

WEBpliance 3.0 User Administrator's Help

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About This Document

This document is a reproduction of the online help system provided with the WEBpliance 3.0 User Administrator interface. It is designed for those who want to review online help information in hard copy format or off line.

As you use this document, keep in mind that it is optimized for online delivery rather than for use as a book. It uses the fonts and formats preferred for online documents, and it presents information in a nonlinear style. Also, references that are clear online might not work as well in this format.




To help you navigate this document electronically, bookmarks and contents links have been provided. The document's internal links however, which are available in the online help system, are disabled in this format.

Getting Started Using Help

Getting Started Using Help









Opening a Help topic

You can browse through the topics to find the information you want.

1. From the left pane, click the  part of  to open the book and view all the topics in it.
2. From the left pane, double-click  to go to a specific topic.

What do you want to do?

Use the following icons to help you navigate through the Help system.

Click this icon:	To do this:
 CONTENTS	View the table of contents in the left pane.
 BACK	Go back to the previous topic listed in the left pane.
 FORWARD	Open the next topic listed in the left pane.
 SYNC TOC	If you opened a topic by clicking a link or several links, and you want to know where in the table of contents the topic resides, click this icon.
 HOME	Return to this opening page.
 SEARCH	Search for information using key words.
 INDEX	Search for information using an index.
 DISPLAY	Hide the left navigation pane, and view a topic in the entire window.

Related Topics

- Printing a Help topic
- Searching for a Help topic
- Finding Help on a specific page


1.

Searching for a Help topic

You can search for the information you want by searching by key words or by searching the index.

Searching by key word


To search for information using key words:

1. At the top of the left navigation pane, click  **SEARCH** .
2. In the text box, enter the word or phrase on which you want to search, for example **new accounts**.

The search results display in the window.

Searching the index

To search for information using the index:

1. At the top of the left navigation pane, click  **INDEX** .
2. Locate the topic you want and double-click the topic to open it.
3. Optional: To narrow down your search, in the **Display** field, enter the word or phrase on which you want to search, for example **new accounts**.

The search results display in the window.

Related Topics

- Getting started using Help
- Printing a Help topic
- Finding Help on a specific page

Printing a Help topic

You can print a Help topic to refer to offline. You can print topics from the Help system and from a specific page.

Printing a Help system topic

To print a topic:

1. Double-click the topic you want to print.
2. From the File menu of your Internet browser, choose **Print**.
3. Set the printing options you want.
4. Click **Print**.

Printing a page Help topic


To print a page Help topic:

1. Open the Help topic you want to print.
2. Right-click anywhere on the topic.
3. From the popup menu, choose **Print**.

Related Topics

- Getting started using Help
- Searching for a Help topic
- Finding Help on a specific page

Finding Help on a specific page

You can get help any time while you are using the product by clicking  at the top right corner of the form.

Related Topics

- [Printing a Help topic](#)
- [Searching for a Help topic](#)
- [Getting started using Help](#)

Welcome to WEBpliance 3.0

Welcome to WEBpliance

WEBpliance™ 3.0 is packaged with core Web hosting server applications and features, which allows your service provider to offer you a user account with a full range of services, such as a Web capabilities, email capabilities, FTP capabilities, backup and restore capabilities, and Web site security.

WEBpliance 3.0 provides you with a browser-based user interface to allow you to easily manage your user account. This user account level of administration is designed for someone who subscribes to a domain and is assigned a user account. As the subscriber, or user account holder, you are called the User Administrator.

You can:

- Maintain your account contact information
- Set up your email services
- Access your email messages over the Internet
- Publish your Web site content
- Back up and restore your files

For more information about WEBpliance 3.0 and available services, contact your service provider.

Related topics

- [About User Administrator](#)
- [Logging in to your account services](#)

About WEBppliance interface conventions

WEBppliance provides you with a standard interface, informational icons, and progress messages to help you use WEBppliance features.

