cPanel User Manual

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Using this manual

The following manual is designed to familiarize new users with the cPanel interface and to provide extra knowledge for current users. This manual will focus on the tasks involved with putting together, and maintaining a web site.

To move from one topic to another, use the list on the left side of your screen. Click on a topic to reveal the tasks associated with that topic. Click on a task name to see a description of the task and the steps to accomplish it.

To search for a specific topic that you would like information about, Use either *Index* or *Search* at the top of your screen.

Getting Started

Setting your contact information

Overview

Your contact information allows the server or server owner to contact you when there are any changes to your account.

Steps

1 To access Contact Email Address Setup click on **Please update your contact information here**. on the main screen of your cPanel interface.

2 Enter the email address you wish to be contacted through in the blank field next to *Contact Email:*

3 Click on *Save Email* to save this address.

Addon domains

Addon Domains

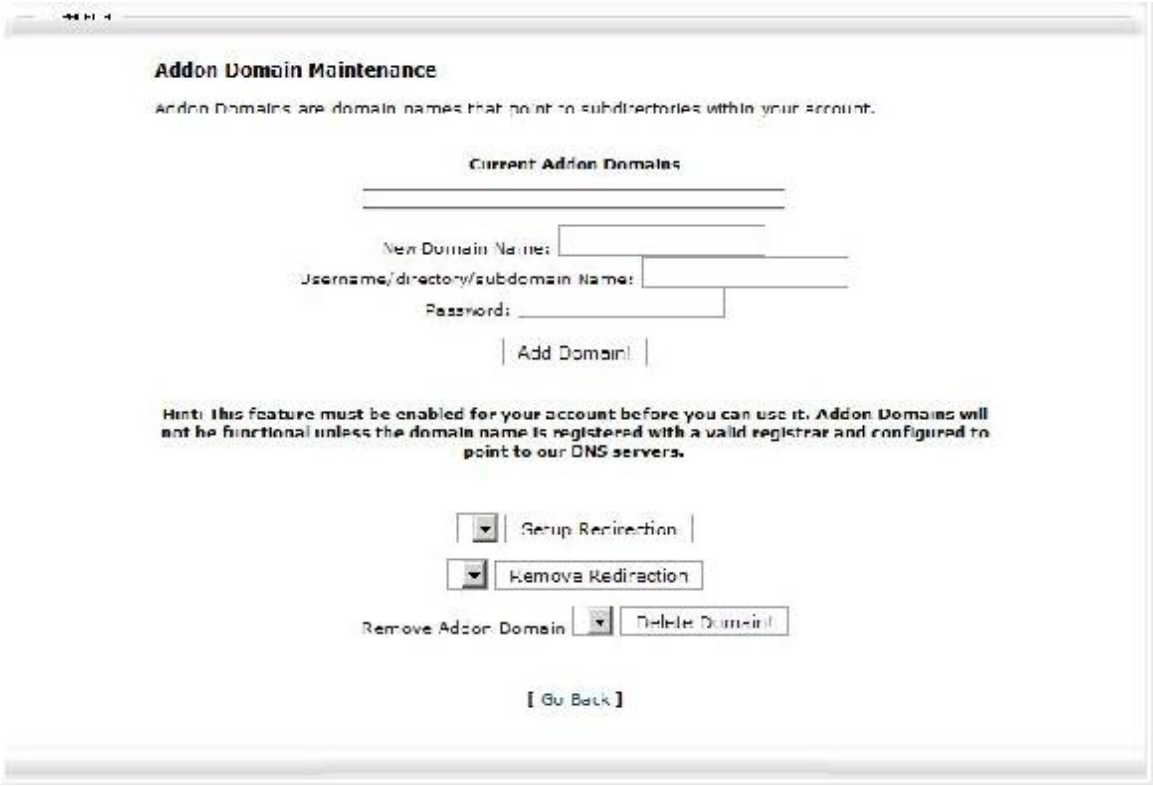
Overview

The Addon Domain Maintenance menu allows you to add and remove addon domains to your account. An addon domain allows you to reach a subdomain when entering the name of the addon domain into a browser. his means that you can host additional domains from your account, if allowed by your hosting provider. Any current addon domains will be listed under *Current Addon Domains.*

For example, if domain2.com is an addon domain on sub.domain.com, going to http://www.domain2.com in a browser will bring up sub.domain.com (domain.com/sub).

To access the Addon Domain Maintenance menu, click on the icon above the words *Addon Domains* on the main screen of your cPanel interface.

The Addon Domain Maintenance menu in the X2 theme appears as follows:



Adding Addon Domains

Overview

The Addon Domain Maintenance menu allows you to add addon domains to your account. An addon domain allows you to reach a subdomain when entering the name of the addon domain into a browser. This means that you can host additional domains from your account, if allowed by your hosting provider.

Steps

1 To access the Addon Domain Maintenance menu, click on the icon above the words *Addon Domains* on the main screen of your cPanel interface.

2 Enter the name of the addon domain in the blank field next to *New Domain Name:*

3 Enter the name of the directory which conatins the subdomain that the addon domain will point to in the blank field next to *Username/directory/subdomain Name:* (This directory will be the location for the addon domain's files, just as public_html is the location for your domain's files.)

4 Type in the password for the new addon domain, and click on *Add Domain!*

NOTE: You can upload files directly to this addon domain using the username and password for the addon domain to log in through ftp.

Troubleshooting

Addon domains will need to be registered with a valid domain name registrar before they can be added. Make sure that your account has the ability to use addon domains before attempting to add one.

Removing Addon Domains

Overview

The Addon Domain Maintenance menu allows you to remove addon domains from your account. This will not remove the subdomain that the addon domain points to.

Steps

1 To access the Addon Domain Maintenance menu, click on the icon above the words *Addon Domains* on the main screen of your cPanel interface.

2 Select the addon domain you wish to remove from the drop box next to *Remove Addon Domain*

3 Click on *Delete Domain!*

Agora Shopping Cart

Overview

The Agora Shopping Cart is a fully featured shopping cart that can be installed with the click of a button. The product is fully documented at the Interchange site - please refer to the Agora web site if you have any questions about using the shopping cart.

Steps

1 To access Agora Cart Setup, click on the icon above the words *Agora Shopping Cart* on the main screen of your cPanel interface.

