

# StudentPortfolios.ca

## **Studentportfolios.ca – Guide to Webhosting Management V 1.0**

*This document contains information regarding managing your Web Hosting Account.  
For Further information about this document, please visit our site:*

**Site:** <http://www.studentportfolios.ca>

**E-mail:** [support@studentportfolios.ca](mailto:support@studentportfolios.ca)

**Document Title:** Studentportfolios.ca – Guide to Webhosting Management V 1.0.doc

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## Table of Contents

<b>Table of Contents</b> .....	<b>2</b>
<b>Managing your account package</b> .....	<b>4</b>
<b>The Management Interface</b> .....	<b>4</b>
ACCOUNT .....	6
SMART DNS .....	7
Definition of DNS Records .....	7
MX Record (Mail Exchanger) .....	7
CNAME (Canonical Name) .....	7
A Record - Address .....	7
Viewing DNS Information for your Domain .....	8
Modifying an Existing Record .....	8
Deleting an Existing Record .....	8
Adding a New Record .....	9
SMART HOSTING .....	10
Overview .....	11
Websites - Overview .....	11
Adding a Website .....	11
Editing Website Details .....	14
Deleting a Website .....	17
SMART SQL .....	19
Changing your MySQL Password .....	19
SMART MAIL .....	20
Adding a New Email Address .....	21
Catch-All Account .....	22
Forwarding Account .....	22
Forward & Catch-All Combined .....	22
Viewing Existing Email Addresses .....	22
Deleting an Email Address .....	23
Changing an Email Password .....	23
Viewing Catchalls & Forwards .....	24
Modifying an existing Email address to be a Catch-All and/or Forward .....	24
HELP .....	24
LOG OUT .....	25
<b>Website Information</b> .....	<b>25</b>
Redirection Scripts .....	25
Javascript Redirection script .....	25
Meta tag Redirection script .....	25
Your Webspace .....	25
FTP Connection to Your Webspace .....	25
Placement of Files .....	26
Webstats .....	26
SSI (Server Side Includes) .....	27
Introduction to MySQL Databases .....	27
Populating a MySQL database .....	27
Updating a MySQL database .....	27
HTML tags .....	27
<b>Your Studentportfolios Website</b> .....	<b>28</b>
Home Page Naming Conventions .....	28
DirectoryIndex command in an .htaccess file .....	29
CGI-BIN .....	29
Global Paths .....	29

PHP .....	30
Calling Files .....	30
Cold Fusion .....	30
Cold Fusion Tags Not Supported .....	30
Your DSN .....	30
Cold Fusion Sample Code: .....	31
Dynamic determining of path:.....	31
Connection to an Access DB using a connection string (not ODBC).....	31
<b>Email Services – Setting Up Your Email Client Software .....</b>	<b>32</b>
Configuring A Generic Email Connection .....	32
Configuring Eudora .....	32
Configuring Microsoft Outlook .....	33
MS Outlook Setup Tutorial .....	34
Configuring Microsoft Internet Mail .....	36
Configuring Netscape Mail.....	37
Netscape Navigator Setup Tutorial .....	37
Configuring Microsoft Outlook XP (2002) .....	39
Outlook 2002 Startup Wizard .....	39
Setting up Microsoft Outlook Without the Wizard.....	42
Setting up Netscape Ver 7.0.....	46
Using WebMail.....	50
Space Indicator.....	51
Mailbox Folders .....	52
Composing A New Message .....	52
Configuring WebMail Options.....	53
Logging Out of WebMail.....	54
<b>Your MySQL Services .....</b>	<b>54</b>
Connecting to Your MySQL Database .....	54
Placement of Files .....	54
Recommended MySQL Client Software.....	54
Setting Up a Connection to Your MySQL Database using MySQL Front .....	54
<b>Sample Code .....</b>	<b>55</b>
Sample connection to MySQL using PHP .....	55
Further information about MySQL .....	56
<b>Additional Support Information.....</b>	<b>56</b>

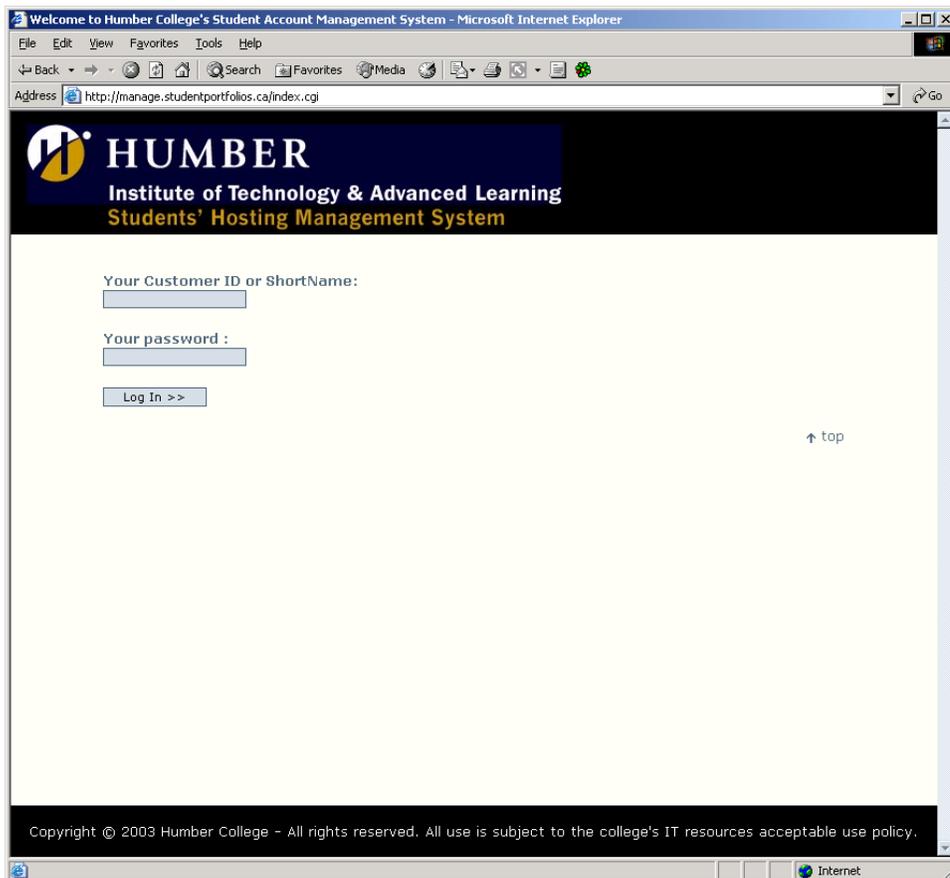
## Managing your account package

### The Management Interface

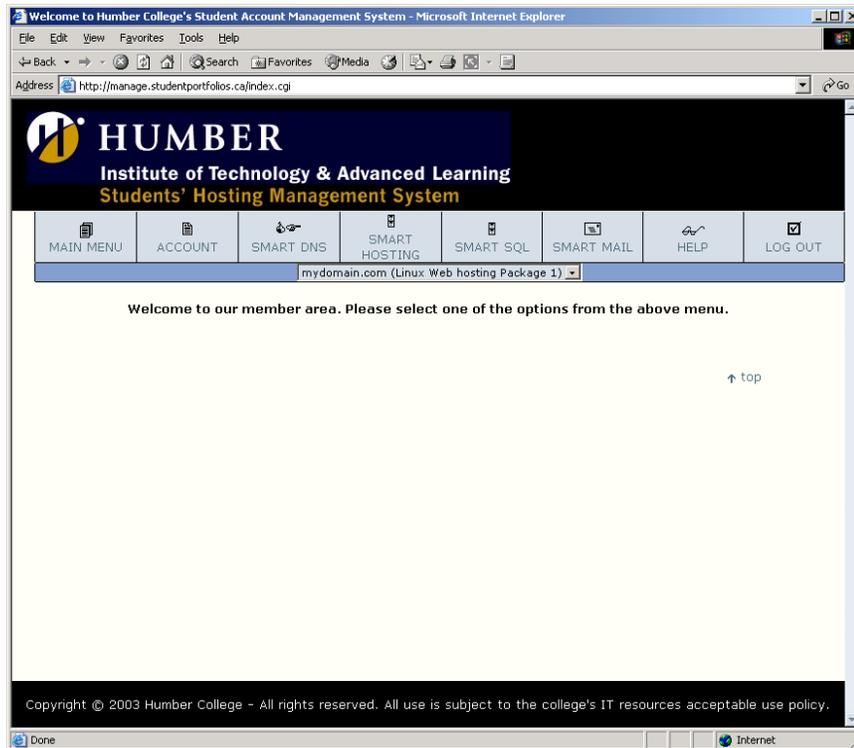
To make changes to your existing account package, please take the following steps

Open your Internet browser and go to <http://manage.studentportfolios.ca>

Enter your Customer ID or ShortName and password, then click on the Log In >> button. Do not press Enter, as the only way to continue is to by clicking on the button.



The screenshot shows a Microsoft Internet Explorer browser window displaying the login page for Humber College's Student Account Management System. The browser's address bar shows the URL <http://manage.studentportfolios.ca/index.cgi>. The page features the Humber College logo and the text "HUMBER Institute of Technology & Advanced Learning Students' Hosting Management System". Below the header, there are two input fields: "Your Customer ID or ShortName:" and "Your password:". A "Log In >>" button is positioned below the password field. A "top" link is visible on the right side of the page. The footer contains the copyright notice: "Copyright © 2003 Humber College - All rights reserved. All use is subject to the college's IT resources acceptable use policy."



**Main Menu** will take you back to the Intro screen from anywhere in the Manage tool.



**Account** will take you to your personal account information page. This will allow you to change your manage password, change your login name for manage and change your information.



**SMART DNS** allows you to manage DNS pointers for your domain name. This is a web based DNS manager for your domain(s).



**SMART Hosting** gives you the ability to manage your web space. This allows you to create web spaces as well as change your FTP Password and other web space management tasks.



**SMART SQL** allows you to view your MySQL database. From here you can also change your MySQL password for your database.



**SMART Mail** manages your email addresses. This area allows you the ability to create and manage e-mail addresses based on domain(s) you host on our system.



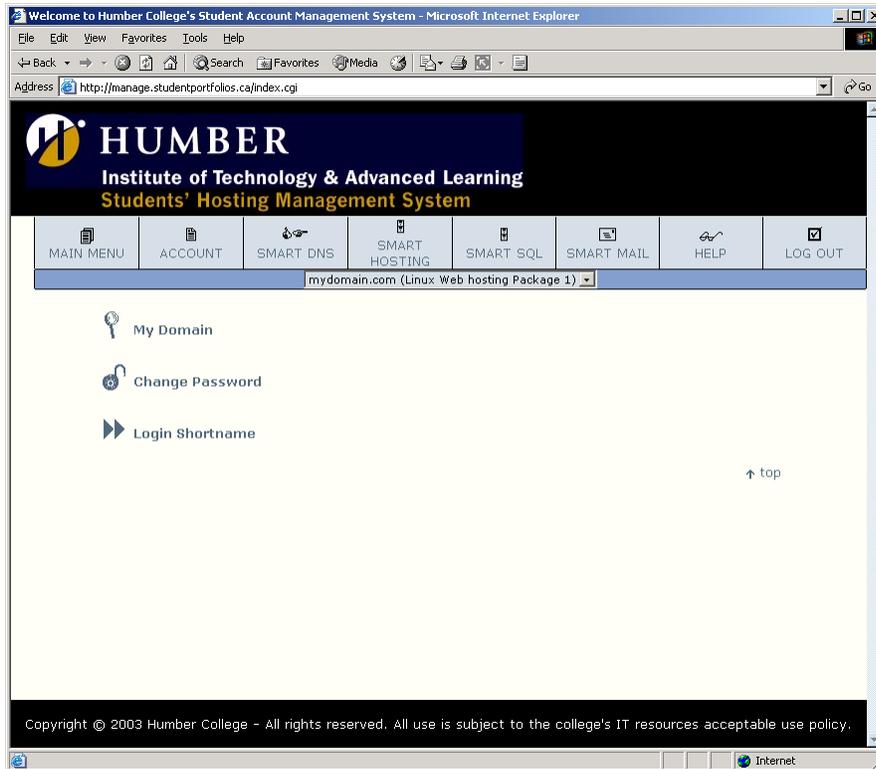
**HELP** will provide you with some online assistance with the management tool.



**LOG OUT** will log you out of the management system

## ACCOUNT

The Account menu item will give you access to your personal account information. From the following screen you can perform various account tasks.



From this screen, you have three selections.

My Domain  
Change Password  
Login Shortname

**My Domain** – When you first receive your account with Humber, you are entitled to register a domain to be used with your hosting account. Clicking this option will take you through the process of selecting and registering your domain. When your domain submission is complete, your professor will be able to approve or deny your choice of domain. If your order is approved, your domain will be integrated to your hosting account. If your professor requires you to make an alternate name selection, you will need to do this option over. If you have successfully registered a domain for your hosting, this option will no longer function.

**Change Password** - This option allows you to change your password for this management interface only. It does not affect any of your email passwords or FTP passwords or your MySQL password.

**Login Shortname** - You can create and change a shortname, which is an easier to remember username for the Management Interface. When you log into Manage, you can always use your chosen shortname and your password.

## SMART DNS

SMART DNS is a web based DNS Management utility. This is a tool that is recommended for advanced users. It is recommended that users choosing to use this utility have a background with using and administering DNS beforehand.

This utility allows you to manage all hostname aspects of your domain.

It allows you to create, modify and delete the following types of DNS Records.

MX Records  
CNAME Records  
A Records

Below is a brief definition of these types of records and their uses.

### Definition of DNS Records

#### MX Record (Mail Exchanger)

*Mail eXchange* records, *MX*, are used to specify a list of hosts which are configured to receive mail sent to this domain name. Your account by default is configured to have your MX point to smartmail.parafx.com which is our Mail server farm. You should not adjust this unless you are changing for the purpose of directing mail for your domain to a server you host elsewhere.

MX records also have priority values. The lower the value, the higher the priority. This allows you to make multiple MX Records. The first one (usually priority 10) will be used. If it is not available, the next highest number MX will be used if such exists.

***NOTE: Changing your MX values for your domain may result in mail being misdirected or undeliverable for your domain. ParaFX.com does not advise changing this unless you are an advanced user who is intending to host mail services elsewhere.***

#### CNAME (Canonical Name)

The Canonical Name resource record, CNAME, specifies an alias or nickname for the official, or canonical, host name. Creating a CNAME allows you to point one hostname to an already existing hostname.

