NTT/VERIO

VPS/MPS

User Guide

CPX Control Panel

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Introduction

Welcome to your control panel User Guide for System Administrators! This document describes features and functionality of the control panel for your VPS account.

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System Administration

The System Administration module of your control panel enables you to manage many functions related to your account. The System Administration features of your control panel are listed here:

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Managing Services

The Manage Services window enables you to perform various actions on services used with your account. Depending on the service, you can stop, start/restart, or reboot these functions:

- ftp: The program that controls file transfers to and from the server.
- httpd: The Web server that answers web page requests.
- imap: The email protocol that provides remote email access.
- imaps: The email protocol that provides secure (over TLS/SSL) access to your email.
- pop3: The email protocol that provides the ability to retrieve email messages from server.
- pop3s: The email protocol that provides the ability to retrieve email messages from a server with secure (over TLS/SSL) access.
- sendmail: The program that manages email messages on the server.
- server: The server that runs all of your processes.
- sshd: The program that controls secure remote shell connections.
- telnet: The program that controls unencrypted remote shell connections.

These services have two states: running or stopped. You have the option of stopping or restarting a service. The exception is your server, where you can only reboot it.

Note: Various services have different capabilities, so you can not perform all of these actions on all of these services.

Important: Rebooting your server may take several minutes. During this reboot time, you will not have access to any server functions, including access to the control panel. If you reboot your server, and then try to do anything with your account too quickly, you may get an error message. Wait a few minutes before working on your account after rebooting your server.

To Stop a Service:

1. If you want to stop a service, click **stop** for the service you want to stop. A pop up window appears, asking if you are sure you want to stop the service.
2. Click **OK**. A confirmation message appears. The stop link changes to start.

To Start or Restart a Service:

1. If you have stopped a service or want to restart a running service, you can start it again by clicking start or restart in the Actions column for the service you want. When you try to restart a service a pop up window appears, asking if you are sure you want to restart the service.
2. Click **OK**. The window refreshes, with a message telling you that the service was started. The stop link changes to start.

To Reboot Your Server:

1. To reboot your server, click **reboot** on the server line. A pop up window appears, asking if you are sure you want to reboot your server.
2. Click **OK**. A "success" message appears.

Creating Editing Disabling and Deleting Tasks

You can create, edit, disable and delete crontab tasks in the Schedule Tasks section of your System Administration tool. Creating tasks and scheduling them using this tool enables you to automatically execute commands regularly on your VPS to avoid manually executing them every day, week, or month. You can delete, disable or enable a crontab task by selecting the checkbox next to the task and clicking the appropriate button, or by clicking the appropriate link in the Actions column.

Note: You cannot disable task descriptions.

To Create a New Task:

From the Schedule Tasks window, click **Create New Task**.

3. The Create Task window appears. Click the **Use Existing** drop down menu and select a task. Or, you can create a completely new task description.
4. After you name the task, set the time and frequency of the task by selecting the **Select Date & Time:** option and clicking on the times the task should run, or select the **Select a Template:** radio button and choosing a regular schedule from the Run job: drop down menu.
5. Type the command line instruction in the Command: text box.
6. Click **Save** to save the task and return to the Schedule Tasks window.

- Or, click **Save/Create New Task** to save the task and refresh the current window to enter a new task.
- Or, click **Clear/Reset** to refresh the current window with clear fields.
- Or, click **Cancel** to return the Schedule Tasks window without saving the task.

To Edit a Task:

1. Find the task you want, and click **edit**. The Edit a Task window appears.
2. After you find the task, set the time and frequency of the task by selecting the **Select Date & Time:** option and clicking on the times the task should run, or select the **Select a Template:** radio button and choosing a regular schedule from the Run job: drop down menu.
3. Type the command line instruction in the Command: text box.
4. Click **Save** to save the task and return to the Schedule Tasks window.

- Or, click **Save/Create New Task** to save the task and refresh the current window to enter a new task.
- Or, click **Clear/Reset** to refresh the current window with clear fields.
- Or, click **Cancel** to return the Schedule Tasks window without saving the task.

To Disable a Task:

1. Find the task you want, and click **disable**. A pop up window appears asking if you are sure you want to disable the task.
2. Click **OK**. A confirmation message appears.
3. The disable link changes to enable in the Actions column.

To Delete a Task:

1. Find the task you want, and click **delete**. A pop up window appears asking if you are sure you want to delete the task.
2. Click **OK**. A confirmation message appears.

Viewing Apache Log Files

Viewing Apache log files may require slightly different steps if you are not using Internet Explorer. If you have a different browser, consult the help file for that browser if you need further information. If you run a Macintosh or Linux operating system, these instructions may not be complete. Check the help files of those operating systems for more information about downloading files. Your Apache log files provide valuable information about your Web server activity.

The Access Log records all requests processed by the Web server. This usually includes the IP address of the requestor, time of request, page requested, and program or browser making the request. However, the Access Log can be configured in many different ways to record a broad range of information. The Error Log contains information valuable when diagnosing problems and troubleshooting new pages or scripts. It records errors the Web server encounters while processing requests. When there are problems with the Web server, it is suggested to begin troubleshooting by analyzing the Error Log.

Note: If you decide to use the Archive Now feature, you may create a conflict with settings for web site log rotation that the system has in place for your domain under Domain Management. It may also create problems for any program that may be analyzing the Web server logs.

For more information about Apache Web Logs, see http://httpd.apache.org/docs/1.3/logs.html

To View Your Apache Log Files:

1. Click **View Apache Log Files**. The View Apache Log Files window appears.
2. Select the appropriate domain from the View and manage Apache log files for: drop-down menu. The information for the log files of the selected domain appear.
3. If this domain has logs enabled you see the path to the log file, its current size, the number of archived logs, and possible actions. If this domain does not have logs enabled, then you will see the Name displayed as /dev/null with a size of 0.

To View the Last 200 Lines of a Log File:

1. From the View Apache Log Files window, select the appropriate domain from the View and manage Apache log files for: drop-down menu.
2. If the domain has an active log file, click **view last 200 lines** in the Actions column. A new window opens, displaying the last 200 lines written to the log file and action buttons.
3. To archive the log, click **Archive Now**.
4. To download the entire log file to your computer, click **Download Entire Log**. A dialog box appears, asking if you want to save the file.
5. Click **Yes**. Save the file as needed.
6. To close the window, click **Close Window**.

To Download a Log File to Your Computer:

1. From the View Apache Log Files window, select the appropriate domain from the View and manage Apache log files for: drop-down menu.
2. Click **download entire file** for the file you want. A dialog box appears, asking if you want to save the file.
3. Click **Yes**. Save the file as needed.

To Archive a Log Manually:

1. From the View Apache Log Files window, select the appropriate domain from the View and manage Apache log files for: drop-down menu.
2. Click **archive now** for the file you want to archive. The window refreshes with the message stating that you have successfully archived the log.

To View Archived Log Files:

1. From the View Apache Log Files window, select the appropriate domain from the View and manage Apache log files for: drop-down menu.
2. Click **view archive** for the file you want. The View Archived Apache Log Files window appears, displaying the archived files, their size, and possible actions.
3. To download an archived file, click **download entire file** for the file you want. A dialog box appears, asking if you want to save the file.
4. Click **Yes**. Save the file as needed.
5. To delete a file, click **delete**. A dialog box appears, asking if you are sure you want to delete the file.
6. Click **OK**. The window refreshes with a message that you have successfully deleted the archive.
7. To delete multiple archived log files, select the appropriate checkboxes for the file, then click **Delete**. A dialog box appears, asking if you are sure you want to delete the files.
8. Click **OK**. The window refreshes with a message that you have successfully deleted the archives.

Viewing Account Information

Your Account Information window provides you with the following information:

- Your Server Name: Displays the name you have assigned to this server.
- The server I.P. Address: Displays the location of the server on the Internet.
- Disk Usage figure: Displays how much disk space you have used and have left.
- Number of Open Files: Displays number of open file descriptors currently in use by processes.
- Number of Processes: Displays the number of programs running on your VPS.
- Number of Virtual Hosts: Describes how many virtual hosts you have set up.
- Number of Users: Describes how many users you have set up.

To View Your Account Information:

From your control panel, click **View Account Information**. The View Account information window appears, displaying your account information.

Setting Your Server Time Zone

Many time-sensitive tasks and records are tied to your server time zone.