2 Enter the username of the user you wish to administrate your cart in the blank field next to *Admin User:*

3 Enter the administrator's password in the blank field next to *Admin Password:*

4 Enter the url you wish to install the cart to in the blank field next to *Install the cart at this url:*

5 Click on *Install* to set up the shopping cart.

Troubleshooting

To modify your cart, click on its name under ***Modify an existing Cart***, and login with the administrator's username and password.

Apache Handlers

Apache Handlers

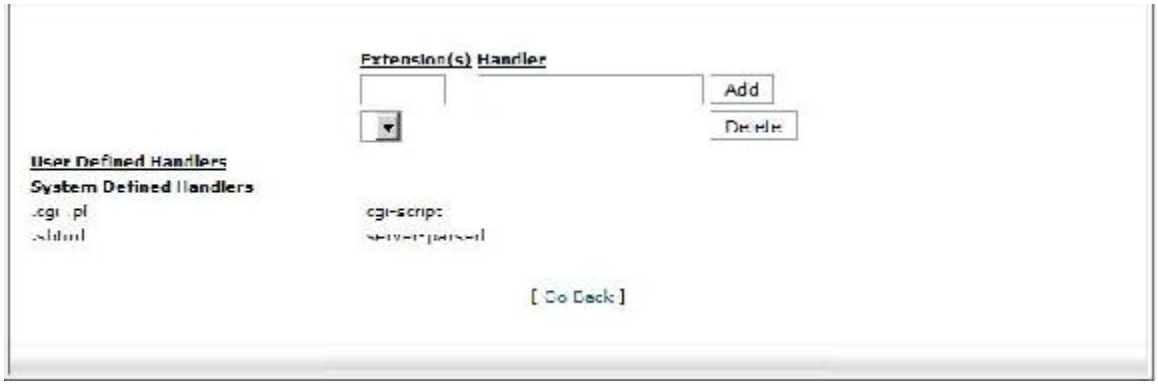
Overview

Apache handlers allow you to control what Apache will do with certain file types. When Apache sees a file, it has an action built in for that file type, and will perform that action. If you wish Apache to do a different action, you will need to make a handler to tell Apache to perform that action. For example, if you use a file type that requires a special service to run it, such as a movie file (.mpg) that you wish to run through a specific streaming server, you need to tell Apache to treat these files differently.

To access the Apache Handlers, click on the icon above the words

Apache Handlers on the main screen of your cPanel interface.

The Apache Handlers menu in the X2 theme appears as follows:



Adding apache handlers

Overview

Apache handlers allow you to control what Apache will do with certain file types. When Apache sees a file, it has an action built in for that file type, and will perform that action. If you wish Apache to do a different action, you will need to

make a handler to tell Apache to perform that action. For example, if you use a file type that requires a special service to run it, such as a movie file (.mpg) that you wish to run through a specific streaming server, you need to tell Apache to treat these files differently.

Steps

1 To access Apache Handlers, click on the icon above the words *Apache Handlers* on the main screen of your cPanel interface.

2 Enter the extension(s) you wish to associate with the service that they will be using in the blank field below *extension(s)*.

3 Enter the service you wish to have handle the filetype(s) in the blank field below *Handler,* and click on *Add*.

NOTE: The new handler should appear under *User Defined Handlers.*

Troubleshooting

Make sure that the handler you wish to use is installed on the server that your web site is on.

Removing Apache Handlers

Overview

If you no longer need a special action for the file types you have specified, you can remove the handlers you have created with the Apache handlers menu

Steps

1 To access Apache Handlers, click on the icon above the words *Apache Handlers* on the main screen of your cPanel interface.

2 Select the handler you wish to remove from the drop box, and click on *Delete.*

NOTE: The following will appear (except .extension will be the file extension that was being handled) :

Handler Removed

The handler for .extension has been removed.

Troubleshooting

If files with special handlers are not opening properly, try removing their handlers and recreating them.

