

# Hostopia General Web & E-mail Help



# Table of Contents

<b>GENERAL INFORMATION.....</b>	<b>6</b>
Introduction to online support .....	6
Version history .....	6
Using online support .....	6
Getting started with your website .....	7
Home page naming conventions.....	8
File location 9 .....	9
Publishing your web with MS FrontPage .....	9
Uploading with FTP .....	12
File permissions and FTP .....	12
MIME types .....	12
<b>ASP AND COLDFUSION.....</b>	<b>13</b>
Introduction to ASP .....	13
Introduction to ColdFusion .....	13
ASP and ColdFusion pricing .....	13
Enable ASP and ColdFusion on a domain .....	14
More information about ASP and ColdFusion.....	14
<b>BANDWIDTH.....</b>	<b>14</b>
Introduction to bandwidth .....	14
Bandwidth monitoring .....	15
<b>MANAGING A DATABASE .....</b>	<b>15</b>
MySQL databases .....	15
Introduction to MySQL databases .....	15
Populating a MySQL database .....	15
Updating a MySQL database .....	15
MS Access databases.....	16
Introduction to MS Access databases.....	16
Creating an MS Access database .....	16
Connecting to an MS Access database using ASP or ColdFusion .....	16

Updating an MS Access database .....	17
MS SQL databases .....	17
Introduction to MS SQL databases.....	17
<b>DOMAIN NAMES.....</b>	<b>17</b>
Introduction to domain names .....	17
Domain names and trademarked names.....	18
Choose a good domain name .....	18
Valid characters and length for a domain name.....	18
DNS propagation.....	19
Transfer an existing domain name to our servers.....	19
Domain pointing.....	19
<b>E-COMMERCE UTILITIES.....</b>	<b>19</b>
Introduction to e-commerce and real-time credit card processing .....	19
Payment gateways and transaction portals .....	20
<b>SETTING UP YOUR EASYMAIL.....</b>	<b>21</b>
Configure your email client.....	21
Spam policy .....	21
<b>WRITING WEBPAGES WITH HTML .....</b>	<b>22</b>
Introduction to HTML .....	22
HTML tags.....	23
More information about HTML.....	24
<b>REALSERVER AUDIO AND VIDEO STREAMING .....</b>	<b>24</b>
Introduction to RealServer .....	24
Creating RealAudio and RealVideo files.....	25
Uploading my RealMedia files .....	25
Connecting to RealMedia files.....	25
RealServer protocols .....	25
Ports RealServer uses.....	26
RealMedia shared streams .....	26
RealMedia dedicated streams.....	27
More information about RealServer.....	27

<b>SCRIPTING LANGUAGES .....</b>	<b>27</b>
<b>CGI .....</b>	<b>27</b>
Introduction to CGI.....	27
Uploading CGI scripts.....	28
Calling CGI scripts.....	28
Accessing files in your Home directory using a CGI script.....	28
Limitations on CGI scripts .....	28
Error messages and CGI scripts.....	29
Calling Sendmail .....	29
<b>Perl.....</b>	<b>29</b>
Introduction to Perl.....	29
Calling Perl scripts .....	29
Error messages and Perl .....	29
<b>PHP .....</b>	<b>30</b>
Introduction to PHP .....	30
Uploading a file with PHP .....	30
Error messages and PHP .....	31
More information about PHP .....	31
<b>Server Side Includes .....</b>	<b>32</b>
Introduction to Server Side Includes.....	32
Troubleshooting Server Side Includes.....	32
More information about SSI.....	32
<b>Server parsed image maps.....</b>	<b>32</b>
Using server-parsed image maps .....	32
More information about server-parsed image maps.....	32
<b>SSL ENCRPTION.....</b>	<b>33</b>
Introduction to SSL .....	33
Choosing a generic or private certificate .....	33
Using our SSL certificate .....	33
Purchasing your own SSL certificate.....	33
More information about SSL certificates.....	33
<b>VIEWING A SITE BEFORE DNS PROPAGATES .....</b>	<b>34</b>
Introduction to previewing your site.....	34

Using the test site .....	34
Troubleshooting the test site.....	35
Nameserver information .....	35
Changing the DNS setting on a Windows machine.....	36
Changing the DNS setting on a Linux machine.....	38
Changing the DNS setting on a Macintosh.....	38
<b>WIRELESS SERVICES AND WAP .....</b>	<b>40</b>
Introduction to WAP .....	40
Introduction to WML.....	40
Introduction to XML .....	41
Reasons to use WML .....	42
Viewing WAP sites without a wireless device.....	42
WAP and domain names.....	42
WAP File extensions .....	44
WML file location.....	44
WML file permissions .....	44
WAP Images .....	45
More information about WAP, WML and XML .....	45
<b>CONFIGURE AGENT .....</b>	<b>46</b>
<b>CONFIGURE CLARIS EMAILER (MAC .....</b>	<b>46</b>
<b>CONFIGURE EMAIL CONNECTION.....</b>	<b>46</b>
<b>CONFIGURE EUDORA.....</b>	<b>46</b>
<b>CONFIGURE MICROSOFT EXCHANGE .....</b>	<b>48</b>
<b>CONFIGURE MICROSOFT INTERNET MAIL .....</b>	<b>48</b>
<b>CONFIGURE MICROSOFT OUTLOOK.....</b>	<b>48</b>
<b>CONFIGURE NETSCAPE MAIL .....</b>	<b>52</b>
<b>CONFIGURE PEGASUS MAIL .....</b>	<b>55</b>
<b>CONFIGURE PINE .....</b>	<b>55</b>

# General Information

## Introduction to online support

Welcome to Technical Support. We pride ourselves on providing excellent support to all of our web-hosting customers. You will find answers to most of your questions here.

General advice and information about the latest Internet technology is at your fingertips here, and our EasyMail section contains the information you need to set up your EasyMail accounts on all of the most popular email client software.

For more detailed information about WebsiteOS and WebMail, please reference the help documentation within the applications.

If you cannot find the answers to your questions here, you can always send an email to support and expect a prompt reply.

## Version history

Current help version: v1.5

## Using online support

In order for all of this information to be useful to you, you have to know how to find it. The Table of Contents, Index and Search tabs on the left side of this window and the buttons within the help topic are the tools you need.

### Contents **Contents**

The Table of Contents shows you how the support information is organized, and you can quickly look at all of the support topics to find what you are looking for. Click on a topic to view it.

### Index **Index**

The Index allows you to search for information related to an important keyword. Type in the keyword in the field labeled "Type in the keyword to find:" and the nearest match in the Index will be highlighted. Click on an index entry to see the topics that are related to the word. Click on a topic to view it. If only one topic is related to an index entry, it will automatically appear when you click on the entry.

## Search

Search

Search allows you to quickly scan through every help topic for the word (or words) you are looking for. Type what you are looking for in the field labeled "Type in the word(s) to search for:" and push Enter. All topics that contain that text will be displayed. Click on a topic to view it.

## "Open Table of Contents" button

Open Table of Contents

If you click the "Open Table of Contents" button in a help topic, the Table of Contents will open up and highlight the help topic you are viewing. This can help you find other related information.

## "Show/Hide" button

Show Hide

The "Show" or "Hide" button can be used to include or exclude the Table of Contents, Index and Search tabs. Hiding these tools can be helpful if you would like to view the topic in a larger window.

## "Related topics" button

Related Topics

If you click on the "Related topics" button in a help topic, a pop-up menu will appear with a list of topics that are related to the one you are viewing. Click on a topic to view it.

# Getting started with your website

Here are a few tips to help get you up and running quickly and smoothly. You need a few things to get started:

- An Internet connection
- A registered domain and one of our hosting packages.
- A login name and password, chosen by you, to enable you to upload your files and update your site. Your login name is your domain name (e.g. yourname.com).
- A page that is named "index.htm", "index.html", "index.shtml", "index.phtml", "index.php" or "index.php3"; subsequent pages may be named whatever you wish, but the primary page must be named this way.
- A program that will let you upload your files to our server. This can be an FTP program, or a web browser (such as Netscape 3.0 or up).
- View our supported MIME types at [http://www.help.websiteos.com/mime\\_types.phtml](http://www.help.websiteos.com/mime_types.phtml).

# 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.htm, index.html, index.shtml, index.phtml, index.php, index.php3 and index.wml. 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 your package does not include scripting, your page must be named index.htm or index.html.

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. (This is not an option if your package does not include scripting.) Alternatively, you can use a redirection script.

## DirectoryIndex command in an .htaccess file

If you do not have website security enabled, create a file called `.htaccess` in your public directory. 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.asp default.asp default.html
```

In this case, a browser would look for an `index.html` file first, then `index.asp`, then `default.asp`, 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.

## 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>
```

## **File location**

Any files (other than CGI scripts) that are to be viewed by the public must be placed in your public directory (or a subdirectory of public). If you place files in a directory other than public, only you will have access to them.

CGI scripts are placed in your cgi-bin directory.

You should not create a directory called "/icons" directly under your public directory, or you will find that browsers will not display your website as expected. For example, if your domain is yourname.com, a directory located at <http://yourname.com/icons/> should not be created. Any change of directory location or spelling will solve the problem.

## **Publishing your web with MS FrontPage**

This tutorial contains a step-by-step lesson on how to install FrontPage extensions on your domain and how to successfully publish your website.

### **Logging in to WebsiteOS**

Log in to your domain account.

Go to our login page. You'll be prompted for your domain and password. Enter your domain (in the form of "yourname.com") and your domain password. Click the "Continue" button to login.

## **Installing the FrontPage Extensions**

If you have not already installed the FrontPage extensions on your domain, you must install them before you can publish your website.

From the WebsiteOS Control Panel, click on "FrontPage." The FrontPage function has a window that will allow you to install the FrontPage extensions. These server extensions allow your site to use FrontPage specific components like form submission and shared borders.

### **Installing on domains without access control files**

To install FrontPage extensions, select the "Turn FrontPage ON (install)" radio button. A warning message concerning FrontPage restrictions will be displayed.

Since the FrontPage extensions are not compatible with some WebsiteOS features, installing the extensions will disable:

- Ad Manager, Business Card, File Manager, Plug-in Scripts, Security Menu option and Database Manager.
- FTP access to your website (you will only be able to transfer webpages to your site using the FrontPage "publish" facility).