#### A Record - Address

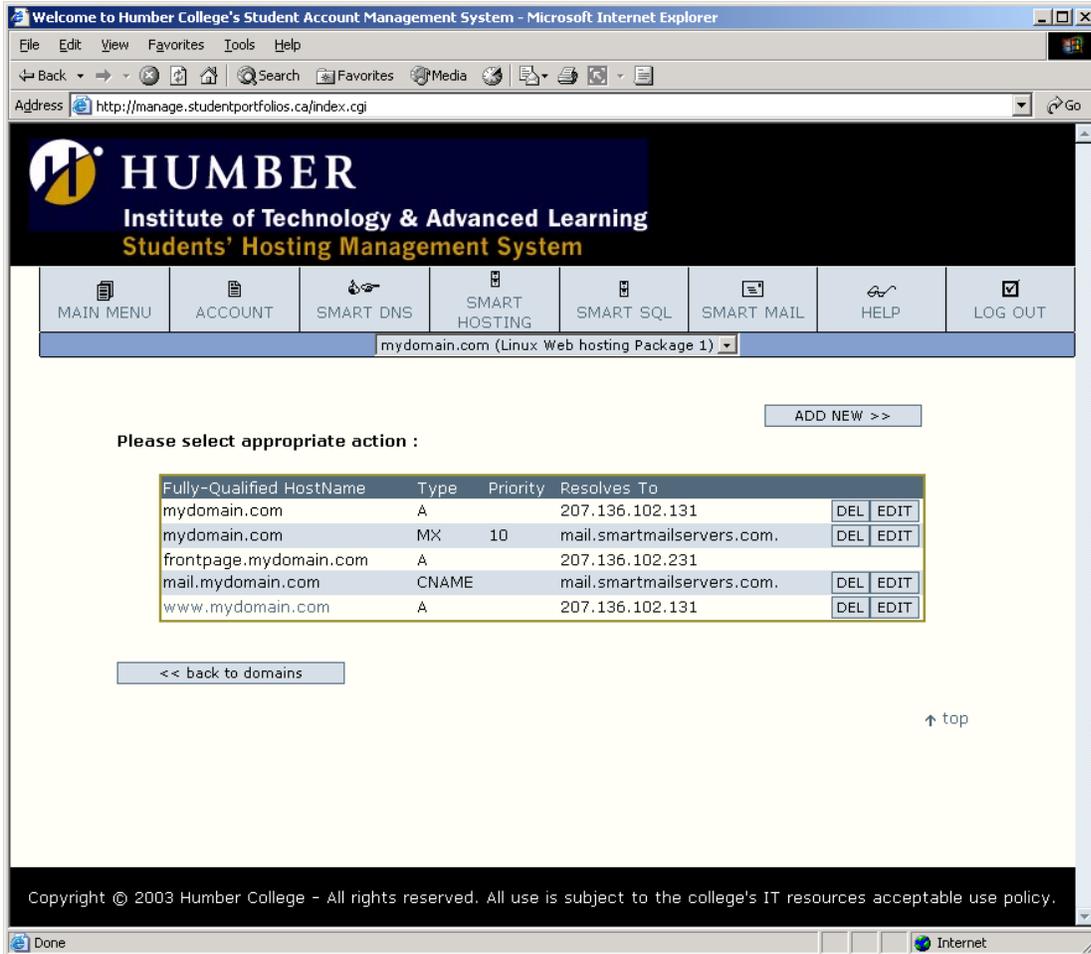
The *Address* record, *A*, lists the address for a given machine. The name field is the machine name and the address is the network address. There should be one *A* record for each address of the machine. Example you can create hostnames (A Record) such as mycomputer.mydomain.com

***Note: In your interface you will see already existing A Records. These are set up by the system for your hosting service. Modifying existing records can cause your web hosting to go offline. It is not recommended that these settings be changed. We welcome you to add additional records.***

## Viewing DNS Information for your Domain

To view DNS information for your domain(s), simply click on SMART DNS from the menu.

You will then be taken to a screen that lists your domain(s) under your package. Simply click on the domain you wish to view or modify. You will see a screen similar to the one shown. Some values may be different depending on your hosting service.



The screenshot shows a web browser window titled "Welcome to Humber College's Student Account Management System - Microsoft Internet Explorer". The address bar shows "http://manage.studentportfolios.ca/index.cgi". The page header includes the Humber College logo and the text "HUMBER Institute of Technology & Advanced Learning Students' Hosting Management System". A navigation menu contains buttons for MAIN MENU, ACCOUNT, SMART DNS, SMART HOSTING, SMART SQL, SMART MAIL, HELP, and LOG OUT. Below the menu, a dropdown menu shows "mydomain.com (Linux Web hosting Package 1)". The main content area displays "Please select appropriate action :" and an "ADD NEW >>" button. A table lists DNS records for mydomain.com:

Fully-Qualified HostName	Type	Priority	Resolves To	DEL	EDIT
mydomain.com	A		207.136.102.131	DEL	EDIT
mydomain.com	MX	10	mail.smartmailservers.com.	DEL	EDIT
frontpage.mydomain.com	A		207.136.102.231		
mail.mydomain.com	CNAME		mail.smartmailservers.com.	DEL	EDIT
www.mydomain.com	A		207.136.102.131	DEL	EDIT

Below the table is a "<< back to domains" button and an "↑ top" link. The footer contains the copyright notice: "Copyright © 2003 Humber College - All rights reserved. All use is subject to the college's IT resources acceptable use policy."

## Modifying an Existing Record

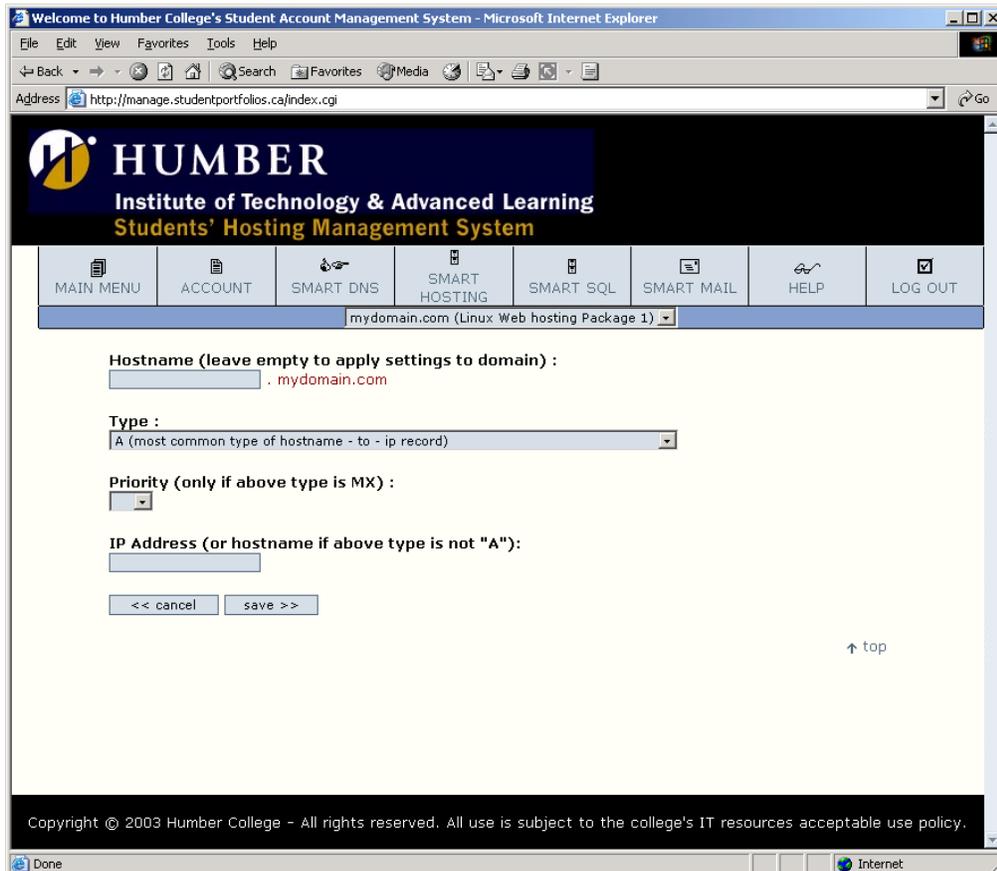
To modify an existing record, simply click the edit button beside the record you want to change.

## Deleting an Existing Record

To delete an existing record, simply click the del button beside the record you wish to delete.

## Adding a New Record

To add a new record for your domain, click the “Add New” button at the top. You will then be presented with a screen as shown below:



The screenshot shows a web browser window titled "Welcome to Humber College's Student Account Management System - Microsoft Internet Explorer". The address bar shows "http://manage.studentportfolios.ca/index.cgi". The page header features the Humber College logo and the text "HUMBER Institute of Technology & Advanced Learning Students' Hosting Management System". A navigation menu includes buttons for MAIN MENU, ACCOUNT, SMART DNS, SMART HOSTING, SMART SQL, SMART MAIL, HELP, and LOG OUT. Below the menu, a dropdown menu shows "mydomain.com (Linux Web hosting Package 1)". The main content area contains the following form fields:

- Hostname (leave empty to apply settings to domain):  . mydomain.com
- Type:
- Priority (only if above type is MX):
- IP Address (or hostname if above type is not "A"):

At the bottom of the form are buttons for "<< cancel" and "save >>". A "↑ top" link is also present. The footer contains the copyright notice: "Copyright © 2003 Humber College - All rights reserved. All use is subject to the college's IT resources acceptable use policy."

First you will need to specify the first part of your hostname.

Next, select the type of record you are creating. Here you can choose from CNAME, A, or MX.

If you choose MX, you will also need to select your priority below.

Last you will need to specify the hostname or IP Address you are pointing to.

Once this is all filled in, choose SAVE and you will then be taken back to the SMART DNS interface.

**Note: Changes you make in SMART DNS are not instant. Our provisioning system will provision your changes every hour. In addition, depending on the change you make, there is time taken for Root Name Servers to update and for other ISPs to become aware of such changes.**

## SMART HOSTING

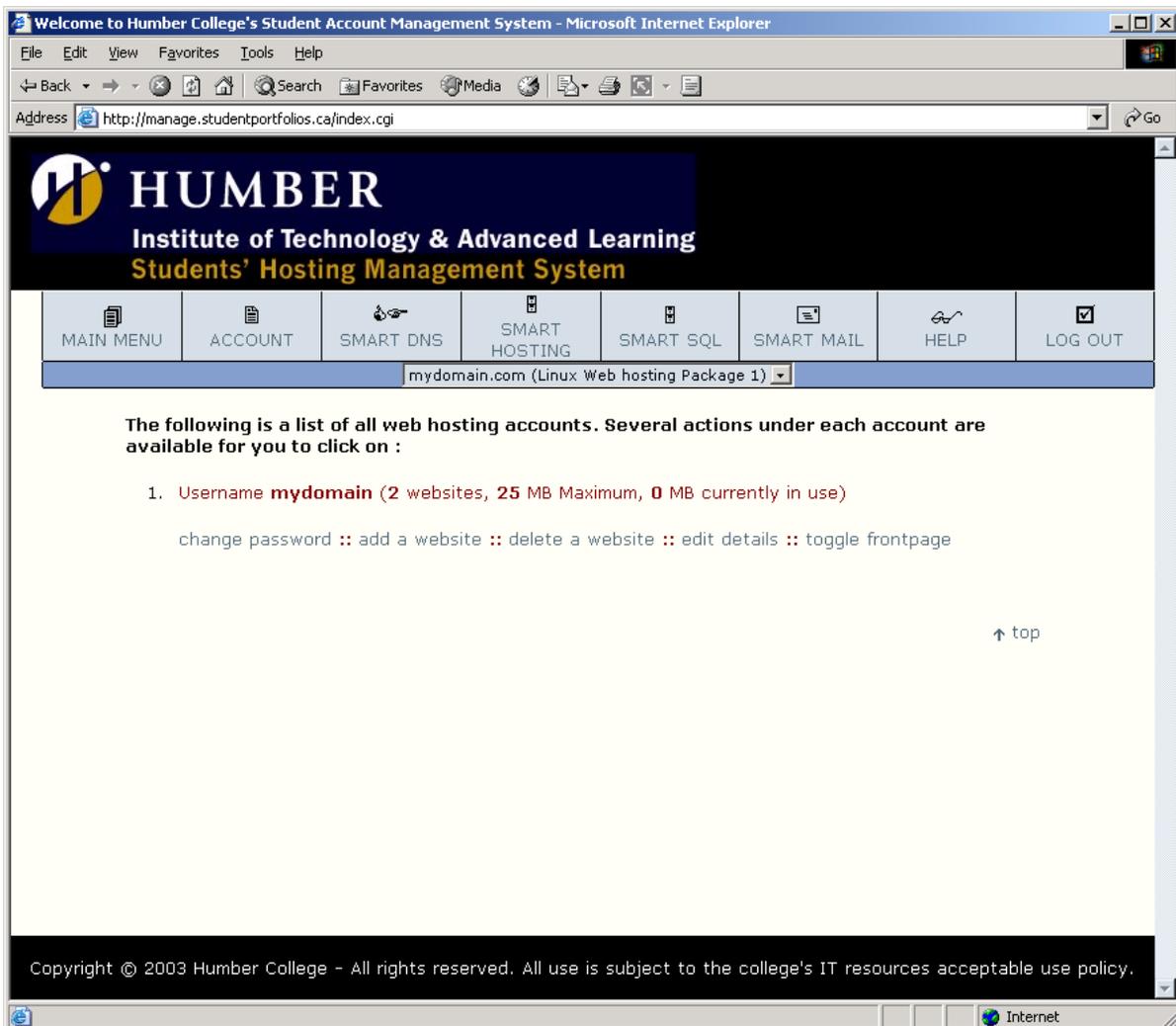
SMART HOSTING allows you to manage various aspects of your web service specifically.

From this tool, you are able to perform such tasks as:

- Add a New site
- Modify Existing Sites
- Configure FrontPage Extensions on a site
- Change your FTP Password
- View your Disk Space Usage

To manage your Website, click on SMART HOSTING from the Main Menu.

You will be presented with a screen similar to the one shown below.



## Overview

With this hosting system you are granted raw web space. You are able to configure use of that web space however you see fit. This allows us to provide you the ability to host multiple sites, multiple content, and multiple domains under a single package.

## Websites - Overview

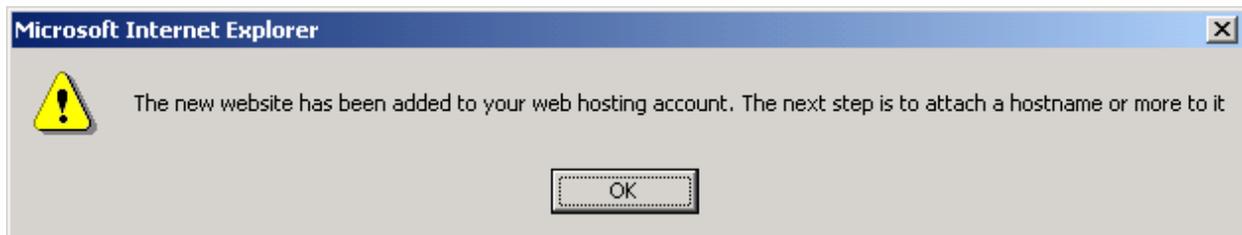
Websites represent a subdivide of your web space. Adding a website creates a nameless section for you to place content. Our system will then ask you to assign hostnames to that site. All the hostnames you assign to a common website will serve the same content as each other.

Therefore if you wish to run two variations of web content, you would create two different websites using this interface and you would assign different hostnames to each.