Backup

Backup

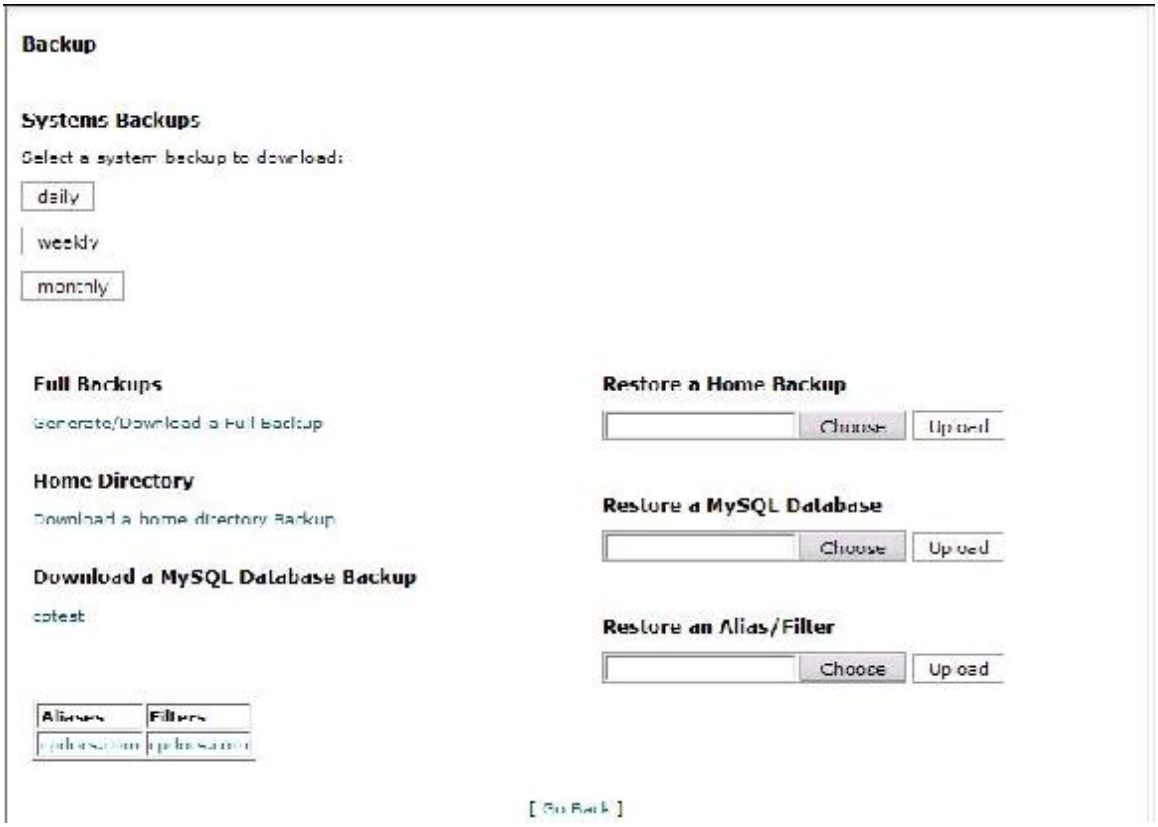
Overview

The Backup Menu allows a user backup or restore all or part of their account. Users can generate a backup of their account from the Backup Menu or download any automatic backups that their server administrator has created.

To access the Backup Menu, click on the icon above the words *Backup* on the main screen of your cPanel interface.

To learn more about using the Backup Menu, click on one of the topics listed below it in the contents window of this manual.

The Backup Menu in the x2 theme appears as follows:



Generating a full backup

Overview

A full backup will backup all files needed to restore your account if it is corrupted, deleted, or moved to another server. Generating a full backup and saving it to a remote location can be a very safe move in case of problems with your account.

Steps

1 To access the Backup Menu, click on the icon above the words *Backup* on the main screen of your cPanel interface.

2 Click on *Generate/Download a Full Backup*

3 Select the destination you wish to save the backup to from the drop box next to *Backup Destination:*

4 Enter your email address in the field next to *Email Address:.* An email will be sent to this address when the backup is completed.

5 If you are backing up to a remote server, place the server's name, your username, and your password on that server in the appropriate fields.

6 Click on *Generate Backup* to start the backup process.

Troubleshooting

When backing up to a remote server, make sure you have properly entered the servername, your username on that server, and your password for that account.

Download backups

Overview

You can use the Backup Menu to download any automatic backups that have been created by your server administrator.

Steps

1 To access the Backup Menu, click on the icon above the words *Backup* on the main screen of your cPanel interface.

2 Click on the *Daily*, *Weekly*, or *Monthly* to select the type of automatic backup you wish to download.

3 Save the backup file to your computer.

Download a home directory backup

Overview

This function will allow you to download all of the files in your home directory. This can be useful to backup the html side of your site. However, it will not backup DNS, mySQL, or other system files and settings.

Steps

1 To access the Backup Menu, click on the icon above the words *Backup* on the main screen of your cPanel interface.

2 Click on *download a home directory Backup*

3 Save the file to your computer.

Troubleshooting

Make sure to use a zip program that is compatible with .tar.gz files when unzipping, and zipping the archive or the archive may not work properly.

Download a MySQL Database Backup

Overview

This function will allow you to download all MySQL databases that are a part of your account. As these databases change frequently, you may require to download them more often than the files in your /home directory.

Steps

1 To access the Backup Menu, click on the icon above the words *Backup*

on the main screen of your cPanel interface.

2 Click on the name of the database you wish to download below the words

Download a MySQL Database Backup

3 Save the file to your computer.

Troubleshooting

Make sure to use a zip program that is compatible with .gz files when unzipping, and zipping the archive or the archive may not work properly.

Downloading an alias or filter

Overview

You can use this function to save a site alias or filter to your computer so you can restore it later.

Steps

1 To access the Backup Menu, click on the icon above the words *Backup* on the main screen of your cPanel interface.

2 Click on the name of the alias or filter you wish to download below the words ***Aliases*** *or* ***Filters***

3 Save the file to your computer.

Restoring backups

Overview

You can use the Backup Menu to restore a Home, MySQL, filter, or alias backup. To do this, you must have that backup on the computer that you are accessing cPanel from.

Steps

1 To access the Backup Menu, click on the icon above the words *Backup* on the main screen of your cPanel interface.

2 Click on the *Choose* button below the backup type you wish to restore.

3 Once you have selected the file you wish to restore, click on *Upload*

Troubleshooting

The archive or file you are uploading must match the way it was downloaded. For example: if the archive was a .tar.gz when you downloaded it, it must be a .tar.gz file when you restore it.

Bulletin Board

Overview

This function allows you to add a bulletin board to your site. This board can be used to discuss things such as products, help, current events, or anything else you wish users of your site to be able to discuss.

Steps

1 To access Bulletin Board Setup, click on the icon above the words *Bulletin Board* on the main screen of your cPanel interface.

2 Place the board administrator username in the blank field next to *Admin User:*

3 Place the administrator's password in the bank filed next to *Admin Pass:*

4 Enter the url you wish to install the bulletin board to in the blank field next to *Install at this url:*

5 Click on *Install* to set up the bulletin board.

Troubleshooting

To remove or upgrade a bulletin board, select its name from the drop box below the function, and click on the *upgrade* or *remove* button.