After reading the warning message, click the "Next" button. You will be prompted to set up a FrontPage password. Enter a password in the supplied textbox, and click the "Next" button. If you have no access control file on your domain, the extensions will be installed, and the result of operation will be displayed.

The results of the last operation are always displayed in the "Last Job results" text area at the bottom of the "FrontPage Manager" main page. FrontPage extensions can be removed using the "Turn OFF (uninstall)" option.

If you perform an installation for a domain that has FrontPage extensions already installed, the FrontPage Manager will upgrade the existing extensions.

### **Installing on domains with access control files**

When attempting to install the FrontPage extensions on a domain with access control files, FrontPage Manager finds these files and performs the following operations in order to complete the installation:

1. Renames the access control file to a temporary name.
2. An attempt to Turn FrontPage ON (install) is done again. If there are more access files, the second one is found and will be renamed temporarily. This will continue until there is no more access files and the FrontPage extensions are installed.
3. Returns the access control file(s) to its original name. This will re-SECURE access to this directory.

If the installation process is interrupted or cancelled for any reason before the last step is complete, one or more access control files will become orphaned. This means that they will not return to their original name. As a result, directories associated with those access files will no longer be secure and can be accessed without any restriction. In this case, the next time you access FrontPage Manager, you will be notified and prompted to either rename the orphaned access control file to its original name or delete it. The latter will result in open access to the associated directory.

To install the FrontPage extensions on a domain with access control files, select the "Turn FrontPage ON (install)" radio button and click the "Next" button.

Since the FrontPage extensions are not compatible with some WebsiteOS features, installing the extensions will disable:

- Ad Manager, Business Card, File Manager, Plug-in Scripts, Security Menu option and Database Manager.
- FTP access to your website (You will only be able to transfer webpages to your site using the FrontPage "publish" facility).

Click the "Next" button to continue. Enter a password in the "Enter a Password" textbox and click the "Next" button. The FrontPage Manager checks for the access control files and prompts you to rename them in order to complete the operation. Read the warning messages and click the "Next" button. This step will be repeated until the last control access file is found and renamed. At this point the extensions are installed and the result of operation will be displayed in the "Results" panel. Click the "Done" button to return to the "FrontPage Manager" main page.

## **Publishing your web**

Now that the FrontPage extensions are installed on your domain, it is time to publish your site. In FrontPage, from the "File" menu choose the "Publish Web" option. You will be prompted to provide a URL to publish your web to. Enter your domain (in the form of "yourname.com") as the URL. This will publish your web to your domain and place it in the /public directory.

After specifying the address to publish to, you have the choice of publishing the entire web, or just the pages that have been changed. If you are publishing for the first time, choose "Publish all pages."

The "Include subwebs" option is for webs that parent multiple webs. If you're not sure if you have subwebs, you probably don't. In this case, leave the box unchecked.

## Some important notes

- Be sure to install the FrontPage extensions on your domain BEFORE publishing your website.
- Publish your site using FrontPage's "Publish Web" function. Your publishing address is your domain name (in the form of "yourname.com").
- Installing the FrontPage extensions disables regular FTP access along with the following WebsiteOS functions: Ad Manager, Business Card, Plug-in scripts, File Manager, Database manager and Website Security.
- Once your website is published, use a browser and check to make sure all your changes occurred. If they haven't, try refreshing your browser and clearing the temporary Internet files (cache) before making further changes to your site. In Internet Explorer, this is done by going to "Tools," "Internet Options." On the General tab under "Temporary Internet files" click "Delete files."

## Uploading with FTP

A major requirement for maintaining a successful website is a good FTP program. Two such programs are WS-FTP and CuteFTP, both of which are available from TUCOWS, along with other FTP programs.

Once you have installed the program, you will need to set up a connection to us. Set the Host name as your domain name (in the form of "yourname.com"), and enter your domain and password. Once you are connected to the Internet, open the program, and double click on the connection you have created.

If you are having particular problems setting up your FTP software, be sure to check the help files that come with the software, or send email to the author of the package for the quickest response.

After logging in, you will be automatically put into your home directory. You will need to move to your public directory. In a graphical FTP program, all you need do is double click on the public folder in your home directory on our server. In WS-FTP, the center of your screen will have two buttons, which will allow you to upload and download files.

## File permissions and FTP

FTP access also allows you to run a variety of commands. These include the `chmod` & `chown` commands.

## MIME types

MIME stands for Multipurpose Internet Mail Extensions. You can view our supported MIME types at [http://www.help.websiteos.com/mime\\_types.phtml](http://www.help.websiteos.com/mime_types.phtml).

# ASP and ColdFusion

## Introduction to ASP

Microsoft Active Server Pages (ASP) is a server-side scripting technology that can be used to create dynamic and interactive web applications. An ASP page is an HTML page that contains server-side scripts that are processed by a web server before being sent to the user's browser. You can combine ASP with Extensible Markup Language (XML) and Hypertext Markup Language (HTML) to create powerful interactive websites.

ASP is a feature of the Microsoft Internet Information Server. Since the server-side script is building a regular HTML page, it can be served to almost any browser. An ASP file can be created by including a script written in VBScript or JScript in an HTML file.

On our system, the following components are available: ASP Mail, Jmail and ASP Upload.

## Introduction to ColdFusion

ColdFusion, developed by Allaire, is a complete web application server for developing and delivering scalable e-business applications. The ColdFusion solution consists of two related packages:

**ColdFusion Studio** - Tightly integrated with ColdFusion Server, ColdFusion Studio provides visual programming, database and debugging tools for building sophisticated web applications.

**ColdFusion Server** - ColdFusion Server offers all the runtime services for delivering your e-business applications built on a highly scalable and open architecture.

ColdFusion uses a tag-based, server scripting language that is ideal for programming web applications. Processed entirely on the server, the ColdFusion Markup Language (CFML) cleanly integrates with HTML for user interface and XML for data exchange. Both open and extensible, CFML supports more than 70 server-side tags, 200 functions and 800 third-party components. In addition, ColdFusion supports Java and C++.

## ASP and ColdFusion pricing

If you have a package that includes the ASP/ColdFusion Enabler, ASP and ColdFusion access is supplied to you at no extra cost.

# Enable ASP and ColdFusion on a domain

To use the ASP/ColdFusion Enabler function, please follow the instructions in the WebsiteOS Help menus.

It is advisable to use the ASP/CFM Enabler whenever you upload new ASP or ColdFusion files to your account.

## More information about ASP and ColdFusion

Microsoft article on ASP and scripting

[http://msdn.microsoft.com/library/techart/msdn\\_viscript.htm](http://msdn.microsoft.com/library/techart/msdn_viscript.htm)

Microsoft ASP tutorial

<http://msdn.microsoft.com/workshop/server/asp/asptutorial.asp>

Allaire's very complete ColdFusion information site

<http://www.allaire.com/Products/ColdFusion/productinformation/>

ColdFusion evaluation downloads

<http://commerce.allaire.com/download>

## Bandwidth

### Introduction to bandwidth

Bandwidth is the amount of information that is transferred from your website to people viewing your site on the Internet. For example, if your first page is 10kB and 100 people go to your page in a month, you've used 1000kB.

1 bit = 1 b

8 b = 1 byte = 1 B

1024 B = 1 kilobyte = 1 kB

1024 kB = 1 megabyte = 1 MB

1024 MB = 1 gigabyte = 1 GB

Please see our website or contact us for specific details about the amount of bandwidth included in your hosting package.

# Bandwidth monitoring

Your current monthly bandwidth usage is displayed at the top of the WebsiteOS. Bandwidth limits are determined by the package you have purchased.

# Managing a database

## MySQL databases

## Introduction to MySQL databases

We provide support for MySQL databases on several packages. The Database Manager is a web based MySQL client that allows you to create and manipulate a maximum of two MySQL databases. Database Manager is designed for advanced users. Knowledge of relational databases and SQL is required in order to use this Database Manager efficiently.

Database Manager builds SQL statements from the various options that you select with the "Build SQL Query" button. After you build a query, you can review it before running the query. It is located just above the 'Run SQL Query' button. Clicking the "Run SQL Query" button submits the query to the SQL server. More information on using Database Manager to create databases and tables is available in the WebsiteOS help, accessible through the WebsiteOS.

MySQL databases can be accessed through web pages using CGI, ColdFusion and PHP. ColdFusion requires a Data Source Name (DSN).

## Populating a MySQL database

Database Manager is best used for creating MySQL databases and tables. For populating a database, you should consider using a MySQL client or a script (PHP, ColdFusion or CGI). A free MySQL client is available at <http://www.mysql.com>.

## Updating a MySQL database

A MySQL database can be updated using a web based form, a MySQL client or the Database Manager application in the WebsiteOS.

Please see the online help available within the WebsiteOS for information about how to use the Database Manager to create an index, alter a table, get information about a table or column or change your password.

## MS Access databases

# Introduction to MS Access databases

We provide support for MS Access databases on several packages. If you have one of these packages, then you can create and manage a maximum of two MS Access databases. The Database Manager is a web based MySQL client, and it is not compatible with MS Access databases.

MS Access databases can be accessed through web pages using CGI, ASP or ColdFusion.

## Creating an MS Access database

In order to set up an MS Access database on our system, follow these steps:

1. Be sure the database is not password protected.
2. Create a directory called "databases" for your domain. This must be located in the parent directory, not under "public".
3. Upload the database to the "databases" directory.
4. Send an email to technical support requesting that the database be activated on our servers. Include the following information:
  - Domain name
  - Password
  - What will you be using with this database: ASP and FrontPage, only ASP or ColdFusion?
5. We will activate the database. We will send you a DSN with the following format: db\_domain\_com.

## Connecting to an MS Access database using ASP or ColdFusion

If you are using ASP or ColdFusion to connect to your MS Access database, you can use a DSN connection (if you have requested a DSN) or a DSNless connection.

**To use a DSN, follow this format:**

```
Set conn = Server.CreateObject("ADODB.Connection")  
conn.open "DSN= databasename_domain_com"
```

**To use a DSNless connection, follow this format:**

```
mdbfile = "/stuff/sample.mdb"
```

```
connstr = "Driver={Microsoft Access Driver (*.mdb)};DBQ=" & Server.MapPath(mdbfile) & ";"
```

When troubleshooting a connection that does not work, make sure the driver string is included on one line without breaks.