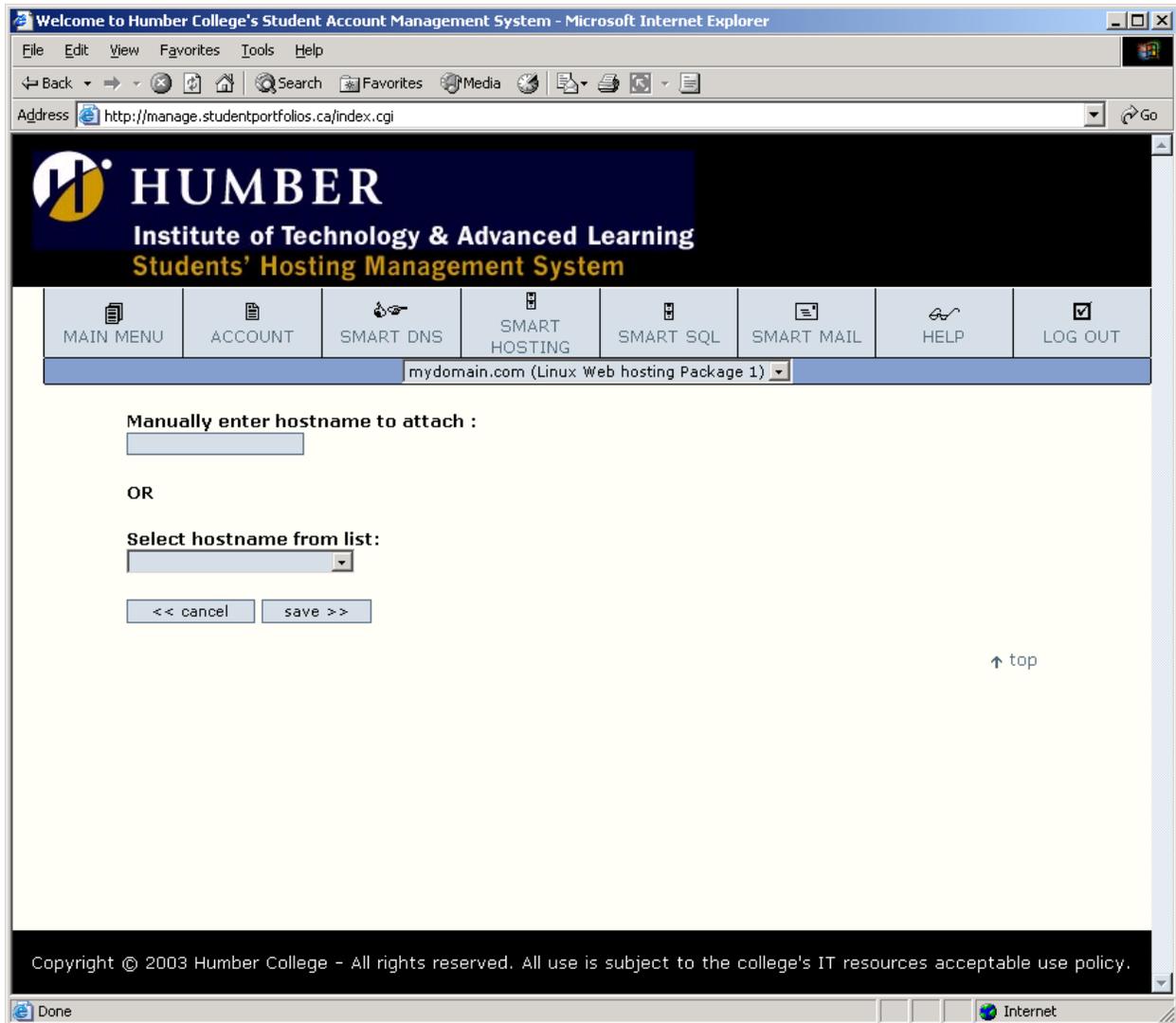
## Adding a Website

To add a website, simply click on "Add Website"

You will then be presented with a dialog box as shown.



Click OK to be taken to the next step.

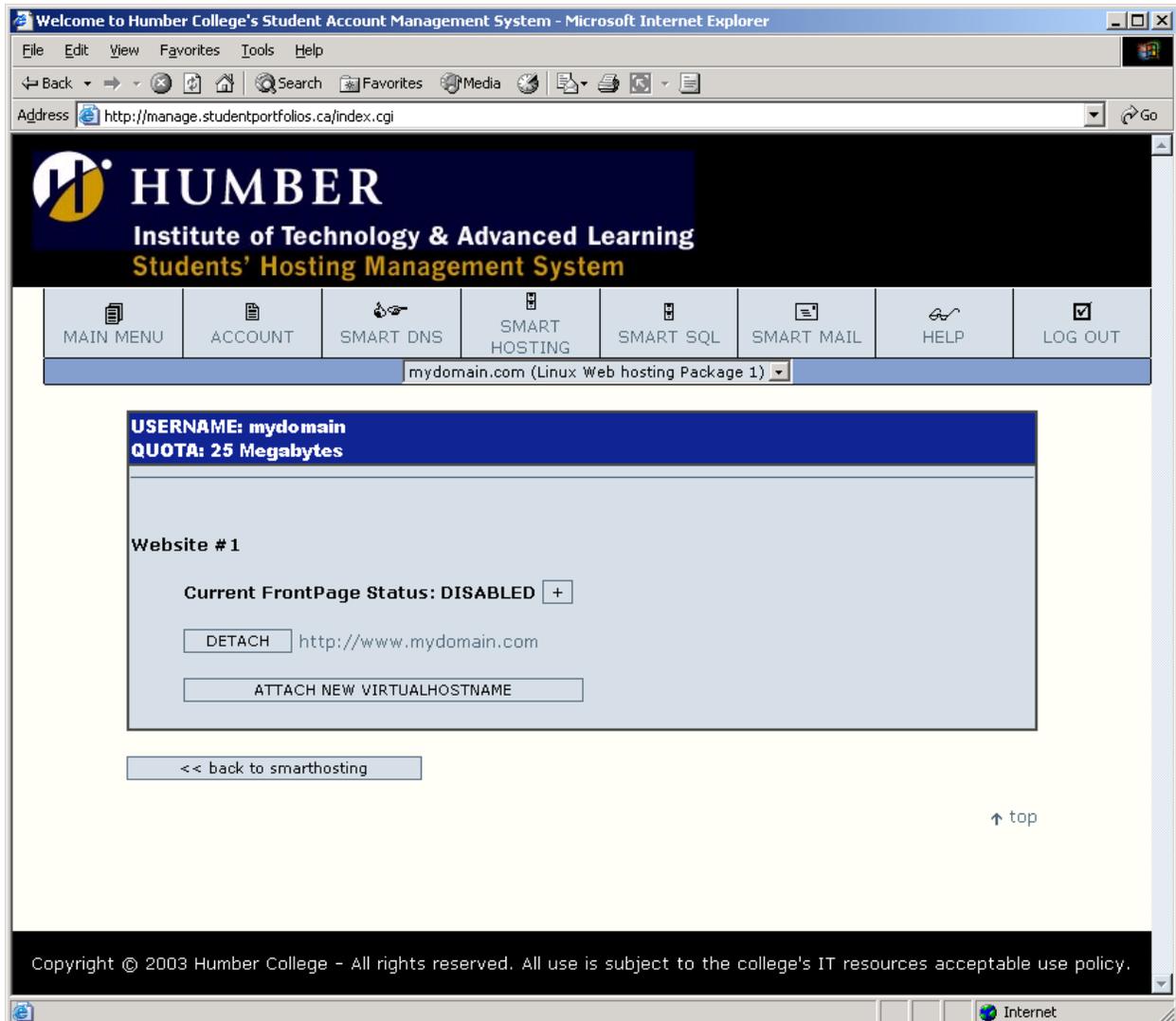


From the pull-down menu you can select from existing hostnames that have been created in SMART DNS or you can manually specify a hostname.

At this point you can only add a single hostname.

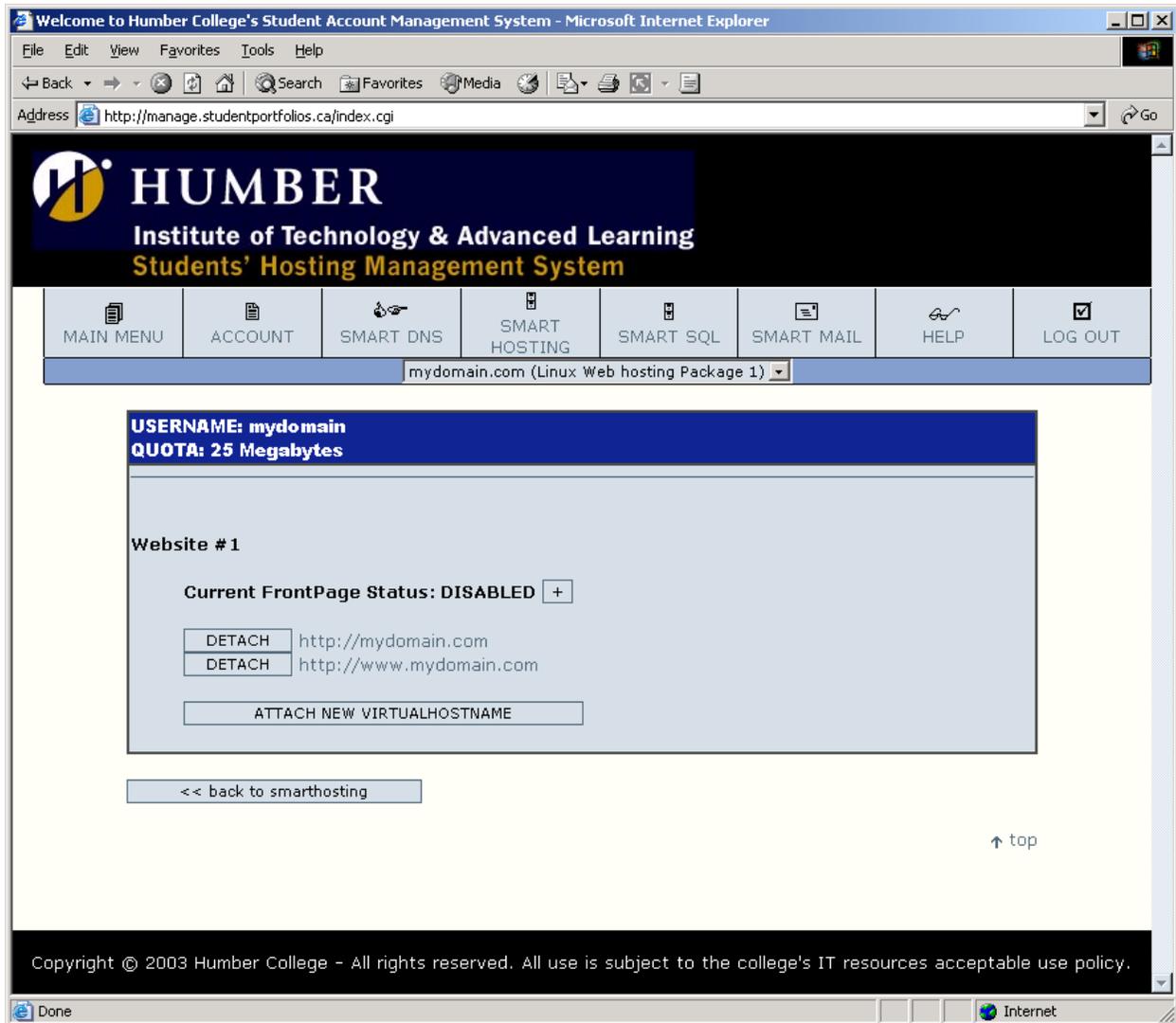
Select the hostname of choice and click SAVE.

You will now be at a screen shown below:



From here you can attach another hostname to this website. The hostnames listed under a single website will all serve the same content as each other.

Shown below is a fairly standard set up for a site. In the example below, the web account has been configured with one web site.



In this example, when this customer connects via FTP with their Master Username and Password, they will see 2 folders for this one site. The folders will be: mydomain.com and [www.mydomain.com](http://www.mydomain.com) . These folders mirror each other so the customer only needs to upload to one of the two folders. The content will be the same if someone visits their site via: <http://mydomain.com> or <http://www.mydomain.com>

**NOTE: Our system is provisioner based. Changes mentioned above will not take effect instantly. Our web provisioner will implement your changes every 15 minutes. The provisioner will create the appropriate folder structure for you.**

### Editing Website Details

To view existing sites you have configured or to make changes to any of your websites setup, simply click on "EDIT DETAILS"

From here you will be taken to a screen that shows all the individual websites and their respective hostnames.

Shown below is an example of a customer who has 2 different websites created.

Welcome to Humber College's Student Account Management System - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print

Address http://manage.studentportfolios.ca/index.cgi

# HUMBER

Institute of Technology & Advanced Learning  
Students' Hosting Management System

MAIN MENU ACCOUNT SMART DNS SMART HOSTING SMART SQL SMART MAIL HELP LOG OUT

mydomain.com (Linux Web hosting Package 1)

**USERNAME: mydo main**  
**QUOTA: 25 Megabytes**

**Website # 1**

Current FrontPage Status: DISABLED +

DETACH http://mydomain.com  
DETACH http://www.mydomain.com

ATTACH NEW VIRTUALHOSTNAME

**Website # 2**

Current FrontPage Status: DISABLED +

DETACH http://sample.mydomain.com

ATTACH NEW VIRTUALHOSTNAME

<< back to smarthosting

↑ top

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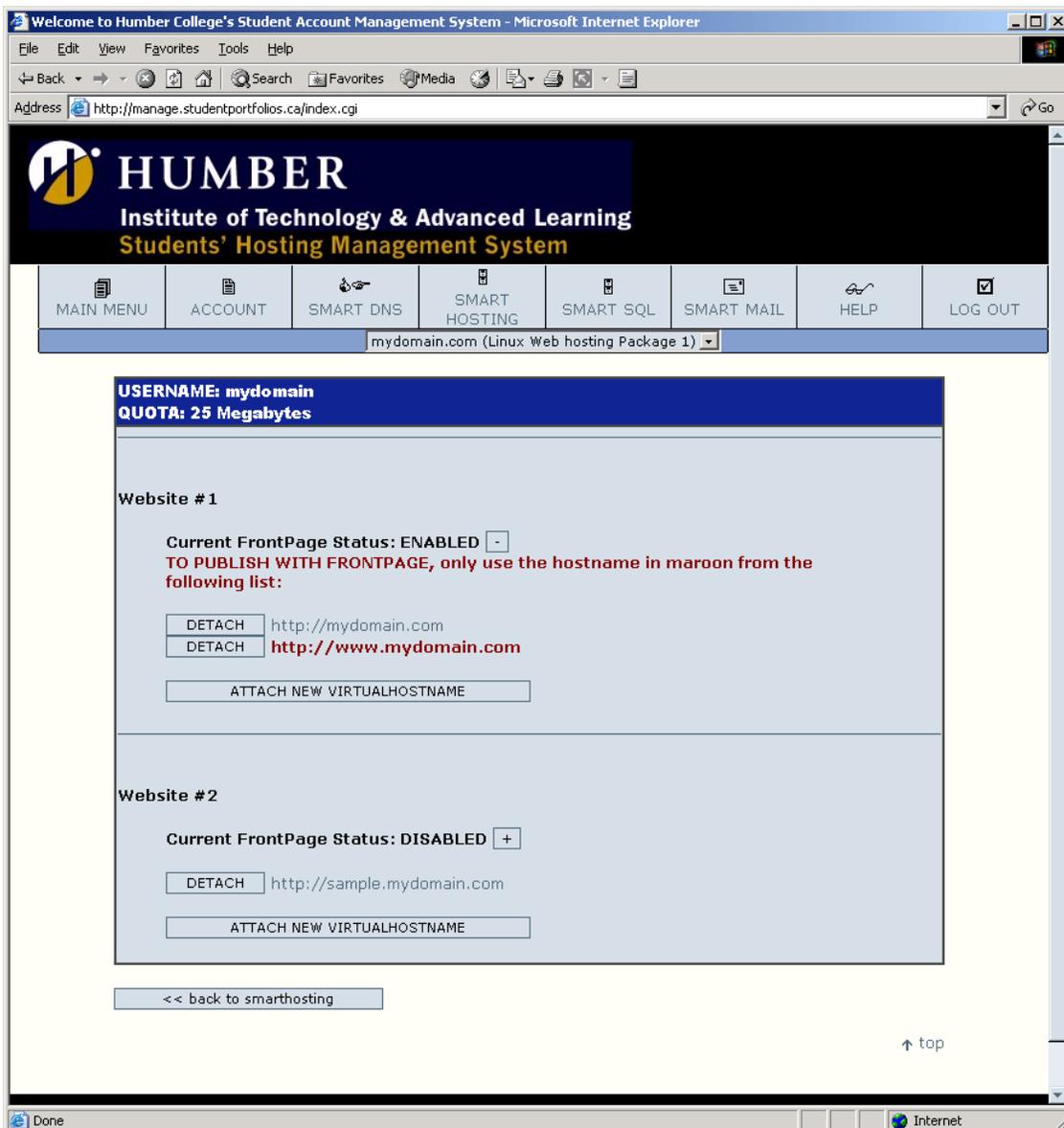
Internet

In this example, the customer has a website: [www.mydomain.com](http://www.mydomain.com) and mydomain.com which mutually share / display the same content files.

In addition, this customer has an additional site called: sample.mydomain.com, which serves alternate content. As such when they connect to their web space via FTP they will see three different content folders [www.mydomain.com](http://www.mydomain.com) and mydomain.com folders are mirrors of each other while the other folder, sample.parafx.com is the content folder for that site.

From the above shown edit screen you can activate FrontPage extensions for individual websites. To do this, click the + symbol shown.