CGI center

CGI center

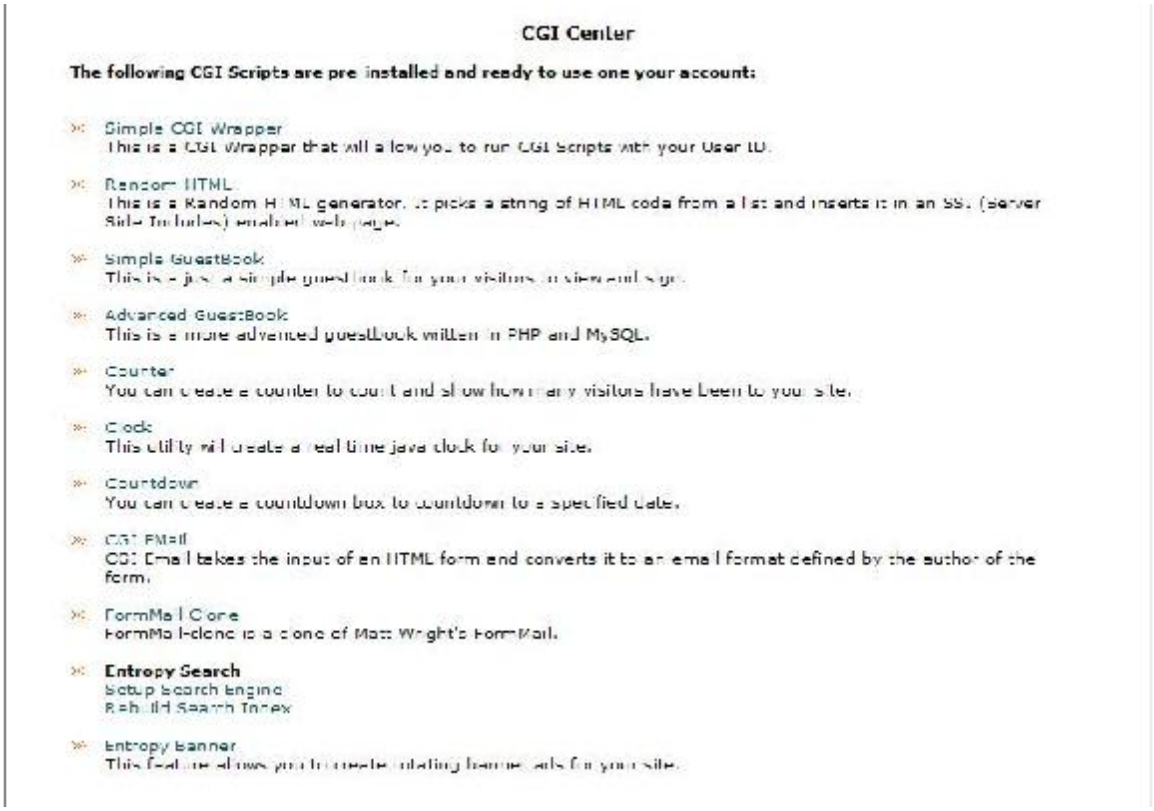
Overview

The cPanel CGI Center allows you to activate and modify simple CGI scripts that can be used through your web site. These CGI scripts allow you to run counters and guestbooks, rotating banner ads, and more.

To access the CGI Center, click on the icon above the words *CGI Center* on the main screen of your cPanel interface.

To learn more about using the CGI Center, click on one of the topics listed below it in the contents window of this manual.

The CGI Center in the x2 theme appears as follows:



Random HTML

Overview

In Random HTML, you can add many lines of HTML code that will be randomly selected by the Random HTML script to display on a page of your web site. For example, you can place many different facts in a file, and the Random HTML script will display a random fact every time the web page is accessed. This can be useful for daily hints, trivia, or other random information you wish visitors of your site to see.

Steps

1 To access the CGI Center, click on the icon above the words *CGI Center* on the main screen of your cPanel interface.

2 To enable the wrapper, click on the words *Random HTML.*

3 Place a different piece of HTML code on each line of the blank field that you need. For example: if you need two pieces of code, it would look similar to:

 Koalas are marsupials and have pouches

 The Cheetah is the fastest land mammal in the world

4 Click on *Save* to save your HTML code

5 Add <!--#exec cmd="cgi-bin/randhtml.cgi"--> to the web page in which you wish the random bits of HTML to appear.

Troubleshooting

Make sure that the facts or other information you are adding are being added in proper HTML code or they will not display properly, or possibly not display at all.

Simple CGI wrapper

Overview

This feature allows you to run CGI scripts from your /scgi-bin/ directory using your uid (user) to run the script. This means that you, or your web pages can run cgi scripts if they are placed in the /scgi-bin/ directory.

Steps

1 To access the CGI Center, click on the icon above the words *CGI Center* on the main screen of your cPanel interface.

2 To enable the wrapper, click on the words *Simple CGI Wrapper.*

3 Place any scripts in /home/username/public_html/scgi-bin that you wish to be able to access from the web. (except /username/ will be your cPanel username)

Troubleshooting

Make sure that the scripts you have placed in /scgi-bin/ have the correct permissions and filenames to be run properly on your system.

Simple guestbook

Overview

The simple guestbook script allows you to create a simple guestbook to add to your site. This guestbook is a basic one and will appear on your site as it does below *Edit Guestbook Template.*

Steps

1 To access the CGI Center, click on the icon above the words *CGI Center* on the main screen of your cPanel interface.

2 To access the Simple Guestbook menu, click on the words *Simple Guestbook.*

3 Copy the HTML code below *Manage Guest Book* and paste it into the web page you wish to have the guestbook appear on.

Modifying the guestbook

1 Click on *Edit Guestbook Template*

2 Modify the HTML code in the blank field to suit your needs.

3 Click on *Save* to save your changes to the guestbook template

Viewing your guestbook

1 Click on *View Guest Book* to see who has signed your guestbook

Managing your guestbook (removing entries)

1 Click on *Manage Guest Book* to access the entries in your guestbook.

Troubleshooting

Make sure that the HTML code is placed in your web page the same way it appears in your cPanel interface.

Changing your main password

Overview

The Password Maintenance Menu allows you to change the password that you use to access your cPanel interface. Your password should be hard to guess, and changed often.

To access the Password Maintenance Menu, click on the icon above the words *Change Password* on the main screen of your cPanel interface.

Steps

1 To access the Password Maintenance Menu, click on the icon above the words *Change Password* on the main screen of your cPanel interface.