Note: Greenwich Mean Time is the default setting for VPS servers. If you change the server time from GMT, you should ensure that you have the appropriate time zone set for your cron jobs or other processes. Setting the time zone under System Administration changes the time zone for the server itself. Any script or process that asks the server what time it is will receive the time in the time zone set here. Setting the time zone under My Preferences sets the time zone displayed to the end user in the control panel interface, but actually doesn't change anything on the server.

To Set Your Server Time Zone:

1. From your control panel, click **Set Server Time Zone**. The Set Server Time Zone window appears.
2. Click the **Time Zone** drop down menu to view a list of time zones.
3. Select the time zone you want.
4. Click **Save**. Your VPS sets the time zone when you reboot the server.
5. To reboot your VPS, click **Manage Services**. The Manage Services window appears.
6. Click **reboot** in the server line.
7. It takes a while for the server to reboot. You will see a message stating that the server is rebooting. Afterward, the window refreshes. The server uses your new time zone going forward.

User Management

The User Management module of your control panel enables you to manage many functions related to the sub-users associated with your account. The User Management features of your control panel are described here:

- Creating a Domain Administrator: below
- Adding an End User on page 9
- Editing a Domain Administrator: on page 10
- To Edit an End User: on page 11

Creating Users

The following section describes how to add users to your account.

Creating a Domain Administrator:

Notes:

- If you enable the Mail privilege for your domain administrators, you create a mailbox on the server for them. Enabling the Mail privilege for domain administrators gives them an email address on the server domain, and an email address on all of the virtual host domains added to their account.
- If you enable File Management access for your domain administrators, you give them access to a personal home directory for file storage on the domain, and the ability to transfer files to and from the directory. Granting this privilege to domain administrators provides File Management access to the document root for each domain in their account.
- If you enable Shell access for your domain administrators, you allow them to access domain account functions on the server, using the command line interface through an SSH client or Telnet client.

Important: In order to keep your passwords secure, you should always log in to your control panel via https, not http.

1. Click **Add Domain Admin**. The Add Domain Admin: Profile window appears.
2. Type the new user's full name in the Full Name field.
3. Type the user's login ID in the Login ID field. The Login ID must be a unique name. If it matches a name you have already submitted for another user, VPS displays an error message when you try to submit the name.
4. Type the user's password in the Password field.
5. Type the user's password again in the Confirm Password field.
6. Type the user's disk space quota (in MB).
7. Select the privileges (Mail, File Management, Shell Access) that you want for this user.
8. If you selected Shell Access, select the shell from the Shell Access drop-down list.
9. Click **Next**. The Mail Setup window appears containing the Mailbox Name for the domain administrator, an associated email address, and a Mail Applications section that enables you to turn on or off filtering and antivirus features.
10. If you wish to change the default email address, type a different address in the Email Address field.
11. If you wish to change the default mail applications, de-select the checkboxes for Webmail client, SpamAssassin, and/or Clam Antivirus.

12. Click **Next**. The Domain Setup window appears containing the Domain Alias option, the Web Services options, the End Users options, the Email Addresses options, the Website Logs options, the Domain Contact, and Mail Catchall options.
13. Select **Enable www domain alias** if you want to ensure that domain administrators typing the www. prefix or just typing the domain name will arrive at the domain you have created.
14. Select **CGI** or **SSL** if you want the domain administrator to be able to use either feature.
15. Type the number of email addresses the domain administrator can create by in the Maximum number of email addresses field, or allow the domain administrator an unlimited number by selecting the other option in this section.
16. Select **Do not create or store website logs** if you do not want logs created for the domain administrator's site.
17. Select **Create and store website logs** if you want logs created for the domain administrator's site.
18. Select **Never rotate website logs** if you do not want new logs created at intervals for the domain administrator's site.
19. Select **Rotate** and click the drop-down arrows to specify the interval you want to rotate and the number of days you want to save logs for the domain administrator's site.
20. Select **Reject mail** if you want all misdirected mail returned to sender with an unknown user message.
21. Select **Silently discard mail** if you want all misdirected mail deleted without a message returned to sender.
22. Select **Deliver mail to Domain Admin** if you want all misdirected mail sent to the domain administrator's address.
23. Select **Deliver mail to:** if you want all misdirected mail sent to an email address you type in the Deliver mail to: field.
24. Click **Next**. The Add Domain Admin: Preview window appears with all of the options you have chosen.
25. Click **Previous** if you want to go back and make changes.
26. Click **Save** if you want to save the information.
    - Click **Save and Create Another** if you want to save the information and create another domain administrator.
    - Click **Cancel** if you want to cancel your changes.

Adding an End User

Important: In order to keep your passwords secure, you should always log in to your control panel via https, not http.

1. Click **Add End User**. The Add Domain Admin: Profile window appears.
2. Type the new user's full name in the Full Name field.
3. Type the user's login ID in the Login ID field. The Login ID must be a unique name. If it matches a name you have already submitted for another user, VPS displays an error message when you try to submit the name.
4. Type the user's password in the Password field.
5. Type the user's password again in the Confirm Password field.
6. Type the user's disk space quota (in MB).
7. Select the privileges (Mail, File Management, Shell Access) that you want for this user.

8. If you selected Shell Access, select the shell from the Shell Access drop-down list.
9. Click the **Domain** drop-down list and select the user's associated domain.
10. Click **Next**. If the user has mail privileges, the Add End User Mail Setup window appears with the mailbox name and email address in the appropriate fields.
11. Select the Mail applications (Webmail, SpamAssassin, Clam AntiVirus) you want for this user.
12. Click **Next**. The Add End User Preview window appears displaying the information you have selected for this user. If all the information is correct, go to the next step. To change the Mail Applications information, click **Previous** and make the desired changes, then click **Next** to go to the Preview window. To change any other information, click **Previous** twice to get to the Profile window and make any desired changes, then click **Next** twice to go to the Preview window.
13. Click **Save**. The User List window appears with a message informing you that the user has been added.
    - Click **Save and Create Another** if you want to save the information and create another end user.
    - Click **Cancel** if you want to cancel your changes.

Editing a Domain Administrator:

Notes:

- You do not have to edit everything in the domain administrator profile. This is a procedure that goes from the top of the profile window to the bottom.
- If you enable the Mail privilege for your domain administrators, you create a mailbox on the server for them. Enabling the Mail privilege for domain administrators gives them an email address on the server domain, and an email address on all of the virtual host domains added to their account.
- If you enable File Management access for your domain administrators, you give them access to a personal home directory for file storage on the domain, and the ability to transfer files to and from the directory. Granting this privilege to domain administrators provides File Management access to the document root for each domain in their account.
- If you enable Shell access for your domain administrators, you allow them to access domain account functions on the server, using the command line interface through an SSH client or Telnet client.

Important: In order to keep your passwords secure, you should always log in to your control panel via https, not http.

1. Click **User List**. The User List window appears.
2. Click **properties** for the domain administrator you want to edit. The Properties window for the selected domain administrator appears.
3. Click **edit** in the Profile section. The Profile window appears.
4. Type a new user name in the Full Name field. You cannot change the login ID.
5. Type the user's password in the Password field.
6. Type the user's password again in the Confirm Password field.
7. Type the user's disk space quota (in MB).
8. Select the privileges (Mail, File Management, Shell Access) that you want this user to provide end users.
9. If you selected Shell Access, select the shell from the Shell Access drop-down list.

10. Click **Next**. The Mail Setup window appears containing the Mailbox Name for the domain administrator, an associated email address, and a Mail Applications section that enables you to turn on or off filtering and antivirus features.
11. If you wish to change the default email address, type a different address in the Email Address field.
12. If you wish to change the default mail applications, de-select the checkboxes for Webmail client, SpamAssassin, and/or Clam Antivirus.
13. Click **Next**. The Domain Setup window appears containing the Domain Alias option, the Web Services options, the End Users options, the Email Addresses options, the Website Logs options, the Domain Contact, and Mail Catchall options.
14. Click **Previous** if you want to go back and make changes.
15. Click **Save** if you want to save the information.
    - Click **Cancel** if you want to cancel your changes.

To Edit an End User:

Important: In order to keep your passwords secure, you should always log in to your control panel via https, not http.