Shown here is one of our sites activated for FrontPage. You will note now that this site shows the option to De-activate FrontPage.



As the system indicates above, when using FrontPage, you must publish using the hostname (URL) in maroon only. To de-activate FrontPage, simply click the [-] symbol.

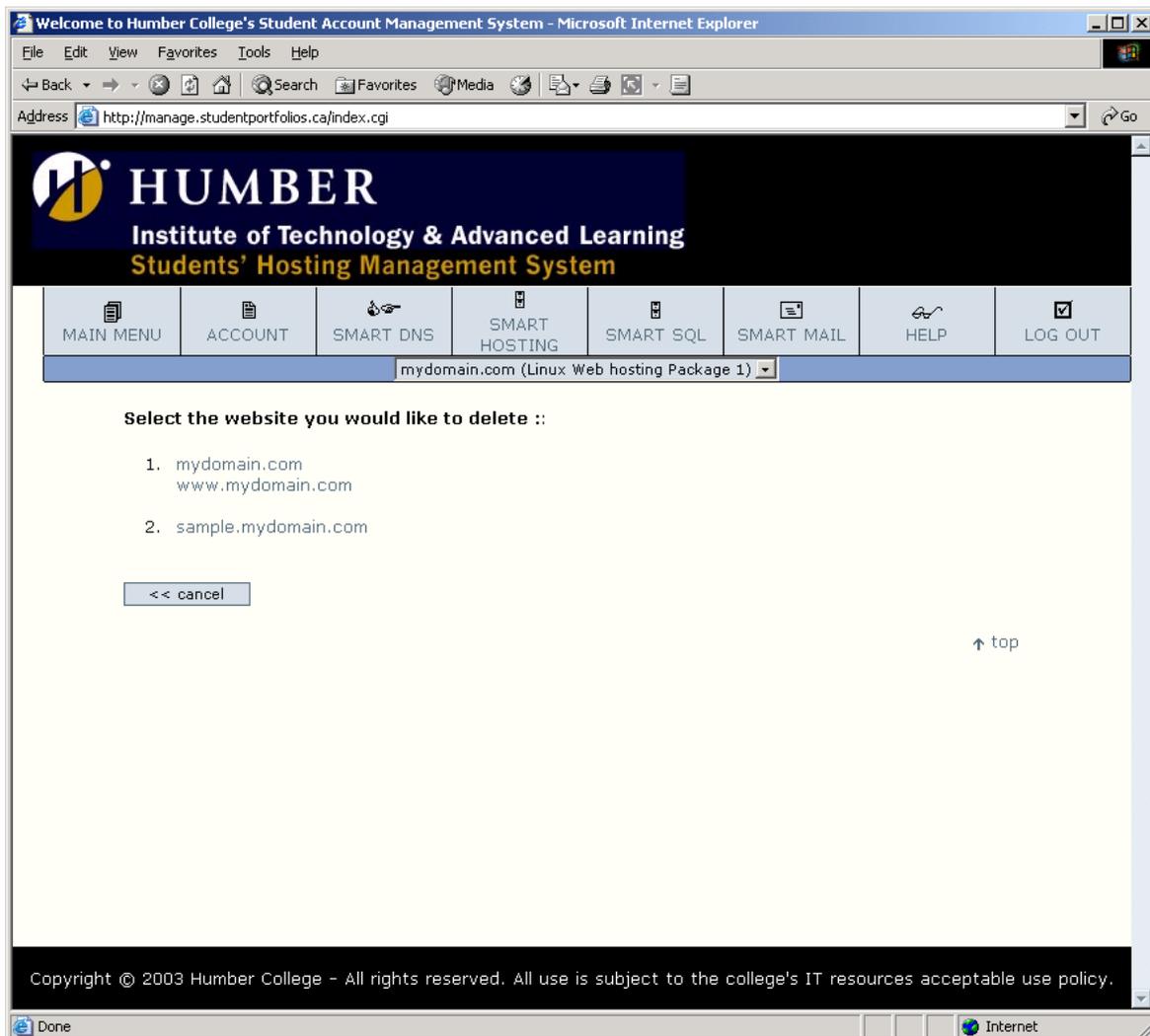
**NOTE: Our system is provisioner based. Changes mentioned above will not take effect instantly. Our web provisioner will implement your changes every half hour. The provisioner will create the appropriate folder structure for you.**

## Deleting a Website

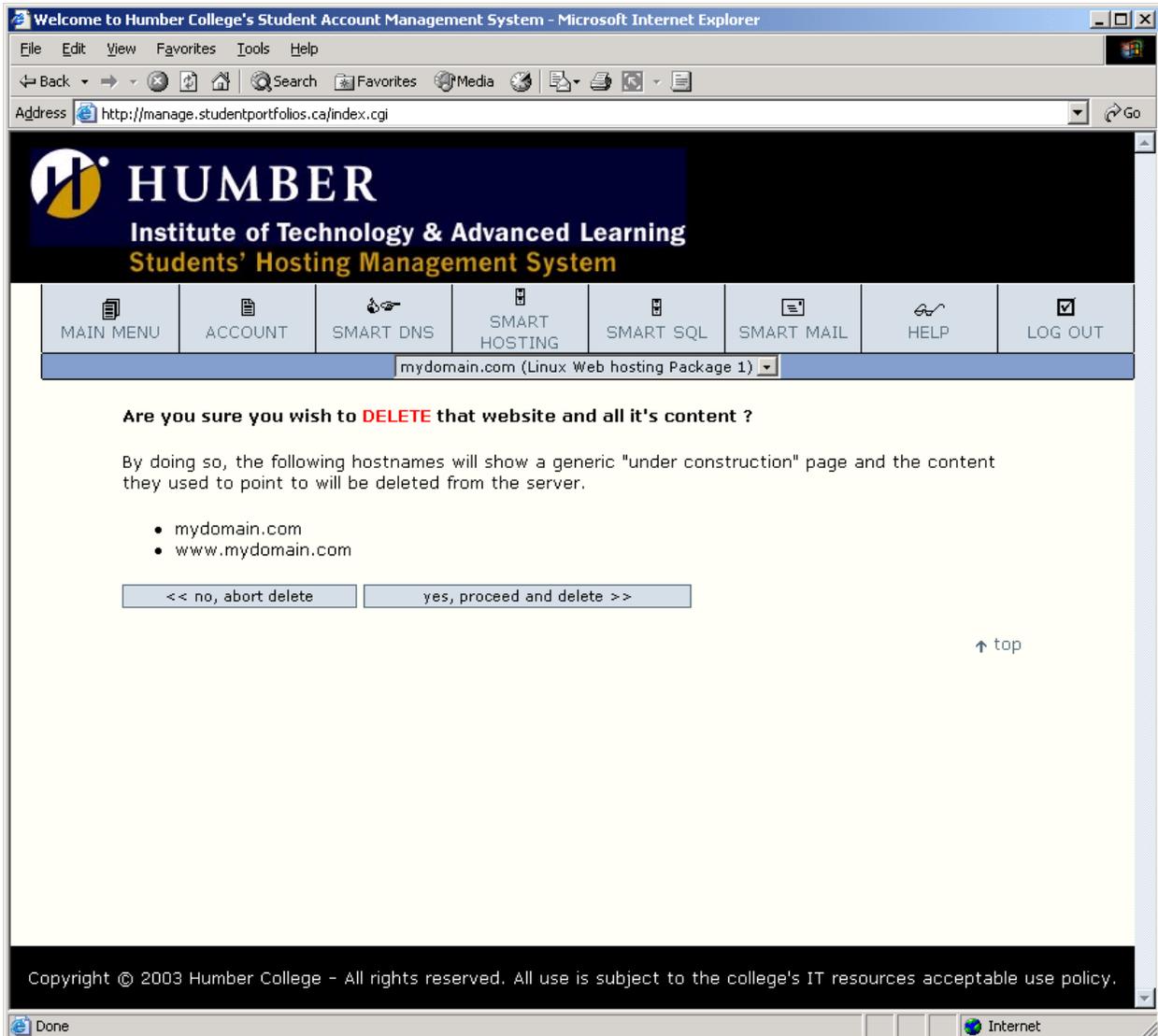
If you wish to delete a website, you can do this from the main SMART HOSTING screen. Simply click "Delete a Website"

On the next screen you will be presented with the individual websites you have as well as their hostnames.

Simply click on the website you wish to delete as shown:



You will then be presented with a confirmation screen to ensure the validity of your request. This function will not retain content for the site you choose to delete. The system tells you that an under construction site will be displayed when content is deleted.



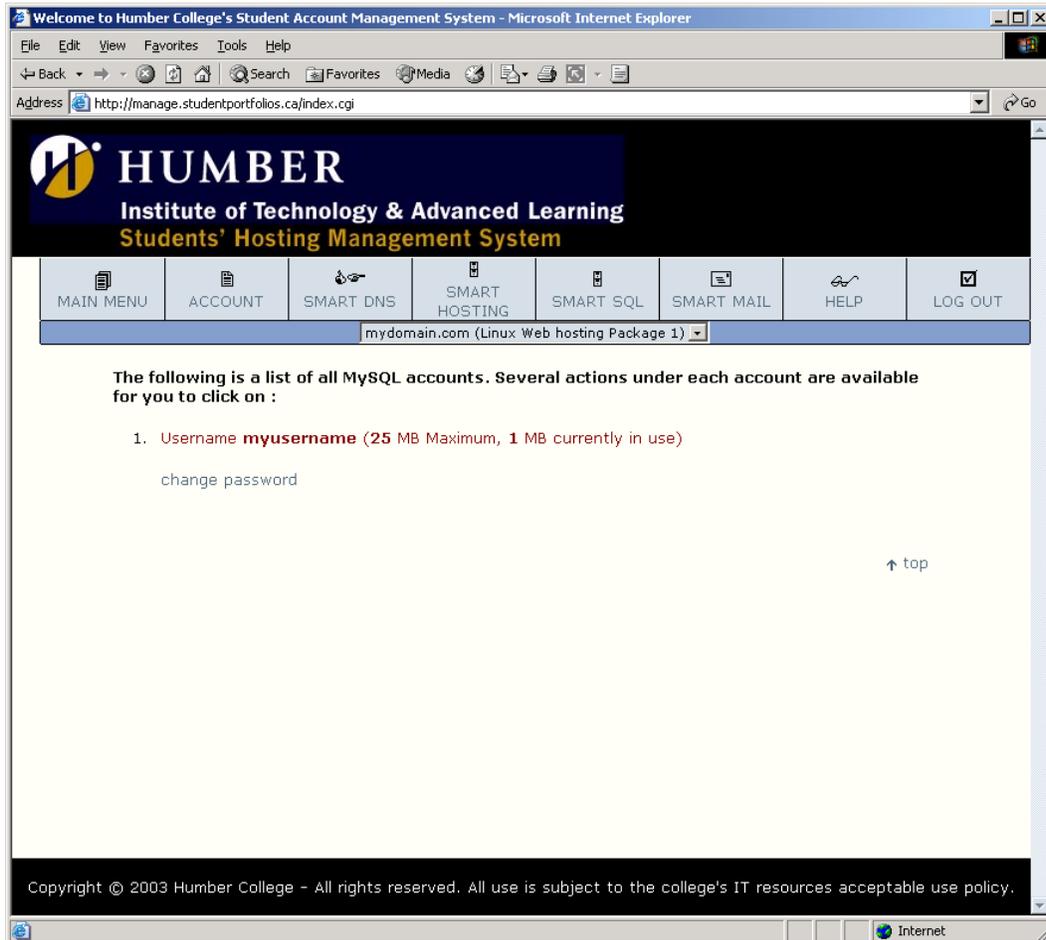
If you choose to proceed, you will be taken back to your SMART HOSTING Screen.

**NOTE: Our system is provisioner based. Changes mentioned above will not take effect instantly. Our web provisioner will implement your changes every half hour. We are working hard to minimize this wait. The provisioner will remove the site from the system for you which also includes content. Content cannot be retrieved once the provisioner has removed it, so please proceed with caution**

## SMART SQL

The SMART SQL interface allows you to view and administer information about your MySQL database.

From here you can view how much space your database is using, as well as review your username. You can also change your MySQL password.



This screen shows you your MySQL username, which is also the name of your database.

### Changing your MySQL Password

If you wish to change your password, simply click on "Change Password". This will change only your MySQL password, and does not affect email, FTP or Manage passwords.

**NOTE:** It is important to note that if you change your MySQL password, you may need to update your site coding if you have referenced your old password.

***Our system is provisioner based. Changes mentioned above will not take effect instantly. Our MySQL provisioner will implement your changes every 15 minutes.***

## SMART MAIL

The SMART MAIL interface allows you to create and manage email addresses based on domains hosted with ParaFX.com

To manage your SMART MAIL addresses, simply click on SMART MAIL from the main menu

In the example below, the customer has not created any email addresses yet.

Welcome to Humber College's Student Account Management System - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address <http://manage.studentportfolios.ca/index.cgi> Go

**HUMBER**  
Institute of Technology & Advanced Learning  
Students' Hosting Management System

MAIN MENU ACCOUNT SMART DNS SMART HOSTING SMART SQL SMART MAIL HELP LOG OUT

mydomain.com (Linux Web hosting Package 1)

*You do not have any existing email accounts. Click the ADD NEW button to create one.*

ADD NEW >>

[↑ top](#)

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Done Internet

## Adding a New Email Address

To add an email address, click the ADD NEW button.

You will be presented with the following screen.

mydomain.com (Linux Web hosting Package 1)

Email address :  
[input field] @mydomain.com

Select password :  
[input field]

Re-type exact same password :  
[input field]

Forwarding account ? [?]

Catch-all account ? [?]

<< cancel    save >>

[top](#)

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If you host multiple domains within your web hosting account, you will need to select the domain you are creating the new address for from the pull down menu provided.

First, enter in the username part of your email address.

Next, enter in a password to use for this email address. You will need to enter the password twice to confirm.

NOTE: If you are creating a FORWARDING Account, these types do not actually create a mailbox but rather forward all mail to the chosen address. This will not require a password to be chosen.

### **Catch-All Account**

You can select if this email address is to be a Catch-All Account. A Catchall account is used to collect mail for all e-mail addresses that you have not created for your domain.

If you create:

[bob@mydomain.com](mailto:bob@mydomain.com) and [cindy@mydomain.com](mailto:cindy@mydomain.com), and you made a Catchall address called [info@mydomain.com](mailto:info@mydomain.com) then mail addressed for anything other than bob or cindy will automatically be delivered to [info@mydomain.com](mailto:info@mydomain.com)

So if someone emails [webmaster@mydomain.com](mailto:webmaster@mydomain.com) it will deliver that mail to the [info@mydomain.com](mailto:info@mydomain.com) mailbox.

**NOTE: Only one Catch-All address can exist for each domain.**

### **Forwarding Account**

You can also specify the account to be a forwarding account. A Forwarding account will receive mail for the address you are creating and forward it on to an address you specify. You will be prompted for an address to forward your mail to if you choose to create a forwarding account.

