver: $DBI::errstr\n" unless $drh;  
$dbh = $drh->connect( "your_database_name" ) ||  
die "Cannot connect: $DBI::errstr\n" unless $dbh;
```

You can find more mSQL resources at <http://www.hughes.com.au>

Another resource for mSQL is at <http://blnet.com/msqlpc/>

IMPORTANT: There is a limit of 10MB for your database. You can purchase additional 2MB of disk space for \$2/mo. If you have a large database that needs to be hosted, we invite you to contact our [sales department](#) to discuss customer solution for you.

NOTE: Support for mSQL means that you can use run mSQL database on our servers. It does not mean that we provide any technical assistance nor tutorial on the subject.

5.5. MySQL

MySQL database can be setup by filling out the form [here](#).

Here are some relevant information:

IMPORTANT: Your MySQL database will be hosted on a dedicated MySQL server. There is a limit of 10MB for your database. You can purchase additional 2MB of disk space for \$2/mo. If you have a large database that needs to be hosted, we invite you to contact our [sales department](#) to discuss customer solution for you.

1. Hostserver for MySQL: **mysql5.siteprotect.com**
2. You can access the database using Perl DBI (with DBD::mysql) or Mysql.pm module. You can also access it from the command line via Telnet using mysql command. The path is /usr/local/mysql/bin/mysql).

You can find more MySQL resources at <http://www.mysql.com>

Sample Script to Test Your MySQL Connection:

```
-----BEGIN-----  
  
#!/usr/local/bin/perl  
  
use DBI;  
  
$server = "mysql_server_name"; #i.e., mysql5.siteprotect.com  
$database = "your_database_name";  
$user = "your_user_name";  
$pass = "your_password";  
$dbh = DBI->connect("DBI:mysql:$database:$server",$user,$pass);  
die "Cannot connect: $DBI::errstr\n" unless $dbh;  
  
-----END-----
```

NOTE: Support for MySQL means that you can use run MySQL database on our servers. It does not mean that we provide any technical assistance nor tutorial on the subject.

6.1. General Overview

NOTE: For specific information on How to use the FrontPage software, please consult the program's documentation or [Microsoft Technical Support](#). We will not provide support for designing websites using the FrontPage.

Note about AOL and FrontPage:

<http://support.microsoft.com/support/kb/articles/q175/7/91.asp>

Useful Links:

[Microsoft FrontPage 98 for Windows Support Resources](#)

Microsoft Newsgroups that support FrontPage and related tools:

[FrontPage for Windows](#)

[FrontPage for the Macintosh](#)

[FrontPage Unix Extensions](#)

[Image Composer](#)

[Personal Web Server](#)

[Personal Web Server for Macintosh](#)

[Web Post](#)

What does it mean to "install the FrontPage Server Extensions"?

According to Microsoft's documentation for FrontPage Web Presence Providers, "Installing the FrontPage Server Extensions gives your customers full support for all of the features of FrontPage. This includes remote authoring, threaded discussion groups, full-text search, and surveys."

Server Extensions

FrontPage Extensions are CGI programs which provide the server side implementation of FrontPage. FrontPage communicates with the extensions via HTTP using a Remote Procedure Call (RPC). When the server sees the "POST" request addressed to the FrontPage server extensions it simply directs the request to the appropriate CGI program. The extensions implement authoring (uploading/downloading documents, ToDo Lists), administration (setting end-user, author, and administrator privileges), and dynamic content (browse-time WebBot components).

Without the FrontPage Server Extensions you will not be able to take advantage of the [WebBots](#) that are available through FrontPage. Also, without the extensions you cannot author and administer your web using the tools provided as part of the FrontPage Editor/Explorer package.

What we mean by "we support FrontPage."

- We configure your website for FrontPage by installing and maintaining the server extension.
- We provide Technical Support related to the functionality of the extensions. e.g. the server extension is corrupted and needs to be reinstalled.

- We point you to resources that will help you solve problems, publish your FrontPage webs and learn techniques for getting the most from your FrontPage software.

Hostway DOES NOT and cannot provide technical support related to the use of your FrontPage software. User issues should be directed to the Microsoft Technical Support Team.

6.2. Installing FrontPage Extensions

New Accounts

Check "Yes" to "Enable FrontPage Extension" option in our order form. Or indicate that you want the FrontPage Server Extension installed on your site.

Existing Accounts

Send an email request to support@hostway.com with the following information:

- Your domain name
- Your Hostway.com customer ID
- Your request for FrontPage extensions.
- Confirmation that you have back-up of any web pages currently on the site.