About the WEBppliance interface layout

The WEBppliance interface displays a navigation bar on the left, a menu bar at the top, and a workspace window. You will use the workspace window for all of your WEBppliance tasks, unless WEBppliance specifically states that activating a feature opens a new window.

About WEBppliance informational icons

WEBppliance uses icons for two purposes. The first purpose is to represent the status of an item (for example, to show that the server is running) or to represent different applications and service options available to you. These icons are informational only. To quickly find out what application or service the icon represents, move your mouse cursor slowly over the icon to read the popup text.

The second purpose is to represent an action you can perform in WEBppliance. For example, WEBppliance may use an icon to represent removing an item from a list. These icons are always found in the **Actions** column of the WEBppliance feature window. Click the icon to perform the action it represents.

About WEBppliance progress messages

As you work in WEBppliance, some tasks may take a long time to complete or require more information to continue. WEBppliance keeps you informed of these requirements through progress messages. Progress messages are displayed in a status bar at the top of the workspace window. The columns in the status bars are:

- **Status** - The progress of the action, for example Successful, Failed, or Incomplete.
- **Result** - A summary of what was changed, updated, or completed.
- **Details** - A brief description, analysis, or error message about the action. This information opens in a separate window.

Related topics

- About User Administrator
- Logging in to your account services

About User Administrator

Your account is available as soon as your service provider provides you with the User Administrator account user name and password, and the IP address or domain name of your account. Once you log on to your user account, you have access to all of the account management tools.

Related topics

- [Logging in to your account services](#)
- [Viewing your account information](#)

Logging on to your account services

WEBppliance provides you with many services you can use to manage your user account. When your account was created, your user name gave you access to all the services available to your account. Your service provider determines which services are available to your account.

The following list includes all the services available in WEBppliance. Not all services are available to all accounts. Contact your service provider to request access to services.

To access this service...	On an IP-based account, log on as...	On a name-based account, log on as..
Web-based email (for example, SquirrelMail)	<user_name>	<user_name>@<domain_name.com> or <user_name>#<domain_name.com>
Telnet connections	<user_name>	<user_name>@<domain_name.com> or <user_name>#<domain_name.com>
SSH connections	<user_name>	<user_name>@<domain_name.com> or <user_name>#<domain_name.com>
FTP	<user_name> Tip: If you are uploading HTML content for your Web site, upload to the directory: /home/<user_name>/public_html If this directory does not already exist, contact your service provider.	<user_name>@<domain_name.com> or <user_name>#<domain_name.com> Tip: If you are uploading HTML content for your Web site, upload to the directory: /home/<user_name>/public_html If this directory does not already exist, contact your service provider.

Anonymous FTP

anonymous or ftp

Tip: If you are uploading HTML content for your Web site, upload to the directory:

/home/<user_name>/public_html

If this directory does not already exist, contact your service provider.

anonymous@<domain_name.com>

or

anonymous#<domain_name.com>

or

ftp@<domain_name.com>

or

ftp#<domain_name.com>

Tip: If you are uploading HTML content for your Web site, upload to the directory:

/home/<user_name>/public_html

If this directory does not already exist, contact your service provider.

Internet email (for example, POP/IMAP accounts)

<user_name>

<user_name>@<domain_name.com>

or

<user_name>#<domain_name.com>

Related topics

- About User Administrator
- Viewing your account information

Logging out of WEBpliance

You can quit your WEBpliance working session as the User Administrator by logging out of WEBpliance.

- To log out of User Administrator, in the User Administrator main window, click **Logout** from the left navigation bar.

The system returns you to the User Administrator welcome page, where you can log back in immediately.

Related topics

- [Viewing your account information](#)
- [Logging in to your account services](#)

Getting Started With WEBpliance 3.0

Viewing your account information

You can view your account information at any time, but you cannot change the established resource and service allocation. If you want to make a change to your account, contact your service provider.

To view your account information:

1. Open the User window.
2. In the User menu, if it is not already selected, click **User Information**.

The User Information form opens displaying your current account information.