**NOTE: If your account is a forwarding account, the system does not retain a copy of your emails. Your emails are seamlessly sent to the address you choose as a destination. If that address is invalid, email will bounce back to the recipient.**

### **Forward & Catch-All Combined**

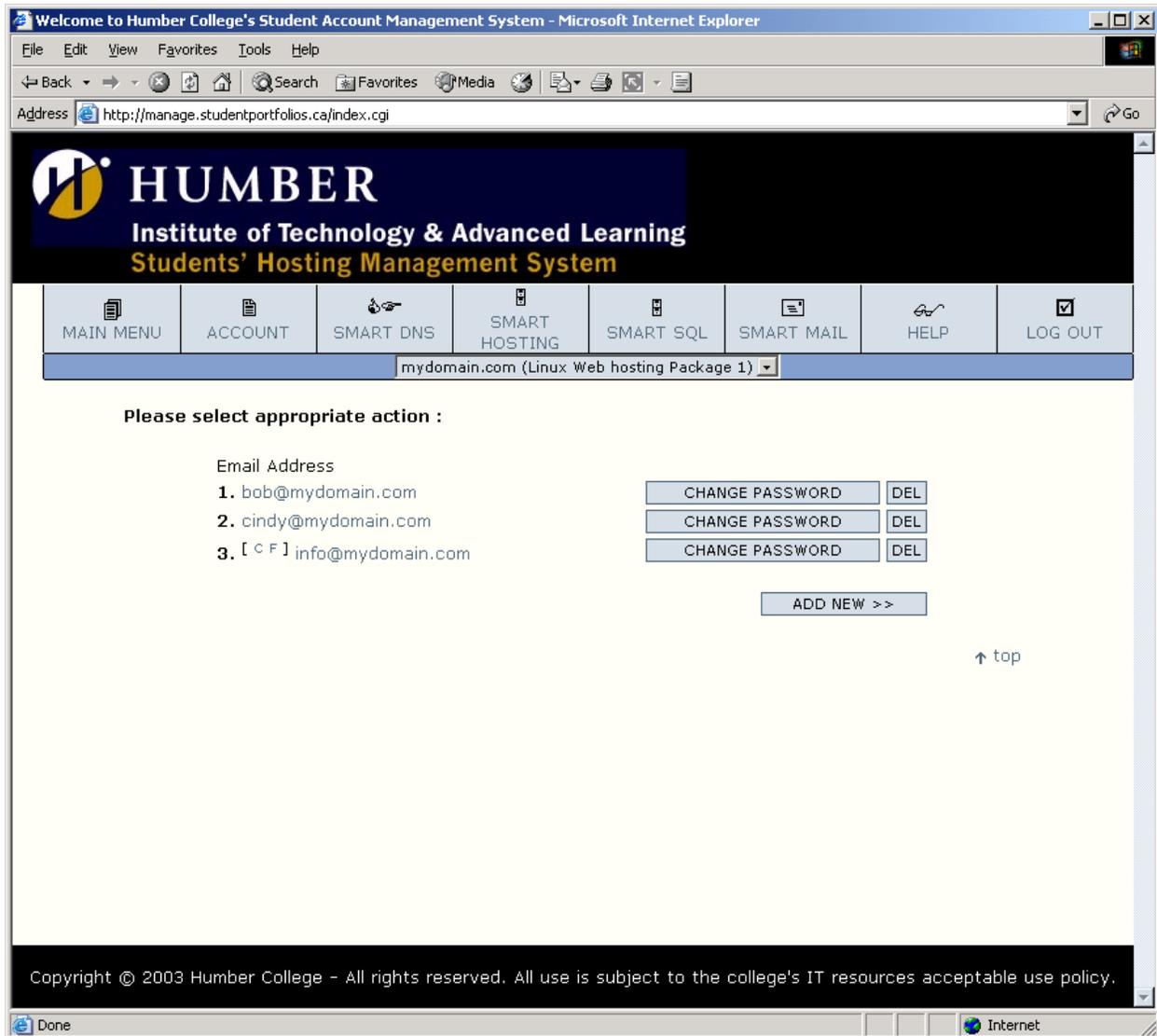
As the name suggests, you can use these features together. Using the example mentioned in the Catch-All section above, if you choose to make an email address ([info@mydomain.com](mailto:info@mydomain.com)) that is a forward and a Catch-All, the system will receive all mail destined for your domain that is not destined for [bob@mydomain.com](mailto:bob@mydomain.com) or [cindy@mydomain.com](mailto:cindy@mydomain.com) and then it will forward it to the address you specify to forward to.

**NOTE: If your account is a forwarding account, the system does not retain a copy of your emails. Your emails are seamlessly sent to the address you choose as a destination. If that address is invalid, email will bounce back to the recipient.**

### **Viewing Existing Email Addresses**

From the Main SMART MAIL Screen, you can see all existing mail addresses that have been created.

Shown below is an example.



From the example shown above you can see that there are three email addresses in total.

### Deleting an Email Address

To delete any of these addresses, simply click the DEL button to the right of the address you wish to delete. This will remove any email that is presently in this mailbox.

### Changing an Email Password

To change your password for any email address, simply click CHANGE PASSWORD to the right of the email address you wish to change the password for.

## Viewing Catchalls & Forwards

In the example above you will notice a small C F shown beside [info@mydomain.com](mailto:info@mydomain.com)

This indicates that [info@mydomain.com](mailto:info@mydomain.com) is a Catch-All and Forward address. Click in the C to display an explanation of Catch-All as shown.



You can also click on the F to display what address the email is forwarded to as shown below.



## Modifying an existing Email address to be a Catch-All and/or Forward

At this time, the system does not allow you to change an existing regular email account to be a catch-all or forward. To accomplish this, you will need to delete the address and re-create it as a catch-all and/or forward.

**NOTE: If you choose to perform this task, it is recommended that you first check your mail one more time for that address before proceeding to delete and recreate the account. Deleting and recreating the account will not retain the mail that is presently in that mailbox.**

**Note: Changes you make in SMART MAIL are not instant. Our provisioning system will provision your changes every 5 minutes.**

## HELP

At this time there is very limited help available in our Management Interface. Most help info for Manage can be found in this document. Any additional information can be obtained by e-mailing [support@studentportfolios.ca](mailto:support@studentportfolios.ca)

## LOG OUT

This will log you out of the Manage Utility. You should always log out when you are no longer managing your account as there are several management functions that you do not want unauthorized persons modifying.

## Website Information

### Redirection Scripts

You can also use one of the following scripts to load your home page. The scripts are supplied in javascript and meta tag versions.

To use one of the scripts, place your home page file in your public directory. Create a file called index.html (also in your public directory) and copy one of the scripts below into it. In the script, change default.htm to the name of your home page file and www.yourname.com to your domain (in the meta tag version). When index.html is accessed, it will instantly redirect a browser to your home page file.

### Javascript Redirection script

```
<head>
<script language="javascript">
//redirect to default.htm
function goNow() {
location.href="default.htm"
}
</script>
</head>
<body bgcolor=#FFFFFF text=#000000 onload="goNow()">
```

### Meta tag Redirection script

```
<head>
<meta http-equiv="refresh"
content="0;URL=http://www.yourname.com/default.htm">
</head>
<body>
```

## Your Webspace

### FTP Connection to Your Webspace

To FTP content to your website, you can use any FTP client software. You can configure your FTP software using the following information:

**FTP Host (server):** www.yourdomain.com **or** web.studentportfolios.ca

**Username:** username

**Password:** your password

**FTP Port:** 21 (default)

## **Placement of Files**

All your content files (HTML, Images, etc) should be placed in the appropriate site folder. Example: if your domain is: mydomain.com then, when you FTP into your file space using your FTP username and password, you will see several folders as follows:

### **/private**

This is where you store your private documents for any or all of your sites.

### **/mydomain.com**

This folder is known as your public directory. All your content should be placed in this folder or the www.mydomain.com folder. You do not need to place content in both, as they are mirror folders of each other.

### **/www.mydomain.com**

This folder is a mirror of the above-mentioned folder. If you place your content in the mydomain.com folder, it will automatically be in this folder as well.

### **/cgi-bin**

This is a default folder created by the system. When using CGI scripts, this is the folder to place the scripts in. CGI or PERL scripts should be placed in the cgi-bin directory.

### **/secure**

This folder is reserved for system use. This is where your web statistics reports are stored.

### **/logs**

This folder is reserved for system use. This is where your web log data is stored.

If you have multiple sites under one package, you will notice that you will have additional folders for the other sites as well. The master username and password allows you to upload to any of the sites you host under each package.

## **Webstats**

In order to see your website statistics simply open a browser and go to:

**Http://www.mydomain.com/logs**

You will be given a list of sites (depending on how many are hosted by that account) simply click on the link for the site that you wish to view statistics for.

You will be prompted for a username and password (your website stats are regarded as confidential/private access) Use your master username and FTP password to gain access to the logs listing.

Website statistics are generated every night.

Please note that in order to conserve your disk space, our system will automatically rotate your log files upon generating your traffic reports. This is done to prevent your webspace for going over quota.

### **SSI (Server Side Includes)**

SSI is supported on our system. Please note in order to use this ability the extension of your HTML document must be .shtml

We have found that some customers using this feature will save all their HTML documents as .shtml even though the code doesn't require it. Doing so may result in slowing your site down as the system attempts to parse non-existent SSI code.

### **Introduction to MySQL Databases**

We provide support for MySQL databases on several packages. You can find more information on MySQL by consulting our "Guide to MySQL Services"

MySQL databases can be accessed through web pages using CGI and PHP. In addition, MySQL databases can be used by Cold Fusion

### **Populating a MySQL database**

For populating a database, you should consider using a MySQL client or a script (PHP or CGI). A free MySQL client is available at <http://www.mysql.com> or <http://www.anse.de/mysqlfront/>

### **Updating a MySQL database**

A MySQL database can be updated using a web based form or a MySQL client

### **HTML tags**

The meaning of some common HTML tags is shown below:

**<HTML>** - This tag tells the browser this file is an HTML document.

**</HTML>** - End of the document.

**Note:** Approximately 99% of all HTML tags need to be added in pairs. Notice that a <HTML> tag is located at the very beginning and the very end of the document. There are only a handful of tags that do not need this "pair" structure.

**<HEAD>** - Beginning of the header.

The header can contain other additional material that is not to be displayed on the page. These can be comments and meta-tags provide information to browsers and search spiders about the document.

**</HEAD>** - End of the header.

**<TITLE>** This indicates the start of your page title, which is not displayed in the document.

**</TITLE>** - End of the title

**<BODY BGCOLOR="FFFFFF">** - Tells the browser that the body of the document starts here, and that the background is white. For a list of hexadecimal colors, go to: <http://www.lynda.com/hexh.html>.

**</BODY>** - End of the body.

**<CENTER>** - Centers the alignment of whatever is between this tag and **</CENTER>**

**<IMG SRC="clouds.jpg" ALIGN="BOTTOM">** - This tag inserts an image called "clouds.jpg" and aligns it with the bottom of any nearby text. Alignment options include "Middle", "Left" and "Right".

**<a href="http://amazon.com">Link Name</a>** This links the text "Link Name" to the URL in quotes (<http://amazon.com>). If you click on the words "Link Name" in the browser, it will open the page at the URL.

**<a href="mailto:support@yourcompany.com">support@yourcompany.com</a>** This opens a mail box when people click on the text between the tags, so people can email you from your webpage. The TO: field will contain the address specified in the first tag.

**<HR>** - This inserts a Horizontal Rule, which is a horizontal line.

**<H1>**This is a Header**</H1>** - Headers can be created using tags **<H1>** through **<H6>**.

**<H1>** is the largest header.

**<H3>**This is a Medium Header**</H3>**

**<P>** This starts a new paragraph.

**<B>** Text between these tags will be bold text. **</B>**

**<I>** Text between these tags will be italicized. **</I>**

## Your Studentportfolios Website

### Home Page Naming Conventions

When someone searches for your domain in a browser, the web server will automatically look in the public directory for an index file. It will search for specific files in this order: index.html, index.htm, index.shtml, index.php, and index.phtml. The server will return the first index file it finds, regardless of any other files you have. Therefore, it is best to keep only one index file in your public directory to avoid confusion.

If you want your home page to be titled differently from the above names, we recommend that you use the DirectoryIndex command in an .htaccess file. Alternatively, you can use a redirection script.

## **DirectoryIndex command in an .htaccess file**

You can create a file called .htaccess in your public directory (www.mydomain.com). If you are already using an .htaccess file for website security, you should edit the existing file rather than creating a new one. Add the DirectoryIndex command AFTER the existing information, not before. The DirectoryIndex command in your .htaccess file should list the filenames that you would like a browser to look for in the order that you would like them to be used, separated by spaces. An actual command line might look something like this:

```
DirectoryIndex index.html index.php3 default.htm default.html
```

In this case, a browser would look for an index.html file first, then index.php3, then default.htm, then default.html. This .htaccess file will be applied to every subdirectory of the directory it is placed in, so be sure to include any filenames that you are likely to use.

## **CGI-BIN**

How to use CGI for your domain(s)

All CGI scripts used for any of the domains on your package are to be placed in /CGI-BIN in the root of your file space.

In order to reference CGI scripts from your site code, it must be referenced using relative paths.

Example: /cgi-bin/myscript.cgi

Your scripts must be world executable (permissions). Example (RWX-X-X) (Owner, Group, Other)

Scripts do not have to be world readable, or world writeable, unless specified by the script itself.

In most cases, your FTP software will allow you to manage your file permissions. Cute FTP and WS-FTP are example FTP programs that allow this function.

Please note that your cgi-bin directory is accessible by all your sites serving under that account.

Do not attempt to create your own cgi-bin directory as the security features on our system will not permit CGI or Perl scripts to run from any directory other than the default cgi-bin directory created by the system. It is understood that you may wish to customize a script on a per site basis. Simply make a copy of the script and rename it. For example:

```
www.mydomain.com/cgi-bin/formail.pl  
www.myotherdomain.com/cgi-bin/formail2.pl
```

Most scripts do not a "called as" check (some scripts do a check to see what name they were run as and execute code accordingly) so renaming scripts to retain multiple copies is acceptable.

## **Global Paths**

The Global path to perl is: /usr/bin/perl

The Global path to sendmail is: /usr/sbin/sendmail

## PHP

Below is a list of points regarding PHP on our servers:

- Our servers will always be running the latest STABLE release of PHP.
- All standard features of PHP are available.
- PEAR is not supported at this time.
- Perl and MySQL support have been compiled into PHP at build time.
- GD support has been provided (direct result of customer suggestions)
- SAFEMODE is ON. Please ensure you are using proper coding in your PHP source or your script may not function properly.
- PHP file upload disabled until further notice
- Register\_Globals is turned off

The following extensions are classified as PHP script by our system:  
(if customer demand is high enough additional extensions may be added)

\*.php  
\*.phtml

## Calling Files

We urge customers not to use absolute paths to files. Instead, there is the option of including virtual paths.

## Cold Fusion

### Cold Fusion Tags Not Supported

The following tags have been disabled on our web structure:

**CFFILE** tag  
**CFDIRECTORY** tag  
**CFREGISTRY** tag  
**CFADMINSECURITY** tag  
**CFFTP** tag

## Your DSN

When your account is first created, a DSN is also created for your use in Cold Fusion. Your DSN name is the same as your Username. Using that DSN in your code, will allow you to make an ODBC connection to your MySQL database.

## Cold Fusion Sample Code:

### Dynamic determining of path:

```
<cfif isdefined("Form.NewFile")>
  <cfset CurrentDir=GetDirectoryFromPath(ExpandPath("*. *"))>
  <cffile
    action="upload"
    filefield="NewFile"
    destination="#CurrentDir#"
    accept="text/plain"
    nameconflict="MakeUnique">

</cfif>
```

### Connection to an Access DB using a connection string (not ODBC)

```
//*****
//
// Name: Dynamic CFquery's with Access
// Description:Connect to your Access da
//   tabase using a connection string instead
//   of ODBC
// By: Steve Oliver
//
// Inputs:connection string
//
// Side Effects:Only works on CF5.0
//
//This code is copyrighted and has
// limited warranties.Please see http://
//   www.Planet-Source-Code.com/xq/ASP/txtCod
//   eld.38/IngWld.9/qx/vb/scripts/ShowCode.h
//   tm
//for details.
//*****
//
```

This will go in your Application.cfm

```
.
<!-- enter your dbase name here --->
<cfset REQUEST.dbase = "leads.mdb">
.
<!--gets directory that application.cfm is in --->
<cfset REQUEST.directory = "#getDirectoryFromPath(getCurrentTemplatePath())#">
.
<!--sets the connection string --->
<cfset REQUEST.connectstring = "Driver={Microsoft Access Driver (*.mdb)};
```

```
Dbq=#REQUEST.dbase#;
DefaultDir=#REQUEST.directory#;
Uid=;
Pwd=";">
```

```
.
.
.
```

And this will go wherever you want to make a query.

```
.
<cfquery name="qryName" dbtype="dynamic" connectstring="#REQUEST.connectstring#">
SELECT * FROM tbl
</cfquery>
```

## Email Services – Setting Up Your Email Client Software

### Configuring A Generic Email Connection

Use these settings to configure Email Connection to check your email. Remember to replace "username" with your actual username, and replace "yourdomain.com" with your actual domain name.