## Updating an MS Access database

There are two ways to update an MS Access database on our system. You can update your database offline and reactivate the revised version, or update your database in real-time using a scripting language.

If an MS Access database is modified offline and the revisions should be reflected on a website, follow these steps:

1. Update the database offline.
2. Copy the new version of the database to the correct location.
3. If you are using a connection string rather than an assigned DSN, please email technical support to activate the modified database.

Alternatively, there are a variety of ways to update a database with a scripting language. The method you use will depend on design, skill level and personal choice.

## MS SQL databases

### Introduction to MS SQL databases

MS SQL Server is a database with Rich XML and Internet standard support

The Database Manager is a web based MySQL client, and it is not compatible with MS SQL databases.

## Domain names

### Introduction to domain names

A domain name tells people (and the computers they use) how to find your home page on the Internet. Your hosting provider assigns each domain name to a numerical IP (Internet Protocol) address. People remember names better than

numbers, but computers translate your domain name (in the form of "www.yourname.com") into IP address numbers like 123.174.154.232.

Registering a domain name for your business or organization is essential to your marketing efforts. A domain gives your business credibility and a unique identity on the World Wide Web.

Before registering a domain name you will first have to do a Whois search to see if the requested domain name is available. If you need more detailed information about the ownership of the domain name we suggest the following URL:  
<http://www.whois.net>.

## Domain names and trademarked names

If you register a name in good faith, it does not belong to an internationally known company and you can show that you have a legitimate reason to use the name, you will probably be able to keep the name. This may not be the case if it can be shown that you purchased the name for the express purpose of re-selling it to a company with a legitimate claim to the name.

If there are no trademark disputes, your secured domain name will be yours for as long as you maintain the yearly registration fees.

## Choose a good domain name

It is important to choose a domain that will reflect the intent and purpose of your website or business. Try to keep it short and simple. Your domain name will be one of the ways people recognize or evaluate the site for their interests when they are using a search engine.

## Valid characters and length for a domain name

The only valid characters for a domain name are letters, numbers and a hyphen (-). Other special characters like the underscore (\_) or an exclamation mark (!) are NOT permitted.

**Example:** your name.com (not correct, no spaces allowed)

**Example:** your-name.com (is correct)

A domain name can be up to 64 characters long -- including the 4 characters used to identify the Top Level Domain (.net, .com, .org or .edu). Do not type the www. before your domain name when registering.

## **DNS propagation**

It will take between 24-48 hours for DNS propagation. DNS Propagation is the process by which the computers on the Internet update their records (DNS tables) to reflect new site name(s). When this is complete, your name can be accessed and recognized on the Internet.

If you would like to view your site before DNS propagates, see "Introduction to previewing your site."

## **Transfer an existing domain name to our servers**

If you would like to transfer an already registered domain to our servers, please specify that you are requesting a transfer and NOT a new domain. You should keep the service with your current provider while waiting for your registrar to complete the transfer process. This can take up to 3-5 days.

Most registrars, including Network Solutions, Register.com and OpenSRS do not charge you to do DNS modifications.

## **Domain pointing**

With a Domain Pointing package, you can redirect your additional domains to point to one main domain. All domains must be hosted or parked on our servers. For example, if you own yourname.com, .net, and .org, and yourname.com is your main site, we can point your .net and .org domain names to yourname.com. This means that no matter what domain your customers type in, they will be directed to your main site.

Please contact sales for current pricing information.

## **E-commerce utilities**

### **Introduction to e-commerce and real-time credit card processing**

We support e-commerce by supplying the platform architecture to enable e-commerce websites.

We also provide ecBuilder and Miva Merchant, website e-commerce utilities. ecBuilder partners with InternetSecure and E-xact to provide third-party credit card transaction processing. Miva Merchant involves other processing gateways,

such as CyberCash and Verisign. Our system will also support other e-commerce site building utilities. Note also that our servers have the E-xact Perl library installed to support E-xact's configuration software.

"Real-time credit card processing" means processing a credit card transaction as it happens. In an e-commerce environment, this is often accomplished by using a third party "transaction portal" like E-xact, InternetSecure or CyberCash. We support many transaction portals, including E-xact, InternetSecure and CyberCash. You are free to explore the many options available. To set up a specific real time credit card processing system, refer to the portal's URL.

If you need to purchase an SSL certificate, please follow the instructions in the SSL Manager in the WebsiteOS, or search help for 'SSL'.

## **Payment gateways and transaction portals**

### **E-xact**

E-xact is a transaction processing gateway that provides real-time financial transaction processing and management. E-xact requires that the end user obtains an SSL certificate and a US or Canadian merchant account. The E-xact solution requires you to install and configure connection software. More information about E-xact can be found at:  
<http://www.e-xact.com/>

### **InternetSecure**

InternetSecure is a transaction processing gateway that provides the same style of services that E-xact does. A merchant account is not required, because InternetSecure provides an in-house merchant account that is tied to the user's business bank account. An SSL certificate is not required, as all credit card information is processed on InternetSecure's servers. You do not have to install any additional software, however, some order form modifications must be made. More information about InternetSecure can be found at:  
<http://www.internetsecure.com/>

### **CyberCash**

Cybercash is another transaction processing gateway. While Cybercash requires a merchant account, they have partnered with various banks and offer an online application form that can give a user approval in minutes. An SSL certificate is required as credit card numbers are entered on the end user's website. CyberCash requires a software component to be installed. More information about CyberCash can be found at:  
<http://www.cybercash.com/>

# Configure your email client

An email client is an application that runs on your computer or workstation and allows you to send, receive and organize email. The email client sends email to a central server, which re-routes the mail to its intended destination.

In order to use an email client to check your EasyMail account, you need to configure the client correctly. To configure your email client, follow the instructions provided in the following links:

[Configure Agent](#)

[Configure Claris EMailer \(Mac\)](#)

[Configure Email Connection](#)

[Configure Eudora](#)

[Configure Microsoft Outlook](#)

[Configure Microsoft Internet Mail](#)

[Configure Microsoft Exchange](#)

[Configure Netscape Mail](#)

[Configure Pegasus Mail](#)

[Configure Pine](#)

## Spam policy

Spam is unsolicited email or newsgroup postings, usually advertising products or services.

Spamming (sending junk email) generates a very negative response from most recipients. Since it is best to avoid this, we enforce a strict Anti-Spamming Policy. According to our policy, if you send spam from your domain, your account will be terminated. To ensure that you do not unintentionally generate spam, please obtain permission from your intended recipients before you add them to your distribution list.

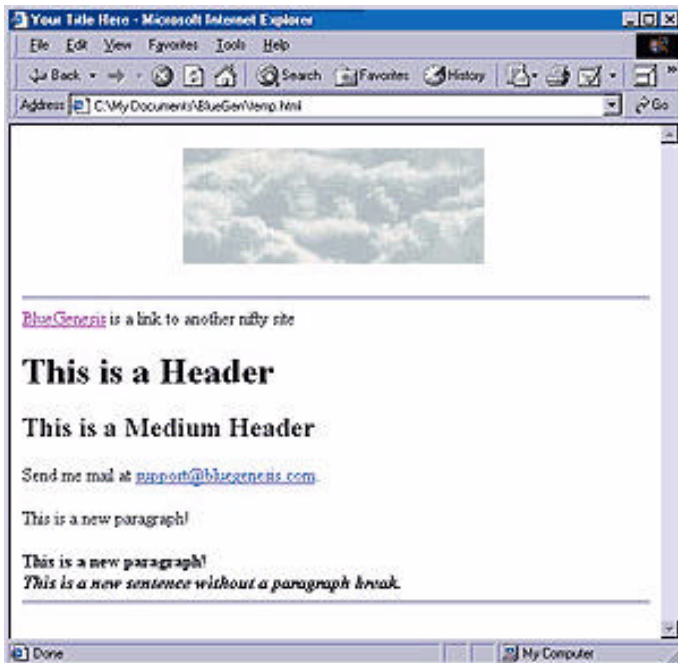
# Writing webpages with HTML

## Introduction to HTML

Hypertext Markup Language (HTML) is the most common language used to create documents on the World Wide Web. HTML uses hundreds of different tags to define a layout for web pages. Most tags require an opening `<tag>` and a closing `</tag>`.

**Example:** `<b>`On a webpage, this sentence would be in bold print.`</b>`

**Below is an example of a very simple page:**



**This is the code used to make the page:**

```
<HTML>
<HEAD>
<TITLE>Your Title Here</TITLE>
</HEAD>
<BODY BGCOLOR="FFFFFF">
<CENTER><IMG SRC="clouds.jpg" ALIGN="BOTTOM">
</CENTER>
<HR>
<a href="http://somegreatsite.com">Link Name</a>
is a link to another nifty site
```

```
<H1>This is a Header</H1>
<H2>This is a Medium Header</H2>
Send me mail at <a href="mailto:support@yourcompany.com">
support@yourcompany.com</a>.
<P> This is a new paragraph!
<P> <B>This is a new paragraph in bold print!</B>
<BR> <B><I>This is a new sentence without a paragraph break, in bold
italics.</I></B>
<HR>
</BODY>
</HTML>
```

## 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>**

## More information about HTML

NCSA Beginner's Guide to HTML

<http://www.ncsa.uiuc.edu/General/Internet/WWW/HTMLPrimer.html>

Webmonkey

<http://hotwired.lycos.com/webmonkey/>

Netscape DevEdge

<http://devedge.netscape.com/>

## RealServer audio and video streaming

### Introduction to RealServer

RealServer is the software that streams RealMedia (RealAudio and RealVideo) over a network. You receive the media in real-time, and don't have to wait for the clip to download.

RealMedia is any media that is specifically created to be streamed from RealServer. RealAudio is an audio only streaming format. RealVideo is a video streaming format that includes both audio and video.

The RealPlayer client for viewing RealAudio and Real Video is available as a free download at: <http://www.real.com/player/>.

# Creating RealAudio and RealVideo files

You can create RealAudio and RealVideo files with RealNetworks RealProducer. More information on obtaining and using RealProducer can be found at: <http://www.realnetworks.com/products/>.

You can also create these files using Real Encoder software from <http://www.real.com>.