1. Click **User List**. The User List window appears.
2. Click **properties** for the user you want. The Properties: window appears.
3. Click **Edit Profile**. The Edit Profile window appears.
4. Type the user's name into the Full Name: field. You cannot change the Login ID of an end user once it is created.
5. Type the user's password in the Password field.
6. Type the user's password again in the Confirm Password field.
7. Type the user's disk space quota (in MB).
8. Select the privileges (Mail, File Management, Shell Access) that you want for this user.
9. If you selected Shell Access, click the **Shell Access** drop-down menu and select the shell you want.
10. Click the **Domain** drop-down list and select the user's associated domain.
11. Click **Save**. The Properties window appears, with the new data.
12. If the user has mail privileges, click **Edit Mail Setup**. The Edit Mail Setup window appears.
13. Select the Mail applications (Webmail, SpamAssassin, Clam AntiVirus) you want for this user.
14. Click **Save** to save your changes. Click **Cancel** if you want to cancel your changes. The Properties window appears, displaying any changes you made.
15. Click **OK**. The User List window appears.

Domain Management

The Domain Management module of your control panel enables you to manage many functions related to domains associated with your account. The Domain Management features of your control panel are described here:

To View the Domain List:

1. On the control panel, click **Domain List**. The Domain List window appears.
2. Click **Display Domains of** and select the domain administrator who owns the domains you want to view.
3. Click **Go**. The Domain List window refreshes displaying a list of the domains administered by the selected domain administrator.

To Add a Domain to a User Profile:

Note: After a domain is added, the domain name cannot be changed.

1. Click **Add Domain**. The Add Domain Setup window appears.
2. Click **Add the domain to the following user** and select the domain administrator you want from the associated drop-down menu.
3. Type the new domain in the Domain field.
4. Select the Web services you want:
   - Select **CGI** to permit CGI scripts in the domain's cgi-bin directory.
   - Select **SSL** to permit a secure HTTPS connection using a shared certificate.
5. Type the number of end users the domain administrator can create in the End Users field. Or, select the **An unlimited number of end users** option to allow an unlimited number of end users.
6. Type the number of email addresses the domain administrator can create in the Email Addresses field. Or, select the **An unlimited number of email addresses** option to allow an unlimited number of email addresses.
7. Next to Website Logs, select the Website log options you want.
   - Select **Do not create or store website logs** if you do not want the site to use logs.
   - Select **Create and store website logs** if you want to use third-party stats packages.
   - Select **Never rotate website logs** if you do not want to delete any logs.
   - Click **Rotate** and select the frequency of the log rotation you want from the associated drop-down menu.
   - Select the number of logs you want to save from the **and save** drop-down menu.

8. Type the email address of the person to be contacted if error messages are generated by the system in the Domain Contact field.
9. Select the Mail Catchall option you want:
    - Select **Reject mail - return as unknown user** if you want misaddressed mail returned to the user with an "unknown user" reply message.
    - Select **Silently discard mail** if you want misaddressed mail if you want misaddressed mail deleted without a reply message sent to the sender.
    - Select **Deliver mail to Domain Admin** if you want misaddressed mail sent to the email address of the domain administrator.
    - Select **Deliver mail to:** if you want misaddressed mail delivered to the email address you type in the associated field. If you type multiple addresses, separate each one with a comma.
10. When you are finished, click **Next**. The Add Domain Preview window appears displaying the options you have selected for this domain. To make any changes, click **Previous**, make the desired changes, and then click **Next** to go to the Preview window.
11. Click **Save** if you are finished. A confirmation message appears.
    - Click **Save/Create Another** if you want to add another domain. A message appears confirming that the domain has been added and the window refreshes with blank fields.
    - Click **Cancel** to cancel your changes.

To Edit a Domain:

Note: After a domain is added, the domain name cannot be changed.

1. Click **Domain List**. The Domains window appears.
2. In the Actions column, click **properties** for the domain you want to edit. The Properties window for the selected domain appears.
3. Click **Edit** in the Domain Setup section. The Edit Domain Setup window appears.
4. Select the **Enable** or **Disable** option for the alias in the Domain section.
5. Select the Web services you want:
    - Select **CGI** to permit CGI scripts in the domain's cgi-bin directory.
    - Select **SSL** to permit a secure HTTPS connection using a shared certificate.
6. Type the number of end users the domain administrator can create in the End Users field. Or, select the **An unlimited number of end users** option to allow an unlimited number of end users.
7. Type the number of email addresses the domain administrator can create in the Email Addresses field. Or, select the **An unlimited number of email addresses** option to allow an unlimited number of email addresses.
8. Next to Website Logs, select the Website log options you want.
    - Select **Do not create or store website logs** if you do not want the site to use logs.
    - Select **Create and store website logs** if you want to use third-party stats packages.
    - Select **Never rotate website logs** if you do not want to delete any logs.
    - Click **Rotate** and select the frequency of the log rotation you want from the associated drop-down menu.
    - Select the number of logs you want to save from the **and save** drop-down menu.

9. Type the email address of the person to be contacted if error messages are generated by the system in the Domain Contact field.
10. Select the Mail Catchall option you want:
    - Select **Reject mail - return as unknown user** if you want misaddressed mail returned to the user with an “unknown user” reply message.
    - Select **Silently discard mail** if you want misaddressed mail if you want misaddressed mail deleted without a reply message sent to the sender.
    - Select **Deliver mail to Domain Admin** if you want misaddressed mail sent to the email address of the domain administrator.
    - Select **Deliver mail to:** if you want misaddressed mail delivered to the email address you type in the associated field. If you type multiple addresses, separate each one with a comma.
11. Click **Save** if you are finished. A confirmation message appears.
    - Click **Cancel** to cancel your changes.

To Delete a Domain:

Note: Before you can delete a domain, you must delete all accounts configured under it. Deleting a domain administrator account permanently removes all that domain administrator’s information and mail from the server.

1. Click **Domain List**. The Domains window appears.
2. In the Actions column, click **delete** for the domain you want to delete. A message appears asking if you are sure you want to delete this domain.
3. Click **OK**. The window refreshes with that domain deleted from the list and a message informing you that the selected domain has been deleted.

To Disable a Domain:

Note: Disabling a domain account temporarily freezes the account. The users’ settings and mail are not deleted. While in a disabled state, all users (domain administrator and End Users) associated with this domain are unable to retrieve mail or access the account through the control panel, File Management, or shell.

1. Click **Domain List**. The Domains window appears.
2. In the Actions column, click **disable** for the domain you want to disable. A message appears asking if you are sure you want to disable this domain.
3. Click **OK**. The window refreshes with a message informing you that the selected domain has been disabled. The word "disabled" appears in the Status column for that domain.

To Enable a Domain:

1. Click **Domain List**. The Domains window appears.
2. In the Actions column, click **enable** for the domain you want to enable. The window refreshes with a message informing you that the selected domain has been enabled. The word "enabled" appears in the Status column for that domain.

To Edit a Domain Setup:

1. Click **Domain List**. The Domain List window appears.
2. Click **properties** for the domain you want to edit. The Properties window for the selected domain appears.
3. Next to Domain Setup, click **Edit**. The Edit Domain Setup window for the selected domain appears.
4. Edit the settings you want to change.
5. Click **Save**. A confirmation message appears.
    - Click **Cancel** to cancel your changes.

File Management

The File Management module of your control panel enables you to manage many functions related to the files and directories associated with your account. The File Management features of your control panel are described here:

To Print a File:

1. On the control panel, click **File List**. The File List window appears.
2. Click the name of the file you want to view. The Properties window appears.
3. Under File Properties, in the Actions row, click **View**. The file contents appear in a separate window.
4. To print the text, press **Ctrl+p**. The Print window appears.
5. Click **Print**. The file text prints.

To Change Permissions for Files or Directories:

You can change Read, Write, and Execute permissions for the Owner, the Group, or the World (everyone) on a directory or file.

Note: There are several types of permissions you can assign or change on a file. You can assign Read, Write, and Execute permissions to directories. These permissions are displayed in two ways. Read permissions may be displayed by the control panel as “Read” or by the lowercase letter “r.” Write permissions may be displayed by the control panel as “Write” or by the lowercase letter “w.” Execute permissions may be displayed by the control panel as “Execute” or by the lowercase letter “x.” If you assign Read, Write, Execute permissions, you may see all three words on the permissions link, or you may see “rwx” instead.

To Change Permissions for a Directory:

1. On the control panel, click **File List**. The File List window appears.
2. If you want to change permissions for the home directory, under Directory Properties, next to Permissions, click one of the following links: Read Write Execute (or r, w, x). If you want to change permissions for a subdirectory, click the name of the subdirectory that you want to change permissions for. When the Directory Properties window appears, next to Permissions, click one of the following links: Read Write Execute (or r, w, x). The Edit Permissions window appears.
3. Select the Owner, Group, and World permissions you want.
4. If you want to make the changes on the specified directory tree, select **Options**.