2 Enter your current cPanel password in the blank field next to *Old Password*.

3 Enter your new cPanel password in the other two blank fields, and click on *Change your password now!*

NOTE: If the password was changed successfully, the following will appear :

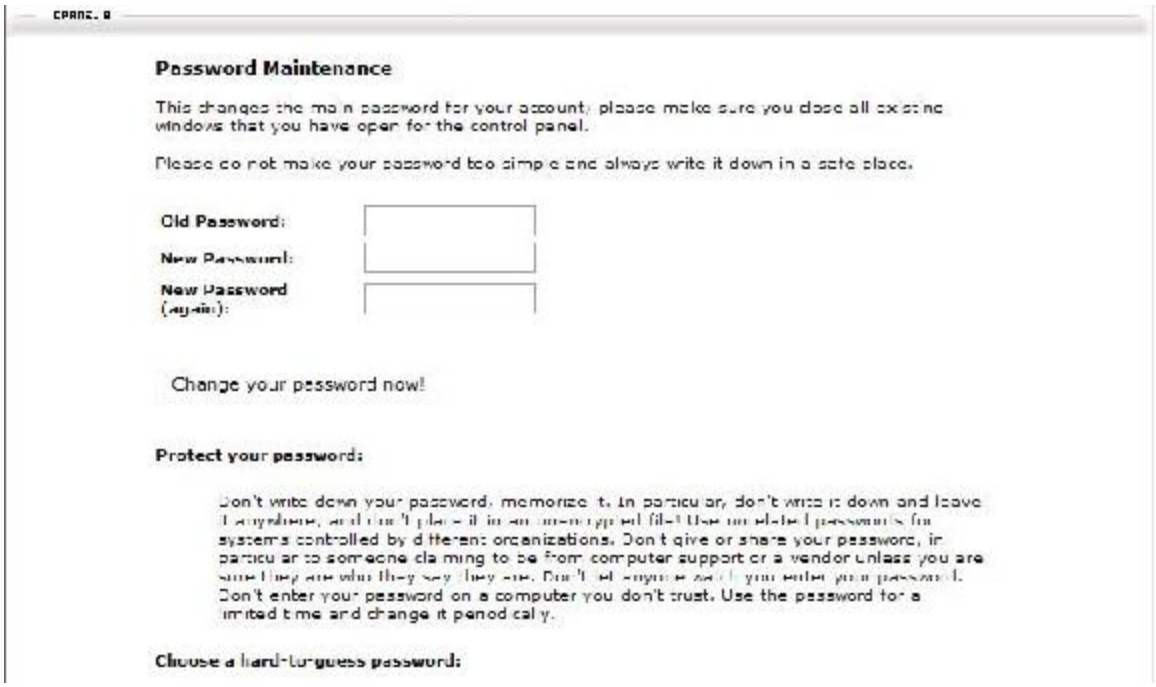
Attempting Frontpage Password change

Found service.pwd!

Changed Frontpage Password

Your password has been changed!

The Password Maintenance Menu in the x2 theme appears as follows:



Password Maintenance

This changes the main password for your account; please make sure you close all existing windows that you have open for the control panel.

Please do not make your password too simple and always write it down in a safe place.

Old Password:

New Password:

New Password (again):

Change your password now!

Protect your password:

Don't write down your password, memorize it. In particular, don't write it down and leave it anywhere, and don't place it in an unencrypted file. Use unrelated passwords for systems controlled by different organizations. Don't give or share your password, in particular to someone claiming to be from computer support or a vendor unless you are sure they are who they say they are. Don't let anyone see you enter your password. Don't enter your password on a computer you don't trust. Use the password for a limited time and change it periodically.

Choose a hard-to-guess password:

Change Language

Overview

This function allows you to change the language that is displayed in your cPanel interface. If you need a new language, you will need to contact your cPanel provider in order for them to install it.

To access the Language Maintenance Menu, click on the icon above the words *Change* Language on the main screen of your cPanel interface.

Steps

1 To access the Language Maintenance Menu, click on the icon above the words *Change Language* on the main screen of your cPanel interface.

2 Select the language you wish to use from the drop down menu next to *Set Language to:*

3 Click on *Change.*

Adding a chatroom to your site

Overview

You can use cPanel to add an HTML or java based chatroom to your web site. Also, you can enter the chatroom from cPanel. cPanel will provide you with the code needed to place a gateway to this chatroom on your web page. Users can then enter a nickname and join the chatroom from your web page.

Steps

1 To access the Chatroom Menu, click on the icon above the words *Chatroom* on the main screen of your cPanel interface.

2 Select the code for either an HTML or java chatroom and copy the code into the code for the web page which you wish the chatroom gateway to appear on. The HTML code appears as follows (except domain.com is the name of your domain):

<form target="entropychat" action="http://domain.com:2084/">

Nick Name: <input type="text" name="nick" value="">

<input type="hidden" name="channel" value="domain.com">

<input type="submit" value="Enter Chat">

</form>

The java code appears as follows (except domain.com is the name of your domain) :

http://domain.com/cgi-sys/mchat.cgi?channel=domain.com

3 Save your web page after you have added the new chatroom code to it.

Troubleshooting

Make sure you have added the code to the body of your web page. If it does not work, check the code in your website to make sure it matches the code displayed in cPanel.

Cron Jobs

Cron jobs

Overview

Cron jobs allow you to automate certain commands or scripts on your server to complete repetitive tasks automatically. A cron job allows you to run a certain command at times set by the job. For example, you could set a cron job to delete temporary files every week so that your disk space is not being used up by those files.

There are two different modes you can use to add a cron job:

Standard
Provides a range of pre-set options that you can choose. This is the simplest method and is recommended.

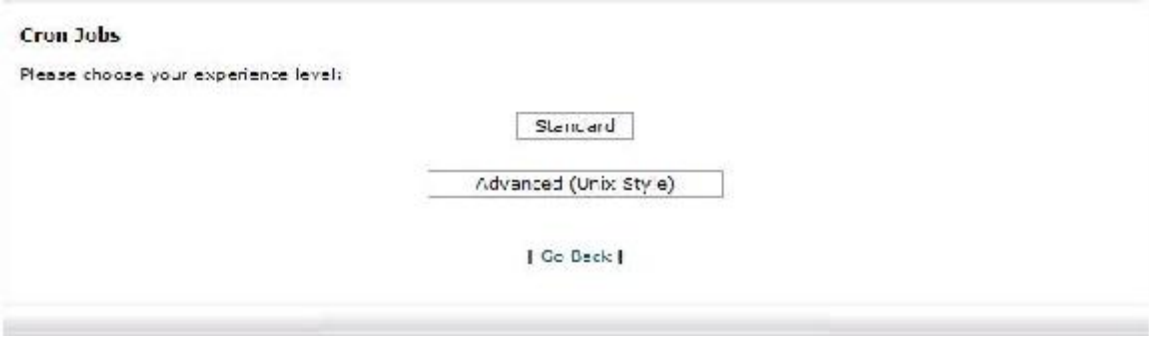
Advanced (Unix Style)
Provides the regular Unix style cron options. Recommended for users who are used to this method of entering cron entries.

