

# UNIX Web Hosting Support Documentation

## Web Hosting Basics

### Control Panel

Access your Control Panel at <http://your-domain-name.com/stats/> to change your password, setup your e-mail accounts, administer your account, view your visitor stats, check your disk space and data transfer usage, and more.

### Uploading your web site

If you have **Microsoft FrontPage** extensions installed, only use FrontPage to upload your site or you might corrupt the extensions and your site. All other customers will use an **FTP** program such as [WS FTP](#) or [CuteFTP](#) for uploading. These programs contain instructions for their use. Your activation notice provides you with the information you need to configure your FTP program: your IP address, userID, and password. You will need to use your IP address until your domain name propagates. Always upload your web pages and text files using ASCII mode and upload images and most other files using BINARY mode. Our UNIX-based servers are case sensitive so `Faq.html`, `FAQ.html`, and `faq.html` will all be considered different files.

### Your home page

In order to make your home page appear when someone visits your domain you will need to give it a proper file name. Our UNIX-based servers look for a home page in the following order: **index.html**, `index.htm`, `index.shtml`, `default.html`.

### Directories

You should ignore all the directories in your hosting account except "**cgi-local**" which is where you should upload your personal perl, C, or UNIX shell cgi scripts. This directory has been specially set up to allow scripts to run properly. All the other directories are special system directories. You may create new directories for your own use by either clicking "mkdir" in your FTP program or by uploading a folder from your hard drive. You can **password protect** any directory you create by using the Password tool in your Control Panel. This tool allows you to define userID/password combinations that visitors must enter when they try view any files within the password protected directory on your site.

### Can't access your site?

If you can't access your domain name, use your IP address from your activation notice. If you can't access your domain after three days after signing up, contact us to make sure there isn't any problem with your domain registration. If your password doesn't work, check your activation notice for the correct spelling and make sure "Caps Lock" is not activated on your keyboard. You may contact us if you need to reset your password. If you can't connect to your Web site at all, there may be connectivity problems somewhere between your location and the data center where your web site is located.

Microsoft FrontPage is an extremely popular web site authoring tool that is used by roughly one out of every four of our customers. If you are using FrontPage to create your web site, the following information will be of help to you.

### **FrontPage Server Extensions**

If you use FrontPage to create your web site, you will want to have the FrontPage Server Extensions installed in your account. The Server Extensions allow you to use the server-side functionality of FrontPage, including remote administration and authoring and the ability to use the WebBot components. You may request them when placing your order. Contact our Support department if you already have an account and would like the extensions installed. There is **no charge** to have the extensions installed or removed.

### **Precautions**

You need to be aware of the following issues when using FrontPage:

- **Disk space usage:** FrontPage duplicates certain information into indices and hidden files. This adds "overhead", increasing the storage space required for your files.
- **Timeout errors:** If your web site has many files or you use the Search, Table of Contents, or Discussion Forum WebBots, your server connection may "timeout" when you publish or update your web site.
- **Corrupt Extensions:** Do not use your Control Panel to set up password protected directories or set file permissions or you will likely corrupt your FrontPage extensions and your web site. Also, do not use an FTP program to upload files to your site or you will corrupt your extensions (you may upload scripts to your cgi-local directory though).
- **Features Not Available:** The following features are not available on our UNIX-based servers: Active Server Pages, ActiveX, VBScript, ODBC and MSSQL database functionality. However, these features are available on our NT-based servers.

### **Customer Support**

We do not provide support for the use of Microsoft FrontPage. Questions about how to use the program should be sent to Microsoft. Our role is merely to install the server extensions and ensure they work properly.

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## **Special Features**

### **Guestbook**

All UNIX-based hosting accounts come with a FREE guestbook script which allows visitors to your site to post a message to an online guestbook page. To implement this feature, access your **Control Panel** and click on the "Guestbook" link. This will install the guestbook in a directory named /guestbook/.

### **Discussion Forum**

All UNIX-based hosting accounts come with a FREE discussion forum script which allow visitors to post and respond to messages in a newsgroup type format. To implement this feature, access your **Control Panel** and click on the "WWWBoard" link. This will install the discussion forum in a directory named /wwwboard/.

### Access Counter

All UNIX-based hosting accounts come with a FREE counter script which allows you to place an image on your web page which displays the number of times the page has been visited. Add the following line of code to any HTML document to display the counter:

```

```

- replace `userID` with your actual userID for your account
- the number after `width=` determines how many numbers are displayed
- change `font=digital` to `font=odometer` if you wish
- create additional counters by adding a number after your userID: `userID2`, `userID3`, `userID4`...

### Search Engine

All UNIX-based hosting accounts come with a FREE search engine script which allows visitors to search your web site. To implement this feature, access your Control Panel and click on the "Excite Search" link.

### Midi Files

You can add sound or music to spice up your web site by embedding a MIDI file in your page. MIDI files are typically only about 15k to 25k in size, so they do not take very long to load. You can use MIDI files as background music on your page by adding the following code to your web page:

```
<embed src="yoursong.mid" autostart=true hidden=true>  
<noembed><bgsound src="yoursong.mid"></noembed>
```

Replace `yoursong.mid` with the name of your midi file.