Note: The Options checkbox does not appear if no subdirectories exist

5. Click **Save**. The window refreshes with a message informing you that the permissions were successfully set.

To Change Permissions for a File:

1. On the control panel, click **File List**. The File List window appears.
2. If the file you want to change permissions for appears in the Directory Contents column, continue with the next step. If the file you want to change permissions for does not appear in the Directory Contents column, click the name of the directory that contains that file. The contents of that directory appear.
3. Click the name of the file that you want to change permissions for. The File Properties window for that directory or file appears.
4. Next to Permissions, click one of the following links: Read Write Execute (or r, w, x). The Edit Permissions window appears.
5. Select the Owner, Group, and World permissions you want.
6. Click **Save**. The window refreshes with a message informing you that the permissions were successfully set.

To Download a File:

Note: This procedure is written for Internet Explorer users. If you have a different browser, consult the help file for that browser if you need further information. If you run a Macintosh or Linux operating system, these instructions may not be complete. Check the help files of those operating systems for more information about downloading files.

1. On the control panel, click **File List**. The File List window appears.
2. If the file you want to download appears in the Directory Contents column, continue with the next step. If the file you want to download does not appear in the Directory Contents column, browse to the directory that contains the file you want to download. The contents of that directory appear.
3. In the Actions column, click **Download** for the file you want to download. The File Download window appears.
4. Click **Save**. The Save As window appears.
5. In the Save In field, browse to the directory where you want the file to be saved.
6. Type the name of the file in the File Name field.
7. Click **Save**. The Download Complete window appears; the file is saved in the selected directory.

To Delete Files:

Note: Before you delete a file, check its contents to be sure you are not deleting any information you want to keep. Deleting files in your server cannot be undone.

1. On the control panel, click **File List**. The File List window appears.
2. If the files you want to delete appear in the Directory Contents column, continue with the next step. If the files you want to delete do not appear in the Directory Contents column, click the name of the directory that contains the files. The contents of that directory appear.
3. Select the checkboxes for the files you want to delete.
4. Click **Delete**. The Delete window appears. If you are sure you want to delete the files, click **OK**. The home page appears with a message informing you that the files were successfully deleted.

To Delete a Directory:

Note: Before you delete a directory, check its contents to be sure you are not deleting any files you want to keep. Deleting a directory deletes all files or directories inside that directory.

1. On the control panel, click **File List**. The File List window appears.
2. If the directory you want to delete appears in the Directory Contents column, continue with the next step. If the directory you want to delete does not appear in the Directory Contents column, browse to the name of the directory that contains the directory you want to delete. The contents of that directory appear.
3. Select the checkbox for the directory you want to delete.
4. Click **Delete**. The Delete window appears. If you are sure you want to delete the directory, click **OK**.
5. The home page appears with a message informing you that the directory was successfully deleted.

To Delete a Shortcut:

1. On the control panel, click **File List**. The File List window appears.
2. If the shortcut you want to delete appears in the Directory Contents column, continue with the next step. If the shortcut you want to delete does not appear in the Directory Contents column, click the name of the directory that contains the shortcut. The contents of that directory appear.
3. Select the checkbox for the shortcut you want to delete.
4. Click **Delete**. A dialog box appears, asking if you are sure you want to delete the selected items.
5. Click **OK**. The window refreshes with a message informing you that the files were successfully deleted.

To View the Home Directory:

The File Manager displays the account owner's directory by default, unless the system administrator changes the default directory.

On the control panel home page, click **File List**. The File List window appears. You can also get back to the home directory from within the File List window by clicking **All Files**.

To View Hidden System Files:

Note: Hidden files are typically system files kept out of view to help unclutter your directory contents. They are typically shown as .filetype, where filetype is the file extension of the hidden file.

1. On the control panel home page, click **File List**. The File List window appears.
2. At the right end of the Contents of row, click *XX* **Hidden Files** (where XX represents the number of files). The home page refreshes displaying the hidden files in the Directory Contents column.

To View All Account Directories:

Note: The File Manager defaults to display the account owner's root directory. To view all the files in your directories, it depends on your user status. System administrators must view the All Files section, while domain administrators and end users can view their files by clicking File List.

1. On the control panel, click **File List**. The File List window appears.
2. Click **All Files**. The window refreshes displaying the root directory for this account.

To Upload Files:

Note: If you upload a file with the same name as an existing file in the same directory, the system renames the file by appending the word "new." If you want to use the new file with the same file name as a current file, rename the current file before you upload the file with the same name.

1. On the control panel home page, click **File List**. The File List window appears.
2. If you want to upload files to the current directory, click **Upload File**.
3. If you want to upload files to a different directory, select the name of the directory where you want to upload the files in the Directory Contents column. The contents of that directory appear. Then click **Upload File**. The Add/Edit Uploads window appears.
4. Click **Browse** and click on the name of the file on your computer you want to upload. The file name appears in the Browse field.
5. Click **Upload File**. After a few seconds, the window refreshes displaying the name and size of the uploaded file. The total size of all files you are uploading is also displayed.
6. Repeat this procedure until you have uploaded as many files as you want. The capacity for your account may limit the number or size of files you may upload.

Note: The total size of all files you are uploading is displayed in the Size column; you cannot upload more than 10MB of data per file.

7. Click **Done**. The selected directory window appears displaying the uploaded files in the Directory Contents column.

To Create a New File:

1. On the control panel home page, click **File List**. The File List window appears.
2. Click **Add File**. The Add File window appears.
3. Type the name you want in the New File Name field.
4. Select the template you want from the Choose Template drop-down list. Select **HTML** to format the document using common HTML code. Select **XHTML** to format the document based in the conventions set forth by the W3C committee on XHTML. For more information about XHTML, see http://www.w3.org/MarkUp/.
5. Select the word wrap style you want from the Word Wrap Options drop-down list. Select **None** if you do not want the content in the File Contents text box to wrap. Select **Soft**, if you want the content in the File Contents text box to line wrap but do not want to save your carriage returns. Select **Hard**, if you want the content in the File Contents text box to line wrap and you want to save your carriage returns.
6. Type the contents you want in the File Contents text box.
7. When you are finished, click **OK**. The home page appears with a message informing you that the file was successfully created.

To Create a Shortcut:

The Shortcut utility creates a new directory entry (linked file) which has the same modes as the original file. It is useful for maintaining multiple copies of a file in many places at once without using up storage for the "copies"; instead, a link "points" to the original copy. You can create shortcuts for files and directories by using the following procedure.

1. On the control panel, click **File List**. The File List window appears.
2. If you want to create a shortcut within the current directory (listed in Directory Properties), continue with the next step. If you want to select another directory, browse to the correct directory before continuing.
3. Click **Create Shortcut**. The Create Shortcut window appears.
4. In the Shortcut Name field, type the name you want for the shortcut.
5. If you want to create the shortcut file in the directory that appears in the Destination Directory field, continue with the next step. If you want to select another destination directory, click the blue directory icon. The Destination Directory pop-up window appears. Click the directory name you want and click Choose. That directory name appears in the Destination Directory field.
6. Click **OK**. The home page appears with a message informing you that the shortcut was successfully created. The shortcut file is in the destination directory.

To Create a New Directory:

1. On the control panel, click **File List**. The File List window appears.
2. Click **Add Directory**. The Add Directory window appears.
3. Type the name you want in the New Directory Name field.
4. Click **OK**. The home page appears with a message informing you that the directory was successfully created.

To Rename a Directory:

1. On the control panel, click **File List**. The File List window appears.
2. If the directory you want to rename appears in the Directory Contents column, continue with the next step. If the directory you want to rename does not appear in the Directory Contents column, browse to the name of the directory that contains the directory you want to rename. The contents of that directory appear.
3. Click **Rename** for the directory you want. The Rename window appears.
4. Type the name you want in the New Name field.
5. Click **OK**. The home page appears with a message informing you that the directory was successfully renamed.

Note: The control panel may not allow you to rename directories with certain special characters such as “/”.

To Rename a File:

1. On the control panel, click **File List**. The File List window appears.
2. If the file you want to rename appears in the Directory Contents column, continue with the next step. If the file you want to rename does not appear in the Directory Contents column, click the name of the directory that contains the file you want to rename. The contents of that directory appear.
3. Click **Rename** for the file you want. The Rename window appears.
4. Type the new file name you want in the New Name field.
5. Click **OK**. The home page appears with a message informing you that the file was successfully renamed.