Warning: You need to have a good knowledge of Linux commands before you can use cron jobs effectively. Check your script with your hosting administrator before adding a cron job.

To access the Cron Jobs Menu, click on the icon above the words *Cron jobs* on the main screen of your cPanel interface.

To learn more about using the Cron Jobs Menu, click on one of the topics listed below it in the contents window of this manual.

The Cron Jobs Menu in the x2 theme appears as follows:



Adding a cron job in standard mode

Overview

Cron jobs allow you to automate certain commands or scripts on your server to complete repetitive tasks automatically. A cron job allows you to run a certain command at times set by the job. For example, you could set a cron job to delete temporary files every week so that your disk space is not being used up by those files. Standard mode gives you a range of pre-set options for adding your cron job and is easier to use than advanced mode.

Steps

1 To access the Cron Jobs Menu, click on the icon above the words *Cron jobs* on the main screen of your cPanel interface.

2 Click on *Standard* to access the Standard Cron Manager.

3 Enter the email address you wish the output of the command run by the cron job to be sent to in the field next to *.... will be sent :*

4 Enter the command you wish the cron job to run in the blank field next to *Command to run:*

5 Select how often you wish the command to be run by selecting an option in each of the boxes.

6 Click on *Save Crontab* to save your changes and set up your cron job.

Troubleshooting

The command run by the cron job must be a valid command. Try running the command first from the command line to make sure it works before adding it to a cron job.

Adding a cron job in advanced mode

Overview

Cron jobs allow you to automate certain commands or scripts on your server to complete repetitive tasks automatically. A cron job allows you to run a certain command at times set by the job. For example, you could set a cron job to delete temporary files every week so that your disk space is not being used up by those files. Advanced mode allows you to add a cron job just as you would from the command line.

Steps

1 To access the Cron Jobs Menu, click on the icon above the words *Cron jobs* on the main screen of your cPanel interface.

2 Click on *Advanced (Unix Style)* to access the Cron Manager.

3 Enter the email address you wish the output of the command run by the cron job to be sent to in the field next to *.... will be sent :*

4 Enter the command you wish the cron job to run in the blank field below *Command*

5 Select how often you wish the command to be run by placing a number or * in each of the boxes.

6 Click on *Save Crontab* to save your changes and set up your cron job.

Troubleshooting

A * denotes to run the command at every possible time for that box. For example, a * in the month box would run the command every month.

More information on cron jobs can be found by searching google for: *crontab*

Deleting a cron job in standard mode

Overview

When a cron job is no longer needed, you should delete it so the command will not continue to run.

Steps

1 To access the Cron Jobs Menu, click on the icon above the words *Cron jobs* on the main screen of your cPanel interface.

2 Click on *Standard* to access the Standard Cron Manager.

3 Click on Delete next to the cron job you wish to delete.

Deleting a cron job in advanced mode

Overview

When a cron job is no longer needed, you should delete it so the command will not continue to run.

Steps

1 To access the Cron Jobs Menu, click on the icon above the words *Cron jobs* on the main screen of your cPanel interface.

2 Click on *Advanced (Unix Style)* to access the Cron Manager.

3 Click on Delete next to the cron job you wish to delete.

Disk Usage

Disk Usage

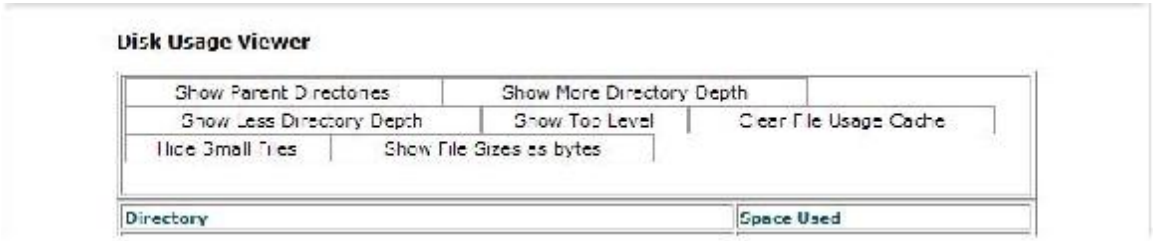
Overview

The cPanel Disk Usage Viewer allows you to see where the files are in your site that are taking up disk space. You can use the viewer to view all of the files in your site and find out how much space each file takes up.

To access the Disk Usage Viewer, click on the icon above the words *Disk Usage* on the main screen of your cPanel interface.

To learn more about using the Disk Usage Viewer, click on one of the topics listed below it in the contents window of this manual.

The Disk Usage Viewer in the x2 theme appears as follows:



Disk usage options

Overview

You can use the options in the Disk Usage Viewer to control what is displayed in the viewer. Through the options, you can navigate through your site and change the information that is displayed in the viewer.

Steps

1 To access the Disk Usage Viewer, click on the icon above the words *Disk Usage* on the main screen of your cPanel interface.

- To navigate to a directory, click on the name of that directory
- To enable a display option, click on the box with the name of that option

Disk Usage Options:

Show Parent Directories (Hide Parent Directories)

This option will show (or hide) all top level directories in your site. When turned on, directories above public_html will be show. When turned off, only subdirectories will be shown.

Show More Directory Depth

This option will show all the subdirectories of the currently listed directories.

Show Less Directory Depth

This option will show all parent directories of the currently listed subdirectories.

Show Top Level

This option will show all files and directories that exist in your home directory.

Clear File Usage Cache

Hide Small Files (Show Small Files)

This option will hide all files that do not take up a significant amount of disk space. (This can be very useful when trying to find only the files that are using a lot of space on your site). Enabling *Show Small Files* will go back to showing all files in the current directory, regardless of size.

Show File Sizes as Bytes

This option will show all files sizes in bytes instead of megabytes.

Error log

Overview

This function will display the last 300 errors for your site. This can be very useful for determining what links are broken on your site, or what files do not exist that should. Checking this log frequently can help keep your site running smoothly.

Steps

1 To access the Web / FTP Stats Menu, click on the icon above the words *Web / FTP Stats* on the main screen of your cPanel interface.