## Uploading my RealMedia files

You must upload your RealMedia files to your public directory. If you upload to a subdirectory of your public directory, the subdirectory must be reflected in the access URL. The URL used to access your RealMedia files depends on the protocol being used.

## Connecting to RealMedia files

The URL used to access a RealMedia file depends on the protocol being used:

<u>Protocol</u>	<u>URL format</u>
RTSP	rtsp://domain/file.rm
PNM	pnm://domain/file.rm
HTTP	http://domain:8080/ramgen/file.rm

Substitute "domain" with your domain in the form of "yourname.com" and "file.rm" with the name of your RealMedia file.

If you place your RealMedia files in a subdirectory of public, the subdirectory must be reflected in the access URL.

**Example:** If your domain is yourname.com, and you upload the file, yourvideo.rm to the directory /public/files, the URL for the file (using the RTSP protocol) must be:

```
rtsp://www.yourname.com//files/yourvideo.rm
```

## RealServer protocols

### Supported protocols

The RealServer supports three protocols.

- **RTSP:** The Real Time Streaming Protocol (RTSP) is designed specifically for clips created and read with RealSystem G2 tools. It is an open

standard protocol that supports SureStream files as well as SMIL, RealText and RealPix files.

- **PNA:** The Progressive Networks Audio (PNA) protocol is designed and used with RealSystem versions 5.0 and earlier. RealServer supports PNA for compatibility with older versions of RealPlayer. PNA is a proprietary protocol.
- **HTTP:** The Hyper Text Transport Protocol (HTTP) is used for metafiles that point to RealServer content, and for HTML pages that are served by RealServer (such as RealSystem Administrator). It may also be used for delivering clips to clients that are located behind firewalls.

## Choosing a protocol

The protocol is determined by the type of media you are streaming and to some extent on the client's network configuration. Using the correct protocol ensures that the media will be streamed as quickly as possible. Using the wrong protocol can result in poor streaming quality.

RTSP is the best protocol for media created with RealSystem G2 tools. It supports many media styles and is open standard. Older (legacy) media developed with RealSystems 5.0 and earlier should use the PNA protocol. HTTP can be used if the client is located behind a firewall and cannot be reached by RTSP and PNA.

## Ports RealServer uses

The RealServer listens to three separate ports. The port that is accessed depends on the protocol being used. The ports and their related protocols that RealServer listens on are:

<u>Protocol</u>	<u>Port</u>
RTSP	554
HTTP	8080
PNM	7070

## RealMedia shared streams

Shared RealVideo / RealAudio streams are a pool of streams shared between many users. The streams are available on a first come, first served basis.

It is difficult to determine the number of shared streams that a user can have access to since that depends on how many other people are accessing the streams. Theoretically, the maximum number of shared streams available to a user is the number of streams in the pool. (This requires that only one user is accessing the shared pool of streams.)

If your business needs require guaranteed access to streams, you should

consider the dedicated streams purchasing option that comes with some packages.

The bandwidth used by RealServer shared streams is applied to the monthly transfer limit.

## **RealMedia dedicated streams**

A dedicated RealVideo / RealAudio stream is a stream that is guaranteed to be available to the user, unlike a shared stream. Dedicated streams must be purchased separately in order for you to access them. Streams are available for sale in units of five.

## **More information about RealServer**

Real.com main download and info site  
<http://www.real.com>

Real.com's support page  
<http://service.real.com/>

RealNetworks start-up demos  
<http://www.realnetworks.com/getstarted/>

RealNetworks developer support  
<http://www.realnetworks.com/devzone/index.html>

## **Scripting Languages**

### **CGI**

### **Introduction to CGI**

CGI (Common Gateway Interface) programs are the most common way for users to interact dynamically with web servers. CGI programs can be written in many programming languages, including Perl, Java, Visual Basic, and C.

CGI is a server-side technology, which means that the web server does the processing.

# Uploading CGI scripts

All CGI programs must be uploaded to your cgi-bin directory. You should be sure to use ASCII mode when uploading Perl scripts.

# Calling CGI scripts

In your HTML documents, reference your CGI script with the following path:

`http://www.yourdomain.com/cgi-bin/script`

# Accessing files in your Home directory using a CGI script

Use the following path to access the files in your Home directory:

`/services/webpages/[first_letter_of_domain]/[second_letter_of_domain]/[domain]/[filepath]`

[domain] is replaced with your domain

[filepath] is replaced with the filename including sub-directory information being accessed

**Example:** `/services/webpages/h/o/hosting.domain.com/chat/chat.log`

# Limitations on CGI scripts

The following limitations will be placed on ALL CGI scripts:

## **MAXIMUM NUMBER OF PROCESSES = 32 Processes**

This is the number of processes that can be created by the CGI program at a given time.

## **CPU TIME = 10 Seconds**

This is the amount of CPU time one CGI program can use at a given time.

## **MAXIMUM FILE SIZE = 100 KBytes**

This is the maximum size that one CGI script can reach.

## **MAXIMUM STACK SIZE = 8 MBytes**

This is the amount of stack memory that can be used by any CGI program.

## **MAXIMUM NUMBER OF OPEN FILES = 32 Open Files**

This is the number of files that can be opened by the CGI program at a given time.

# Error messages and CGI scripts

If you get a 'file not found' error running your script, check the following:

1. Script is located in your cgi-bin directory.
2. Page that calls the script has the path properly specified.
3. Script has world read & executable permission.

## Calling Sendmail

Sendmail is located at:

`/usr/sbin/sendmail`

## Perl

### Introduction to Perl

Perl (Practical Extraction and Report Language) is a programming language that was designed for processing text. It has become one of the most popular languages for CGI scripts.

We support the latest stable version of Perl.

### Calling Perl scripts

The Perl interpreter is located at:

`/usr/bin/perl`

### Error messages and Perl

If you get an 'Internal server error' running your Perl script, check the following:

- When executed, you print an HTTP header followed by a blank line. The header must contain either a Content-type field or a Location field.  
**Example:** `print "Content-type: text/html\n\n";`
- You are using the correct path to Perl in your script.
- You are using valid Perl arguments.

If you get '[an error occurred while processing this directive]' when running a Perl script as an SSI, check the following:

- Make sure that you are using the following format to call include your program:  
`<!--#include virtual="/cgi-bin/script.pl"-->`

Note that your SSI will not function if you use the `exec cgi` directive. You should also ensure that your file's extension is `.shtml`.

## PHP

# Introduction to PHP

PHP Hypertext Preprocessor is a server-side, HTML embedded scripting language used to create dynamic web pages. In an HTML document, PHP is enclosed within special PHP tags.

Because PHP is embedded within tags, the author can jump between HTML and PHP instead of having to rely on heavy amounts of code to output HTML. And, because PHP is executed on the server, the client cannot view the PHP code. PHP can perform any task any CGI program can do, but its strength lies in its compatibility with many types of databases.

You can get more information about PHP on our servers by making a PHP page that contains:

```
<?php phpinfo(); ?> .
```

# Uploading a file with PHP

To upload a file using PHP, use the code below.

file\_upload.php

```
<HTML>
<HEAD>
<TITLE> Example Upload Form upload.phtml </TITLE>
</HEAD>
```

```
<BODY>
```

```
<?php
if ( $userfile )
{
  @$res=copy($userfile,"$userfile_name");
if ( !$res )
```

```

print "Upload failed! \n";
else
print "Upload of $userfile_name successful \n";
}
?>

<FORM method=POST ENCTYPE="multipart/form-data">
File to Upload
<INPUT TYPE="hidden" name="MAX_FILE_SIZE" value="500000">
<INPUT NAME="userfile" TYPE="file" size=35>
<INPUT TYPE="submit">
</FORM>

</BODY>
</HTML>

```

## Error messages and PHP

We have disabled error displaying in the php.ini file on our web servers. This means that no errors will be displayed when a faulty PHP script is run.

However, you may show the PHP errors by directory. To do this, you simply need to place an .htaccess file inside the directory with your PHP pages. To enable errors being displayed to the browser, add an .htaccess file containing the information below:

```

php_flag display_errors on
php_value error_reporting 7

```

The number after 'error\_reporting' represents the error reporting integer. This parameter is an integer representing a bit field. The value of the error reporting level you want can be calculated as follows:

<b><u>Error Reporting Level</u></b>	<u>bit value</u>
<b>normal errors</b>	bit value 1
<b>normal warnings</b>	bit value 2
<b>parser errors</b>	bit value 4
<b>non-critical style-related warnings</b>	bit value 8

The default value for this directive is 7 (normal errors, normal warnings and parser errors are shown).

## More information about PHP

For more information about PHP, please visit <http://www.php.net/>.

## **Server Side Includes**

# **Introduction to Server Side Includes**

Server Side Include (SSI) is a kind of HTML comment that instructs the web server to dynamically generate a web page's data when it is requested. We do support SSI, but pages with SSI must have a .shtml extension to be parsed correctly by the web server.

SSI's can be used to execute programs and insert the results, so they are powerful tools for web developers.

## **Troubleshooting Server Side Includes**

If your SSI isn't running at all, make sure that the page with the SSI has a .shtml extension. The web server will only parse files with this extension.

## **More information about SSI**

NCSA commands, features and details of SSI  
<http://hoohoo.ncsa.uiuc.edu/docs/tutorials/includes.html>

SSI tutorials and reference pages  
<http://bignosebird.com/ssi.shtml>

## **Server parsed image maps**

# **Using server-parsed image maps**

To use a server-parsed image map, store the image and its associated map file in your own directories. The server then processes the map file as part of the normal HTML document parsing performed.

## **More information about server-parsed image maps**

Matt Wright's "How to handle custom image maps"  
[http://docs.rinet.ru:8080/CGI\\_Programming/ch9.htm](http://docs.rinet.ru:8080/CGI_Programming/ch9.htm)

Explanation and code examples:  
<http://lists.w3.org/Archives/Public/www-html/1997Aug/0208.html>

# SSL encryption

## Introduction to SSL

The Secure Sockets Layer (SSL) protocol is used to transmit documents via the Internet. SSL uses a private key to encrypt data that is transferred over the SSL connection. This protocol is commonly used to obtain confidential user information, including credit card numbers. Conventionally, web pages that require an SSL connection use a URL that starts with https: instead of http:.