Note: The control panel may not allow you to rename files with certain special characters such as "/".

To Compress a Directory:

Note: You should compress a directory before storing it or using FTP to transfer it to another user. The user who receives the directory can un-compress it and use it.

To Compress Your Home Directory:

1. On the control panel, click **File List**. The File List window appears.
2. Click **Compress**. The Compress window appears.
3. Type the name you want in the Compressed File Name field.
4. Click the drop down-arrow to the right of the file name field to select the type of compression you want (zip, tar, taz, tbz, or tgz).
5. If you want to save the compressed file in the directory that appears in the Destination Directory field, continue with the next step. If you want to select another destination directory, click the blue directory icon. The Destination Directory pop-up window appears. Browse to the directory you want and click **Choose**. That directory name appears in the Destination Directory field.
6. Click **OK**. The home page appears with a message informing you that the files were successfully compressed.

To Compress Any Other Directory:

1. On the control panel, click **File List**. The File List window appears.
2. In the Directory Contents column, select the checkbox for the directory you want.
3. Click **Compress**. The Compress window appears.
4. Type the name you want in the Compressed File Name field.
5. Click the drop down-arrow to the right of the file name field to select the type of compression you want (zip, tar, taz, tbz, or tgz).
6. If you want to save the compressed file in the directory that appears in the Destination Directory field, continue with the next step. If you want to select another destination directory, click the blue directory icon. The Destination Directory pop-up window appears. Click the directory name you want and click **Choose**. That directory name appears in the Destination Directory field.
7. Click **OK**. The home page appears with a success message.

To Compress a File:

You should compress large files before storing them or using FTP to transfer them to another user. The user receiving the file would then un-compress the file. You can also compress several individual files into one file.

1. On the control panel, click **File List**. The File List window appears.
2. If the name of the file you want to compress appears in the home directory, continue with the next step. If the file you want to compress is in another directory, click the name of that directory in the Directory Contents column. The directory contents appear.
3. Click the checkbox for the file you want to compress.
4. Click **Compress**. The Compress window appears.
5. Type the name for the compressed file in the Compressed File Name field.
6. Click the drop down-arrow to the right of the file name field to select the type of compression you want (zip, tar, taz, tbz, or tgz).
7. If you want to save the compressed file in the directory that appears in the Destination Directory field, continue with the next step. If you want to select another destination directory, click the blue directory icon. The Destination Directory pop-up window appears. Browse to the directory name you want and click **Choose**. That directory name appears in the Destination Directory field.
8. Click **OK**. The home page appears with a message informing you that the files were successfully compressed.

To Un-Compress a File or Directory:

1. On the control panel, click **File List**. The File List window appears.
2. Under Directory Contents, click the compressed file or directory you want. The Properties window appears.
3. Click **Uncompress**. The Uncompress window appears.
4. If you want to save the compressed file in the directory that appears in the Destination Directory field, continue with the next step. If you want to select another destination directory, click the blue directory icon. The Destination Directory pop-up window appears. Browse to the directory you want and click **Choose**. That directory name appears in the Destination Directory field.
5. Select the uncompress option you want. Select **Overwrite** to overwrite the existing file or directory, if one exists in the destination directory you choose. Select **Skip existing files** if you do not want to overwrite the existing files.
6. Click **Uncompress**. The Properties window appears, with a message stating you have successfully uncompressed the file or directory.

To Copy Directories:

There are two slightly different procedures for copying directories, based on the location of the directory.

To Copy the Home Directory:

1. On the control panel, click **File List**. The File List window appears.
2. Under Directory Properties, in the Actions row, click **Copy**. The Copy window appears.
3. If you want to copy the directory to the directory that appears in the Destination Directory field, continue with the next step. If you want to select another destination directory, click the blue directory icon. The Destination Directory pop-up window appears. Browse to the directory name you want and click **Choose**. That directory name appears in the Destination Directory field.
4. Click **OK**. The home page appears with a message informing you that the directory was successfully copied.

To Copy Any Other Directory:

1. On the control panel, click **File List**. The File List window appears.
2. If the directory you want to copy appears in the Directory Contents column, continue with the next step. If the directory you want to copy does not appear in the Directory Contents column, click the name of the directory that contains the directory you want to copy. The contents of that directory appear.
3. Click the checkbox for the directory you want to copy.
4. Above the Directory Contents column, click **Copy**. The Copy window appears.
5. If you want to copy the directory to the directory that appears in the Destination Directory field, continue with the next step. If you want to select another destination directory, click the blue directory icon. The Destination Directory pop-up window appears. Click the directory name you want and click **Choose**. That directory name appears in the Destination Directory field.
6. Click **OK**. The home page appears with a success message.

To Copy Files:

1. On the control panel, click **File List**. The File List window appears.
2. If the file you want to copy appears in the Directory Contents column, continue with the next step. If the file you want to copy does not appear in the Directory Contents column, click the name of the directory that contains the file you want to copy. The contents of that directory appear.
3. Click the checkbox for the file you want to copy.
4. Above the Directory Contents column, click **Copy**. The Copy window appears.
5. If you want to copy the file to the directory that appears in the Destination Directory field, continue with the next step. If you want to select another destination directory, click the blue directory icon. The Destination Directory pop-up window appears. Click the directory name you want and click Choose. That directory name appears in the Destination Directory field.
6. Click **OK**. The home page appears with a success message.

My Profile

The My Profile module of your control panel enables you to view your profile and change your password for your account. The My Profile features of your control panel are described here.

To View Your Profile:

1. Click **View My Profile**. The View My Profile window appears.
2. Next to User Disk Space, **Limit** and **Used** appear. Limit represents the total amount of disk space available for virtual host Web site log files, file storage, and mail storage for all users in the account. Used represents the total amount of disk space currently being used by Web sites log files, file storage, and mail storage for all users in the account.

To Change Your Password:

Caution: Hackers devote a significant amount of money and time to find and decipher passwords. Creating your password as a non-dictionary, alphanumeric combination using upper and lower case letters will go a long way toward protecting your server from such attacks.

1. On the control panel home page, click **Change My Password**. The Change My Password window appears.
2. Type your new password in the New Password field.
3. Type your new password again in the Confirm Password field.
4. Click **Save**. A message appears informing you that your changes have been saved.

My Preferences

The My Preferences module of your control panel enables you to manage many functions related to the sub-users associated with your account.

Setting Your Automatic Logout:

1. On the control panel home page, under My Preferences, select **Auto-Logout**. The Auto-Logout Preferences window appears.
2. Next to Logout, select how long you want your system to remain logged on after it becomes idle (1, 2, 8, or 24 hours).
3. Click **Save**. A message appears informing you that your changes have been saved.

Note: When the system automatically ends your session and you attempt to do anything in your control panel, the Login screen appears. Type your user ID and password; then click Login to start a new session.

To Set Your Date and Time Format:

1. Click **Date and Time**. The Date and Time Preferences window appears.
2. Select your Time Zone from the drop-down list. The correct time for this time zone appears in the Date column of your mail folders.
3. Select the Date Format you want.
4. Select the Time Format you want.
5. Select the order for the Date and Time you want.
6. Click **Save**. The window refreshes with a message informing you that your changes have been saved.

File Management Preferences

You can set the start path for your files, and set your preference for showing or hiding hidden files on this page.

To Set Your File Management Start Path:

1. In your control panel, click File Management Preferences. The File Management Preferences window appears.
2. Type the start path you want in the Start Path field.
3. Click Save. A message appears informing you that your changes have been saved.

To Set Your Hidden Files Preference:

1. Click File Management Preferences. The File Management Preferences window appears.
2. In the Show Hidden Files section, click **Yes** to display hidden files to users.

Note: Hidden files are usually configuration files. It's useful to hide config files because you probably edit them very rarely and don't need to see them. When the files are hidden, they're not disturbing you by cluttering up your home directory, so you'll find the rest of your files more easily. Any file name or extension that starts with a period (.) is defined as hidden in your system.

3. Click **No** to hide hidden files from users.
4. Click **Save**. A message appears informing you that your changes have been saved.