The columns in this form include:

- **Username** - Your account ID.
- **Fullname** - Your first and last name, or your name as you want it to appear in email message headings.
- **Disk Quota** - The amount of memory (in MB) assigned to your account.
- **Telnet** - Shows whether your account has a telnet connection.
- **SSH Secure Shell** - Shows whether your account has an SSH connection.
- **FTP** - Shows whether your account has FTP capabilities.

Related topics

- Logging in to your account services
- Changing your password

Viewing your account resource usage

You can check your account resource usage at any time. By checking the usage statistics, you can forecast future resource needs and advise your service provider when you need service upgrades.

The Usage Data window displays the amount of system resources you are using.

To view your account resource usage:

1. In the User Administrator window, click **Usage Data** from the left navigation bar.
2. In the Usage Data window, if it is not already selected, click **View Usage**.

The Usage Data form opens and displays your current resource usage.

The fields in this form include:

- **Used** - The amount of disk space your files and email messages are occupying on the server.
- **Free** - The amount of disk space you have available.
If the amount is near **0** (zero), contact your service provider to request more disk space. You can also remove files and email messages to free up more disk space.
- **Quota** - The total amount of disk space assigned to you. It is the sum of the total amount of used disk space plus the total amount of free disk space.
- **Use %** - The amount of used disk space, shown as a percentage of the disk space quota.

Related topics

- Viewing your account information
- Logging in to your account services

Changing your full name or password

You can change how your full name appears on your account at any time. You can also change your password at any time.

Tip: After you log on to your account for the first time, we recommend changing the initial password given to you by your service provider.

To change your full name or password:

1. Open the User window.
2. In the User menu, if it is not already selected, click **User Information**.
3. In the User Information form, click **Edit**.
The Edit User Information form opens.
4. In the **Fullname** field, enter your first and last name, or enter your name as you want it to appear in email message headings.
5. In the **Password** field, enter your new password.
Note: Passwords can include both letters and numbers, and must be between 1 and 32 characters.
6. In the **Confirm Password** field, retype the password.
7. Click **Save**.

Related topics

- Viewing your account information
- Logging in to your account services

Managing Your Email Settings

About the Email Manager

You can manage all your email account settings through the Email Manager. Your email account is hosted on a Sendmail SMTP (Simple Mail Transfer Protocol) server, which allows you to easily send and receive email messages through the Internet.

You can:

- View, add, and remove aliases
- View, add, change, and remove autoresponders
- View, turn on, turn off, and change vacation messages
- View, add, and remove message forwarding

Related topics

- [About email aliases](#)
- [About autoresponders](#)

About email aliases

An email alias is a method of mapping a nickname to an actual email address or addresses. Aliases are commonly used for mail distribution lists or to forward an email message to more than one email address at one time.

You can create an alias for your user account email address. For example, if your email address is **Joe.Smith@domain.com**, and you would like your email address to be **Joe@domain.com**, create an alias named **Joe**, and all email messages addressed to **Joe@domain.com** will be forwarded to **Joe.Smith@domain.com**.

Note: You must choose an alias that is not already being used.

You can view, add, and remove email aliases.

Related topics

- [About autoresponders](#)
- [About message forwarding](#)

Viewing your email aliases

To view existing email aliases:

1. Open the Email Manager.
2. In the Email Manager window, if it is not already selected, click **Aliases**.
The Aliases form opens and displays all of your existing aliases.

Related topics

- Adding email aliases
- Removing email aliases
-

Adding email aliases

To add an email alias:


1. Open the Email Manager.
2. In the Email Manager window, if it is not already selected, click **Aliases**.
The Aliases form opens and displays all of your existing aliases.
3. Click **Add an Alias**.
The Add Alias form opens.
4. In the **Alias** field, enter the name of the new alias.
5. Click **Save**.
The alias is available immediately.

