

Parallels[®] Pro Control Panel

Parallels Pro Control Panel 10.3.3 for Linux User Administrator's Help

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Contents

Preface	6
Typographical Conventions	6
Feedback	7
Introduction	8
Getting Started	9
What to Do First	9
Viewing Your Account Settings	10
Accessing Services.....	10
Viewing Your Resource Usage.....	13
Changing Your Full Name or Password	14
Working with Internationalized Domain Names (IDN)	15
Overview of Internationalized Domain Names (IDN).....	16
How does IDN work?.....	16
Translation of IDNs to ASCII-compatible encoding (ACE) or Punycode.....	16
Domain name representation in the control panel	17
Caveats	17
IDN Compatibility Requirements for Applications.....	18
Web browsers.....	18
Email clients	18
FTP clients.....	19
Telnet / SSH clients	19
Connecting to an IDN Domain.....	19
Connecting to an IDN domain using IDN representation	19
Connecting to an IDN domain using ASCII- encoded representation.....	20
Using IDNs in Email Addresses.....	21
Working with email clients	21
Using Remote Access Services to Connect to IDN Domains	22
Connecting to IP-based domains	22
Connecting to name- based domains	22
Installing Native Fonts on a Microsoft Windows Desktop.....	23
Managing Your Email	24
Using the Email Manager	24
Managing Spam.....	25
Example.....	25
Reading Your Email Messages	26
About SquirrelMail	26
Opening SquirrelMail	27
Logging on to SquirrelMail.....	28
Getting Help Using SquirrelMail	28
Returning to the User Administrator Control Panel	29
Using Microsoft Outlook to Read Your Email.....	29
Using Microsoft Outlook Express to Read Your Email.....	31
Accessing and setting up your mailbox.....	31

Specifying email settings.....	32
Working With Aliases.....	32
About Email Aliases	33
Adding Email Aliases.....	33
Viewing Your Email Aliases.....	33
Removing Email Aliases.....	34
Working with Responders.....	34
About Responders.....	35
Viewing your Responders	35
Adding Responders	36
Updating Responders.....	36
Removing Responders.....	37
Working with Vacation Messages.....	37
About Vacation Messages.....	37
How vacation messages differ from responders	37
Viewing Your Vacation Message Text	38
Updating Your Vacation Message Text.....	38
Turning on Your Vacation Message	39
Turning off Your Vacation Message	39
Working With Email Forwarding	39
About Email Forwarding	40
Viewing Your Email Forwarding	40
Starting Email Forwarding	40
Stopping Email Forwarding	40
Managing your Web Site Content	41
How to Publish Content to Your Web Site.....	41
Creating Content for Your Site	42
Next step in publishing content	42
Copying your Web Content to the Web Server	43
Previewing your Web Content	44
Viewing Subdomain Information	45
About Subdomains	45
Aliases	46
CGI support	46
Viewing the List of Subdomains	47
Viewing Subdomain Details.....	47
Exporting and Importing Data	49
Export and Import Overview	50
Before you begin	50
Tips for successful export and import.....	50
Recommended FTP Servers for Export and Import.....	51
FTP servers running on Linux® or Unix® platforms	51
About User Export	52
Exporting Data	53
Importing Archived Data	54
About Importing Data	55
Using FTP to Import Data.....	56
Using Download to Import Data	57
Scheduling Exports.....	57
Scheduling Exports	58
Viewing the List of Scheduled Exports	59
Changing the Export Schedule Information	59

Deleting a Scheduled Export..... 60

Preface

In this chapter:

Typographical Conventions	6
Feedback	7

Typographical Conventions

Before you start using this guide, it is important to understand the documentation conventions used in it.

The following kinds of formatting in the text identify special information.

<u>Formatting convention</u>	<u>Type of Information</u>	<u>Example</u>
Special Bold	Items you must select, such as menu options, command buttons, or items in a list.	Go to the System tab.
	Titles of chapters, sections, and subsections.	Read the Basic Administration chapter.
<i>Italics</i>	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	The system supports the so called <i>wildcard character</i> search.
Monospace	The names of commands, files, directories, and domain names.	The license file is located in the <code>http://docs/common/licenses</code> directory.

Preformatted	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	<pre># ls -al /files total 14470</pre>
Preformatted Bold	What you type, contrasted with on-screen computer output.	<pre># cd /root/rpms/php</pre>
CAPITALS	Names of keys on the keyboard.	SHIFT, CTRL, ALT
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another.	CTRL+P, ALT+F4

Feedback

If you have found a mistake in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback using the online form at <http://www.parallels.com/en/support/usersdoc/>. Please include in your report the guide's title, chapter and section titles, and the fragment of text in which you have found an error.

Introduction

Parallels Pro Control Panel (formerly known as Ensim Pro) is designed to simplify Web hosting by controlling and automating common hosting tasks.

Note: For simplicity, we will refer to Parallels Pro Control Panel for Linux as “Parallels Pro Control Panel” throughout this guide.

This online help guide is aimed at the subscriber, or user account holder, who is called the *User Administrator*.

Through the User Administrator control panel, you can:

- Manage your account contact information (on page 14)
- Set up your email services (on page 24)
- Access your email messages over the Internet (on page 26)
- Publish your Web site content (on page 41)
- Export and import your files (on page 50)

For more information about the control panel and available services, contact your administrator.

Getting Started

In this chapter:

What to Do First	9
Viewing Your Account Settings.....	10
Accessing Services	10
Viewing Your Resource Usage.....	13
Changing Your Full Name or Password.....	14

What to Do First

➤ **To get started:**

- Verify your account information (on page 10)
- Change your full name or password (on page 14)
- Set up your email (on page 24)
- Send or receive email (on page 26)

Viewing Your Account Settings

You can view information about your User Administrator account settings at any time.

Note: Only your administrator can change your user name and your resource allocations and service settings. For more information, contact your administrator.

➤ **To view your account settings:**

- 1 In the Shortcuts section of the Home page, click **View User Information** (Administration section). Your account settings are displayed. These settings include:
 - **User Name.** The user name of your account.
 - **Full Name.** Your first and last name. This is the way your name appears in email message headings.
 - **Disk Quota.** The amount of memory (in MB) assigned to your account. This is the amount of space reserved for email messages and other data you store on your site.
 - **FTP.** Whether FTP access is enabled or disabled. If enabled, you can access your site through an FTP connection (on page 10).
 - **CGI.** Whether the CGI service is enabled or disabled. If enabled, you can run CGI scripts.
 - **SSH Secure Shell.** Whether SSH access is enabled or disabled. If enabled, you can access your site through an SSH connection (on page 10).
 - **Telnet.** Whether Telnet access is enabled or disabled. If enabled, you can access your site through a Telnet connection (on page 10).

Accessing Services

You use your User Administrator user name and password (on page 10) to access Web hosting services. Your administrator determines which services are enabled for you.

The following table describes services that are commonly available. To find out more about a service, contact your administrator.