Mail Management

Mail Management is done in two places: Your control panel home page and your mail home page. The procedures described here is section of the document describes navigating to the Mail home page or the control panel home page (unlike all other instruction sets in this User Guide, which all start with the assumption that you are viewing the control panel while reading this document). The Mail Management module of your control panel enables you to manage many functions related to the mail setup features associated with your account. The Mail Management features of your control panel are described here:

To Add a Contact:

1. On the Mail home page, click **Add Contact**. The Add Contact window appears.
2. Type the contact information you want in the appropriate fields.

Note: Only an email address is required.

3. Click **Save**. A message appears informing you that your new contact has been added.

- Click **Save / Create Another**. The window refreshes with blank fields.

To Add a Contact Using Quick Add:

1. On the Mail home page, under Address Book, click **Addresses**. The Addresses window appears.
2. Under Quick Add, type the contact information you want in the appropriate fields.

Note: Only an email address is required.

3. Click **Add**. A message appears informing you that the Address was added.

To Add a Detailed Contact:

1. On the Mail home page, under Address Book, click **Add Contact**. The Add Contact window appears.
2. Type the contact information you want in the appropriate fields.

Note: Only an email address is required.

3. Click **Save**. A message appears informing you that your new contact has been added.

- Click **Save / Create Another**. The window refreshes with blank fields.

To Add an Email Address:

1. On the control panel, click **Add Email Address**. The Add Email Address window appears.
2. Type the email address you want in the Email Address: field.
3. Select the domain you want from the @ drop-down list.
4. Select a Mail Delivery option. The Mail Delivery option affects all incoming messages sent to this email address. Incoming mail may be rejected, deleted, or delivered to one or more recipients. Mail delivery recipients can include either a local user, or (one or more) external email addresses. For local recipients, select the local user you want from the Local mailbox - deliver to user drop-down list. For one or more external email addresses type each full external email address in the List - Deliver mail to the following... field.

Note: If you type multiple addresses, separate each one with a comma or place different email addresses on separate lines.

5. Click **Save**. The Email Addresses window reappears with a message stating that your new address has been added.

To Edit an Email Address:

1. On the control panel, under Mail Management, click **Email Addresses**. The Email Addresses window appears.
2. Click **edit** for the email address you want to edit. The Edit Email Address window appears.
3. Make any changes you want.
4. Click **Save**. A message appears informing you that the selected address has been changed.

To Delete an Email Address:

1. On the control panel, under Mail Management, click **Email Addresses**. The Email Addresses window appears.
2. Select the checkboxes for the email addresses you want to delete.
3. Click **Delete**. A message appears asking if you are sure you want to delete the selected email addresses.
4. Click **OK**. A message appears informing you that the selected items have been deleted.

To Add a New Distribution List:

1. On the Mail home page, click **Add List**. The Add Distribution List window appears.
2. Type the list name you want in the List Name field.
3. Type a nickname in the Nickname field, if you want one.
4. In the left column, select the name you want to add to the list and click **Add >>**. The selected name appears in the right column. Repeat this step until you have added all the names you want.
5. Type any comments you want in the Description field
6. Click **Save**. A message appears informing you that your list has been added.
   - Click **Save / Create Another**. The window refreshes with blank fields.

To Edit a Contact Or List:

1. On the Mail home page, click **Addresses**. The Addresses window appears.
2. Click **edit** for the contact or list you want to edit. The Edit Contact or Edit Distribution List window appears.
3. Make any changes you want.
4. Click **Save**. A message appears informing you that your list has been added.
   - Click **Save / Create Another**. The window refreshes with blank fields.

To Delete a Contact Or List:

Caution: You cannot retrieve a contact or list after it has been deleted.

1. On the Mail home page, click **Addresses**. The Addresses window appears.
2. Select the check boxes for the contacts and lists you want to delete.
3. Click **Delete**. A message appears asking if you are sure you want to delete the selected items.
4. Click **OK**. A message appears informing you that the selected items have been deleted.

To View the Folder List:

You can add, clear, delete, and rename folders in the Folder List window.

1. On the Mail home page, click **Folder List**. The Folder List window appears displaying both system folders and your personal mail folders.
2. System Mail Folders (Inbox, Drafts, Sent Items, Trash, Junk, and Quarantine) are used by the server for specific purposes and should not be renamed or deleted. However, you can create as many personal mail folders as you need. Folder names may be 1 to 150 alphanumeric characters in length and must be unique.

To Add a Folder:

1. On the Mail home page, click **Folder List**. The Folder List window appears
2. Click Add Folder. The Add Folder window appears.
3. In the New Folder Name field, type the name you want for the new folder.
4. Click **Save**. A message appears informing you that the folder has been created.

- Click **Save / Create Another**. The window refreshes with blank fields

To Clear a Folder:

Clearing a folder removes the folder contents but not the folder.

Click **clear** for a specific folder. A message appears informing you that the folder has been cleared.

Note: If you clear the Trash folder, the messages are permanently deleted. For all other folders, the messages are moved to the Trash folder.

To Delete a Personal Folder:

1. In the Delete column, select the check box for the folder you want to delete.
2. Click **Delete**. A message appears asking if you are sure you want to delete the selected items and their contents.

Important: Before continuing, be sure there are no messages you want to save in the folder you are deleting. If you are not sure, click on that folder name to open it and review the message subjects. When you are finished, return to the Folders window.

3. Click **OK**. A message appears informing you that the selected folder has been deleted.

To Rename a Folder:

1. Click **rename** for the folder you want to rename. The Rename Folder window appears.
2. Type the name of the new folder in the New Name field.
3. Click **Save**. A message appears informing you that the folder has been renamed.

Setting Up an Autoreply:

The Autoreply feature automatically generates a customized response to anyone who sends an email message to a particular email address.

Important: If a person sends more than one email message to an address using an Autoresponder, they get one Autoresponder return message per the interval you set up. In other words, if someone sending a message from myemail@my_domain sends ten messages to one of your Autoresponder accounts in one week, the number of messages that will receive a reply is set in the Autoreply window. You can use this setting to cut down on your outgoing mail traffic.

Autoreply messages can provide a preliminary response to visitor inquiries, comments, and suggestions. They can also let people know when you are unavailable.

For example, "Thank you for your inquiry. One of our sales associates will contact you within 5 business days." and "Out of the office until November 24. If you need to speak to someone before November 25, please call 786-9xxx and ask for Joe."

To Create an Autoreply:

1. On the Mail home page, click **Autoreply**. The Autoreply window appears.
2. Select **Autoreply with the following message**, and type or cut-and-paste the desired message into the field.

Important: Use caution when typing in this text box. A single incorrect character might communicate an unintended message or cause confusion for the recipient.

3. Set the Autoreply interval. You can set the interval for:
   - No interval: Send autoreply for every incoming e-mail message (every incoming message to this email address from the same sender gets the autoreply)
   - 1 day interval: Send autoreply once per incoming e-mail address per day (only the first incoming message to this email address from the same sender gets an autoreply, per day)
   - 3 day interval: Send autoreply once per incoming e-mail address per 3 days (only the first incoming message to this email address from the same sender gets an autoreply, for three days)
   - 1 week interval: Send autoreply once per incoming e-mail address per week (only the first incoming message to this email address from the same sender gets an autoreply, per week).
4. Click **Save**. The window refreshes with a message informing you that your changes have been saved.

To Turn Off an Autoreply:

1. On the Mail home page, click **Autoreply**. The Autoreply window appears.
2. Select **Do not autoreply**.
3. Click **Save**. A message appears informing you that your changes have been saved.

To Forward Incoming Mail:

1. On the control panel, click **Mail**. The Mail window appears.
2. On the Mail home page, click **Mail Forward**. The Mail Forward window appears.
3. Select **Forward email to the following email addresses**.
4. Type the email addresses that you want to receive the forwarded mail.

Note: If you type multiple addresses, separate each one with a comma.

5. If you want to keep copies of forwarded messages, click **Save a copy of the forwarded mail on the server**.
6. Click **Save**. A message appears informing you that your changes have been saved.

To Set Your Message Display Options:

1. On the control panel, click **Mail**. The mail window appears.
2. On the Mail home page, click **Message Display**. The Message Display Options window appears.
3. Next to Messages per Page, select the maximum number of messages that you want displayed per page.

Note: If the folder contains more messages than the number per page you have selected, click First, Prev, Next, or Last inside the brackets at the top and bottom of the right column to navigate through your other messages.

4. From the **View Messages In** drop-down list, select the correct mail encoding format for your location.
5. Click **Save**. A message appears informing you that your changes have been saved.