Related topics

- [About email aliases](#)
- [Removing email aliases](#)
-

Removing email aliases

To remove an email alias:

1. Open the Email Manager.
2. In the Email Manager window, if it is not already selected, click **Aliases**.
The Aliases form opens and displays all of your existing aliases.
3. Locate the alias you want to remove and in the **Actions** column, click .
A confirmation message opens.
4. Click **OK** to remove the alias.

Related topics

- [About aliases](#)
- [Adding aliases](#)

About autoresponders

An autoresponder is a mail utility that automatically sends a standard reply message to an email message. You can use an autoresponder to reply to standard requests, such as retail orders, or to send a response when you are out of the office.

You can view, add, change, and remove autoresponders

Related topics

- [About message forwarding](#)
- [About vacation messages](#)

Viewing your autoresponders

To view existing email autoresponders:

1. Open the Email Manager.
2. In the Email Manager window, click **Responders**.
The Responders form opens and displays all of your existing autoresponders.

Related topics

- [Adding autoresponders](#)
- [Removing autoresponders](#)

Adding autoresponders

To add an email autoresponder:

1. Open the Email Manager.
2. In the Email Manager window, click **Responders**.
The Responders form opens and displays all of your existing autoresponders.
3. In the Responders form, click **Add a Responder**.
The Add Auto Responders form opens.
4. In the **Alias** field, enter the name of the email alias.
5. In the **Subject** field, enter the topic of the autoresponder.
6. In the **Message** field, enter the autoresponse message text.
7. Click **Add Auto Responder**.
The autoresponder is available immediately.


Note: You can access the autoresponder by entering the following URL in the **Address** field of your Internet browser: **<autoresponder-name>@<your-domain-name>**.

Related topics

- About autoresponders
- Removing autoresponders

Updating autoresponders

To update an email autoresponder:


1. Open the Email Manager.
2. In the Email Manager window, click **Responders**.
The Responders form opens and displays all of your existing autoresponders.
3. Locate the autoresponder you want to change, and in the **Actions** column, click .
The Edit Auto Responder form opens.
4. Enter your changes, and click **Edit Auto Responder**.

Related topics

- Adding autoresponders
- Removing autoresponders

Removing autoresponders

To remove an email autoresponder:

1. Open the Email Manager.
2. In the Email Manager window, click **Responders**.
The Responders form opens and displays all of your existing autoresponders.
3. Locate the autoresponder you want to remove, and in the **Actions** column, click .
A confirmation message opens.
4. Click **OK** to remove the autoresponder.

Related topics

- About autoresponders
- Updating autoresponders
-

About message forwarding

You can redirect (or forward) your incoming email messages from one mailbox to another. When you create a Forward, your email messages can be redirected to another location without the sender knowing the new address.

You can view, add, and remove message forwarding.

Related topics

- [Adding message forwarding](#)
- [Removing message forwarding](#)

Viewing your message forwarding

To view your existing message forwarding information:

1. Open the Email Manager.
2. In the Email Manager window, click **Forward**.

The Email Manager window opens and displays the forwarding email address.

Related topics

- Adding message forwarding
- Removing message forwarding

Adding message forwarding

To add message forwarding:

1. Open the Email Manager.
2. In the Email Manager window, click **Forward**.
The Email Manager window opens and displays the forwarding email address.
3. In the Forward form, click **Edit**.
The Editing Forward form opens.
4. In the **Forward to** field, enter the email address where you want to forward your email messages.
5. Click **Save**.

Related topics

- [About message forwarding](#)
- [Removing message forwarding](#)

Removing message forwarding

To remove message forwarding:

1. Open the Email Manager.
2. In the Email Manager window, click **Forward**.
The Email Manager window opens and displays the forwarding email address.
3. In the Forward form, click **Edit**.
The Editing Forward form opens.
4. In the **Forward to** field, clear the existing email address and leave the field blank.
5. Click **Save**.

Related topics

- [About message forwarding](#)
- [Adding message forwarding](#)

About vacation messages

A vacation message is a mail utility that automatically sends a standard reply message to incoming email messages. This feature is most often used to notify the sender that the recipient is currently unavailable.