(In most cases it is not necessary to delete files currently on the site to install the extensions. However, if there are directories or files with special permissions (.htaccess) these will have to be removed. You can then re-establish permissions and password protection via the FrontPage Explorer.)

On existing sites, the installation will generally be done within 24 hours.

6.3. Some Limitations Using FrontPage

There are some issues which potential FrontPage users should consider:

- **Web size** -- This seems to be most critical when a "searchable event" is present in the web (Search, Discussion Forum and Table of Contents). The lengthy process of updating the indices for these functions can lead to the connection timing-out (HTTP 500 Error or "Server "" has timed-out"). You will experience server time outs while recalculating links as well.
- **Number of files** -- Websites with a large number files will experience similar problems as above.

Work Around:

You should divide your web site into smaller chunks - child webs. This way FrontPage only recognizes a portion of your Web site at a time. Draw back to this solution is that you have to close the current child web if you wish to work on files that reside in another child web. More detail.

- **Disk Usage** -- You may create and publish as many child webs as your disk storage space allows. However, for each child web you publish, FrontPage duplicates certain information into indices and hidden files. This adds "overhead", increasing the storage space required for your files. Microsoft's documentation notes, "FrontPage 97's optional

full-text search indexes can take up to the same amount of disk space as your textual content."

- **PRECAUTIONS**

There are several precautions which need to be taken to protect the FrontPage extensions on your site if it is housed on the UNIX servers:

a) **Do NOT use regular FTP (such as WS_FTP) to upload files to the server when FrontPage extensions are installed. This may corrupt the extensions, disabling the interactive features available with FrontPage.**

Exception to the Above Rule:

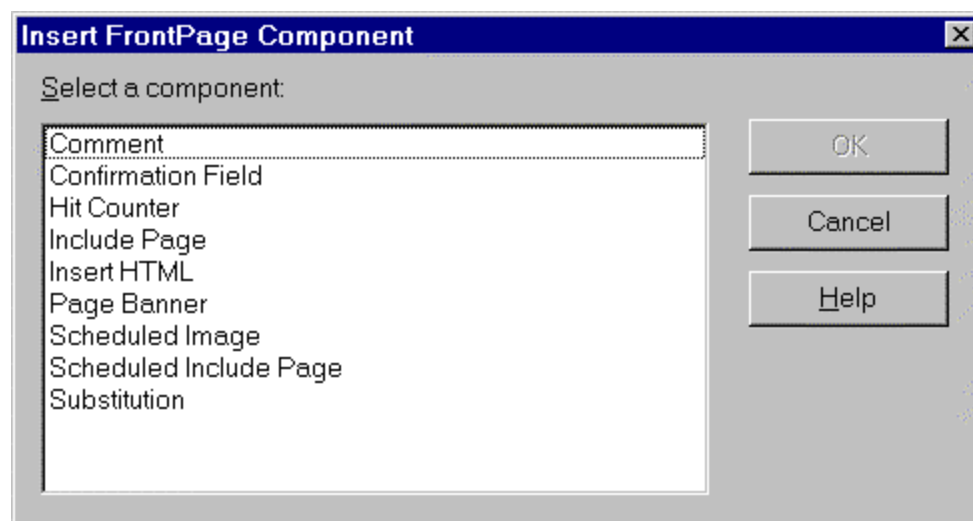
1) If you are uploading cgi scripts, you have to use FTP program to upload your scripts, but you can ONLY FTP safely to cgi-bin. Special precautions must be taken when adding custom scripts to a FrontPage web. Scripts cannot be added through the "Publish" web function as part of the FP web because FrontPage does not transfer files in true ASCII.
-Using WS_FTP, go DIRECTLY to the cgi-bin directory, transfer the file in ASCII, then right click on the ftp window.
-From the pop-up menu, select FTP commands, SITE.
-Then enter the command CHMOD 755 <file_name>. This will properly upload and set permissions for the script

2) You can safely FTP to your /home directory or directories outside of your /www directory

3) You can safely FTP subdirectory within your /www directory. **BUT** you must have created the subdirectory using either your FTP program or via Telnet. This will not work if you created the subdirectory using FrontPage Explorer.

6.4. Bots and Features

WebBots are the mechanism for invoking many of the interactive features built into FrontPage. These features are added to your web through the FrontPage Editor | Insert FrontPage Component



Some, such as include and Substitution allow elements of the web to be entered once and included in any or all of the pages by inserting the Bot component referencing that element (e.g. a logo or navigation bar). Changes made to the "master" element are made automatically to any page containing the referencing Bot.

Other Bots, such as Search, Table of Contents and Timestamp, control dynamic browse-time features. These Bots work behind the scenes to keep the web up-to-date for visitors.