To Set Your Outgoing Mail Options:

1. On the Mail home page, under Webmail Options, select Outgoing Mail. The Outgoing Mail Options window appears.
2. You can change any of the following:

- From Name: The From Name is the default name that will appear in the From field of the recipient's header. You also can change the From Name when you are composing a message.
- Primary Email Address: The Primary Email Address is the default email address that will appear in the From field of the recipient's header. You also can change this email address when you are composing a message.
- Reply To Address: The Reply To address can be any valid email address. The Reply To address is the address that the recipient's reply will be sent to.
- Signature: A signature is text that is included at the bottom of your outgoing mail messages. Typically, a signature contains your name and contact information. To include your signature in all email messages automatically, click **Yes, automatically include the following signature in all outgoing mail**. If this option is selected, your signature will be included in all new messages, messages you reply to, and messages you forward. You can always remove your signature from a message before sending it.
- Send Messages in: This option sets the mail encoding for the country or geographical region in which you are located.
- Save Sent Mail: This setting determines whether copies of outgoing mail messages will be saved in the Sent Items folder automatically. If you select **Yes, save a copy of all sent mail in the Sent Items folder**, then the **Save a copy to Sent Items folder** checkbox is selected by default in the Compose message window. You can deselect it before you send the message.

Clam Antivirus

Clam AntiVirus is an anti-virus toolkit for UNIX, designed for e-mail scanning on mail gateways. It provides a flexible and scalable multi-threaded daemon, a command line scanner, and an advanced tool for automatic database updating via Internet. For more information on Clam Antivirus, see: http://clamav.net/doc/latest/html/

Mail Folders

Mail Management is done in two places: Your control panel home page and your mail home page. This section of the document describes navigating to the Mail home page or the control panel home page (unlike all other instruction sets in this User Guide, which all start with the assumption that you are viewing the control panel while reading this document). The Mail Folders module of your control panel enables you to manage many functions related to the mail messaging features associated with your account. The Mail Folders features of your control panel are described here:

To Attach a File to Your Message:

1. While viewing a message in the Compose window, next to Attachments, click **Add/Edit**. The Add/Edit attachments window appears.
2. Click **Browse** to browse to the directory containing the file, then double-click the file name. The file name appears in the Browse field.
3. Click **Attach File**. The attachment appears in the Attached File table and is added to your email message.
4. Repeat steps 2 and 3 to add more attachments.

Note: You can add up to five attachments to one message. The size of an outgoing email message (including all attachments) should not exceed 10MB.

5. Click **Done**. The names of the files you have attached appear in the Attachments field.
6. Click **Send**. The Inbox folder appears with a message informing you that your message has been sent.

Notes: If you have selected to save a copy of this message in the Sent Items Folder, be aware that you are also saving the attachments, impacting on your total disk usage number. If your system is connected through a modem, after you click Send, the screen might not change until the attachments finish uploading.

To Compose and Send a Message:

1. On the Mail home page, under Mail Folders, click **Compose**. The Compose window appears.

Note: You must specify at least one recipient in the To field. If you leave this field blank, an error message appears when you click Send.

- For steps 2, 3, and 4, you can select To and then select the contact or distribution list addresses you want from the Address Book for the To, Cc, and Bcc fields instead of typing each one.
- If you have selected **ISO-2022-JP** mail encoding, in the Outgoing Mail options, you cannot use parentheses in your To address field in the Compose window. For example, do not use (Your Name) mailrecipient@theircompanymail.com Instead, use either of the following email address formats:
  - mailrecipient@theircompanymail.com
  - Your Name mailrecipient@theircompanymail.com

2. In the To field, type the contact or distribution list addresses you want.
3. In the Cc field, type any addresses you want to send a copy to.
4. In the Bcc field, type any addresses you want to send a blind copy to. Recipients in the To and Cc fields cannot see the names in the Bcc field.
5. Type your subject in the Subject field.

Note: You can type over any existing text in the Subject field.

- If you have chosen to save a copy of outgoing mail in the Sent Items folder, and you do not include a subject, the text "no subject" will appear in the Subject field of that message in the Sent Items folder. The text "no subject" or "none" will appear in the Subject field of that message as it is displayed in the Inbox of mail clients that use the Subject field to open received messages.
- If your message is a reply to another message, the Subject field will contain the original subject with an RE prefix.
- If your message is a forward to another recipient, the Subject field will contain the original subject with an FW prefix.
- If your message has been forwarded to more than one recipient before it arrived in your Inbox and you are forwarding it to yet another recipient, the Subject field will contain the original subject with possibly several FW prefixes.

6. Type your message in the Message text box.
7. Select or clear **Include Signature** and **Save a copy to Sent Items folder**.

- You cannot select Include Signature if you have not created a signature, the option is not available. You must create one in the Outgoing Mail Options window.
- If you select Save a copy to Sent Items folder, be aware that attachments also are saved and use some of your disk space.

8. Add any attachments that you want to be included. The size of an outgoing email message (including all attachments) should not exceed 10MB.
9. Click **Send**. The Inbox folder appears with a message informing you that your message has been sent. If the system fails to send your mail, an error message appears. Click the **Back** button on your browser and click **Send** again.

Note: If you have selected to save a copy in the Sent Items folder but you do not have enough remaining disk space, a message appears informing you that the sent message was not saved.

Downloading Attachments:

Important: If you view an attachment or save it to your computer, your computer becomes vulnerable to viruses. Be sure you trust the sender before you view or download attachments.

Note: This help file is written for Internet Explorer users. If you have a different browser, consult the help file for that browser if you need further information.

To View an Attachment:

Note: This topic is written for Internet Explorer users. If you have a different browser, consult the help file for that browser if you need further information.

1. Select the subject for the message that contains the attachment you want to view. The message appears.

Note: A paper clip appears next to messages with attachments.

1. Next to Attachments, select the attachment you want to view. Follow the instructions on any windows that appear. The attachment opens in a new window.

Note: You can right-click the attachment and select Open, Save, or Print from the pop-up menu. Depending on your selection, one of the following occurs:

- The File Download window appears with a warning message about files that could harm your computer. Read the information carefully and click one of the buttons. Follow the instructions on any windows that appear.
- The File Download window appears. Select **Open this file from its present location** and click **OK**. The attachment opens in a new window.
- The File Download window appears followed by the Save As window. Select the directory where you want to save the file and click **Save**. The file downloads to that directory.
- The Unknown File Type window appears. Select **Pick App**. Select **Browse** to locate the application that can open the file. The Open with... box appears. Clear the **Always use this program...** check box. For example, files with a doc extension might open with the Microsoft Word file, Winword.exe. Files with a pdf extension might open with the Adobe Acrobat Reader file.
- The Print window opens allowing you to print the attachment.

To Use Your Drafts Folder:

You can save the message that you are currently writing to the Drafts folder so you can complete it later.

To View Your Drafts Folder:

1. On the Mail home page under Mail Folders, click **Drafts**. The Drafts folder appears.
2. To save the current message in the Compose window to the Drafts folder, click **Save Draft**. The Drafts folder appears with a message informing you that your message was successfully saved to the Drafts folder.
3. If you navigate away from the Compose window without saving the message, the information that you have typed in the Compose window disappears.

To Clear the Drafts Folder:

1. On the Mail home page, click **Folder List**. The Folder List appears.
2. Click **clear** for the Drafts folder. A message appears informing you that the Drafts folder has been cleared. The system moves the messages to the Trash folder.

To Save a Message to the Drafts Folder:

1. To save a message draft to the Drafts folder, start creating a letter in the Compose window.
2. Click **Save Draft**. The Drafts folder appears with a message informing you that your message was successfully saved to the Drafts folder.

Note: If you navigate away from the Compose window without saving the message, the information that you have typed in the Compose window disappears.

To Clear the Junk Folder:

The Junk folder is a system folder that receives email messages from SpamAssassin; this folder cannot be renamed or deleted. You should regularly check the contents of the Junk folder before clearing it. Mail filtering is not a perfect science; you might find that some messages you wanted to receive have been filtered to the Junk folder.

To Clear the Junk Folder:

1. On the Mail home page, click **Folder List**. The Folder List window appears.
2. Click **clear** for the Junk folder. A message appears informing you that the Junk folder has been cleared. The system moves the messages to the Trash folder.

To Recover Messages in the Junk Folder:

1. On the Mail home page, click **Folder List**. The Folder List window appears.
2. Click **Junk**. The Junk folder appears.
3. Select the check boxes for the messages you want to keep and move to another folder (or select the top check box to select all messages).