**Mail host name:** mail.yourdomain.com  
**SMTP relay name:** mail.yourdomain.com  
**User ID:** username.yourdomain.com  
**Return address:** [username@yourdomain.com](mailto:username@yourdomain.com)

### Configuring Eudora

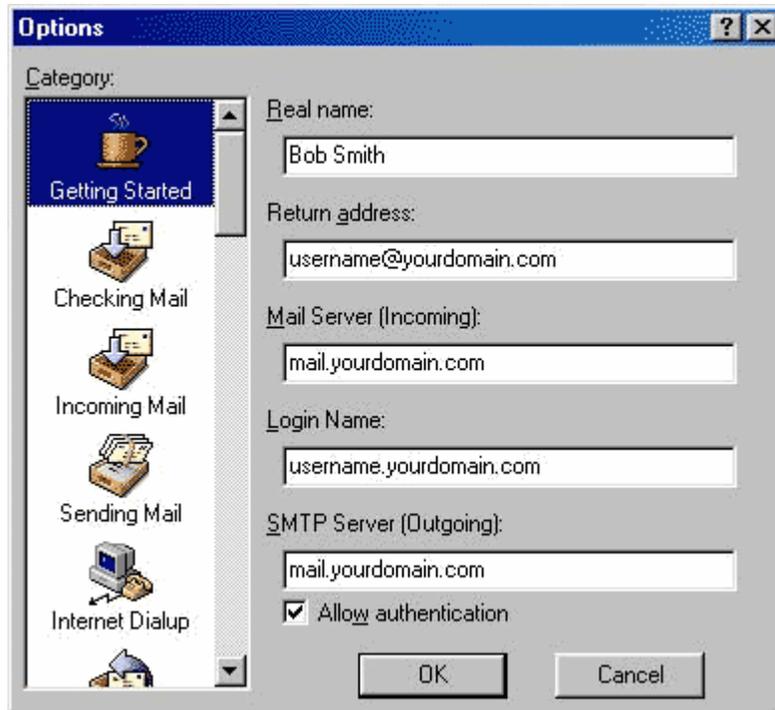
Use these settings to configure Eudora to check your email.

Remember to replace "username" with your actual username, and replace "yourdomain.com" with your actual domain name.

POP account: username.yourdomain.com  
Return address: username@yourdomain.com  
SMTP server: mail.yourdomain.com

Eudora Setup Tutorial

1. Start Eudora. Select "Options" from the "Tools" menu. The Getting Started option will open.



2. Enter your real name in the "Real name" text box. The example uses the name "Bob Smith".
3. Enter your email address (in the form of username@yourdomain.com) in the "Return address" text box.
4. Enter the incoming mail server name (in the form of mail.yourdomain.com) in the "Mail Server (Incoming)" text box.
5. Enter your mail server user name (in the form of username.yourdomain.com) in the "Login Name" text box.
6. Enter the outgoing mail server name (in the form of mail.yourdomain.com) in the "SMTP Server (Outgoing)" text box.
7. Click the "OK" button and your email account will be set up.
8. The Checking Mail, Incoming Mail and Sending Mail options will be automatically filled in according to the information you entered in the Getting Started option.

### Configuring Microsoft Outlook

Use these settings to configure Microsoft Outlook to check your email.

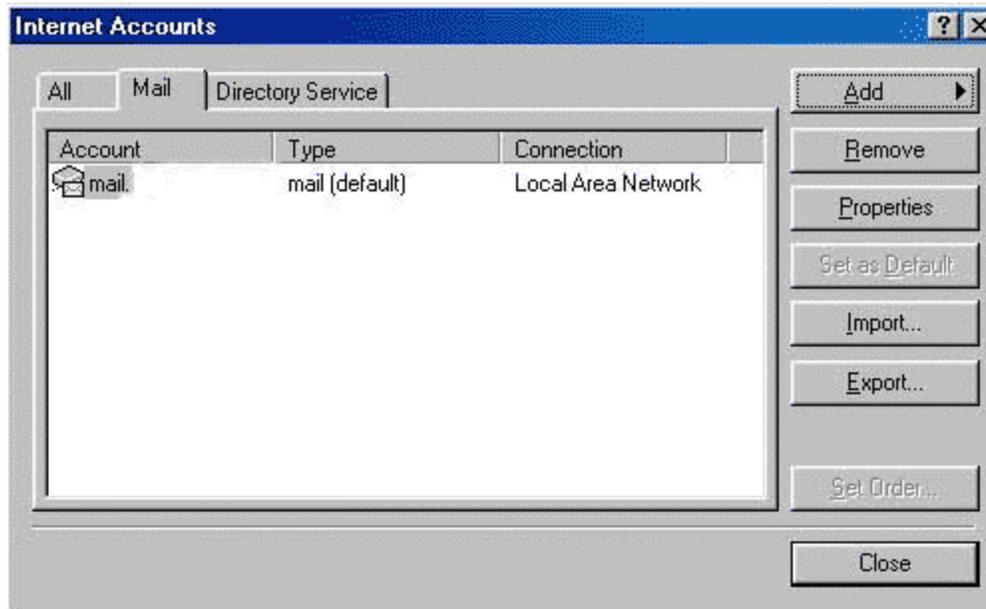
Remember to replace "username" with your actual username, and replace "yourdomain.com" with your actual domain name.

**Mail Account (can be any label):** username@yourdomain.com  
**Email Address:** username@yourdomain.com

**Reply Address:** username@yourdomain.com  
**Outgoing Mail (SMTP) Server:** mail.yourdomain.com  
**Incoming Mail (POP) Server:** mail.yourdomain.com  
**Logon using Account Name:** username.yourdomain.com

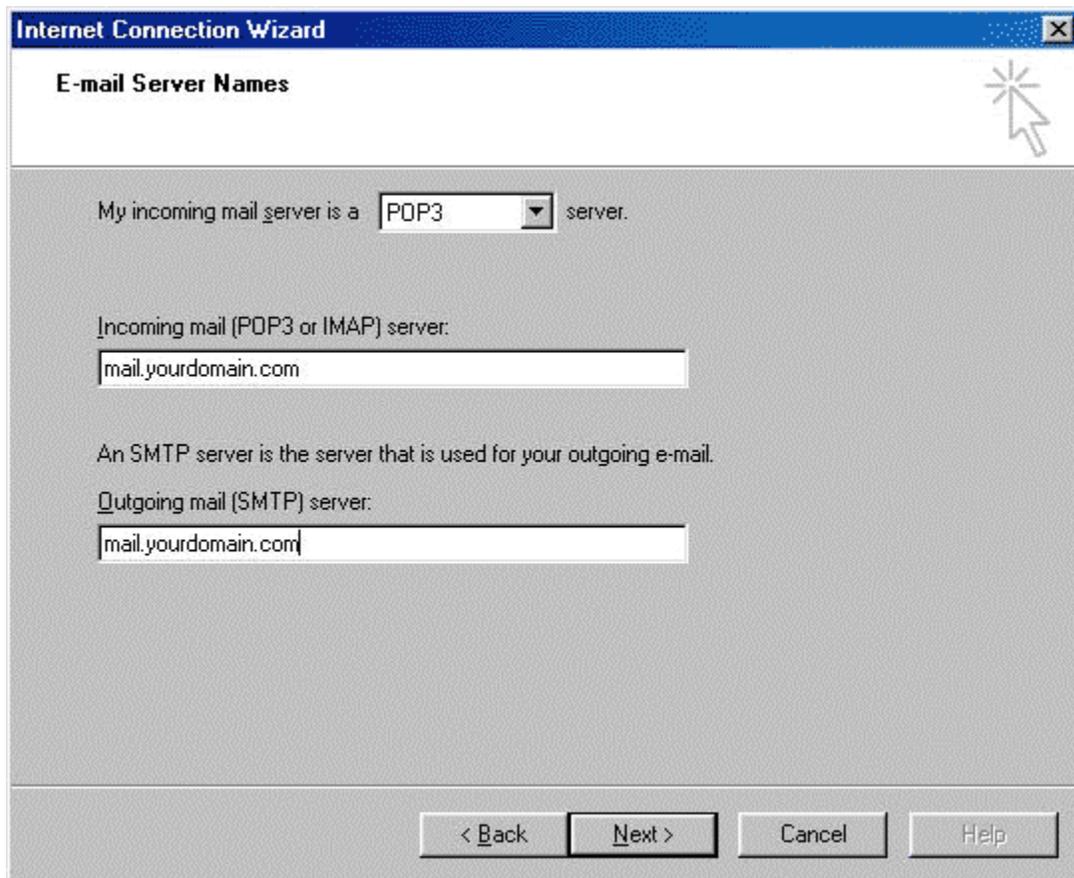
## MS Outlook Setup Tutorial

1. Start Outlook. Select "Accounts" from the Tool menu.



2. Select the "Add" button and choose "Mail".
3. Enter your real name in the "Display name" text box.
4. Click the "Next" button to continue.
5. Enter your email address (in the form of username@yourdomain.com) in the "E-mail address" text box. Click the "Next" button to continue.

6. Enter the incoming mail server name (in the form of mail.yourdomain.com) in the "Incoming mail (POP3 or IMAP) server" text box.



7. Enter the outgoing mail server name (in the form of mail.yourdomain.com) in the "Outgoing mail (SMTP) server" text box.
8. Click the "Next button" to continue.
9. Enter your email username and password.
10. Enter your account name (in the form of: username.yourdomain.com) in the "Account name" text box.
11. Enter your account password in the "Password" text box. Your password is hidden for security reasons.

**Internet Connection Wizard**

**Internet Mail Logon**

Type the account name and password your Internet service provider has given you.

Account name:

Password:

Remember password

If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.

Log on using Secure Password Authentication (SPA)

< Back   Next >   Cancel   Help

12. Click the "Next" button to continue.
13. Enter your connection type and click the "Next" button to continue.
14. Click the "Finish" button.

### Configuring Microsoft Internet Mail

Use these settings to configure Microsoft Internet to check your email.

Remember to replace "username" with your actual username, and replace "yourdomain.com" with your actual domain name.

**Email Address:** username@yourdomain.com  
**Outgoing Mail (SMTP) Server:** mail.yourdomain.com  
**Incoming Mail (POP) Server:** mail.yourdomain.com  
**POP3 Account:** username.yourdomain.com

## Configuring Netscape Mail

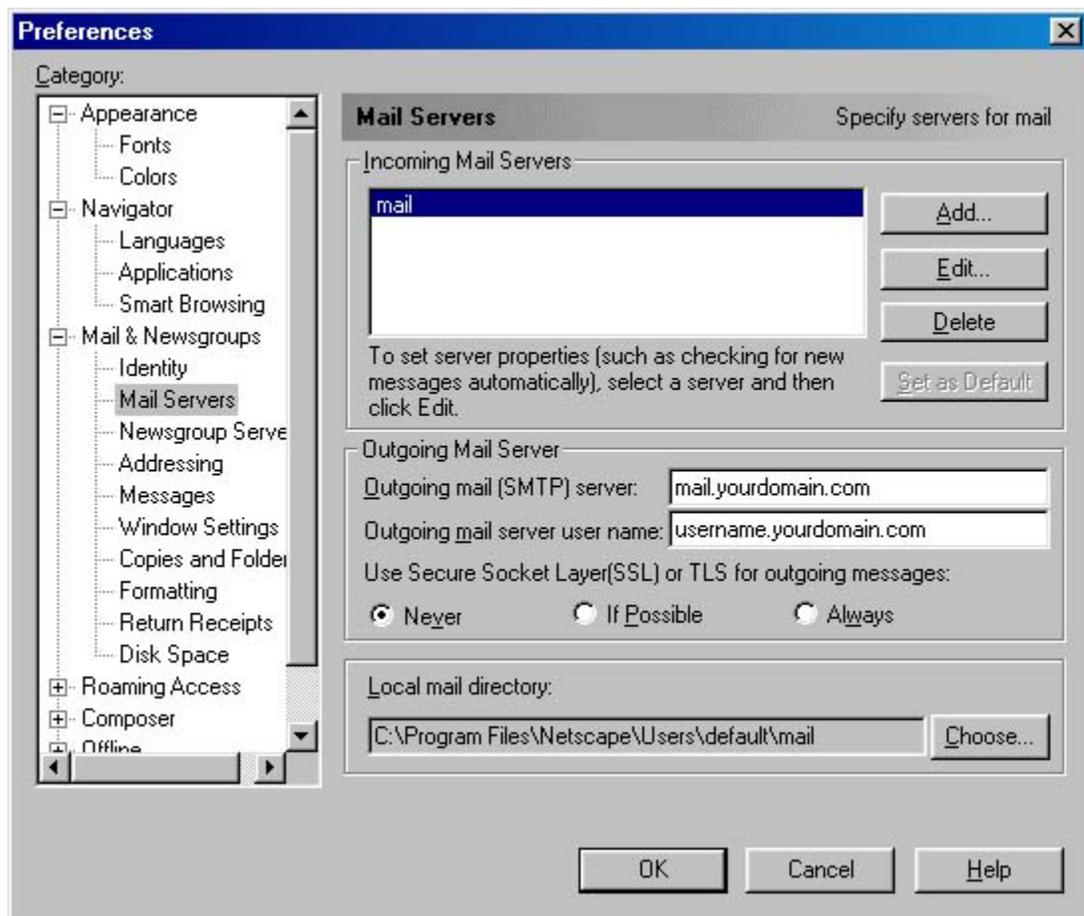
Use these settings to configure Netscape to check your email.

Remember to replace "username" with your actual username, and replace "yourdomain.com" with your actual domain name.

**Outgoing Mail (SMTP) Server:** mail.yourdomain.com  
**Incoming Mail (POP) Server:** mail.yourdomain.com  
**Mail Server User Name:** username.yourdomain.com  
**Your Email:** username@yourdomain.com  
**Reply-to Address:** username@yourdomain.com

## Netscape Navigator Setup Tutorial

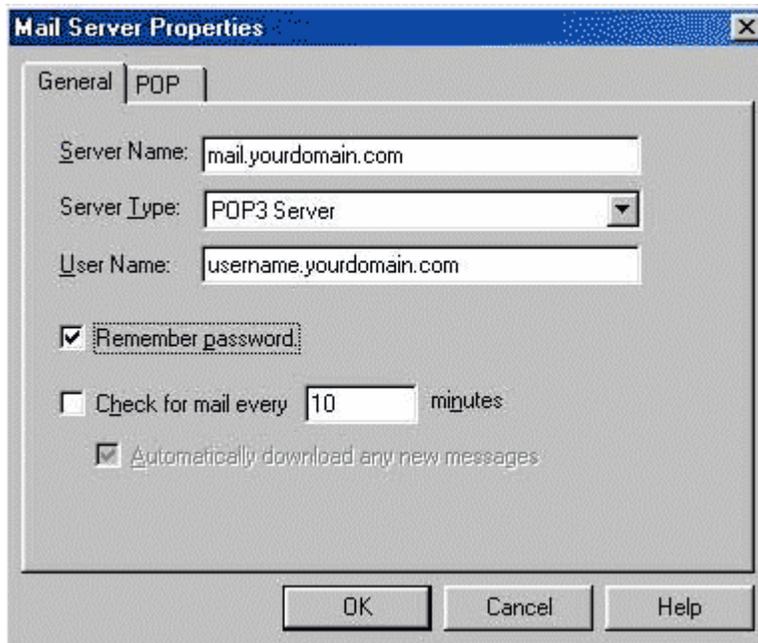
1. Start Navigator. Select "Preferences" from the Edit menu.
2. Select "Mail and Newsgroups" from the Category list. Choose the "Identity" subtopic.
3. In the "Identity" window, enter your real name in the "Your name" text box.
4. Enter your email address (in the form of username@yourdomain.com) in the "Email address" text box.
5. If applicable, enter your reply-to address (in the form of username@yourdomain.com) in the "Reply-to address" text box.
6. Select "Mail servers" from the Category list.