For more information on using the Bots, see the documentation provided with FrontPage or contact Microsoft Technical Support.

Features

Since FrontPage was created for developing web-sites in the Windows environment, some features are not available when the site is hosted on our UNIX servers.

- Active Server Pages
- ODBC and MS SQL Database connections (Access, FoxPro)
- ActiveX
- VBScript
- [SSL \(Secure Socket Layer\) Forms Processing](#) (using the WebBot Save Results component)

6.4.1. How do I use SSL (Secure Socket Layer) with FrontPage?

For information on adding secure references to your web pages see Hostway.com's online manual on invoking secure transactions.

Note that only scripts in cgi-bin will be recognized by SSL

(_vti_bin/shtml.exe which FrontPage configures will not work securely)

NOTE: The WebBot Save Results Component configuration in the FrontPage Form Handler Properties **cannot** be used in conjunction with SSL. Output from the form must be routed through the [cgimail](#) script in Hostway.com's cgi-bin.

(This is only temporary until Stronghold and Microsoft resolve this conflict)

For information on adding secure references to your web pages see Hostway.com's online manual.

6.4.2. Password Protecting Web Directory and Sub Directories

To password protect your website using FrontPage98...

- 1) Open the remote web in FrontPage Explorer
- 2) Select Tools | Permissions
- 3) Select the radio button for Unique permissions, click Apply
- 4) Select Users tab, select radio button for the level of permissions you are setting and Apply, then Add, Edit or Remove. If you choose Add, Choose the level of access you want the individual to have, add their user name and password and click OK.

NOTE: This does not change the permissions for the web locally, that must be done while connected to the PWS on your local machine.

To password protect a subfolder within your website.

To password protect a portion of your site using FrontPage98 it must be made

into a childweb and have permissions set separately from the <root web>. To make a subdirectory (folder) into a childweb:

- 1) Open FrontPage Explorer
- 2) Select File | New-> FrontPage Web
- 3) Choose "Empty Web" from the selection list
- 4) For Name of New FrontPage Web type the EXACT NAME of the sub-directory and click ok.

The directory and all enclosed files will become a "childweb" which may then be open, published, edited and/or removed without affecting the rest of the webs on your site. You can also set unique permissions in this childweb.

This can be done on either the local or remote servers.

To set or change Permissions:

- 1) Open the remote web in FrontPage Explorer
- 2) Select Tools | Permissions
- 3) Select the radio button for Unique permissions, click Apply
- 4) Select Users tab, select radio button for the level of permissions you are setting and Apply, then Add, Edit or Remove. If you choose Add, Choose the level of access you want the individual to have, add their user name and password and click OK.

NOTE: You cannot do this locally and upload. You have to be connected to our server directly using your FrontPage Explorer. Here is how.

- 1)Open FrontPage Explorer
- 2)Select File | Open FrontPage Web..
- 3)Choose "Open an existing FrontPage web"
- 4)Choose <Root Web> Make sure it is your domain name or IP address.
- 5)Click "OK"
- 6)Follow onscreen instructions

6.4.3. Setting up forms to send results via email from Microsoft Knowledgebase

The information in this article applies to:

- Microsoft FrontPage 98 for Windows
- Microsoft FrontPage 97 for Windows with Bonus Pack
- Microsoft FrontPage for Windows, versions 1.0, 1.1
- Microsoft FrontPage for the Power Macintosh, version 1.0

SUMMARY

This article describes how to set up a FrontPage form to submit form results as an e-mail attachment rather than saving the results in a file. Note that some browsers may not support the mailto Uniform Resource Locator (URL).

NOTES:

- Microsoft Internet Explorer, versions 2.0, 3.0, and 4.0 do not support the inclusion of form output to a mailto URL.

- Posting results by e-mail will work only if the client has a Post Office Protocol 3 (POP3) compliant e-mail system.

MORE INFORMATION

FrontPage 98

To set up a form to submit results as an e-mail attachment, follow these steps:

1. In FrontPage Editor, create a form.
2. Right-click any object in the form, and then click Form Properties on the menu that appears. The form will be outlined by a dashed box.
3. In the Email Address box, type the e-mail address of the recipient.
4. Click OK.

NOTE: If the FrontPage Server Extensions are not configured to send a form in e-mail format, the following message will appear:

The FrontPage Server Extensions have not been configured to send e-mail. Please direct your system administrator or Internet Service Provider to follow the instructions at 'Setting Up Your E-mail Transport' in the \SERK\enu\admin.htm file on the FrontPage CD-ROM.

Would you like to remove the e-mail recipient?