Service name	Description	Access information
SquirrelMail Web- based Email	A Web- based application used to access email accounts. Squirrel Mail is an email client used to access email	You can open SquirrelMail directly from the User Administrator control panel (on page 27) or from any computer with Internet access (on page 27).

	messages over the Web.	
FTP	<p>FTP (File Transfer Protocol) allows you to transfer files from one computer to another over the Internet.</p> <p>To use FTP, you need to be familiar with FTP commands or use a program that manages those commands for you.</p> <p>Tip: If you are uploading HTML content for your Web site, upload to the directory:</p> <pre>/home/<user_name>/public_html</pre> <p>If this directory does not already exist, contact your administrator.</p>	<p>To connect to your site through FTP:</p> <p>Start an FTP program such as <i>CuteFTP</i>.</p> <p>Log in using the appropriate information:</p> <p>For a name- based site: <code><user_name>@<domain_name.com></code> or <code><user_name>#<domain_name.com></code></p> <p>For an IP- based site: <code><user_name></code></p> <hr/> <p>Note: The default upload directory is <code>/home/<user_name></code></p>
Anonymous FTP (if available)	<p>An anonymous way to transfer files over the Internet.</p> <p>Anonymous FTP allows you to use an FTP site without a user account.</p> <p>To use anonymous FTP, you need to be familiar with FTP commands or use a program that executes those commands for you.</p>	<p>To connect to your site through anonymous FTP:</p> <p>Start an FTP program such as <i>CuteFTP</i>.</p> <p>Log in using the following login information:</p> <p>For a name- based site <code>anonymous@<domain_name.com></code> or <code>anonymous#<domain_name.com></code> or <code>ftp@<domain_name.com></code> or <code>ftp#<domain_name.com></code></p> <p>For an IP- based site <code>anonymous</code> or <code>ftp</code></p> <hr/> <p>Note: The default directory is <code>/var/ftp</code>.</p>
Telnet	<p>A protocol used to remotely access a computer system over a network.</p> <p>Telnet is a common</p>	<p>To make a Telnet connection to your site:</p> <p>Open a UNIX shell.</p> <p>Telnet to the server using the</p>

	<p>terminal emulation protocol that connects computers locally or across the Internet. It allows a user at a local computer to log on to a remote computer and run programs.</p> <p>To use a Telnet connection you need to be familiar with the UNIX operating system and commands.</p>	<p>following login information:</p> <p>For a Name- based site <code><user_name>@<domain_name.com></code> or <code><user_name>#<domain_name.com></code></p> <p>For an IP- based site <code><user_name></code></p>
<p>Open SSH Secure Shell</p>	<p>A secure method of remotely accessing a computer system over a network.</p> <p>In the case of the control panel, SSH allows you to log on to your site remotely and move files, run scripts, or search across multiple files in a secure environment.</p> <p>To use an SSH connection you need to be familiar with the UNIX operating system and commands.</p>	<p>To connect to your site through SSH:</p> <p>Open a UNIX shell.</p> <p>Make an SSH connection using the following login information:</p> <p>On a name- based domain type <code><user_name>@<domain_name.com></code> or <code><user_name>#<domain_name.com></code> where <code><user_name></code> is your User Administrator user name and <code><domain_name.com></code> is the domain name of your site.</p> <p>On an IP-based domain type: <code><user_name></code> where <code><user_name></code> is your User Administrator user name.</p>
<p>Vacation Message</p>	<p>A vacation message is an email utility that automatically sends a standard reply message to incoming email messages. This feature is most often used to notify the sender that you are unable to respond to email for a period of time.</p>	<p>You access this feature through the User Administrator control panel.</p> <p>To use the vacation message utility, in the Shortcuts section of the Home page , click Vacation (Email section).</p>

Viewing Your Resource Usage

Your resource usage is the amount of disk space your email messages and other data use on your site. You can view the amount of used and available disk space at any time to determine whether you are close to your usage limit.

Note: Only your administrator can change your resource allocation.

➤ **To view your account resource usage:**

- 1 In the **Shortcuts** section of the Home page, click **View Usage Data** (**Administration** section).

The **Usage Data** form opens and displays the amount of disk space you are using. Information on this form includes:

- **Used.** The amount of disk space your email messages and other data are occupying on the server.
- **Free.** The amount of disk space you have available. If the amount is near 0 (zero), contact your administrator 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. This 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.

Important: If you are currently using more than 90 percent of your resources, you should either delete files, or contact your administrator to find out about increasing your resource allocation.

Changing Your Full Name or Password

You can change the full name and password of your User Administrator account at any time. The full name of your account is the name that appears in the headers of email messages you send.

Note: For increased security, change your password after you log on for the first time and periodically thereafter.

➤ **To change your full name or password:**

- 1 In the Shortcuts section of the Home page, click **View User Information** (**Administration** section).
- 2 On the User Information form, click **Edit**.
- 3 In the **Full Name** field, enter your first and last name as you want it to appear in the headers of email messages you send.
- 4 In the **Password** field, enter your new password. If you leave this field blank, your password remains unchanged.

Note: Passwords can contain both letters and numbers, and must be at least one character in length. Passwords cannot contain spaces.

- 5 In the **Confirm Password** field, retype the password.
- 6 Click **Update**.

Working with Internationalized Domain Names (IDN)

In this chapter:

Overview of Internationalized Domain Names (IDN).....	16
IDN Compatibility Requirements for Applications.....	18
Connecting to an IDN Domain	19
Using IDNs in Email Addresses.....	21
Using Remote Access Services to Connect to IDN Domains.....	22
Installing Native Fonts on a Microsoft Windows Desktop.....	23

Overview of Internationalized Domain Names (IDN)

An internationalized domain name (IDN) is a domain name that contains non-ASCII characters - characters that are native to a region or language and do not belong to the ASCII standard, for example: `http://www.fargbolaget.nu`.

A typical domain name uses characters from the ASCII character set, for example, `http://www.example.com`. The network protocols, especially DNS, recognize only ASCII characters in a domain name. Non-ASCII characters therefore cannot be used in domain names without a mechanism to map these non-ASCII characters to their ASCII-encoded representations.

How does IDN work?

Typically, when you use the browser to connect to your account on a domain (comprising ASCII characters), the browser sends a request to the authoritative domain name server for the IP address corresponding to the requested domain. The DNS protocol requires the domain names to be represented using the ASCII character set.

In the case of IDNs, if a browser needs to resolve an internationalized domain name, it must first convert the domain name from its native character set to an alternative representation in the ASCII character set. This conversion is defined by a well-defined standard known as ASCII-compatible encoding (ACE) described in RFC 3490. When your browser automatically performs the translation for a domain name from its IDN representation to its equivalent ACE representation, it is said to be *IDN-compliant*.

➤ **Some of the IDN-compliant browsers are:**

- Netscape Navigator 7.1 (or higher)
- Mozilla 1.4 (or higher)
- Microsoft® Internet Explorer

Important: Microsoft® Internet Explorer requires the i-Nav plug-in (<http://www.idnnow.com/>) from Verisign® to work correctly with IDN.

Translation of IDNs to ASCII-compatible encoding (ACE) or Punycode

When an IDN-compliant browser receives a request for an IDN, it translates the domain name into a sequence of ASCII characters prefixed by `xn--`. The translated domain name is called ASCII-compatible encoding (ACE) or Punycode and complies with the network protocol standard.

For example, when you type `http://www.fargbolaget.nu` into a browser, the browser sends the following ASCII-encoded string to the DNS server:
`http://www.xn--frgbolaget-q5a.nu`

Domain name representation in the control panel

The control panel displays the IDN representation of the domain name. To view its ASCII-encoded equivalent, click the link **show text name** next to the IDN. A pop-up window opens displaying the ASCII-encoded representation. The visual mapping enables you to easily co-relate an IDN with its ASCII-encoded representation.

Caveats

IDN is based on evolving standards. As of now, not all browsers have in-built support for internationalized domain names. Therefore, you need IDN-compliant applications to take advantage of IDN.

Please review the following related topics for more information:

IDN compatibility requirements for applications (on page 18)

Using IDNs with email addresses (on page 21)

Using remote access services to connect to IDN domains (on page 22)

IDN Compatibility Requirements for Applications

Applications must be IDN-compliant in order to work with internationalized domain names. The following sections list some of the applications that are IDN-compliant along with their requirements.