The Email Manager window shows whether the vacation message function is on or off, and the current reply message text.

You can: view, turn on, turn off, and change vacation messages.

Related topics

- [Viewing your vacation message text](#)
- [Turning on your vacation message](#)

Viewing your vacation message text

To view your existing vacation message:

1. Open the Email Manager.
2. In the Email Manager window, click **Vacation Message**.

The Email Manager window opens and displays your vacation message text.

Related topics

- [Turning on your vacation message](#)
- [Turning off your vacation message](#)

Updating your vacation message text

To update your existing vacation message:

1. Open the Email Manager.
2. In the Email Manager window, click **Vacation Message**.
The Email Manager window opens and displays your vacation message text.
3. In the Vacation Message form, click **Edit**.
The Editing Vacation Message form opens.
4. In the **Vacation Message** text box, enter the new message text.
5. Click **Save**.
The new vacation message is updated immediately.

Related topics

- [Turning on your vacation message](#)
- [Turning off your vacation message](#)

Turning on your vacation message

To turn on your vacation message:

1. Open the Email Manager.
2. In the Email Manager window, click **Vacation Message**.
The Email Manager window opens and displays your vacation message text.
3. In the Vacation Message form, click **Edit**.
The Editing Vacation Message form opens.
4. In the **Enable Vacation Message** field, select the check box.
5. Click **Save**.
The vacation message is available immediately.

Note: Your service provider may occasionally make vacation messaging temporarily unavailable. When it is available again, you must manually turn on this feature again to activate it. Your service provider will notify you when this feature will become temporarily unavailable.

Related topics

- [Turning off your vacation messaging](#)
- [Updating your vacation message text](#)

Turning off your vacation message

To turn off your vacation message:

1. Open the Email Manager.
2. In the Email Manager window, if it is not already selected, click **Vacation Message**.
The Email Manager window opens and displays your vacation message text.
3. In the Vacation Message form, click **Edit**.
The Editing Vacation Message form opens.
4. In the **Enable Vacation Message** field, clear the check box.
5. Click **Save**.
The vacation message is disabled immediately.

Related topics

- [Turning on your vacation message](#)
- [Updating your vacation text](#)
-

Reading Your Email Messages

About SquirrelMail

You can access your email messages from a Web-based email account using your Internet browser. Your Web-based email is provided by SquirrelMail and allows you to read, reply, forward, compose, and store your email messages. SquirrelMail is an email client that uses IMAP (Internet Message Access Protocol) to provide you access to your email messages directly on the Internet.

Note: File attachments are limited to 2 MBs by default; however, your account may have a custom size limit. Contact your service provider for the exact size limit. SquirrelMail does not warn you if your file attachment is over the size limit.

Once you open SquirrelMail, you can:

- log on and manage your email messages
- Get Help using SquirrelMail
- Return to User Administrator

Related topics

- [Logging in to SquirrelMail](#)
- [Returning to User Administrator](#)

Opening SquirrelMail

You can open SquirrelMail directly from User Administrator. When you connect to SquirrelMail directly from User Administrator, a separate window opens. You can use SquirrelMail and User Administrator simultaneously.

To open SquirrelMail:

1. In the User Administrator window, click **Read Email** from the left navigation bar.

The SquirrelMail interface opens in a separate window.

2. Optional: If a separate window does not open, in the Read Mail window, click **SquirrelMail Interface**.
3. Optional: If you do not connect successfully through User Administrator, you can open another Internet browser window, and in the **Address** field of the browser, enter the following URL:

`http://<your_domain.com>/squirrelmail/src/login.php`

Related topics

- Logging in to SquirrelMail
- Returning to User Administrator
-

Logging on to SquirrelMail

Your SquirrelMail email user name and password is the same as your User Administrator email address and password. If you do not know your user name or password, contact your service provider.

To log on to SquirrelMail:

1. Open SquirrelMail.

The SquirrelMail main window opens.