In this case, click Yes and contact the server administrator for help setting up the extensions to send e-mail.

All other versions of FrontPage

To set up a form to submit results as an e-mail attachment, follow these steps:

1. In FrontPage Editor, create a form.
2. Right-click any object in the form, and then click Properties on the menu that appears. The form will be outlined by a dashed box.
3. Click Form.
4. In the Form Handler list, select Custom CGI Script and then click Settings.
5. In the Action box, type the following, replacing everything after "mailto:" with the actual e-mail address you want to use:
`mailto:example@microsoft.com`
6. In the Method box, type or select Post, and then click OK.
7. Click OK twice.

When your form is submitted, your e-mail program will start and open a New Message window. The form will be sent as a text attachment if the sender's e-mail system and Web browser support this type of action. If the sender's Web browser does not support the mailto URL, the sender can insert the text and manually send the message.

6.5. Troubleshooting Guide

- **"Root Web Busy"**

FTP or Telnet into your account. Go to your root web directory (/www/yourdomain/) Go to _vti_pvt/ Remove "service.lck" file. This usually happens when FrontPage session is interrupted before completion.

- **"Front Page Extensions Not Installed"**

FrontPage extensions are easily corrupted. If you get this error even though you know the extensions are installed, there is a good chance that your extensions are corrupted. We would need to reinstall the extensions. Please contact our support team to accomplish this.

Warning: You will lose your themes and shared borders when the extensions are reinstalled. So you would need to make sure your local copy of the web is current and once you receive a notice from our support team that the extensions have been reinstalled, upload your website again.

- **"I published my web but it is not showing up!"**

The most common cause of this is when you publish to a subdirectory of your root web directory. You probably filled in the "Destination Web Name" box. It should be left blank.

- **"Counter, guestbook, bbs aren't working!"**

The problem is generally due to incorrect permission settings on the directory, files, or the scripts. Please do not change permission settings unless you have a specific reason for doing so.

- **"Search function doesn't return any results."**

Your root web 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 your account and goto 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 the your PC. Recalculate links, test locally with your browser and publish.

- **"FP asks for host server and the directory path."**

Please contact support to have the FP extensions reinstalled. FrontPage extensions are easily corrupted. If you get this error even though you know the extensions are installed, there is a good chance that your extensions are corrupted. We would need to reinstall the extensions. Please contact our support team to accomplish this.

Warning: You will lose your themes and shared borders when the extensions are reinstalled. So you would need to make sure your local copy of the web is current and once you receive a notice from our support team that the extensions have been reinstalled, upload your website again.

- **Server timing out**

This perhaps the most serious flaw with FrontPage. This problem surfaces when uploading a website with a huge number of files to our server. The official suggestion from Microsoft is to break the web into a smaller sub webs on your PC, then upload these individually.

FrontPage2000 has a new feature that makes it easier to do this:

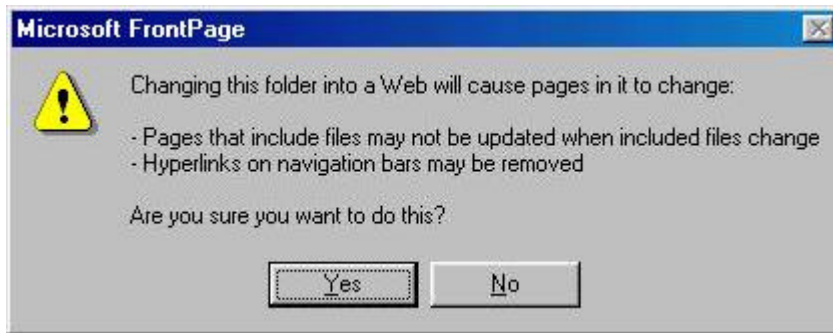
from Microsoft Support Online

Converting Folders to Child-webs

Sometimes, it is necessary to separate a large web into smaller subwebs.

A great, new feature in FrontPage 2000 has been added to avoid the hassles of having to create a new web by importing folders of another web. With two simple clicks of the mouse, you can convert any folder into a FrontPage web.

With the parent web open in Microsoft FrontPage 2000, right-click the folder you would like to convert, and click **Convert to Web**. Microsoft FrontPage 2000 displays the following dialog box:



If you click **Yes**, FrontPage adds the **_private**, **_vti_cnf**, **_vti_pvt**, **_vti_script**, **_vti_txt**, and **images** folders, which are indicative of a Microsoft FrontPage web. The folder icon also changes from the Windows folder icon to the Web folder icon.

If you double-click this folder, you will start another instance of Microsoft FrontPage 2000, and open the newly converted web.