Important: If your application is not IDN-compliant, you must use the ASCII-encoded representation of the domain name to access the domain. To view the ASCII-encoded representation, refer to your account details provided in the email sent by your administrator. If you are using the Microsoft Windows platform, you need to install (on page 23) native fonts on your system to ensure that the non-ASCII characters are rendered correctly.

Web browsers

The following section lists the browser requirements.

- *Microsoft Internet Explorer*
Platform: Windows
Applications Supported: Internet Explorer 5.0 and higher
Plug-ins: i-Nav
- *Netscape Navigator*
Platform: Windows, Mac OS X, Linux
Version: 7.1 and higher
- *Mozilla*
Platform: Windows, Mac OS X, Linux
Version: 1.4 and higher

Email clients

The following section lists the requirements for email clients.

- *Microsoft Outlook*
Platform: Windows
Version: Microsoft Outlook 2000, 2002 (XP), 2003; Outlook Express 5.0 and higher
Plug-ins: i-Nav

FTP clients

The following section lists the requirements for FTP clients.

- *Secure FTP*
Platform: Windows
Version: 4.0.2004 and higher
- *Core FTP*
Platform: Windows
Version: Pro 1.3 and higher

Telnet / SSH clients

The following section lists the requirements for Telnet/SSH clients.

- *Absolute Telnet*
Platform: Windows
Version: 3.13 and higher

For a comprehensive list of IDN-compliant applications, please visit http://www.verisign.com/products-services/naming-and-directory-services/naming-services/internationalized-domain-names/page_002201.html.

Connecting to an IDN Domain

You can connect to a domain using its IDN or ASCII-encoded representation.

Important: If your application is not IDN-compliant, you must use the ASCII-encoded representation (on page 16) of the domain name to access the domain. To view the ASCII-encoded representation, refer to your account details provided in the email sent by your administrator.

Connecting to an IDN domain using IDN representation

Your Web browser must be IDN-compatible (on page 18) to connect to a domain using its IDN representation, otherwise you will be unable to connect to the domain.

In the **Address** field of the Web browser, type the domain name.

For example:

`http://<idn_domain_name.com>/`

where `<idn_domain_name.com>` is the IDN representation of the domain name

EXAMPLE

To connect to the domain `fargbolaget.nu`, type:

`http://fargbolaget.nu/`

Connecting to an IDN domain using ASCII- encoded representation

If your Web browser is not IDN-compatible, you can connect to a domain using its ASCII-encoded representation.

In the **Address** field of the Web browser, type the ASCII-encoded representation of the domain name.

For example:

`http://<ascii_encoded_domain>/`

where **<ascii_encoded_domain>** is the ASCII-encoded representation of the domain name

Example

To connect to the domain `fargbolaget.nu` using its ASCII-encoded representation `xn--frgbolaget-q5a.nu`, type:

`http://xn--frgbolaget-q5a.nu/`

Using IDNs in Email Addresses

When you forward email messages (on page 40) to an email account hosted on an IDN domain, you can qualify the email address with the IDN representation of the domain on which the account is hosted.

Important: If your application is not IDN-compliant, you must use the ASCII-encoded representation (on page 16) of the domain name. To view the ASCII-encoded representation, refer to your account details provided in the email sent by your administrator.

If you are forwarding an email message to an account on the domain `<idn_domain>.com`, you may enter the email address `user@<idn_domain>.com` in the **Forward to** field.

EXAMPLE

To forward an email message to an account **user1** on the domain **fargbolaget.nu**, type the email address as follows:

```
user1@fargbolaget.nu
```

However, if your browser is not IDN-compatible, you must use the ASCII-encoded representation of the domain in the email address as follows:

```
user@<ascii_encoded_domain>.com
```

EXAMPLE

To forward an email message to an account **user1** on the domain **fargbolaget.nu** using its ASCII-encoded representation **xn--frgbolaget-q5a.nu**, type the email address as follows:

```
user1@xn--frgbolaget-q5a.nu
```

Working with email clients

If your email client is IDN-compatible (on page 18), you can use the IDN representation of domain names when you send email messages. If the email client does not provide IDN support, you must use the ASCII-encoded representation of the domain name in the email address.

Note: If you are using SquirrelMail or an email client running on the Linux operating system, you must use the ASCII-encoded representation of the domain in the email address.

Using Remote Access Services to Connect to IDN Domains

Your application must be IDN-compliant (on page 18) to use IDNs with remote access services such as FTP, Telnet, or SSH to connect to a domain. Additionally, you must configure the services to use the character set **UTF-8** to enable correct interpretation of IDN domain names.

Important: If your application is not IDN-compliant, you must use the ASCII-encoded representation of the domain name to access the domain. To view the ASCII-encoded representation, refer to your account details provided in the email sent by your administrator.

Connecting to IP-based domains

➤ *To connect to an IP-based domain using a non-IDN compliant client (such as Telnet/SSH/FTP on Linux):*

1 Connect to the domain using the domain name or IP address.

```
#ssh <ascii_encoded_domain>
```

For example, to connect to the domain `fargbolaget.nu` using its ASCII-encoded representation `xn-frgbolaget-q5a.nu`, type:

```
#ssh xn-frgbolaget-q5a.nu
```

2 Enter the user name and password.

Connecting to name-based domains

To connect to a name-based domain using a non-IDN compliant client (such as Telnet/SSH/FTP on Linux):

1 Connect to the domain using the domain name or IP address.

```
#ssh <ascii_encoded_domain>
```

For example, to connect to the domain `fargbolaget.nu` using its ASCII-encoded representation `xn-frgbolaget-q5a.nu`, type:

```
#ssh xn-frgbolaget-q5a.nu
```

2 Enter the user name (in the format `<user@ascii_encoded_domain>`) and password.

Installing Native Fonts on a Microsoft Windows Desktop

If you use the Microsoft Windows platform, you must install related native fonts to ensure that non-ASCII characters are displayed appropriately.

➤ *To install native fonts:*

- 1 Select **Start > Settings > Control Panel**.
- 2 In the Control Panel window, locate and double-click **Regional Options** from the list of displayed options. The **Regional Options** window opens.
- 3 In **Your locale (location)** area, select the country that represents your locale.
- 4 In **Language settings for the system** area, select the checkbox corresponding to the language whose fonts you want to install.
- 5 Click **Ok**. You will be prompted to insert the CD-ROM that contains the installation files. Insert the Windows Setup CD-ROM into your disk drive and click **OK**. If the required files reside on a network server, browse to the location on the network server.
- 6 Restart your desktop.

Managing Your Email

In this chapter:

Using the Email Manager	24
Managing Spam	25
Reading Your Email Messages	26
Working With Aliases	32
Working with Responders.....	34
Working with Vacation Messages.....	37
Working With Email Forwarding	39

Using the Email Manager

You can manage your email account settings using 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.

➤ **Using the Email Manager you can:**

- View (on page 33), add (on page 33), and remove (on page 34) email aliases
- View (on page 35), add (on page 36), change (on page 36), and remove (on page 37) responders
- View (on page 38), turn on (on page 39), turn off (on page 39), and change (on page 38) vacation messages
- View (on page 40), add (on page 40), and remove (on page 40) message forwarding

Managing Spam

Spam is an unsolicited email message. You can effectively manage spam by setting appropriate spam filters in the control panel.