2 Click on *Error Log.*

Error Pages

Overview

The Error Pages function allows you to modify the different HTML pages that a user will see when an error is registered on your site. For example, you can change the file not found page to include your logo, a link back to your site, and apology, or something else. Changing these pages can give a more personal feel to your site and can also be useful when your site is under construction.

Steps

1 To access the Error Pages, click on the icon above the words *Error Pages* on the main screen of your cPanel interface.

2 Click on the number of the error you wish to modify the page for.

3 Enter the new HTML code into the blank field on the page that appears. You can use the buttons to insert pre-made bits of HTML code for you.

4 Change the name of the file in the field next to *Save as*, if necessary.

5 When you are finished editing the page, click on *Save* to save the modified error page.

The following is an explanation of each error page:

400

This will be reached when the user enters a url that refers to a page that does not exist on your site.

401

This will be reached when the user has failed to authenticate their self properly when trying to access a restricted page.

403

This will be reached when access is forbidden to the page the user to trying to access.

404

This will be reached when a user misspells a url to a page they are trying to access. It is important to be helpful with your 404 error page or the user may decide to leave your site.

500

This will be reached when the page cannot be displayed. This can occur when a script fails to run, or under other circumstances. You should have the user contact the site administrator when this page is shown.

Troubleshooting

Make sure to be friendly and helpful when creating custom error pages so your users stay at your web site rather than leaving when an error is found.

File manager

File Manager

Overview

The cPanel FILE MANAGER allows you to modify the files and contents of files that are part of your website. The FILE MANAGER allows point and click uploading, editing, copying, and more. If you need access to the files that make up your website, you will need to use the FILE MANAGER.

To access the FILE MANAGER, click on the icon above the words *File Manager* on the main screen of your cPanel interface. (Click here to see a demo of accessing the FILE MANAGER).

To learn more about using the FILE MANAGER, click on one of the topics listed below it in the contents window of this manual.

The FILE MANAGER in the x2 theme appears as follows:

Viewing a file's contents

Overview

You can use the File Manager to view the text inside a text or script file, or to view the image from an image file by using the Show File Contents option.

Steps (click here for a flash demo of this task)

1 To access the FILE MANAGER, click on the icon above the words *File Manager* on the main screen of your cPanel interface.

2 Click on the icon next to the file which you wish to view the contents of.

3 Click on the words *Show File* or *Show File Contents* on the right side of the screen:

4 A new window will appear containing the contents of that file.

5 To return to the File Manager simply close the window containing the file's contents.

Troubleshooting

The file's contents are viewed in a separate window. You will need to close the window or go back to your other browser window to return to the file manager.

Changing your current directory

Overview

Since your website's files will likely be in multiple directories, it is important to know how to navigate to the directory that you wish to be in. You can only access the files in the directory that you are currently in; so, changing directories is necessary to complete many tasks.

Steps

1 To access the FILE MANAGER, click on the icon above the words *File Manager* on the main screen of your cPanel interface.

2 To move to a specific directory (folder), click on the icon next to the directory's name

3 To go back up to the previous directory you were in, click on *Up one level.*

4 To go back to your home directory click on the '/' before the name of the current folder.

Troubleshooting

If you cannot figure out where you are, check the top of the File Manager to see your location. It will be next to (Current Folder).

Uploading files to your site

Overview

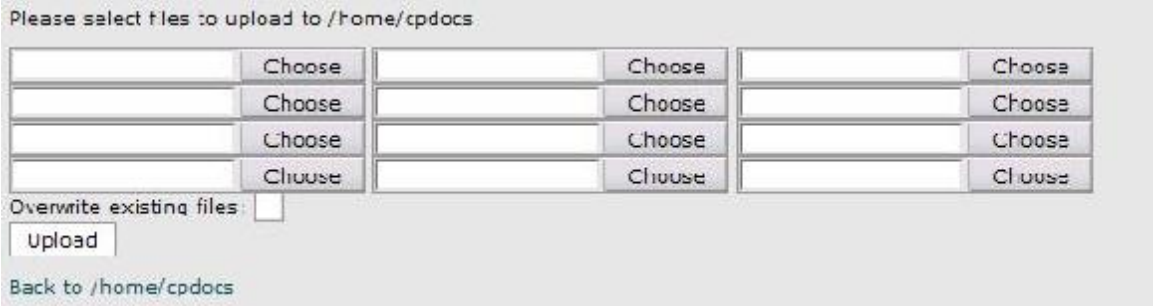
For your site to show up on the internet, it needs to be present in your site's public_html directory. You can use the FILE MANAGER to upload files to this directory, and to other directories by using the Upload file(s) option.

Steps (click here for a flash demo of this task)

1 To access the FILE MANAGER, click on the icon above the words *File Manager* on the main screen of your cPanel interface.

2 Click on the words *Upload File(s).*

3 Click on a box marked *Choose:*



4 Select a file to upload from the pop-up window by clicking on it.

5 Click on the *open* button and the window will disappear.

6 Repeat steps 3 through 5 to prepare more files to be uploaded.

7 When the list is full or you have no more files to upload, click on *Upload.* You will be brought back to the FILE MANAGER in the directory you have uploaded the files to.

NOTE: If the upload was successful, the following will appear (except filename.extension will be the name of the file(s) you have uploaded):

Upload Status filename.extension (filename.extension): upload succeeded.

Troubleshooting

If files are not getting uploaded, check the *overwrite existing files* box. Note: this will replace files even if they are newer than the files you are uploading.

Renaming files

Overview

Often, changing the name of a file is a necessary adjustment to certain parts of a website. A file's name can be changed by using the Rename File function in the File Manager.

Steps

1 To access the FILE MANAGER, click on the icon above the words *File Manager* on the main screen of your cPanel interface.

2 Click on the icon next to the file you wish to rename.

3 Click on the words *Rename File* on the right hand side of the screen:

4 Type the new name for the file in the blank field next to the button marked *Rename.*

5 When finished typing the new name of the file, click on the button marked *Rename.*

NOTE: If the rename was successful, the following will appear (except filename1 will be the old name of the file, filename2 will be the new name, and /home/folder will be the name of the directory you are in):

Renamed filename1 -> filename2 in /home/folder/

Troubleshooting

When renaming files, make sure to keep the same file extensions or they may not be able to be executed or viewed.