Note: If the Junk folder contains more than one page of messages, only the currently displayed messages are checked when the top check box is selected.

4. In the Move Message to drop-down list, select the folder where you want to move the messages.
5. Click **Move**. A message appears informing you that the messages have been moved.

To Clear the Quarantine Folder:

The Quarantine folder is a system folder that receives (from ClamAV) email messages whose attachments contain viruses; this folder cannot be renamed or deleted. You should clear this file periodically to prevent excessive disk space usage.

1. On the Mail home page, click **Folder List**. The Folder List window appears.
2. Click **clear** for the Quarantine folder. A message appears informing you that the Quarantine folder has been cleared. The system moves the messages to the Trash folder.

Using Your Trash Folder:

Whenever a message is deleted from any other folder, it is sent to the Trash folder. This feature provides a second opportunity to decide if you want to permanently delete the message.

Caution: When you empty the Trash folder, the messages in it are eliminated and cannot be recovered.

To Empty the Trash Folder:

1. On the Mail home page, click **Folder List**. The Folder List window appears.
2. Click **clear** for the Trash folder.

Important: No message appears asking if you are sure you want to delete these messages.

3. A message appears informing you that the Trash folder has been cleared.

To Recover Messages From the Trash Folder:

1. On the Mail home page, click **Trash**. The Trash folder's content appears.
2. Select the check boxes for the messages you want to keep and move to another folder (or select the top check box to select all messages).

Note: If the Trash folder contains more than one page of messages, only the currently displayed messages are checked when the top check box is selected.

3. Click the down-arrow in the Move Message(s) to drop-down list, and select the folder where you want to move the messages.
4. Click **Move**. A message appears informing you that your messages have been moved.

To Add a Folder:

System Mail Folders (Inbox Drafts, Sent Items, Trash, Junk, and Quarantine) are used by the server for specific purposes and should not be renamed or deleted. However, you can create as many personal mail folders as you need. Folder names can be 1-150 alphanumeric characters in length and must be unique.

1. On the Mail home page, click **Add Folder**. The Add Folder window appears.
2. In the New Folder Name field, type the name you want for the new folder
3. Click **Save**. A message appears informing you that the folder has been created.

- Click **Save / Create Another**. The window refreshes with blank fields

To Delete a Message:

1. On the Mail home page, under Mail Folders, click **Inbox**. The Inbox appears.
2. To delete messages in another folder, click the **Folder List** under and select the appropriate folder name. That folder appears.
3. Select the check boxes for the messages you want to delete (or select the top check box to select all messages).

Note: If the folder contains more than one page of messages, only the currently displayed messages are deleted when the top check box is selected.

4. Click **Delete**. The window refreshes with a message informing you that the selected messages have been deleted. (Actually, the messages have been moved to the Trash folder.)

To Move a Message:

1. In any folder, select the check boxes for the messages you want to move (or select the top check box to select all messages).

Note: If the folder contains more than one page of messages, only the currently displayed messages are moved when the top check box is selected.

2. In the Move Message to drop-down list, select the folder where you want to move the messages.
3. Click **Move**. A message appears informing you that the messages have been moved.

To Sort Messages in a Folder:

4. Open any folder.
5. Click the column title you want to sort by (To, From, Subject, Date, or Size). This folder is sorted according to your selection.

Note: One click sorts in ascending order; two clicks sort in descending order.

To Remove an Attachment From Unsent Mail:

1. While viewing a message, click **Add/Edit**.
2. In the Attached File table, click **Remove** for the attachment you want to remove. The attachment is removed from your email message.

Note: If you have selected to save a copy of this message in the Sent Items Folder, be aware that any remaining attachments also are saved and that they affect your account disk space.

To Remove All Attachments From Unsent Mail:

1. In the email message, next to Attachments, click **Add/Edit**.
2. In the Attached File table, click **Remove All**. All attachments are removed from your email message.

Using Your Sent Items Folder:

By default, Webmail does not automatically save copies of sent messages in your Sent Items folder.

To Save a Single Message to Your Sent Items Folder:

1. After you compose your message, select **Save a copy to Sent Items folder**.

Note: Be aware that attachments also are saved and that they affect your account disk space.

2. Click **Send**. After a short pause, the Inbox window appears with a message informing you that your message was sent.

To Automatically Save All Sent Messages In The Sent Items Folder:

1. Under Webmail Options, click **Outgoing Mail**. The Outgoing Mail Options window appears.
2. Select **Yes, save a copy of all sent mail in the Sent Items folder**.

Note: Be aware that attachments also are saved and that they affect your account disk space.

3. Click **Save**. A message appears informing you that your changes have been saved. Copies of all future sent messages will be saved in the Sent Items folder.

From The Sent Items Folder, You Can Perform The Following Tasks:

- Open your email messages.
- Display email messages on other pages in this folder (if you have limited how many messages can appear on one page).
- Sort email messages.
- Delete messages (to the Trash folder).
- Move messages to other folders.
- Access the Help file.
- Log out of Webmail.
- Refresh the Inbox folder window.

SpamAssassin

SpamAssassin is a mail filter to identify spam. It is an intelligent email filter which uses a diverse range of tests to identify unsolicited bulk email, more commonly known as Spam. These tests are applied to email headers and content to classify email using advanced statistical methods. In addition, SpamAssassin has a modular architecture that allows other technologies to be quickly wielded against spam and is designed for easy integration into virtually any email system. For more information on SpamAssassin, see: http://wiki.apache.org/spamassassin/SpamAssassin

Global Tools Shell

Note: When you use the Shell Access feature, you are logging into the system and making changes to it using Secure Shell (SSH), a program that enables you to make changes to your account in a secure environment. SSH is program for logging into a remote machine and for executing commands on a remote machine. Administrators often use SSH to remotely control Web servers. When using ssh's slogin (instead of rlogin) the entire login session, including transmission of your password, is encrypted, making it almost impossible for an outsider to collect passwords.

If you are logged in as a domain administrator, you can only access shell if you have the proper permissions set. If you change a login user ID or password for a shell user or yourself, you or they will need to type the new user ID and password here to open a shell session.

The Global Tools feature on your control panel enables you to open a shell session. You can only access shell if you have the proper permissions set by the system administrator. The Global Tools Shell features of your control panel are described here:

Logging In to Shell:

1. On the control panel, click **Access Shell**. The Shell window appears.
2. A dialog box appears, asking for your shell username and password.
3. Type your user ID and password in the appropriate boxes, then click **OK**.

Note: If you change a login user ID or password for a shell user or yourself, you or they will need to type the new user ID and password here to open a shell session.

4. You can now work in the Shell Access text box.

Tips Tricks and Troubleshooting

Your control panel provides you with feedback for almost all actions you perform on your account. You get success messages when you complete a task, error messages or system messages if the task fails or you have not completed all the steps you need to finish the task. Here are a few simple rules to help make your user experience nearly trouble-free.

Follow Instructions

It seems like a simple concept, but each software application is unique. Therefore what you may know about the previous version of this control panel may not hold true for the new control panel. Find the onscreen instructions for the task you are about to do; if you are unsure about how to fill out a form or submit a page, check the relevant online help. You can also find instructions on almost all features of the control panel in this document. Check the Table of Contents at the head of this document for the title of the task you want.

If you submit a form or page and the control panel generates an error message, read the message and attempt to follow the instructions to correct your error. If that does not work, go back to the help files or this document for more information.

Adjust Your Settings

Frequently, when you create a user, schedule a task, or set up different options, you find that the work you did, while valid, does not completely satisfy your need. The control panel enables you to go back and change almost anything you did previously, with the exception of totally deleting data. So most of your user settings, domain settings, account setup and many other actions you can take are all adjustable and reversible. There are exceptions, of course, and those exceptions are noted in the UI or in the documentation.

So, if you do not like or need to change settings in your control panel, you can go back and do them over.

Test Your Changes

Many times you will make changes to your control panel, add new users, set up mail accounts, or perform other actions and then go on to the next task or even log out. You should check your actions and make sure everything you have done is working properly or set up properly before you log out or go to the next task. When you get a success message from the system, it means that all of the data or changes you have submitted are considered valid. That does not mean you have actually made the changes that you wanted. Go back to the window where you can view the changes and make sure they have been recorded in the fashion you chose. You can also actually test the changes to see if they are correct.

Contact Support

Finally, if you have done all you can with your control panel and these tips do not work, contact the person who sold you this account. They have access to other sources of information and the experience to enable you to solve your problems.