The control panel uses the spam filtering tool SpamAssassin™ to identify spam. Each email is evaluated against message rules that associate a content pattern or characteristic with spam. Each rule is assigned a value called a score. When the text in an email matches a rule, a score is assigned to the email. If the sum of all such scores exceeds the set threshold (low, medium, high, or custom), the message is categorized as spam.

Example

Assume that the following message rules and scores are defined and the spam threshold is set to Medium (score of 10).

Rule	Description	Score
ALL_CAPS	Checks for email messages with upper case letters in the subject of the email message.	5
FROM_NUM	Checks for email messages where the "From" field in the email message ends with a number	10

If you receive an email message from an address `example123@example.com` with the subject `SAMPLE TEXT`, the message score computes to 15. Since it exceeds the set threshold, the email message is classified as spam.

If you receive an email message from an address `example@exa.com` with the subject `SAMPLE TEXT`, the message score computes to 5. Since it does not exceed the set threshold, the email message is not classified as spam though the subject of the message matches one of the message rules.

Reading Your Email Messages

In this section:

About SquirrelMail	26
Opening SquirrelMail	27
Logging on to SquirrelMail	28
Getting Help Using SquirrelMail	28
Returning to the User Administrator Control Panel	29
Using Microsoft Outlook to Read Your Email	29
Using Microsoft Outlook Express to Read Your Email	31

About SquirrelMail

SquirrelMail is an email client that uses IMAP (Internet Message Access Protocol) to provide you access to your email messages through the Web. Using SquirrelMail you can read, reply to, forward, compose, and store your email messages. You can access SquirrelMail and your Web-based email account from any computer with Internet access and a browser.

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

- **Once you open SquirrelMail (on page 27), you can:**
- Log on and manage your email messages (on page 28)
 - Get Help using SquirrelMail (on page 28)
 - Return to the User Administrator control panel (on page 29)

Opening SquirrelMail

You can open SquirrelMail directly from the User Administrator control panel or from any computer with Internet access. When you connect to SquirrelMail directly from the User Administrator control panel, a separate window opens. This makes it possible to use SquirrelMail without logging out of the User Administrator control panel.

➤ ***To open SquirrelMail from the User Administrator control panel:***

- 1 In the Shortcuts section of the Home page, click **Email Access (Email section)**.
- 2 Click **SquirrelMail Interface**.

The SquirrelMail login page is displayed and you can log on (on page 28) using your email address and your User Administrator password.

➤ ***To open SquirrelMail from any computer with Internet access:***

- 1 Connect to the Internet.
- 2 Start a Web browser program.
- 3 In the address field of the Web browser, type the following URL:

`http://<yoursite.com>/webmail`

where **<yoursite.com>** is the domain name of your site.

The SquirrelMail login page is displayed and you can log on (on page 28) using your email address and your User Administrator password.

Logging on to SquirrelMail

You log on to SquirrelMail when you want to view or manage your email messages.

➤ **To log on to SquirrelMail:**

1 In the Shortcuts section of the Home page, click **Email Access**, then click **SquirrelMail Interface** or go to the SquirrelMail URL (on page 27) using any Internet browser.

2 In the **Email** field, enter your email address. Your email address is:

`<your_user_administrator_username>@<your_site.com>`

where `<your_user_administrator_username>` is the username you type when you log in to the User Administrator control panel, and `<your_site.com>` is the domain name of your site.

For example, if your email address is `joe@sports- store.com`, your user administrator username is `joe` and your domain name is `sports- store.com`.

Note: When you access SquirrelMail from the User Administrator control panel, the domain name portion of your email address is displayed automatically. If the name displayed is not correct, overwrite it and enter your entire email address.

3 In the **Password** field, enter your User Administrator password.

4 Click **Login**.

The SquirrelMail Inbox window opens.

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

Getting Help Using SquirrelMail

If you want more information about using SquirrelMail features, see the SquirrelMail online Help.

➤ **To open SquirrelMail Help:**

1 Open SquirrelMail (on page 27) and log on as a user (on page 28).

2 In the SquirrelMail Inbox window, click **Help**. The Help window opens.

3 To see a list of Help topics, click **Table of Contents**.

Returning to the User Administrator Control Panel

Because SquirrelMail opens in a separate window, you can use SquirrelMail without logging out of the User Administrator control panel. To return to the User Administrator control panel, click anywhere in the User Administrator window to make it the active window on your desktop. The SquirrelMail window remains open.

Using Microsoft Outlook to Read Your Email

You need to configure the Microsoft Outlook email client in order to read your email messages using Microsoft Outlook.

When you configure the email client, you must specify the SMTP and POP/IMAP server configuration to authenticate the connection.

This section provides instructions on accessing and manually setting up your mailbox using Microsoft Outlook and the SMTP server configuration required to authenticate the connection.

Important: This section assumes that you have Microsoft Outlook installed on your computer and that your network properties are configured correctly.

To read your email messages using Microsoft Outlook, you will need to configure several Outlook email service options.

➤ **To set Microsoft Outlook options:**

- 1 Start Microsoft Outlook by right-clicking on the **Microsoft Outlook** icon on your desktop.
- 2 Select **Properties** from the menu.
- 3 Click the **Add** tab.
- 4 In the Use the following information services area, select the **Internet Email** checkbox and click **Next**.
- 5 Click **Set up Mail Account**. The Mail Account Properties window opens.
- 6 In the **Mail Account** field, enter the name by which you would like to refer to your mail server, for example, Parallels Pro Mail Server.
- 7 In the User Information area, fill in the following information.
 - **Name**. Enter your first and last name.
 - **Organization**. Enter the name of your organization.
 - **E-mail Address**. Enter your email address, for example, mymail@domain.com.
- 8 Click the **Servers** tab.
- 9 In the Server Information area, enter the following information.
 - **Incoming mail (POP3)**. Enter the domain name or IP address of the mail server designated as the POP3 server.

- **Outgoing mail (SMTP).** Enter the domain name or IP address of the mail server designated as the SMTP server.
- 10** In the Incoming Mail Server area, enter the following information.
- **Account Name.** Enter the user account name at which you will receive your emails.
 - **Note:** Enter <username@domain.com> as the account name for both IP- based and name-based sites.
 - **Password.** Enter your mailbox password.
- 11** In the Outgoing Mail Server area, select the **My server requires authentication** check box.
- 12** Click **Settings**. The Outgoing Mail Server window opens.
- 13** In the Logon Information area, if not already selected, select the **Use same settings as my incoming mail server** option, and click **OK**.
- 14** Click **OK** again to return to the Microsoft Outlook Setup Wizard, and click **Next**.
- 15** Click **Next** again, then click **Finish**.

Using Microsoft Outlook Express to Read Your Email

You need to configure the Microsoft Outlook Express email client in order to read your email messages using Microsoft Outlook Express.

When you configure the email client, you must specify the SMTP and POP/IMAP server configuration to authenticate the connection.

This section provides instructions on accessing and manually setting up your mailbox using Microsoft Outlook Express and the SMTP server configuration required to authenticate the connection.

Accessing and setting up your mailbox

➤ *To access and set up your mailbox using Microsoft Outlook Express:*

- 1 Start Outlook Express by clicking on the **Microsoft Outlook Express** icon on your desktop.

Note: If you are opening Microsoft Outlook Express for the first time, the Internet Connection Wizard displays automatically.

If you have configured Microsoft Outlook Express before, and you want to add a new email account, you must manually launch the Internet Connect Wizard.

To launch the wizard:

1. Start Microsoft Outlook Express by clicking on the **Microsoft Outlook Express** icon on your desktop.
2. From the menu bar, choose **Tools > Accounts**.
3. In the dialog box, click **Add**.
4. Select and click **Mail...**

The Internet Connection Wizard opens.