### CGIEMAIL: Form-to-Email Script

Our UNIX-based servers have a pre-installed script called CGIEMAIL which will take the contents of a form that you create and send it as a formatted e-mail message. To use this feature, you will need to create a form in one of your web pages and create a .txt file that will serve as a template for your e-mail message. Here's an example:

Add the following form to your web page:

```
<form method="post" action="/cgi-bin/cgiemail/feedbackform.txt">  
<pre>  
Your name: <input type="text" name="required-name">  
Your e-mail: <input type="text" name="required-email">  
Your message:  
<textarea rows="6" cols="30" wrap="virtual" name="message">  
</textarea>  
<input type="submit" value="Send Message">  
</pre>  
</form>
```

Create a template file named `feedbackform.txt` with the following content, replacing `youremail@yourdomainname.com` with your actual e-mail address:

```
To: youremail@yourdomainname.com  
From: [required-email]  
Subject: Web Site Feedback
```

[required-name] wrote the following message:

[message]

Upload both files to your web site and you're done. Your template file does not need to be named `feedbackform.txt`. You can name it anything you want, but be sure to put the correct file name in

the form action. Each field name that appears in your form should be repeated, within brackets, on your template. Begin a field name with **required-** to make a field required. You can also add the following line to your form to redirect the user to a thank you page when they submit the form:

```
<input type="hidden" name="success" value="http://yourdomain.com/thankyou.html">
```

### Chat Room

Our higher-level UNIX-based hosting accounts come with a FREE chat room script which allows you to add a live chat room to your web site. To implement this feature, do the following steps:

1. Create an HTML file called **chat.html** containing the following code and upload it to your site in ASCII mode.

```
<applet codebase="http://www.your-domain.com/cgi-image/vcclient"
  archive="COM/volano/MyVolanoChat.zip"
  code="COM.volano.MyVolanoChat.class"
  width=500 height=125>
<param name="cabbase" value="COM/volano/MyVolanoChat.cab">
<param name="color" value="#FFFFFF">
<param name="group" value="Chat Room Name">
<param name="text" value="english.txt">
</applet>
```


2. Add a link on your web page to point to **chat.html**. For example:

```
<a href="http://www.your-domain.com/chat.html">Enter our chat room</a>
```

Make sure you replace **http://www.your-domain.com** with your actual domain name including the "http://www.".

### Server Side Includes

Server Side Include (SSI) commands are executed by the server before your web page is sent to a visitor's web browser. These allow you to add useful information to your web page such as the current date and time or the content of a separate file. To implement Server Side Includes, just add the following code to your page and rename your web page with a ".shtml" extension.

- Include the content of a **file** in same directory:  
<!--#include file="somefile.htm" -->
  - Include the content of a **file** in different directory:  
<!--#include virtual="/somedirectory/somefile.htm" -->
  - Include the output of a **cgi script**:  
<!--#exec cgi="/cgi-local/somescript.pl" -->
  - Display the current **date and time** (EST):  
<!--#config timefmt="%A, %B %d, %Y %l:%M%p" -->  
<!--#echo var="date\_local" -->
- You can use these codes: 
- Display the date the page was **last modified**:  
<!--#echo var="Last\_Modified" -->

- Display the **size** of a file:  
`<!--#fsize file="image.gif" -->`

### RealSystem G2

Our higher-level UNIX-based hosting accounts give you access to RealNetworks' RealAudio and RealVideo streaming. To implement streaming audio or video on your web site, you will need to do the following:

1. Download [RealPlayer](#) and [RealProducer](#) from the RealNetworks web site.
2. Convert your audio or video file to a RealMedia file according to the instructions in the RealProducer software. If you have questions about this step, please contact RealNetworks for support.
3. Upload your **.rm** file to your web site in BINARY mode.
4. Create a **.ram** file containing the following line of code and upload it to your web site in ASCII mode.  
**rtsp://your-domain-name.com/userID/filename.rm**  
 (Be sure to use your domain name, userID, and .rm file name)
5. Create a link on your web page to your newly created .ram file like this:  
`<a href="filename.rm">Click Here</a>`

For additional help, download the [RealProducer G2 Authoring Kit](#).

### Database Tools

Our higher-level UNIX-based hosting accounts give you access to MySQL and mSQL databases and interface tools such as PHP. For more information, access your Control Panel and click on the "Database Tools" link.

### SSL Secure Server

Transfer information securely between your web site and web browser by using our SSL secure server.

- **Obtain your own Digital Certificate**  
 Purchasing your own certificate from [Verisign](#) will allow you to reference a secure URL using your own domain name: <https://www.your-domain-name.com/orderform.html>

### CGI Scripts

Our servers have the capability to run CGI scripts based on Perl, Unix SH, KSH, CSH, and C. However, we do not provide programming support or help writing scripts. Here are some tips:

- Upload your scripts to the **cgi-local** directory in **ASCII** mode
- First line of Perl scripts should read: **#!/usr/local/bin/perl**
- First line of Shell scripts should read either: **#!/bin/sh** , **#!/bin/csh** or **#!/bin/ksh**
- Be sure Perl scrips include: **print "Content-type: text/html\n\n";**  
 or you can include: `CGI qw(:cgi-lib :standard); print header();`
- Sendmail program is located at: **/usr/lib/sendmail**
- Date command is located at: **/sbin/date**
- Use the **Perl Script Checker** in your Control Panel to check your syntax
- To include the path to another file use:  
**\$ENV{DOCUMENT\_ROOT}/somedirectory/somefile.html**
- You can use the following environment variables:

- Here's a list of our installed Perl modules:

`./IO/Pipe.pm`

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## Additional Resources

### Useful Programs

You may find the following programs to be useful:

- E-mail clients: [Eudora](#), [Netscape](#), [Microsoft Outlook](#)
- FTP clients: [WS FTP](#), [CuteFTP](#)
- Web design tools: [Microsoft Frontpage](#), [Netscape Composer](#), [Adobe GoLive](#), [Macromedia Dreamweaver](#)
- Graphic tools: [Adobe Photoshop](#), [Ulead WebRazor](#)