## Choosing a generic or private certificate

If you have a package that includes SSL and want to setup a secure site using SSL, you have two choices:

- Use our generic site's certificate
- Purchase your own certificate

## Using our SSL certificate

The WebsiteOS "SSL Manager" allows you to use our Securewebexchange generic SSL certificate. You no longer have to contact us to generate this certificate. Detailed information about using the SSL Manager is available in the WebsiteOS online help.

## Purchasing your own SSL certificate

The WebsiteOS "SSL Manager" allows you to generate a personal SSL certificate. You no longer have to contact us to generate this certificate. Detailed information about using the SSL Manager is available in the WebsiteOS online help.

## More information about SSL certificates

Detailed introduction to SSL

<http://developer.netscape.com/docs/manuals/security/sslin/contents.htm>

Common questions about SSL

<http://www.rsasecurity.com/standards/ssl/basics.html>

information on server and personal certificates

<http://home.netscape.com/security/techbriefs/ssl.html>

Purchasing a certificate

<http://thawte.com/certs/server/request.html>

Reasons to use server certificates

<http://thawte.com/certs/server/overview.html>

Eight steps for setting up and requesting a certificate

<http://thawte.com/certs/server/request.html>

Information regarding the required documentation

<http://thawte.com/certs/server/docs.html>

## **Viewing a site before DNS propagates**

### **Introduction to previewing your site**

When you upload a new domain to our servers, it takes approximately 24 - 48 hours for the domain's DNS to propagate on the Internet. During this time, you won't be able to view the domain using your usual nameservers. However, you have two options for viewing the domain before DNS propagation:

1. You can use our test site.
2. You can set your machine's DNS configuration to point to our nameservers.

If you choose option 2, you should switch back to your original nameservers after viewing your domain.

### **Using the test site**

The test site is a fully functioning facility which has been implemented to allow you to completely test a domain before its DNS propagates.

To test your domain, upload the domain to our servers. Then go to the URL:

<http://previewmysite.com/domaintobetested>

Remember to replace "domaintobetested" with your domain name.

**Example:** You would use the following URL to test the domain newcars.com:  
`http://previewmysite.com/newcars.com`

### **Using the test site for FrontPage sites:**

FrontPage domains can be previewed using the test site. However, in order to view a FrontPage site, use the following URL:  
`http://domaintobetested.previewmysite.com.`

Remember to replace "domaintobetested" with your domain name.

**Example:** You would use the following URL to test the domain newcars.com:  
`http://newcars.com.previewmysite.com.`

## **Troubleshooting the test site**

If your website does not work properly when you use the test site, check the following:

### **Absolute URLs**

Links using absolute URLs will not work, because DNS is not propagated. For example:

```
<a href="http://newcars.com/images/car.gif">
```

Relative URLs, however, will work properly. For example:

```
<a href="images/car.gif">
```

### **ASP**

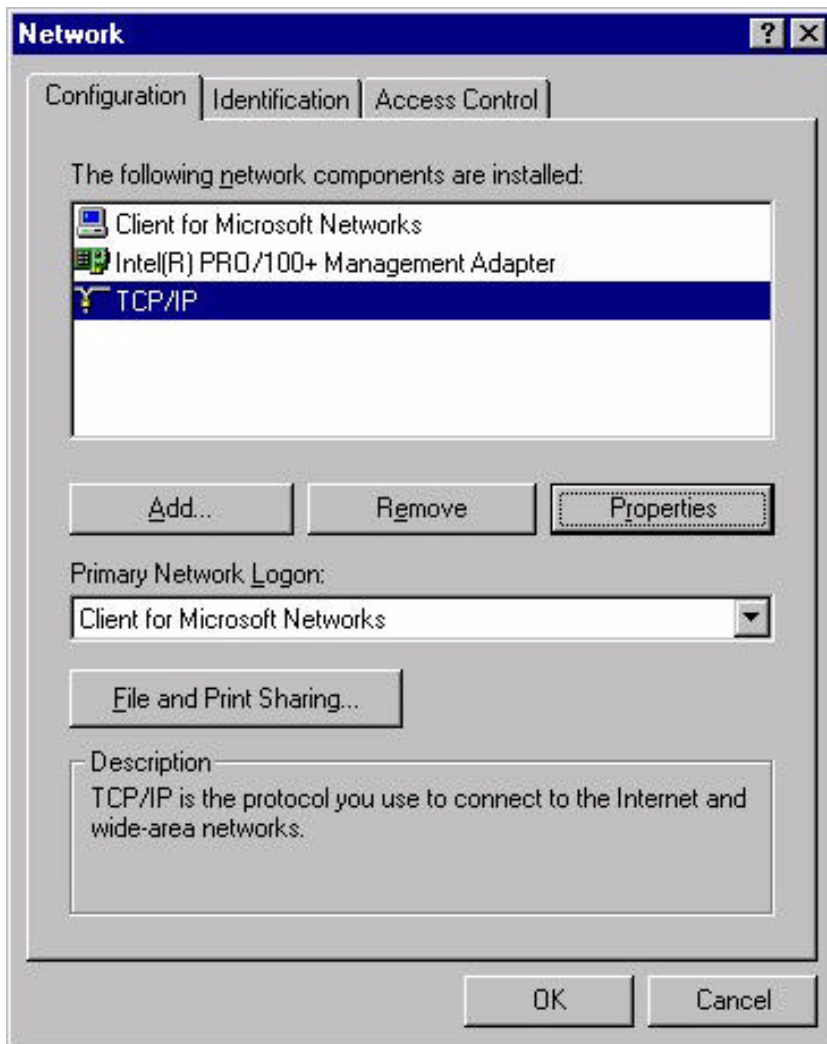
The test site doesn't support ASP. To view ASP based sites, please use the Changing DNS configuration method. Presently we are beta testing an ASP solution.

## **Nameserver information**

Please contact Technical Support for information about our nameservers.

# Changing the DNS setting on a Windows machine

To change the DNS setting on a Windows machine, go to the Control Panel and click on "Network". Choose TCP/IP from the menu and click on the "Properties" button. The "TCP/IP Properties" dialog box will be displayed.



Click the "DNS Configuration" tab, then click the "Enable DNS" radio button.

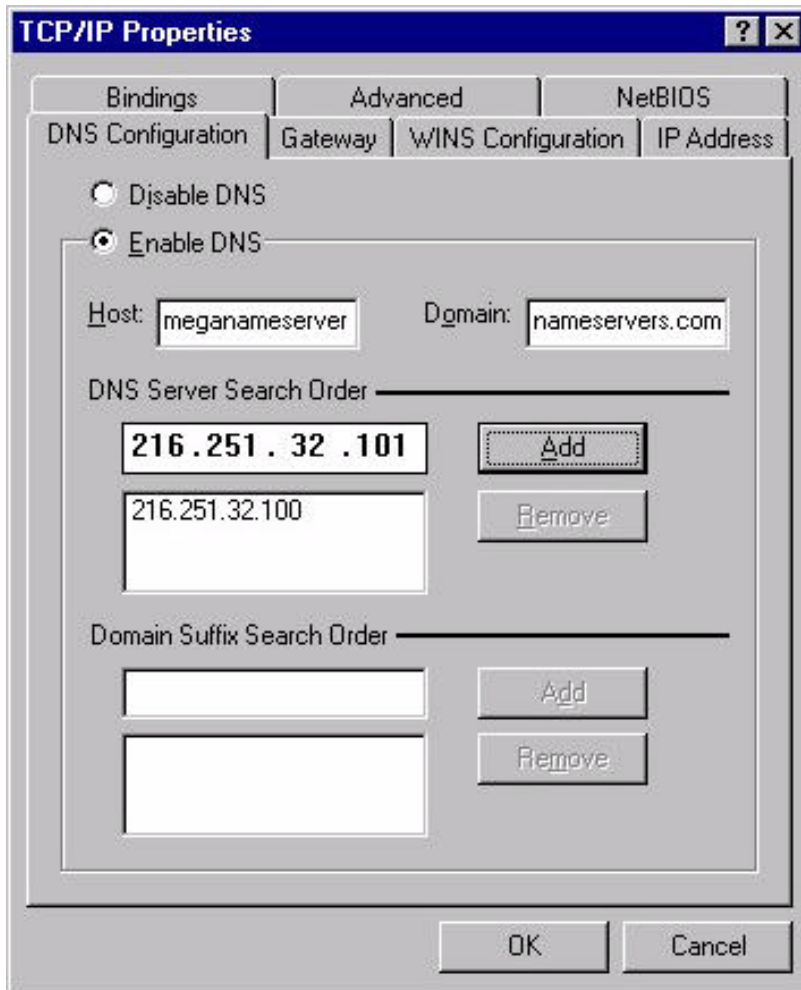
Make a note of your original nameservers.

Enter the first nameserver IP address (216.251.32.100) in the "DNS Server Search Order" textbox and click the "Add" button. The IP address will appear in the menu below. Follow the same procedure for the second nameserver IP address (216.251.32.101).

The "Host" and "Domain" fields are irrelevant but you need to fill them in to complete the process. You can use dummy values for these fields.

**Example:** in the "Host" textbox enter meganameserver  
in the "Domain" textbox enter meganameservers.com

After filling the required fields click the "OK" button to complete the operation.



After viewing your domain, you should follow the same steps to switch back to your original nameservers.

# Changing the DNS setting on a Linux machine

In Linux, the file you must edit is `/etc/resolve.conf`. This file can contain many various directives which affect how your system resolves a host name into an IP address.

**Example:** The `resolve.conf` file may look something like this:

```
domain yourdomain.com
search yourdomain.com
nameserver 216.251.32.100
nameserver 216.251.32.101
```

Make a note of your original nameservers.

Ensure that the two `nameserver` entries contain `216.251.32.100` and `216.251.32.101` respectively. Further information on directives can be found in the man pages under the "resolver".

After viewing your domain, you should switch back to your original nameservers.