- 2 In the **Display name** field, enter your name as you want it to appear in the outgoing messages.
- 3 Click **Next**.
- 4 In the **E-mail address** field enter your email address. This is the address other people use to send email messages to you.
- 5 Click **Next**.
- 6 In the **Incoming mail (POP3, IMAP) server** field, enter the domain name or the IP address of your domain.
- 7 In the **Outgoing mail (SMTP) server** field, enter the domain name or the IP address of your domain.

- 8 Click **Next**.
- 9 In the **Account name** field, enter <username@domain.com> for both IP-based and name-based sites.
- 10 In the **Password** field, enter your mailbox password.
- 11 Click **Next**.
- 12 In the last setup window, click **Finish**.
This adds the new account. You can now specify your email settings.

Specifying email settings

- *To specify your email settings:*
 - 1 Start Microsoft Outlook Express by clicking the **Microsoft Outlook Express** icon on your desktop.
 - 2 Choose **Tools > Accounts**.
 - 3 In the Internet Accounts dialog box, click the **Mail** tab.
 - 4 Select the new account and click **Properties**.
 - 5 In the Properties window, click the **Servers** tab.
 - 6 In the Outgoing Mail Server area, select the **My server needs authentication** check box.
 - 7 Click **Settings**.
 - 8 Select the **Use same settings as my incoming mail server** option.
 - 9 Note: If you are setting this for the first time, this option will already be selected.
 - 10 Click **OK**.
 - 11 Click **OK** again.
Your account is ready to use.

Working With Aliases

In this section:

About Email Aliases	33
Adding Email Aliases.....	33
Viewing Your Email Aliases.....	33
Removing Email Aliases.....	34

About Email Aliases

An email alias is a method of mapping a nickname to your email address. Whenever someone sends email to one of your aliases, the message is sent to your actual email address.

For example, you could create an alias for your Sales department called sales. When anyone sends email to `sales@<example.com>`, the message is delivered to your email address.

How aliases work with responders

Aliases can be set up to use responders. Responders are prepared replies that are returned automatically to incoming email. For example, if you have an alias called sales, you might want to add a responder that automatically returns information about your sales department to the sender.

To set up an alias to use a responder, you first create an alias (on page 33), then add a responder (on page 36) to it.

Note: You must choose a name that is not already being used as an alias on your domain.

You can view (on page 33), add (on page 33), and remove (on page 34) your email aliases.

Adding Email Aliases

➤ **To add an email alias:**

- 1 In the Shortcuts section of the Home page, click **Aliases (Email section)**.
- 2 On the Aliases page, click **Add**.
- 3 In the **Alias** field, enter a name for the new alias. You must choose a name that is not already in use as an alias on your domain.
- 4 Click **Add Alias**.

The alias is available immediately.

Viewing Your Email Aliases

To view your email aliases, in the Shortcuts section of the Home page click **Aliases (Email section)**. The list of aliases is displayed.

Removing Email Aliases

- *To remove an email alias:*
 - 1 In the Shortcuts section of the Home page, click **Aliases (Email section)**.
 - 2 On the Aliases list, locate the alias you want to remove and in the **Actions** column, click .
 - 3 In the confirmation window, verify the alias you want to remove, then click **OK** to remove the alias.

Working with Responders

In this section:

About Responders.....	35
Viewing your Responders.....	35
Adding Responders.....	36
Updating Responders.....	36
Removing Responders.....	37

About Responders

A responder is a method of automatically replying to incoming email.

For example, you might want all email sent to your customer service department to receive an automatic reply about your hours and contact information. To do so, you can create an alias called **customerservice**, then create a responder for that alias. Whenever email is sent to `customerservice@<example.com>`, the prepared reply is sent automatically.

Responders can be set up for aliases only. They cannot be mapped to individual email addresses without aliases.

You can view (on page 35), add (on page 36), change (on page 36), and remove (on page 37) responders.

How responders differ from vacation messages

Both responders and vacation messages automatically reply to incoming email. However, they have these key differences:

- Responders can be set up only for aliases; vacation messages are set up for email addresses.
- Vacation messages are sent only once. If users send multiple messages to an email address that has a vacation message enabled, they receive only one automatic reply. Messages sent to aliases using responders receive replies each time the message is sent.

Viewing your Responders

To view your email responders, in the Shortcuts section of the Home page, click **Responders (Email section)**. The Responders form opens and displays all of your responders.

Adding Responders

You can add responders to your email aliases. Whenever anyone sends email to the alias, a prepared reply is automatically returned to the sender.

Note: Before you add a responder, you need to add an alias (on page 33).

➤ **To add an email responder:**

- 1 In the Shortcuts section of the Home page, click **Responders (Email section)**.
- 2 On the Responders form, click **Add**.
- 3 In the **Alias** field, choose the email alias to which you want to add a responder.
- 4 In the **Subject** field, enter the topic of the responder. Information in this field appears in the subject line of the responder message.
- 5 In the **Message** field, enter the response message text. The text should not exceed **64** characters. Information in this field appears in the body of the responder message.
- 6 Click **Add Responder**.
- 7 The responder is added, and becomes available immediately. Email sent to the alias automatically receives a reply from the new responder.

Updating Responders

You can update the content of your responders as needed.

➤ **To update an email responder:**

- 1 In the Shortcuts section of the Home page, click **Responders (Email section)**.
- 2 Locate the responder you want to change, and in the **Actions** column, click .
- 3 Enter your changes, and then click **Update**.

Removing Responders

If you no longer want to use a responder for an alias, you can remove the responder.

➤ **To remove an email responder:**

- 1 In the Shortcuts section of the Home page, click **Responders (Email section)**.
- 2 Locate the responder you want to remove, and in the **Actions** column, click .
- 3 In the confirmation window, verify the responder you want to remove, then click **OK** to remove the responder.

Working with Vacation Messages

In this section:

About Vacation Messages	37
Viewing Your Vacation Message Text	38
Updating Your Vacation Message Text	38
Turning on Your Vacation Message	39
Turning off Your Vacation Message	39

About Vacation Messages

A vacation message is an email utility that automatically sends a standard reply message to incoming email messages. This feature is most often used to notify the sender that you are unable to respond to email for a period of time.

You can: view (on page 38), turn on (on page 39), turn off (on page 39), and change (on page 38) vacation messages.

How vacation messages differ from responders

Both vacation messages and responders automatically reply to incoming email. However, they have these key differences:

- Responders can be set up only for aliases; vacation messages are set up for email addresses.
- Vacation messages are sent only once. If a user sends multiple messages to an email address that has a vacation message enabled, they receive only one automatic reply. Messages sent to aliases using responders receive replies each time the message is sent.

Viewing Your Vacation Message Text

Vacation message text is the message that is automatically sent in response to email messages received when the vacation message feature is turned on (on page 39).

To view vacation message text, in the Shortcuts section of the Home page, click **Vacation (Email section)**. Your vacation message text is displayed.

Updating Your Vacation Message Text

Vacation message text is the message that is automatically sent in response to email messages received when the vacation message feature is turned on (on page 39).

➤ *To update your vacation message text:*

- 1 In the Shortcuts section of the Home page , click **Vacation (Email section)**.
- 2 On the Vacation Message form, click **Edit**. The Editing Vacation Message form opens.
- 3 In the **Vacation Message** text box, enter the new message text.
- 4 Click **Update**.

The vacation message is updated immediately.

Turning on Your Vacation Message

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 you are currently unavailable.