7. Enter your outgoing mail server name (in the form of mail.yourdomain.com) in the "Outgoing mail (SMTP) server" text box.

8. Enter your outgoing mail server username (in the form of username.yourdomain.com) in the "Outgoing mail server user name" text box.

9. Edit your existing incoming mail server or create a new by selecting either the "Add" or "Edit" button.



10. Select POP3 from the "Server Type" drop-down menu.

11. Enter your incoming mail server name (in the form of mail.yourdomain.com) in the Server Name text box.

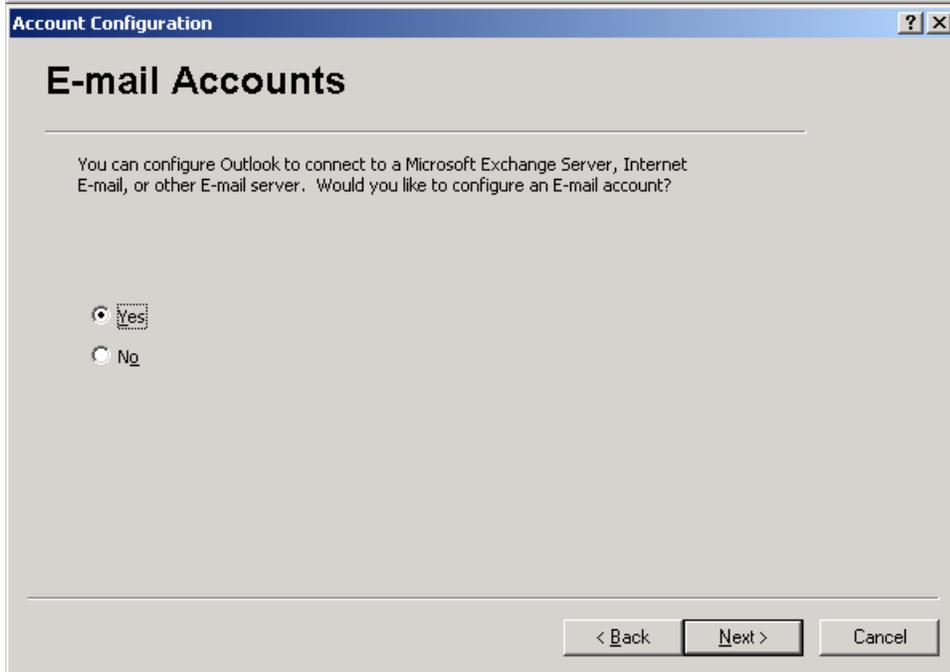
12. Enter your mail server name (in the form of username.yourdomain.com) in the "User Name" text box.

13. When you have entered your information, click the "Mail Servers Properties" OK button. Then click the Preferences "OK" button.

## **Configuring Microsoft Outlook XP (2002)**

### **Outlook 2002 Startup Wizard**

If you are starting Outlook 2002 for the first time, you will see this:



E-mail Accounts ? X

**Server Type**  
You can choose the type of server your new e-mail account will work with.

- Microsoft Exchange Server**  
Connect to an Exchange server to read e-mail, access public folders, and share documents.
- POP3**  
Connect to a POP3 e-mail server to download your e-mail.
- IMAP**  
Connect to an IMAP e-mail server to download e-mail and synchronize mailbox folders.
- HTTP**  
Connect to an HTTP e-mail server such as Hotmail to download e-mail and synchronize mailbox folders.
- Additional Server Types**  
Connect to another workgroup or 3rd-party mail server.

---

E-mail Accounts ? X

**Internet E-mail Settings (POP3)**  
Each of these settings are required to get your e-mail account working.

<p><b>User Information</b></p> <p>Your Name: <input type="text" value="Your Name"/></p> <p>E-mail Address: <input type="text" value="whatever@yourdomain.cor"/></p>	<p><b>Server Information</b></p> <p>Incoming mail server (POP3): <input type="text" value="mail.yourdomain.com"/></p> <p>Outgoing mail server (SMTP): <input type="text" value="mail.yourdomain.com"/></p>
---	--

<p><b>Logon Information</b></p> <p>User Name: <input type="text" value="whatever.yourdomain.com"/></p> <p>Password: <input type="password" value="*****"/></p> <p><input checked="" type="checkbox"/> Remember password</p> <p><input type="checkbox"/> Log on using Secure Password Authentication (SPA)</p>	<p><b>Test Settings</b></p> <p>After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)</p> <p style="text-align: center;"><input style="border: 1px solid gray;" type="button" value=" Test Account Settings ... "/></p> <p style="text-align: right;"><input style="border: 1px solid gray;" type="button" value=" More Settings ... "/></p>
---	--

---

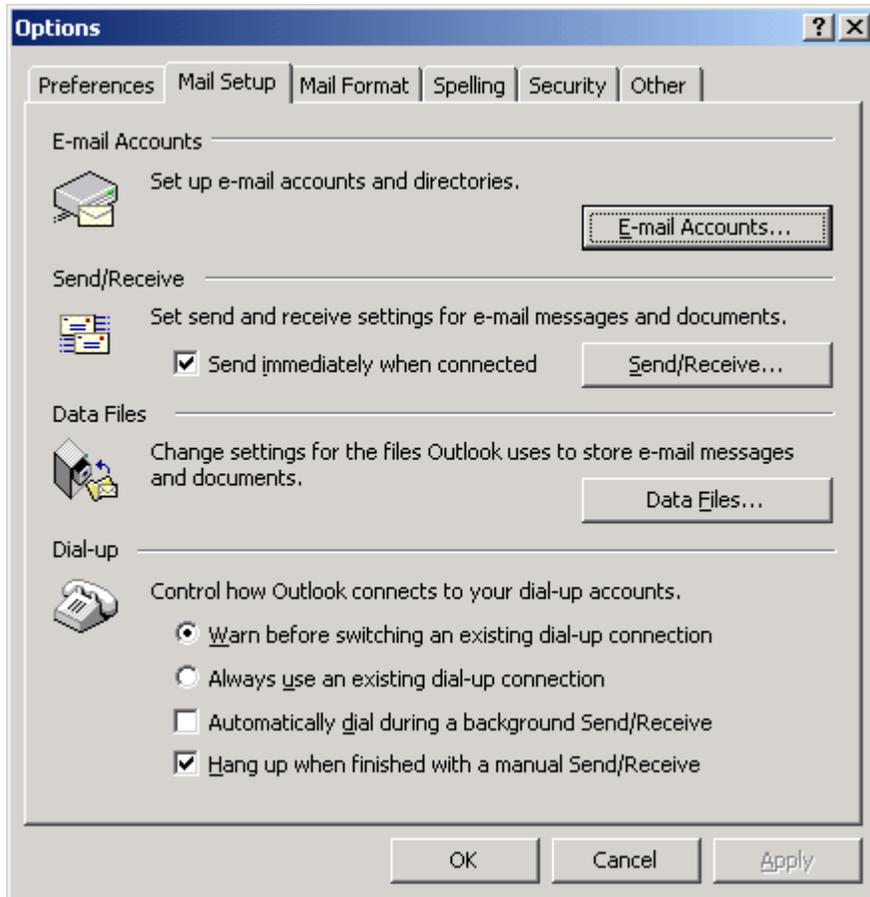


### **Setting up Microsoft Outlook Without the Wizard**

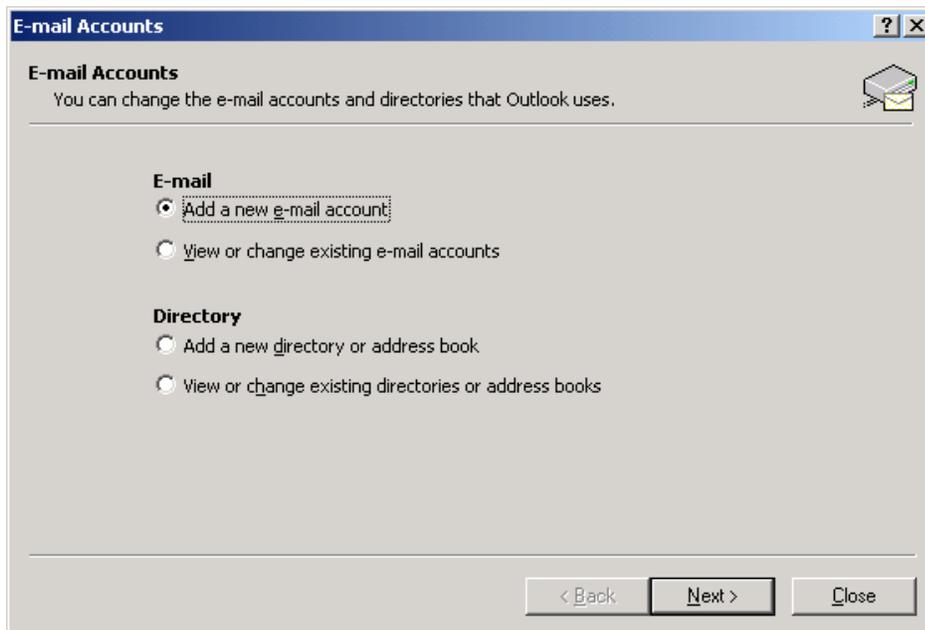
If you are adding a new email address to your existing configuration, follow these steps instead:

Click on Tools -> Options

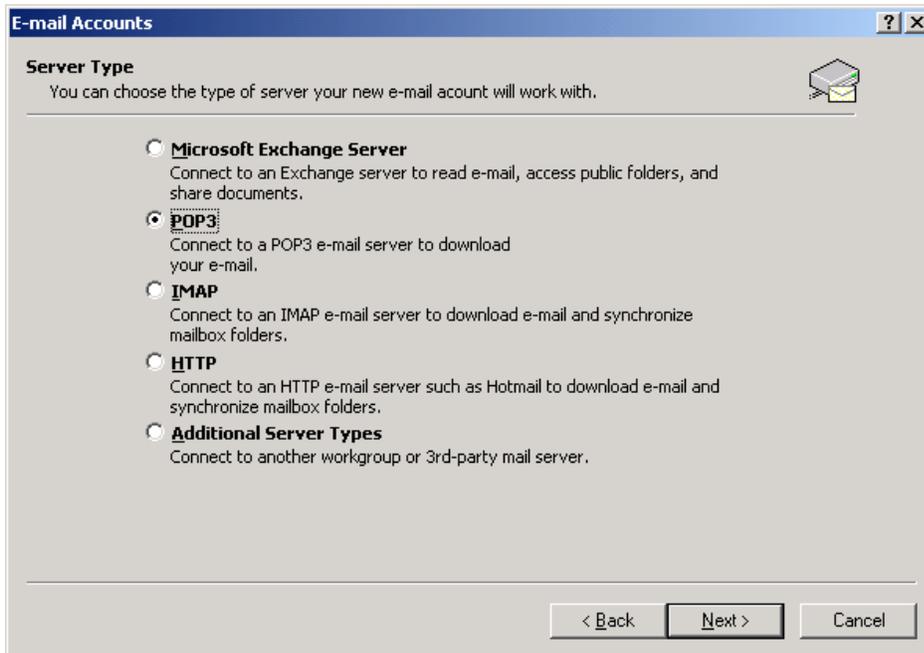
Select the Mail Setup tab and click on the Email Accounts button



When this menu pops up:



Select Add a new e-mail account and click on Next.



Select POP3 and click on Next.



**E-mail Accounts** [?] [X]

**Internet E-mail Settings (POP3)**  
Each of these settings are required to get your e-mail account working.

**User Information**

Your Name:

E-mail Address:

**Server Information**

Incoming mail server (POP3):

Outgoing mail server (SMTP):

**Logon Information**

User Name:

Password:

Remember password

Log on using Secure Password Authentication (SPA)

**Test Settings**

After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

< Back    Next >    Cancel

Enter the information similar to what you see above:

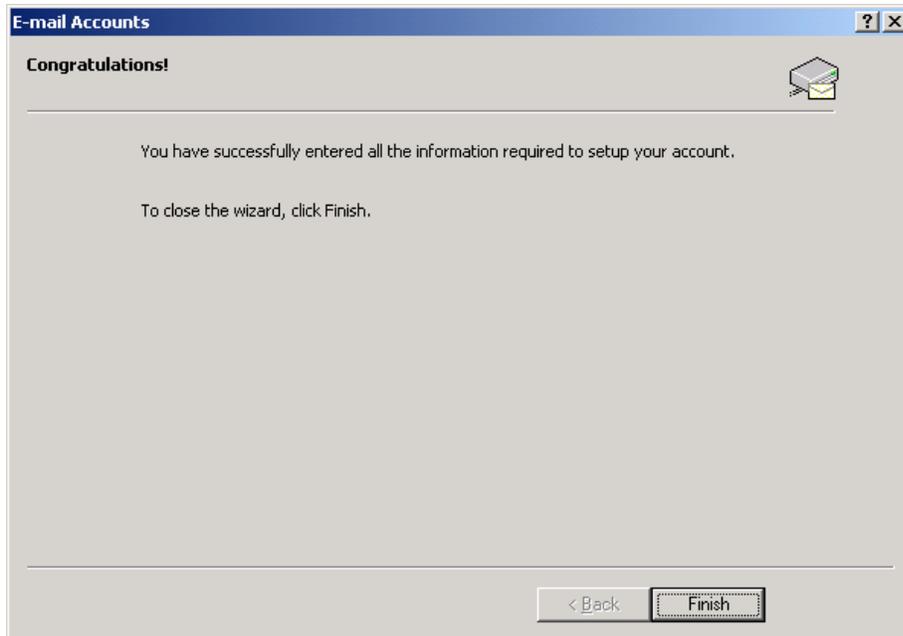
**Your Name:** Whatever you would like your display name to be (ie. John Doe)

**E-Mail Address:** This should have the new username you just created followed by your domain name (ie. whatever@yourdomain.com).

**Incoming mail server (POP3):** should always be mail, followed by your domain name (ie. mail.yourdomain.com).

**Outgoing mail server (SMTP):** should always be mail, followed by your domain name (ie. mail.yourdomain.com).

**User Name:** This should be similar to your email address except between the username and domain a period (.) is used instead of the @ symbol (ie. Whatever.yourdomain.com)



### Setting up Netscape Ver 7.0

To Start the Mail Account Wizard, simply open the Netscape Mail Program, and Click on the Edit Menu, then on Mail And Newsgroup Account Settings. From there, simply click on Add Account and follow the enclosed screenshots.



**Account Wizard** [X]

**New Account Setup**

This Wizard will collect the information necessary to set up a Mail or Newsgroup account. If you do not know the information requested, please contact your System Administrator or Internet Service Provider.

Select the type of account you would like to set up:

Email account

AOL account (For example, jsmith@aol.com)

Netscape Webmail (For example, jsmith@netscape.net)

Newsgroup account

< Back   Next >   Cancel

**Account Wizard** [X]

**Identity**

Each account can have its own identity, which is the information that identifies you to others when they receive your messages.

Enter the name you would like to appear in the "From" field of your outgoing messages (for example, "John Smith").

Your Name:

Enter your email address. This is the address others will use to send email to you (for example, "user@example.net").

Email Address:

< Back   Next >   Cancel

**Account Wizard** [X]

**Server Information**

Select the type of incoming server you are using.

POP    IMAP

Enter the name of your incoming server (for example, "mail.example.net").

Incoming Server:

Enter the name of your outgoing server (SMTP) (for example, "smtp.example.net").