# Changing the DNS setting on a Macintosh

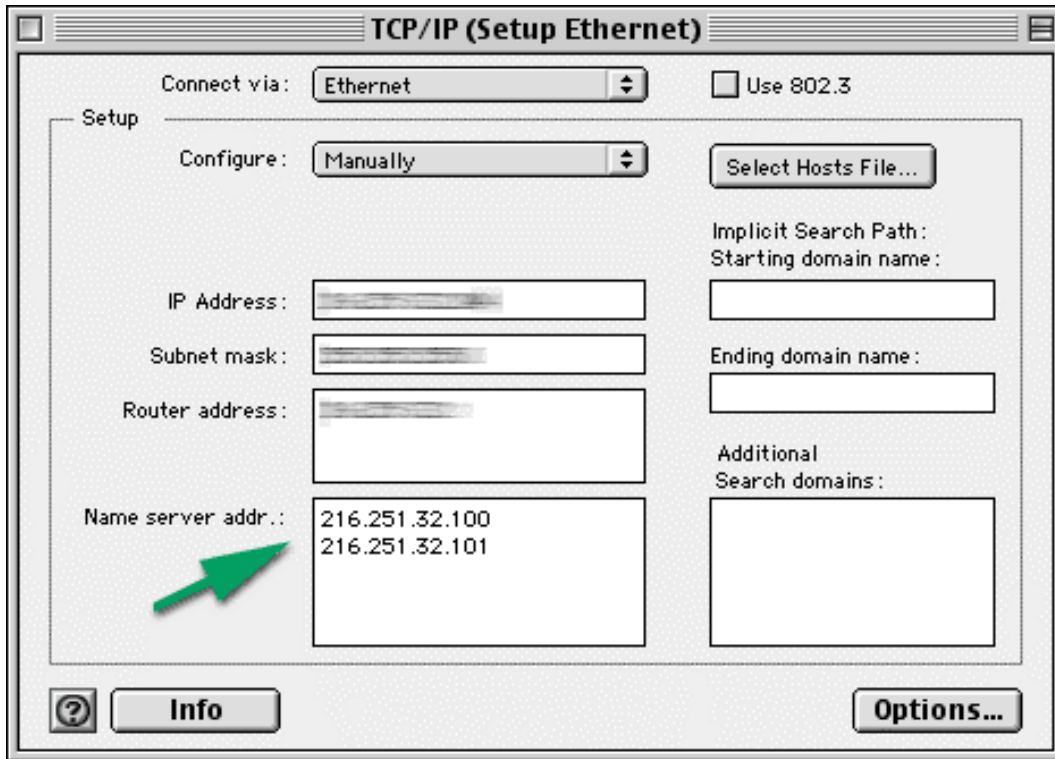
To change the DNS setting, from "Apple" menu choose Control Panels and then select TCP/IP. The "TCP/IP Setup Ethernet" dialog box will be displayed.

Make a note of your original nameservers.

On the "Setup" panel enter the nameservers IP addresses (`216.251.32.100` and `216.251.32.101`) in the "Name Server Addr." text area and then close the dialog box.

After viewing your domain, you should switch back to your original nameservers.





## Wireless services and WAP

### Introduction to WAP

WAP stands for Wireless Application Protocol, although in reality WAP is a collection of protocols and specifications. The purpose of this standard is to serve information and services on the Internet to wireless clients and WAP devices, such as mobile phones and terminals. The authoritative source for WAP is [www.wapforum.org](http://www.wapforum.org).

### Introduction to WML

WML (Wireless Markup Language) is a markup language based on XML. Technically it is an XML application. Just like HTML and XML, WML is read and interpreted by a browser built into the WAP device. For WAP devices, the browser is commonly called a micro browser, indicating that its capabilities are somewhat limited. Additional limitations may be the result of the device that the micro browser runs on. If you have no prior knowledge of XML, you will probably

find WML much more stringent than HTML.

WML files are referred to as "decks". Each deck consists of one or more cards. Cards begin and end with <card> tags, while decks begin and end with <deck> tags. When the WML micro browser accesses a WML document (or deck), it reads the whole deck. Therefore, it doesn't need to load any more data to navigate between cards. The <card> tag in WML is very similar to the <a name> tag of HTML.

WAP devices have very little memory, so there is a limit to how big each WML deck can be. The limit varies a great deal from one browser to another. These limits refer to the compiled form of your deck, which is usually fairly small compared to the plain text XML code that you send out from the server.

**Example:**

```
<?xml version="1.0"?>
<!DOCTYPE wml PUBLIC "-//WAPFORUM//DTD WML 1.1//EN"
"http://www.wapforum.org/DTD/wml_1.1.xml">
<wml>
  <card id="card1" title="Card 1">
    <p>
Hello World!
    </p>
  </card>
  <card id="card2" title="Card 2">
    <p>
Hello World!
    </p>
  </card>
</wml>
```

## Introduction to XML

The Extensible Markup Language (XML) is a subset of SGML that was designed especially for web documents. It allows the creation of customized tags, and it enables the transmission and interpretation of data between applications and between organizations.

# Reasons to use WML

WML is used in the WAP environment instead of HTML. WML is designed for wireless devices. Compared to HTML, WML requires very little bandwidth and much less processing strength to render, which means longer lasting batteries. Finally, HTML requires a larger display than is available on a mobile phone.

## Viewing WAP sites without a wireless device

WML can be read by any micro browser and a variety of emulators. Some of them require installation of components such as Java Runtime. You should test with more than one of these tools, and verify that you are using an emulator that accurately simulates the devices you are ultimately targeting.

## WAP and domain names

It is very practical to re-use already existing HTML code, so it can be beneficial to have your first page (homepage) differentiate between a desktop HTML browser and a mobile WML browser and serve content accordingly. This allows the same URL (yourname.com) to be used to view both your HTML site and your WAP site.

The PHP code below allows you to do just that. Implement this code into an INDEX.PHP page, before any of your site content is loaded. It will first attempt to identify what type of browser is trying to hit your site. If the PHP code identifies a WAP user from the list of possible WAP browsers, it will direct the user (seamlessly) to the specified WML pages. If it does not identify a WAP browser or any browser at all, it will redirect to your specified HTML page.

**ADVANCED:** This has to be done on the server side, and the following PHP code will look first attempt to discover if the WAP gateway being used can accept the text/vnd.wap.vml MIME type. If not, it will check the first four characters in the ID string to determine if it's a WML browser. If there's no match, it's assumed that it's an HTML browser. As new WML browsers come along, their ID strings should be added to the list.

The code is based on Robert Whiting's (robert@wapsight.com) code submitted to the PHP mailing list, with several additions for browser ID string from Don Amaro's (donamaro.concepcion@nl.unisys.com) log files.

## Example code:

```
<?
// Because this script sends out HTTP header information, the first characters in
the file must be the <? PHP tag.
$htmlredirect = "/html/my_htmlpage.html";           // relative URL to your
HTML file
$wmlredirect = "http://wap.mysite.com/wml/my_wmldeck.wml"; //
ABSOLUTE URL to your WML file
if(strpos(strtoupper($HTTP_ACCEPT),"VND.WAP.WML") > 0) { // Check
whether the browser/gateway says it accepts WML.
    $br = "WML";
}
else {
    $browser=substr(trim($HTTP_USER_AGENT),0,4);
    if($browser=="Noki" || // Nokia phones and emulators
        $browser=="Eric" || // Ericsson WAP phones and emulators
        $browser=="WapI" || // Ericsson WapIDE 2.0
        $browser=="MC21" || // Ericsson MC218
        $browser=="AUR " || // Ericsson R320
        $browser=="R380" || // Ericsson R380
        $browser=="UP.B" || // UP.Browser
        $browser=="WinW" || // WinWAP browser
        $browser=="UPG1" || // UP.SDK 4.0
        $browser=="upsi" || // another kind of UP.Browser ??
        $browser=="QWAP" || // unknown QWAPPER browser
        $browser=="Jigs" || // unknown JigSaw browser
        $browser=="Java" || // unknown Java based browser
        $browser=="Alca" || // unknown Alcatel-BE3 browser (UP based?)
        $browser=="MITS" || // unknown Mitsubishi browser
        $browser=="MOT-" || // unknown browser (UP based?)
        $browser=="My S" || // unknown Ericsson devkit browser ?
        $browser=="WAPJ" || // Virtual WAPJAG www.wapjag.de
        $browser=="fetc" || // fetchpage.cgi Perl script from www.wapcab.de
        $browser=="ALAV" || // yet another unknown UP based browser ?
        $browser=="Wapa") // another unknown browser (Web based
"Wapalyzer"?)
    {
        $br = "WML";
    }
    else {
        $br = "HTML";
    }
}
if($br == "WML") {
    header("302 Moved Temporarily"); // Force the browser to load the WML
file instead
```

```

header("Location: ".$wmlredirect);
exit;
}
else {
header("302 Moved Temporarily"); // Force the browser to load the HTML
file instead
header("Location: ".$htmlredirect);
exit;
}
?>

```

## WAP File extensions

The document types typically used with WAP and their corresponding MIME types and file extensions are listed below.

Document type	MIME type	Typical extension
Plain WML documents	text/vnd.wap.wml	.wml
Wireless Bitmap Images	image/vnd.wap.wbmp	.wbmp
Compiled WML documents	application/vnd.wap.wmlc	.wmlc
WMLScripts	text/vnd.wap.wmlscript	.wmls
Compiled WML Scripts	application/vnd.wap.wmlscript	.wmlsc

## WML file location

You should treat the permissions on your WML files just as you would on HTML files. Files can be stored anywhere within a domain's public directory. It does not matter if the files are in subdirectories of public.

## WML file permissions

You should set permissions on your WML files just as you would on HTML files.

# WAP Images

WAP allows you to use a graphics format called WBMP. This is a 1 bit (either black or white) version of the BMP format. To use a graphic with WAP, you must convert it into wbmp format.

Keep in mind that wireless devices vary greatly and generally have very small screens. When using WBMP, you should observe some general guidelines. An image should not be larger than 150 x 150 pixels. On some screens, even an image of this size would take up more than the entire screen. Furthermore, all graphics are limited to a size of 1461 bytes, because of WAP phone memory limitations. Be sure to include the "alt" option in the <img> tag to accommodate WAP devices that do not display graphics.