➤ **To turn on your vacation message:**

- 1 In the Shortcuts section of the Home page , click **Vacation (Email section)**.
- 2 In the Vacation Message form, click **Update**. The Editing Vacation Message form opens.
- 3 In the **Enable Vacation Message** field, select the check box.
- 4 Click **Update**.

The vacation message is enabled immediately. Incoming messages receive the automatic reply.

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

Turning off Your Vacation Message

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 you are currently unavailable.

➤ **To turn off your vacation message:**

- 1 In the Shortcuts section of the Home page, click **Vacation (Email section)**.
- 2 In the Vacation Message form, click **Update**. The Editing Vacation Message form opens.
- 3 In the **Enable Vacation Message** field, clear the check box.
- 4 Click **Update**.

The vacation message is disabled immediately. Incoming messages no longer receive the automatic reply.

Working With Email Forwarding

In this section:

About Email Forwarding	40
Viewing Your Email Forwarding.....	40
Starting Email Forwarding	40
Stopping Email Forwarding	40

About Email Forwarding

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

Forwarded messages are accessible only through the account to which they are forwarded. No copies are kept in the original email account.

You can view (on page 40), start (on page 40), and stop (on page 40) message forwarding.

Viewing Your Email Forwarding

To view your existing email forwarding information, in the Shortcuts section of the Home page, click **Forward (Email section)**. The forwarding email address is displayed.

Starting Email Forwarding

➤ *To start email forwarding:*

- 1 In the Shortcuts section of the Home page, click **Forward (Email section)**.
- 2 In the Forward form, click .
- 3 In the **Forward to** field, enter the email address to which you want to forward your email messages.
- 4 Click **Update**.

Note: If your email account contains email messages prior to setting up message forwarding, they are not forwarded. Only those email messages that you receive after you set up message forwarding are forwarded.

Stopping Email Forwarding

➤ *To stop email forwarding:*

- 1 In the Shortcuts section of the Home page, click **Forward (Email section)**.
- 2 In the Forward form, click **Edit**. The Editing Forward form opens.
- 3 In the **Forward to** field, clear the existing email address and leave the field blank.
- 4 Click **Save**. Forwarding stops immediately.

Managing your Web Site Content

In this chapter:

How to Publish Content to Your Web Site	41
Creating Content for Your Site.....	42
Copying your Web Content to the Web Server	43
Previewing your Web Content	44

How to Publish Content to Your Web Site

If your administrator makes this option available to you, you can publish content to your site.

➤ ***To publish content you need to complete the following tasks:***

- 1 Create the Web pages you want to publish (on page 42).
- 2 Copy your Web pages to the Web server (on page 43).
- 3 Check or preview your new Web pages (on page 44).

Creating Content for Your Site

This is the first step in publishing content to your Web site. For additional guidelines about creating pages, contact your administrator.

Web site content includes HTML pages and other files that can be displayed by browsers. There are many ways to create this content. The easiest way is to use a Web site authoring tool such as Netscape's Composer (which is free and contained in Netscape Communicator and Netscape Navigator browsers), Microsoft FrontPage, or Macromedia Dreamweaver. These tools write HTML code for you, and using them is similar to using a word processor such as Microsoft Word.

As an alternative, you can create Web pages by writing the HTML code yourself in a text editor program such as Notepad. Pointers to learning HTML include *Writing HTML: A tutorial for creating Web pages*, *Web Monkey*, *CNET Web Builder*, *HTML Goodies*, *Yale Web Style Guide*, and *W3C HTML Homepage*.

Next step in publishing content

After you have created your content, you can copy it from your computer to the your site (on page 43).

Copying your Web Content to the Web Server

Note: Before you attempt to copy content to your site, contact your service provider to find out which method of copying is preferred for your site.

After you have created your content files (on page 42), you can publish them by copying them from your computer to your site. You place your files in the directory or folder set up for you by your administrator. Typically, this folder is named *html*, and it is located in the `var/www` directory. The full path, or the route to the `html` directory, is `/var/www/html`.

➤ **To copy files from your computer to your site, you can use:**

- An FTP connection

When you use this method, you use the FTP (File Transfer Protocol) service to connect to your site and copy the files to the `/var/www/html` directory.

Information about FTP (on page 10)

- FrontPage, a program you use to edit and publish HTML files.

FrontPage is an HTML authoring tool you can use to create and publish content. If your site is configured with Microsoft FrontPage Server Extensions, you can publish pages to your site directly from FrontPage using HTTP (HyperText Transfer Protocol). To find out if Microsoft FrontPage Server Extensions are enabled for your site, contact your administrator.

Next step in publishing content: Previewing your Web content (on page 44)

Previewing your Web Content

After you have copied your Web page content to your site, you can preview it in a browser.

➤ **To preview the home page:**

- In the address field of a browser program, type your domain name in the **Address** field of an Internet browser. For example:

`http://<domain_name>.com/`

where **<domain_name>** is the your domain name.

➤ **To preview other pages or files:**

- In the address field of a browser program, type your domain name followed by the new file name. For example:

`http://<domain_name>.com/<filename>`

where **<domain_name>** is the your domain name. and **<filename>** is the name of your new page.

Note: If your site is new, you might not be able to preview it through the Internet. If you have had your site for more than 48 hours and cannot access it using your domain name, however, contact your administrator to verify your domain name information.

Viewing Subdomain Information

In this chapter:

About Subdomains	45
Viewing the List of Subdomains.....	47
Viewing Subdomain Details	47

About Subdomains

Subdomains are lower-level domains hosted on a registered root domain. It can be accessed by typing the subdomain URL in the Address field of the browser.

http://	<i>mysubdomain</i>	.	example	.	com
	3 rd level domain		2 nd level domain		Top-level domain or 1 st level domain

For example to access the subdomain, *mysubdomain*, hosted on the site, `example.com`, type the following URL.

```
http://mysubdomain.example.com
```

As the owner of a subdomain, you can upload content to the subdomain directory using any of the remote access services enabled by your administrator: FTP, Telnet, or SSH.

To find out the directory where you can upload content, note the **Full Directory Path** field in the Subdomain Details (on page 47) form.

If your subdomain is hosted on a root domain that has aliases configured, then you can access your subdomain using the inherited aliases. You can also run CGI scripts, if your administrator has enabled CGI support.

Aliases

Aliases are nicknames or alternative web addresses that map to an existing subdomain.

For example, if the root domain, `www.example.com`, with the associated alias, `www.example.org`, has a subdomain, `sales.example.com`, then the subdomain can also be accessed using the alias, `sales.example.org`.

CGI support

CGI scripts can be used to retrieve information from databases, perform searches and other functions.

The CGI scripts are located in your **home** directory under the **public_html** folder.
`/home/<user_name>/public_html/cgi-bin`

To access the CGI scripts through the browser, type
`http://<domain_name>/~<user_name>/cgi-bin/<script_name>`

where:

<domain_name> is the domain name of the site on which your subdomain is hosted
<user_name> is your user name
<script_name> is the name of the cgi script

- **As a User Administrator, you can:**
 - View (on page 47) the list of subdomains
 - View (on page 47) subdomain details

Viewing the List of Subdomains

Note: To view subdomains, they must be created for your account by your administrator and will be available as an option in the Menu on the navigation bar at left.

➤ **To view the list of subdomains:**

- 1 In the Menu on the navigation bar at left, click **Subdomains**.

The **Subdomain List** form opens displaying a list of subdomains owned by you. The columns in this form are:

- **Name** - The name of the subdomain.
- **CGI** - This column indicates whether you can run CGI scripts. If marked for CGI-compliance, a check mark appears against the corresponding subdomain. A cross appears for subdomains that do not have CGI capability.
- **Actions** - This column allows you to view subdomain details (on page 47).