Outgoing Server:

< Back   Next >   Cancel

**Account Wizard** [X]

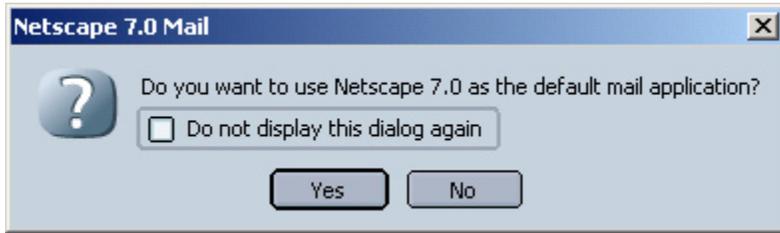
**User Name**

Enter the user name given to you by your email provider (for example, "jsmith").

User Name:

< Back   Next >   Cancel





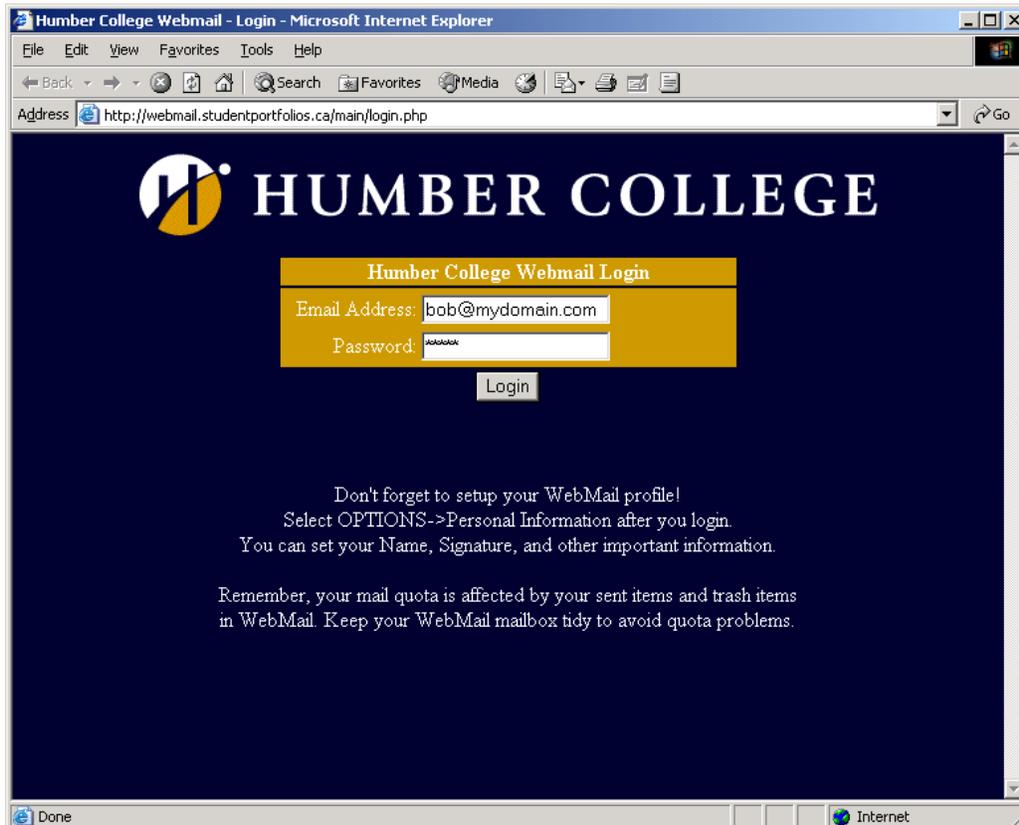
## Using WebMail

Email addresses you create can be accessed by our WebMail service. This service is accessible wherever you go. You can use this web service to keep in touch with your email when you are away from your computer and email software.

Every address you create in your web hosting account can be used in WebMail, however it is important to note that if you create a "Forward" address, it will not be accessible using the WebMail Service.

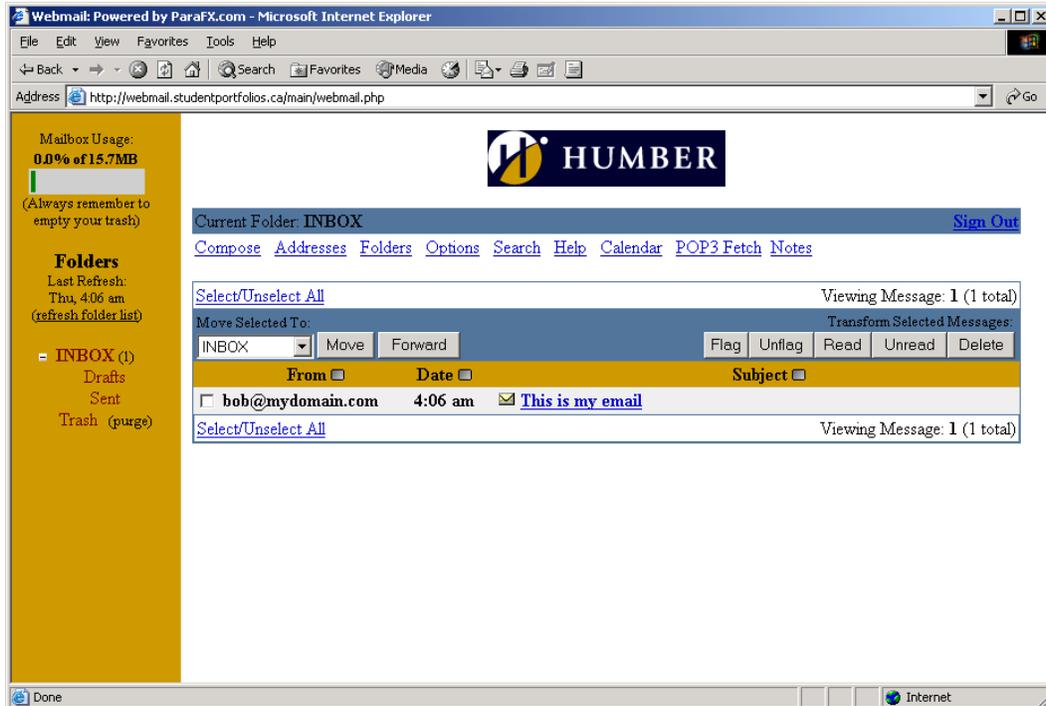
To access the WebMail Service, simply visit: <http://webmail.studentportfolios.ca>

You will be presented with a screen similar to the one below:



Simply fill in your email address and your password that you selected for that email address and click LOGIN.

When you have logged in, you will be presented with a Web-based email client. It is very similar in operation to most email client software packages.



You will be taken directly to your inbox where you will see any new or existing emails you may have.

## Space Indicator

Shown in the top left-hand corner is your space indicator. It tells you how much space of your mailbox you are presently using. If your mailbox becomes full, you will not be able to receive any new mail until your mailbox is below its limit.

If someone sends you an email when your mailbox is full, they will receive a returned message stating that your mailbox cannot receive messages because it is full. When using WebMail, it is important to monitor your mailbox usage. If you delete messages, you should also empty your trash folder in order to recover disk space for your mailbox.

The system will periodically empty your trash for you as well, but it is a good habit to do so yourself.



## Mailbox Folders

Your WebMail contains four folders by default. You can create additional folders to organize your mail, however all your folders do count against your mailbox space.

By default, your mailbox has the following folders:

**INBOX** – Where your new messages arrive

**DRAFTS** – Where your composed messages that have not been sent are stored. When you are composing a new message, you have the option to save it for later continuation. It is saved in this folder.

**SENT** – This is where your sent emails are stored. This does not include emails sent from your mail client software, but rather only those sent through the WebMail interface.

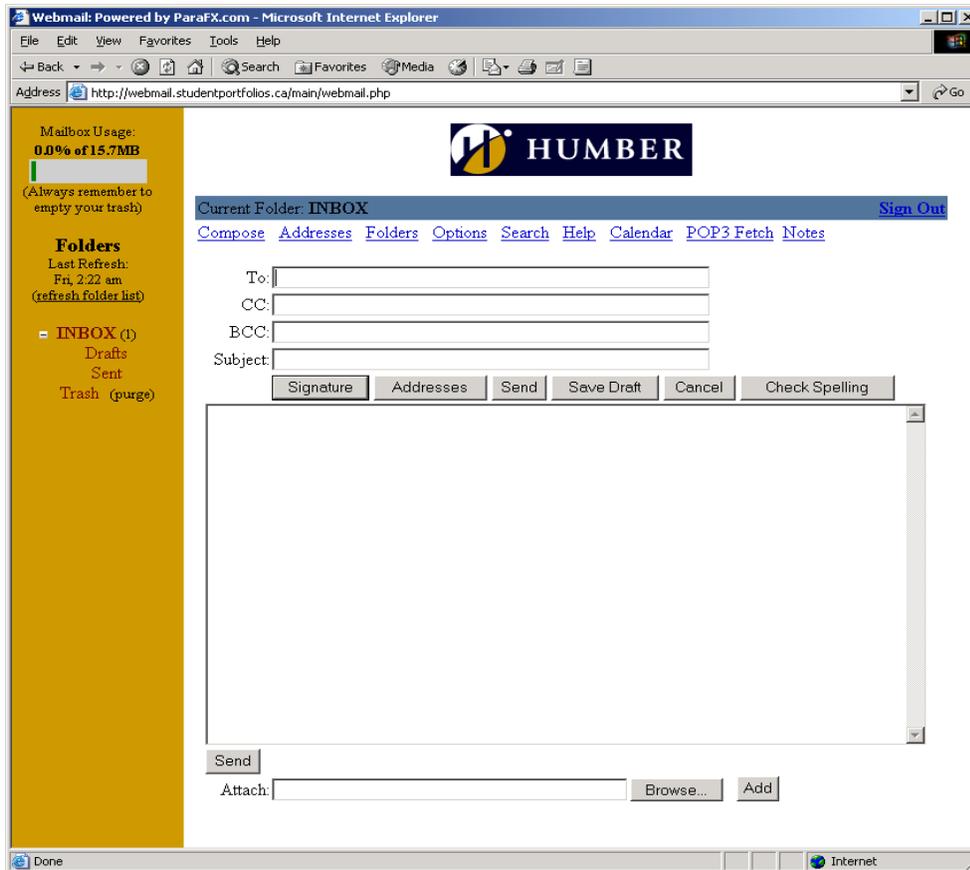
**TRASH** – This is where your deleted emails are placed. If your trash contains items, you will see a link beside for you to purge. Clicking on Purge will empty your trash folder.



## Composing A New Message

To compose a new message, simply click on the Compose link at the top of the WebMail screen.

You will then be presented with a window as shown below



The compose window generally corresponds to standard email clients.

There are several features that you may wish to make use of here:

**Signature** – Will paste your signature at the bottom of your email. To setup your signature, you must go to the Options section first to design your signature.

**Save Draft** – This will save your current message to your drafts folder for later continuation.

**Check Spelling** – This will invoke the spell checker to review your email for spelling errors.

**Attach** – provides you the option to attach a file to your email.

**Note:** *if you send attachments through WebMail, those attachments are stored in your Sent Items folder and do count against your mail space quota.*

### Configuring WebMail Options

There are several options available to be customized in your WebMail Interface. To view and configure your options, simply click the OPTIONS link at the top of the WebMail Interface.

We recommend you do visit the options section and click on PERSONAL INFORMATION to fill in your info as this is applied to emails you send.

In the Options Section, you are able to set various display and cosmetic options for your WebMail Interface.

There is also a built in SPAM Filter feature. This allows you to configure your WebMail to filter out email received from known SPAM sources. We do not recommend turning on this feature as this feature will use third party blacklists to determine junk mail and may also affect the performance of your WebMail.

### **Logging Out of WebMail**

To log out of WebMail, simply click the Signout link at any time.

**Note: If your WebMail is allowed to become idle for 15 minutes or more, the system will automatically log you out.**

### **Your MySQL Services**

#### **Connecting to Your MySQL Database**

To connect to your MySQL database, you can generally use any MySQL client software. We recommend MySQL Front, which is available on our main site. Your MySQL client will require settings to connect to your database. You can configure your MySQL client using the settings below:

**Hostname / IP:** mysql.studentportfolios.ca  
**User:** your username  
**Password:** your password  
**Port:** 3306 (this is the MySQL Default)  
**Database(s):** Your database name (same as your username above)

Please note, your MySQL database username and password are set up using the same username and password you use to FTP your website content. An initial empty database is created by the system. The database name is the same as your FTP username.

#### **Placement of Files**

Your MySQL database files are presently stored on a separate isolated system. There is no ability to access the raw files for your MySQL database directly. Access to your database is restricted to the use of an MySQL client software and / or through connections established from your website through our system to the MySQL server.

#### **Recommended MySQL Client Software**

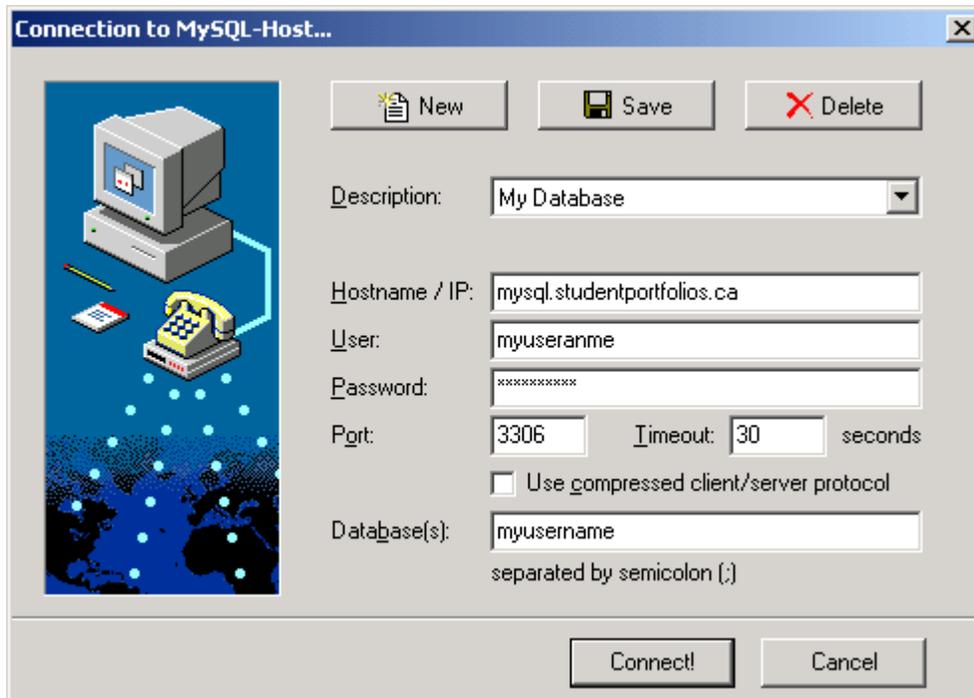
We recommend the use of MySQL Front for use as MySQL client software. This software is distributed free of charge and is available from our website for download.

MySQL front allows you to perform table creations and management as well as many other database functions.

#### **Setting Up a Connection to Your MySQL Database using MySQL Front**

Once you have installed MySQL Front on your computer, you will need to input settings to connect to your database.

Shown below is a screenshot indicating how to fill in the settings for your MySQL connection:



The Settings are:

**Hostname / IP:** mysql.studentportfolios.ca

**User:** your username ( note that this username is the same as your master username for FTP to your web account )

**Password:** your password (this is often the same as the password you chose when you signed up for hosting.

**Port:** 3306 (this is the MySQL Default)

**Database(s):** Your database name (same as your username above)

### Sample Code

#### Sample connection to MySQL using PHP

```
<?php
    $link = mysql_connect("mysql.studentportfolios.ca", "mysql_username",
"mysql_password")
        or die("Could not connect: " . mysql_error());
    print ("Connected successfully");
    mysql_close($link);
?>
```

### **Further information about MySQL**

If you require more information about MySQL and its functions, you can consult with the MySQL official site at:

<http://www.mysql.com/>

Complete documentation on MySQL is available at the following website:

<http://www.mysql.com/documentation/index.html>

### **Additional Support Information**

If you need assistance beyond what is in this FAQ, or on our web site, please contact us via email at:

[support@studentportfolios.ca](mailto:support@studentportfolios.ca)

Or visit our website at: <http://www.studentportfolios.ca>