## More information about WAP, WML and XML

Authoritative information about WAP  
[www.wapforum.org](http://www.wapforum.org)

WAP demo with code examples  
<http://www.w3scripts.com/wap/default.asp>

UP.SDK emulator  
<http://updev.phone.com/>

Ericsson's R380 Emulator.  
<http://www.symbian.com/epoc/r380wapemulator.html>

All Net Devices FAQ  
<http://www.allnetdevices.com/faq/>

Web based browser. Good for surfing.  
<http://www.wapjag.de/>

wml-tools by Thomas Neill; includes cool stuff like a WML bytecode compiler and decompiler  
<http://pwot.co.uk/wml/>

# Configure Agent

Use these settings to configure Agent to check your email.

**Email address:** username@yourdomain.com  
**Reply To:** username@yourdomain.com  
**Send email messages with SMTP:** Checked  
**Email server:** mail.yourdomain.com  
**Receive email with POP:** Checked  
**POP server:** mail.yourdomain.com  
**Login with a user name and password:** Checked  
**Use APOP if supported by the server:** Not Checked  
**User Name:** username.yourdomain.com

# Configure Claris Emailer (Mac)

Use these settings to configure Claris Emailer to check your email.

**Account name:** Irrelevant  
**User name:** username.yourdomain.com  
**Email account:** username.yourdomain.com@mail.yourdomain.com  
**SMTP:** mail.yourdomain.com  
**Email address:** username@yourdomain.com

# Configure Email Connection

Use these settings to configure Email Connection to check your email.

**Mail host name:** mail.yourdomain.com  
**SMTP relay name:** mail.yourdomain.com  
**User ID:** username.yourdomain.com  
**Return address:** username@yourdomain.com

# Configure Eudora

Use these settings to configure Eudora to check your email.

**POP account:** username.yourdomain.com@mail.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@yourname.com) in the "Return address" text box.

4. Enter the incoming mail server name (in the form of mail.yourname.com) in the "Mail Server (Incoming)" text box.

5. Enter your mail server user name (in the form of username.yourname.com) in the "Login Name" text box.

6. Enter the outgoing mail server name (in the form of mail.yourname.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.

## Configure Microsoft Exchange

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

**Email Address:** username@yourdomain.com  
**Internet Mail server (POP):** mail.yourdomain.com  
**Account name:** username.yourdomain.com

## Configure Microsoft Internet Mail

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

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

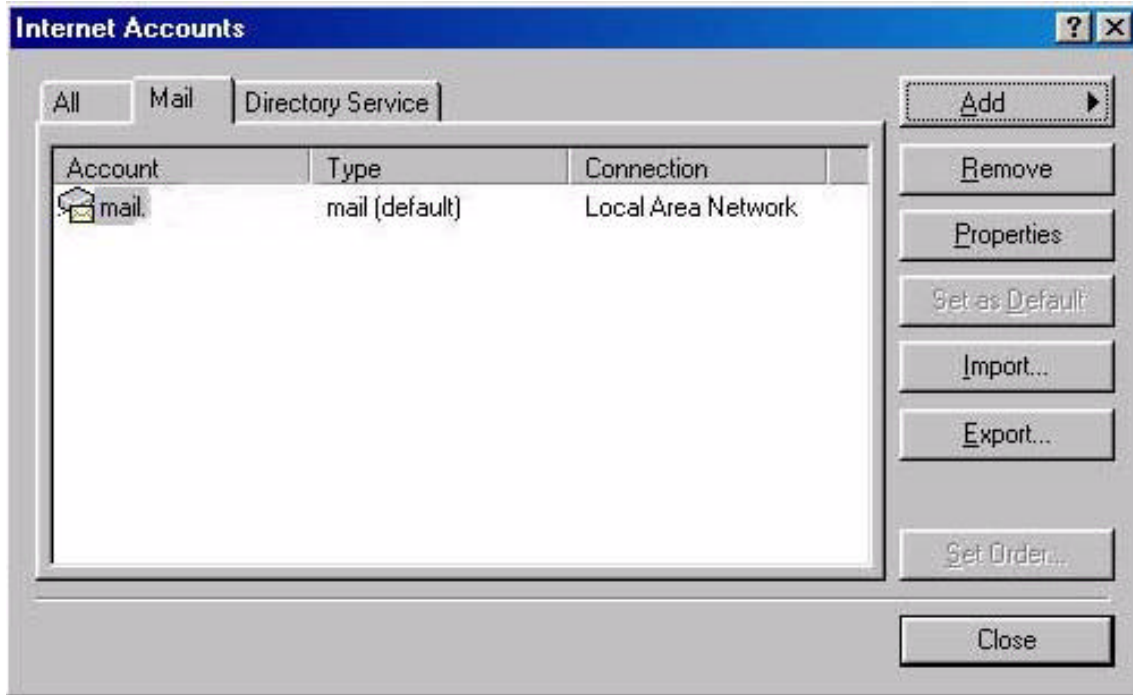
## Configure Microsoft Outlook

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

**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.



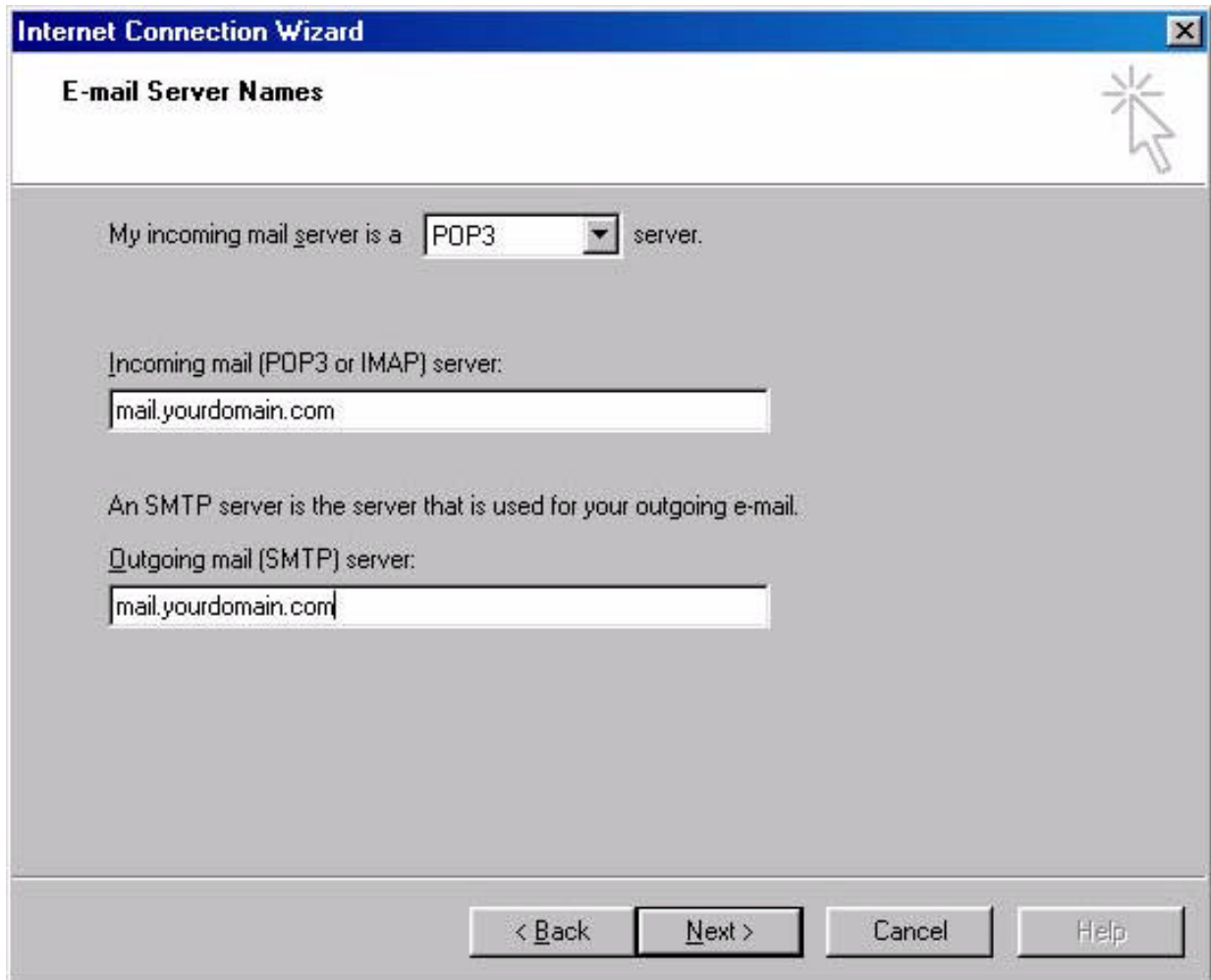
2. Select the "Add" button and choose "Mail".