Viewing Subdomain Details

➤ **To view subdomain details:**

- 1 In the Menu on the navigation bar at left, click **Subdomains**.

The Subdomain List form opens displaying information about all of your existing subdomains.

- 2 Click  in the **Actions** column.

The **Subdomain Details** form opens.

The following table provides a brief description of the fields that appear in the Subdomain Details form.

Field name	Description
Name	Name of the subdomain.

URL	<p>The Web address of the subdomain, along with the list of aliases inherited from the root domain (only if the root domain has aliases configured for it)</p> <p>For example, the subdomain, <i>sales</i>, hosted on the root domain, <i>example.com</i>, will be listed as, <code>http://sales.example.com</code></p> <p>Note: If the root domain, <code>www.example.com</code>, has an alias, <code>www.example.net</code>, then the subdomain <code>sales.example.com</code>, can also be accessed using the inherited alias, <code>sales.example.net</code>.</p>
Full Directory Path	<p>The location where the content resources for the subdomain are uploaded. The Full Directory Path is the location from where the Web server will serve content to the browser.</p>
CGI Support	<p>A Boolean value [Yes,No] that indicates whether you can run CGI scripts on your subdomain.</p>
CGI Script Directory	<p>The directory path where the CGI scripts for your subdomain are located.</p>

Exporting and Importing Data

In this chapter:

Export and Import Overview	50
Recommended FTP Servers for Export and Import	51
About User Export	52
Exporting Data	53
Importing Archived Data	54
Scheduling Exports	57

Export and Import Overview

An export operation backs up the selected data from a specified export server while an import operation restores the selected data to the specified import server. You can export and import your files and account configuration information.

Before you export or import data, review the preparatory information and the recommended tips for successful export and import operations.

Before you begin

Optional: Before you begin, verify that you have the requisite information to export and import data.

- At least one of the FTP servers (on page 51) recommended by Parallels Pro Control Panel
- Your FTP login user name and password
- The complete directory path on the FTP server
- Maximum size of the file being exported or imported

Note: Various file systems and FTP server utilities have limits on the file size they can handle. If the size of the file you want to export exceeds the file management capacity of the file system or the FTP server utility on your export server, the file is split into multiple files before continuing with the export operation.

- Sufficient disk space to accommodate the data, otherwise the operation will fail.

Tips for successful export and import

Review the tips provided in this section to pre-empt export and import issues.

- 1 Schedule or perform export operations during a period of low activity.
- 2 The export and import operation fails on certain FTP servers. If you choose to export data using an FTP utility, use the FTP servers (on page 51) recommended by Parallels Pro Control Panel for successful export and import operations.
- 3 Files exported from version 3.0 or 3.1 are incompatible with later versions. Export these files using the latest version of the control panel after you upgrade from the older versions.
- 4 Exporting data using FTP does not change the access permissions of the exported archives. If you want these archives to be secure, you must modify the default FTP permissions as needed.

Recommended FTP Servers for Export and Import

You must have access to an FTP server to transfer data using the FTP option. Parallels recommends use of the following FTP servers for successful export and import operations.

FTP servers running on Linux® or Unix® platforms

➤ *Use one of the following FTP servers to export or import files.*

- WU-FTPD
- ProFTPD
- vsftpd

➤ *FTP servers running on Microsoft® Windows® platforms*

- FTP server installed on IIS

FTP servers installed on IIS are configured to support the “**MS-DOS**” directory listing style while the control panel follows the “**Unix**” directory listing style. As a result, if you export files using the IIS FTP server with the “**MS-DOS**” directory listing style, the files do not display in the control panel when you try to import these files.

To resolve this, reset the directory listing style on the IIS FTP server to “**Unix**” as described below.

➤ *To reset the directory listing style:*

1. Click **Start > Settings > Control Panel**. The Control Panel window opens.
2. Locate the option, **Administrative Tools** and double-click the icon.
3. In the Administrative Tools window, locate the option, **Internet Services Manager**, and double-click the icon. The Internet Information Services window opens.
4. Click next to the name of your desktop computer to expand the access tree. The list of sites and servers installed are displayed.

Note: By default, the FTP server is stopped.

5. Select **Default FTP Site** and click  to start the FTP server.
6. Select **Action > Properties**. The *Default FTP site Properties* window opens.
7. Select the **Home Directory** tab.
8. In the *Directory Listing Style* area, select **Unix**.
9. Click **Apply > OK**.

The exported files now display in the control panel when you import the files.

About User Export

A User export backs up your files and account configuration information.

The export saves your home directory data (in the directory `public_html` - which is part of your home directory `/home`) and your email messages (in the directory `/var/spool/mail`).

Important: The export does **not** save your email settings, such as responder and alias settings.

Please be aware that any data or configuration changes that occur after the export is taken is lost if you restore that exported data to your system. For example, if you export at 1:00 P.M. and restore that export at 5:00 P.M. the same day, all email messages received during that time period is lost.

When you export a file, a compressed `.gz` file (UNIX compression format) is created.

The naming convention of an exported file is as follows:

`<server_hostname>_<user_name@site_name>_<export_type>_<YYYY>_<Month>_<date>_<Hours>_<Minutes>.tar.gz`

Where:

`<server_hostname>` is the name of the control panel server

`<user_name@site_name>` is the name of the user exported for the specified site

`<export_type>` indicates the type of export

`<YYYY>_<Month>_<date>_<Hours>_<Minutes>` is the time-stamp when the data is exported.

For example, exporting the user `user1` on the site `mysite.com` on Jan 06, 2003 at 11.30 creates the following file:

`example.com_user1@mysite.com_user_2003_January_06_11_30.tar.gz`

Exporting Data

You can choose to export files using an FTP server (on page 51) or download them to a local desktop. Large files may take a long time to transfer depending on the quality of your Internet connection. FTP is recommended as a faster and more reliable option.

Important: Any data or configuration changes that occur after the export operation is lost if you restore that backup to your system. For example, if you export data at 1:00 P.M. and restore that data at 5:00 P.M. on the same day, all email messages that arrive during that time period is lost.

To export data, in the shortcuts section of the Home page, click **Export/Import (Administration section)** , then follow the instructions below.

You need to select the appropriate mode of transfer and provide the required miscellaneous information.

WIZARD STEP1. SELECT MODE OF TRANSFER

Choose the mode of data transfer to the backup server.

a Download - Recommended for exporting small files to the local desktop.

- In the Download area, select the **Download** option button.
- Go to Step2 of the wizard.
- Click **Download**.
The Download File window opens.
- Click **Download file**.
The File Download window opens. You can open the file or save the file to your computer.
- Click **Save**.
- In the Save As dialog, enter or retain the default name of the export file.

Important: When you change the name of the file, do not change the extension of the file.

- Click **Save**.

b FTP - Recommended for exporting large files to a remote FTP server.

- In the Export to FTP Server area, select the **FTP** option button to transfer the files using FTP to a remote FTP server.
- In the **FTP Server** field, enter the host name or IP address of the FTP server you want to use as the export server.
- In the **FTP Login** field, enter the user name to the FTP server.
- In the **FTP Password** field, enter the password to the FTP server.

- In the **FTP Location** field, enter the absolute path to the export directory on the FTP server. If you leave the field blank, the files are saved to your home directory on the FTP server.

Note: If the specified directory does not exist, the export fails and an email message is sent to you.