2. In the Email field, enter the user name portion of your User Administrator email address. The domain portion of your email address displays automatically.

For example, if your entire email address is **Joe@sports-store.com**, then type only **Joe**.

Note: If the displayed domain name is not correct, overwrite the displayed name and enter your entire email address.

3. In the Password field, enter your User Administrator email password.
4. Click Login.

The SquirrelMail Inbox window opens displaying all of your existing email messages.

Note: File attachments are limited to 2 MBs by default; however, your account may have a custom size limit. Contact your service provider for the exact size limit. SquirrelMail does not warn you if your file attachment is over the size limit.

Related topics

- Getting help using SquirrelMail
- Returning to User Administrator
-

Getting help using SquirrelMail

If you want more information about using SquirrelMail features, refer to the SquirrelMail online Help system.

To open the SquirrelMail Help system:

1. Open SquirrelMail and log on as a user.
2. In the SquirrelMail Inbox window, click **Help**.
The Help window opens.
3. To see a list of Help topics, click **Table of Contents**.

Related topics

- Logging in to SquirrelMail
- Returning to User Administrator
-

Returning to the User Administrator interface

Because SquirrelMail opens as a separate window, you can use SquirrelMail and the User Administrator at the same time. To return to the User Administrator, click anywhere in the User Administrator window to make it the active window on your desktop. The SquirrelMail window remains open.

Related topics

- [Logging in to SquirrelMail](#)
- [Getting help using SquirrelMail](#)

Backing Up and Restoring Your Files

About the Backup/Restore Manager

The Backup/Restore Manager allows you to back up and restore your user account data to a local system. The backup saves your home directory data, email messages, and Web site content. Your email settings, such as autoresponder and alias settings, are not backed up.

From the Backup/Restore Manager, you can:

- Back up files
- Restore archived files

Related topics

- [Opening the Backup/Restore Manager](#)
- [Backing up files](#)

Backing up files

Backing up your files moves the data from the server to a local system, where it is stored in an archive directory. You can back up your data files at any time. Before you begin, you may want to create an archive directory on the local system where you want to store your backed up data.

To back up your files:

1. Open the Backup/Restore Manager.
2. In the Backup/Restore Manager menu, click **Backup**.
3. In the Backup form, click **Backup**.

Your local system's download prompt opens. Follow the directions in the prompt to download the data files to an archive directory on your local system

Related topics

- [About the Backup/Restore Manager](#)
- [Restoring archived files](#)
-

Restoring archived files

You can restore any files you archived to a backup server. To restore the files, the system uploads the specified files from the backup server to the working directories on your user account.

Note: Restoring files may take a long time to complete, depending on the size of the archived files and the speed of your network connection.

To restore an archive:

1. Open the Backup/Restore Manager.
2. In the Backup/Restore Manager menu, click **Restore**.
The Restore form opens.
3. In the **Select backup file** field, enter the absolute directory path of the archived file you want to restore, or click **Browse** to search your local file system for the file.
4. Click **Restore**.

Related topics

- [About the Backup/Restore Manager](#)
- [Backing up files](#)

Directions for Getting There

Opening the User window

To open the User window:

1. Log on to User Administrator.
The User Administrator main window opens.
2. In the User Administrator window, click **User** from the left navigation bar.
The User window opens.

Opening the Email Manager

To open the Email Manager:

1. Log on to User Administrator.
The User Administrator main window opens.
2. In the User Administrator window, click **Email** from the left navigation bar.
The Email Manager window opens.

Opening the Backup/Restore Manager

To open the Backup/Restore Manager:

1. Log on to User Administrator.
2. In the User Administrator window, click **Backup/Restore** from the left navigation bar.

The Backup/Restore Manager window opens.

Opening the Help system

This product includes a searchable online Help system for your reference. You can use this Help system to find information on a specific topic, view reference information, and get additional details about product features.

To open the Help system:

- In the User Administrator main window, click **Help** from the left navigation bar. The Help system opens with a list of topics in the left pane.

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