3. Enter your real name in the "Display name" text box.

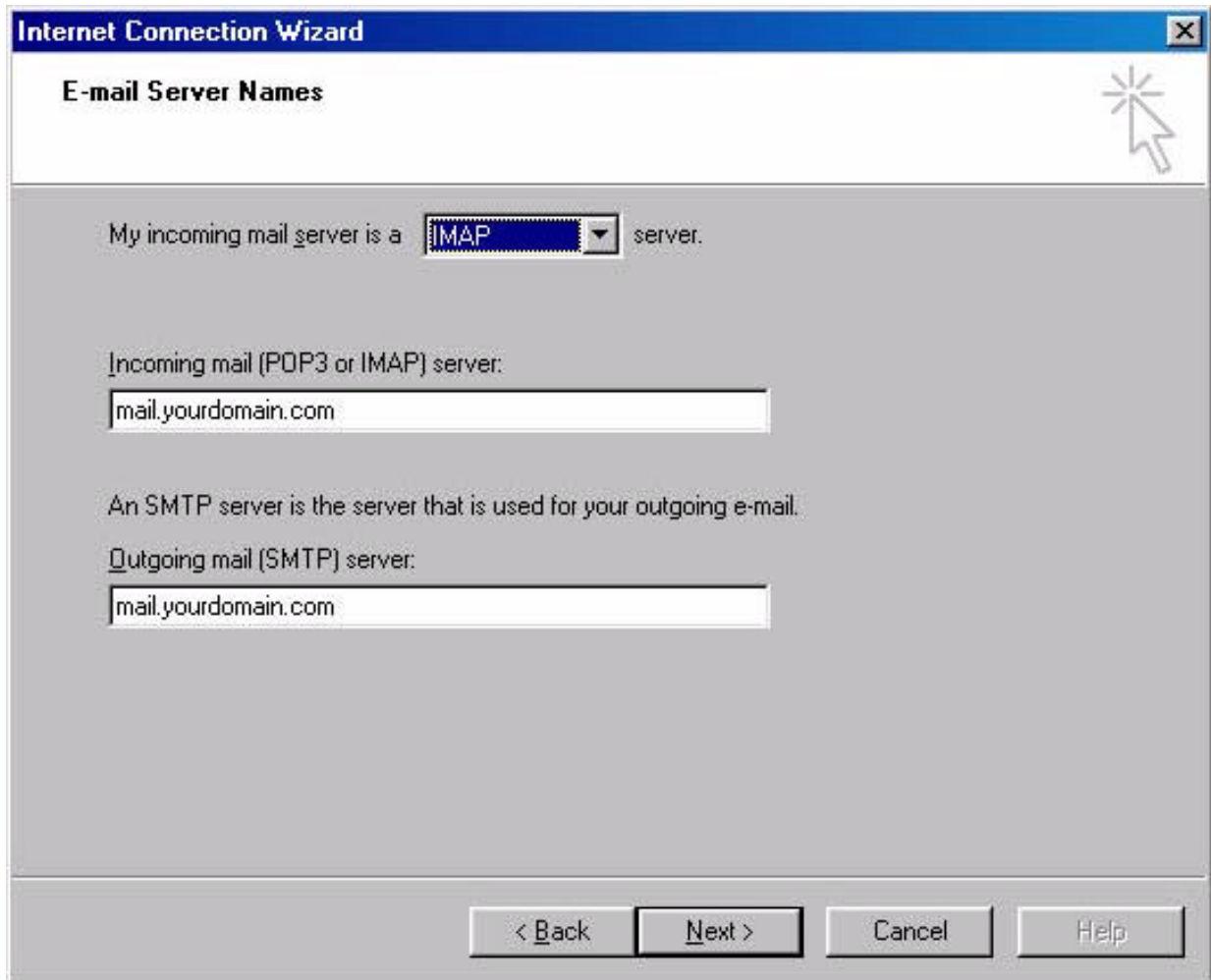
4. Click the "Next" button to continue.

5. Enter your email address (in the form of username@yourname.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.yourname.com) in the "Incoming mail (POP3 or IMAP) server" text box.



7. Enter the outgoing mail server name (in the form of mail.yourname.com) in the "Outgoing mail (SMTP) server" text box.
8. Click the "Next button" to continue.
9. Select POP3 or IMAP from the "my incoming mail server is a" drop-down menu.



10. Enter your email username and password.

11. Enter your account name (in the form of: username.yourname.com) in the "Account name" text box.

12. Enter your account password in the "Password" text box. Your passwords 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

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

## Configure Netscape Mail

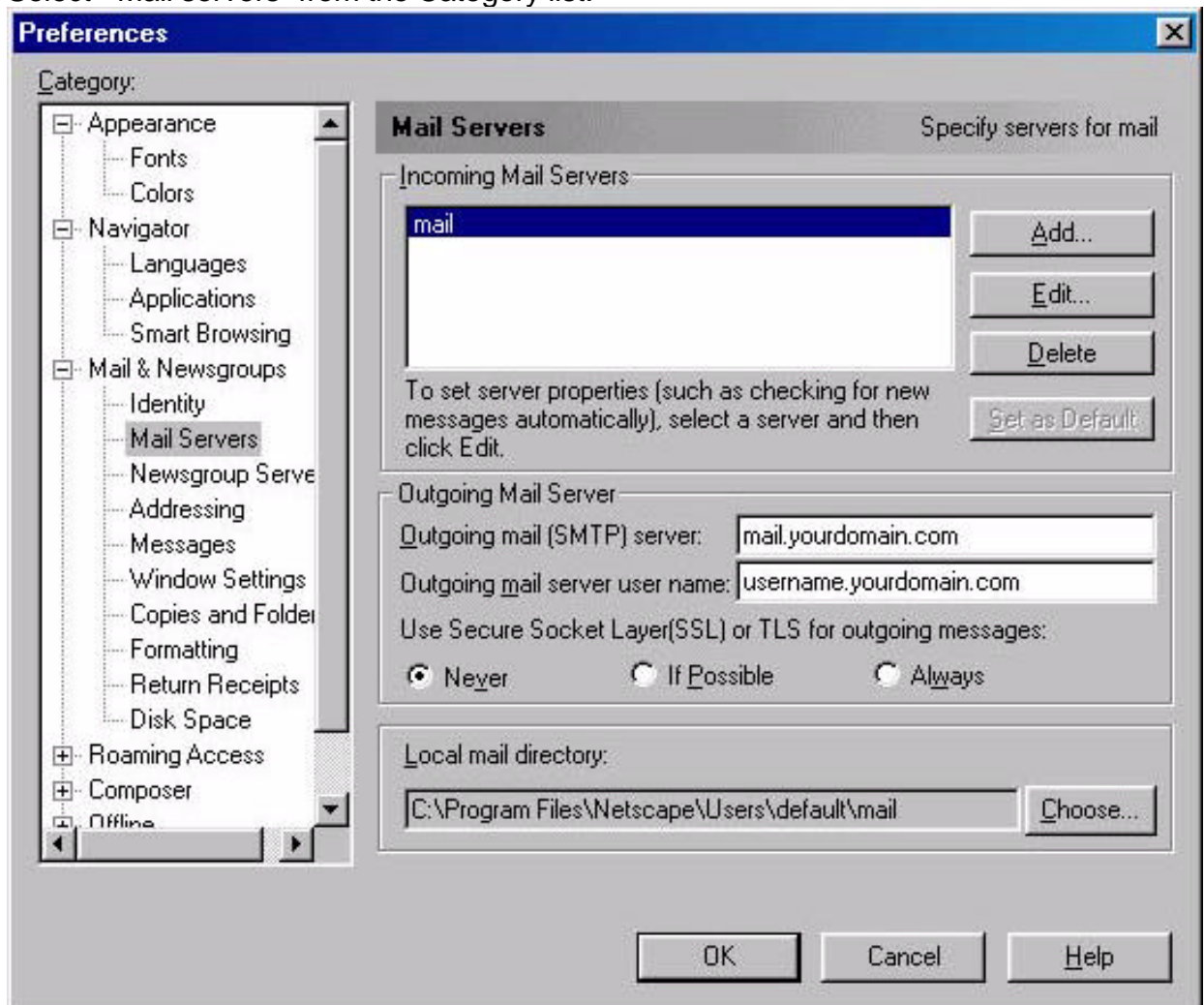
Use these settings to configure Netscape to check your email.

**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

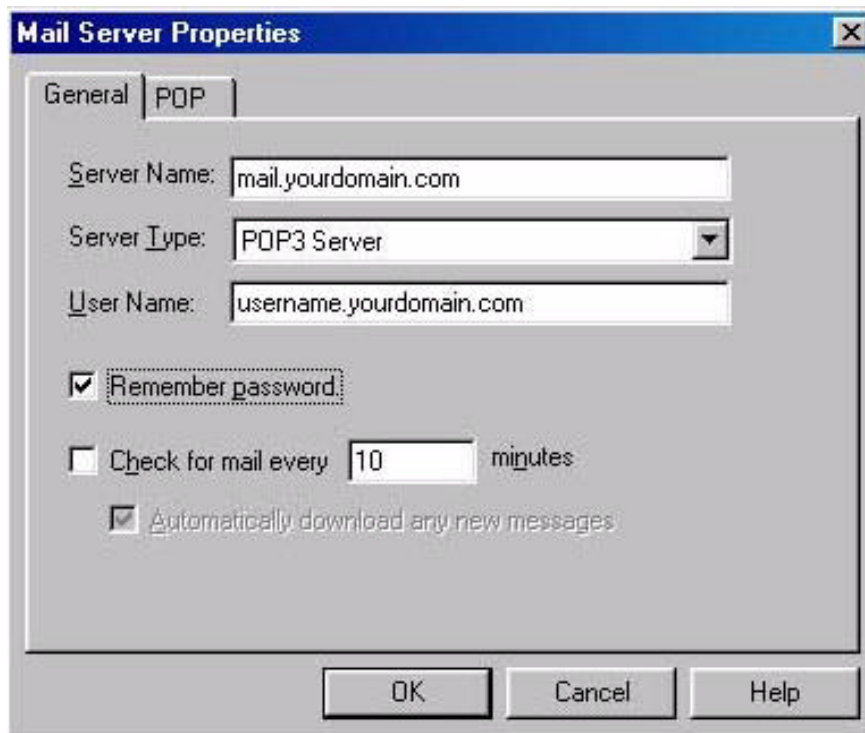
**Reply-to Address:**                      username@yourdomain.com

### **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@yourname.com) in the "Email address" text box.
5. If applicable, enter your reply-to address (in the form of username@yourname.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 IMAP or POP3 from the "Server Type" drop-down menu.
11. Enter your incoming mail server name (in the form of mail.yourname.com) in the Server Name text box.
12. Enter your mail server name (in the form of username.yourname.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.

# Configure Pegasus Mail

Use these settings to configure Pegasus Mail to check your email.

**POP3 host:** mail.yourdomain.com  
**User name:** username.yourdomain.com  
**SMTP host:** mail.yourdomain.com  
**Default reply address:** username@yourdomain.com

# Configure Pine

Use these settings to configure Pine to check your email using IMAP. There is no POP option for Pine.

**Mail Server :** mail.megamailservers.com  
**inbox-path:** {mail.megamailservers.com/user=username}inbox  
**personal-name:** username  
**user-domain:** yourname.com

## Pine Setup Tutorial

1. Open Pine and choose the "SETUP" option.
2. Choose "C" (Config) from the setup menu.
3. Set the "inbox-path" configuration to read:  
{mailservername/user=mailusername}inbox

**Example:** If your email address is joesmith@yourname.com  
inbox-path = {mail.megamailservers.com/user=joesmith.yourname.com}inbox

4. Make sure the personal-name configuration is set to your "From:" name and the user-domain configuration is set to your email address domain.

**Example:** If you email address is joesmith@yourname.com  
personal-name = Joe Smith  
user-domain = yourname.com

5. The other fields are not necessary. Accept the changes by pressing "Enter" and exit the setup menu by pressing "e".