- **Optional:** In the **Maximum Export File Size** field, enter the maximum size of the export file, and click the arrow in the **Unit** field to select the quantifying unit (in Megabytes or Gigabytes).

Important: Various file systems and FTP server utilities have limits on the file size they can handle. If the size of your export file exceeds the file management capacity of the file system or the FTP server utility on your export server, the file is split into multiple files before continuing with the export.

The split files follow the naming convention given below:

<exportfilename.tar.gz>
 <exportfilename.1.tar.gz>
 <exportfilename.2.tar.gz>

where **exportfilename** is the name of your export file.

- Go to Step2 of the wizard.
- Click **Export**.

WIZARD STEP2. ENTER MISCELLANEOUS INFORMATION

In the **Email** field, enter the email address at which you want to receive email notifications. The status of the export is conveyed in an email notification sent to the address specified in the **Email** field.

Importing Archived Data

In this section:

About Importing Data	55
Using FTP to Import Data.....	56
Using Download to Import Data.....	57

About Importing Data

You can selectively import files from an exported archive using the Download (on page 57) option or the FTP (on page 56) option.

If your account has been deleted, you need to contact your service provider in order to have your account imported from the archive.

➤ ***Review the following important notes before you import files:***

- If a file by the same name, as the one being imported, exists on your server, the existing file is not replaced or overwritten, in other words, the file is not restored from the archive.
- The import operation automatically uncompresses the archive and updates your working directories with the archived content.
- Do *NOT* manually uncompress the file to make changes to the archived files and upload them again as a compressed .gz file. If the files in the archive are manually modified, you cannot import files from the archive again. This is a security measure to ensure that the archived files are not corrupted by malicious scripts.

Using FTP to Import Data

The FTP option is recommended for large files.

➤ **To import data using FTP:**

- 1 In the **Shortcuts** section of the Home page, click **Export/Import** (**Administration** section).
- 2 Click **Import Using FTP**.
- 3 In the **FTP Server** field, enter the name of the FTP server where you have archived the exported data.
- 4 In the **FTP Login** field, enter the user name of your account on the FTP server.
- 5 In the **FTP Password** field, enter the password of your account on the FTP server.
- 6 In the **FTP Location** field, enter the full path to the export directory on the FTP server. If you leave the field blank, the location defaults to your home directory.
- 7 In the **Email** field, enter the email address at which you want to receive email status notifications about the operation.
- 8 Click **Connect**.
- 9 Select the check boxes next to the files you want to import.

Note: Files split into multiple files during export can be imported as a single file. Select the main export file (`<exportfilename>.tar.gz`), then select the **Enable Recurse** check box (displayed at the end of the file listing). Do not select the individual files (`<exportfilename>.<x>.tar.gz` where `<x>` indicates each individual file) that constitute the main export file.

- 10 Click **Import**.
The status of the import is conveyed in an email notification sent to the specified email address.

Using Download to Import Data

The Download option is recommended for small files.

➤ **To import data using the Download option:**

- 1 In the Shortcuts section of the Home page, click **Export/Import** (Administration section).
- 2 Click **Import Using Download**.
- 3 In the **Select Export File** text box, enter the name of the file that you want to import from the archive. Alternatively, click **Browse** to locate the file.
- 4 In the **Email** field, enter the email address at which you want to receive email status notifications. If you do not want to receive email notifications, leave the field blank.
- 5 Click **Import**. A confirmation dialog opens.
- 6 Click **OK** to proceed with the import.

Scheduling Exports

In this section:

Scheduling Exports	58
Viewing the List of Scheduled Exports.....	59
Changing the Export Schedule Information	59
Deleting a Scheduled Export	60

Scheduling Exports

When you schedule an export, you automate the export to occur at a pre-set date, time, and location.

To schedule an export, in the shortcuts area of the Home page, click **Export/Import** (Administration section), then click **Schedule Export**. The Scheduled Export window opens. Click **Schedule**. Follow the wizard to schedule an export.

You need to enter schedule information, provide necessary FTP account details and other miscellaneous information.

WIZARD STEP1. ENTER THE EXPORT SCHEDULE INFORMATION

- 1 Select the frequency at which you want to export data.
Select any one of the following options in the **Frequency** field.
 - **Daily** - Exports files daily at the scheduled time
 - **Weekly** - Exports files weekly at the scheduled day and time
 - **Monthly** - Exports files monthly at the scheduled date and time
- 2 Click the arrow in the **Minutes** list, and select a number between 0 and 59.
- 3 Click the arrow in the **Hours** list, and select a number between 0 and 23.
- 4 Click the arrow in the **Day of Week** list, and select a day between Sunday and Saturday.
- 5 Click the arrow in the **Day of Month** list, and select a number between 1 and 31.

Important: If you select a value in the **Day of Month** field that is not common to all the months, the export fails to run as scheduled on certain months. For example, if you select **31**, no export will be initiated on months that contain **30** or **28** days.

WIZARD STEP2. ENTER FTP INFORMATION

- 6 In the **FTP Server** field, enter the name of the FTP server you want to use as the export server.
- 7 In the **FTP Login** field, enter the login user name to the FTP server.
- 8 In the **FTP Password** field, enter the login password to the FTP server.
- 9 In the **FTP Location** field, enter the absolute path to the export directory on the FTP server.

Note: If you leave the field blank or the specified directory does not exist, the export fails and an email message containing the error is sent to you.

WIZARD STEP3. ENTER MISCELLANEOUS INFORMATION

- 10 Optional:** In the **Maximum Export File Size** field, enter the maximum size of the export file. Click the arrow in the **Unit** field and select the appropriate quantifying unit (Megabytes or Gigabytes).

Important: Various file systems and FTP server utilities have limits on the file size they can handle. If the size of your export file exceeds the file management threshold of the file system or the FTP server utility on your export server, the file is split into multiple files before continuing with the export operation. The split files follow the naming convention as given below:

`<exportfilename.tar.gz>`

`<exportfilename.1.ta.gzr>`

`<exportfilename.2.tar.gz>`

where **exportfilename** is the name of your export file.

- 11** In the **Email** field, enter the email address at which you want to receive email notifications about the status of the exports. If you do not want to receive email notifications, leave the field blank.
- 12** Click **Schedule**.
- 13** The list of scheduled exports is updated.

Viewing the List of Scheduled Exports

➤ *To view the list of scheduled exports:*

- 1 In the Shortcuts section of the Home page, click **Export/Import (Administration section)**.
- 2 Click **Schedule Export**. The list of scheduled exports is displayed with the following information.
 - **Type** - The type of export.
 - **Frequency** - The number of times an export is scheduled to run. The frequency can be daily, weekly or monthly.
 - **FTP Properties** - The name of the export FTP server
 - **Email** - The email address to which export notifications are sent
 - **Actions** - The actions you can perform on the page. You can change (on page 59) the schedule information, or delete (on page 60) the export schedule.

Changing the Export Schedule Information

➤ *To change the export schedule information:*

- 1 In the Shortcuts section of the Home page, click **Export/Import (Administration section)**.
- 2 Click **Schedule Export**.
- 3 Click  in the **Actions** column next to the export whose schedule information you want to change.
- 4 Modify the information as required.
- 5 Click **Update**.

Deleting a Scheduled Export

➤ *To delete a scheduled export:*

- 1 In the Shortcuts section of the Home page, click **Export/Import** (**Administration** section).
- 2 Click **Schedule Export**.
- 3 Click  in the **Actions** column next to the schedule you want to delete. A **Confirm Delete** dialog opens, requesting confirmation for the delete.
- 4 Click **OK** to confirm the deletion.
- 5 The export schedule is removed from the list of scheduled exports.