Deleting Existing Files

Overview

You can use the FILE MANAGER to delete any files from your site that you no longer wish to keep. You may need to delete files if the amount of disk space your site takes up is close to the amount of disk space that you are allowed to have in total.

Steps

1 To access the FILE MANAGER, click on the icon above the words *File Manager* on the main screen of your cPanel interface.

2 Click on the icon next to the file you wish to delete.

3 Click on the words *Delete File* on the right side of the screen:

NOTE: If the delete was successful, the following image appears on the upper right hand side of the screen:

4) To remove files from the system completely, click on the file's picture next to the trash can icon.

Troubleshooting

Files will not be deleted until you empty the trash can by clicking on it's picture. You may restore files by clicking on the file's picture next to the trash can.

Editing a file's contents

Overview

You can use the File Manager to edit the contents of a script or a text file by using the Edit File option. Image files can not be edited with the Edit File option.

Steps

1 To access the FILE MANAGER, click on the icon above the words *File Manager* on the main screen of your cPanel interface.

2 Click on the icon next to the file you wish to edit.

3 Click on edit file on the right side of the screen:

4 Another window will open with the contents of that file.

5 To edit the file simply add, remove, or change text by typing in the window.

6 When you have finished editing the file click on the *Save* button.

7 If you wish to change the name of the file type a new name in the *Save file as:* field.

NOTE: After saving the changes to the file following will appear (except file will be the name of the file and /home/directory//file will be the directory you are in and the filename):

/home/directory//file File Saved

Continue editing file

7) To continue editing the file, click on the word *file.*

8) To return to the File Manager close the browser window.

Troubleshooting

Be careful to make sure spelling and punctuation is correct when editing files, especially script files. Small errors may cause a script to not run properly or at all.

Creating new files

Overview

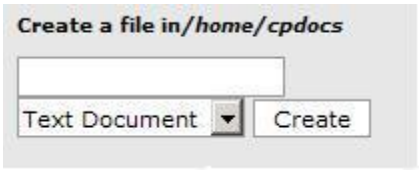
You can create files in any directory on your site by using the Create New File option in the File Manager, This option allows you to create a text, HTML or script file in the directory you are currently in.

Steps

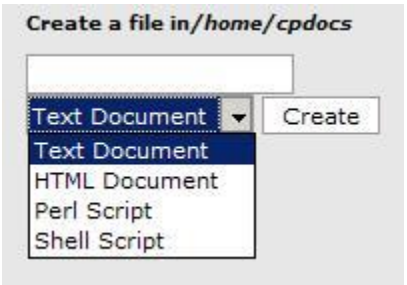
1 To access the FILE MANAGER, click on the icon above the words *File Manager* on the main screen of your cPanel interface.

2 Click on the words *Create New File.*

3 Type the name of the new file in the blank field above the drop-box containing the words *Text Document:*



4 Click on the drop-box containing the words *Text Document* and select the type of file you wish to create:



5 Click on the box marked *Create.*

NOTE: If the file was created successfully, the following will appear (except filename will be the name of the file you have created and /home/directory will be the directory you have created the file in. File Type will be replaced with the type of file you have created):

Creation of filename (File Type) succeeded in/home/directory

Troubleshooting

Make sure to create the proper type of file for its contents. A file created with an improper file type may not work in the manner that you wish it to. For example, an HTML Document that is created as a Perl Script will not work, it needs to be created as an HTML Document.

Copying files

Overview

You can use the Copy File function to copy a file into a different directory than its current location. This is very useful is you need multiple copies of the same file in different locations. You can also copy files as a backup before changing them.

Steps

1 To access the FILE MANAGER, click on the icon above the words *File Manager* on the main screen of your cPanel interface.

2 Click on the icon next to the file you wish to copy.

3 Next, click on *Copy File* on the right hand side of the screen:

4 A list of folder will appear on the left hand side of the screen.

5 Click on the name of the folder you wish to copy the file into.

NOTE: If the copy was successful an image similar to the following will appear on the right hand side of the screen:

Troubleshooting

Trying to copy a file into a folder which already contains that file may cause an error. Also, note that the list of folders begins with / , not your current folder.

Changing a file's permissions

Overview

It is important to make sure that certain files can be accessed only by certain people. Therefore, proper file permissions should be set so those who are permitted to use a file can, and those who are not permitted to use the file cannot. File permissions can be set using the Change Permissions function in the File Manager.

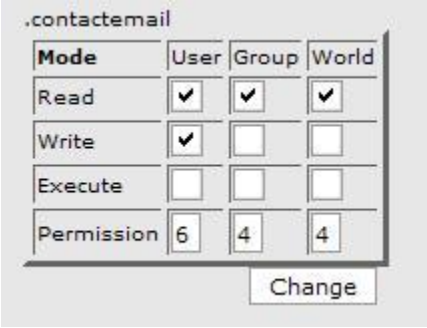
Steps (click here for a flash demo of this task)

1 To access the FILE MANAGER, click on the icon above the words *File Manager* on the main screen of your cPanel interface.

2 Click on the icon next to the file you wish to change the permissions of.

3 Click on the words *Change Permissions* on the right hand side of the screen.

4 Click on a box to add or remove a check from it:



5 Make sure the permissions you wish to give the file have checks in their boxes.

6 Click on the button marked *Change* to change the file's permissions.

NOTE: If the change was successful, the following will appear (except filename will be the name of the file, the numbers will correspond with the permissions given and /home/folder will be the name of the directory you are currently in):

Set permissions on filename -> 0644 /home/folder/

Troubleshooting

If a file cannot be viewed, make sure that it is world readable. Making any files world writable could allow them to be changed by unauthorized users.

Moving files

Overview

You can use the Move File function in the File Manager to move a file from one directory to another directory without creating a copy of the file.

Steps

1 To access the FILE MANAGER, click on the icon above the words *File Manager* on the main screen of your cPanel interface.

2 Click on the icon next to the file you wish to move.

3 Click on the words *Move File* in the menu on the right hand side of the screen:

4 A list of folders will appear on the left hand side of the screen.

5 Click on the name of the folder you wish to move the file into.

NOTE: If the move was successful an image similar to the following will appear on the right hand side of the screen:

Troubleshooting

Make sure to place files only in directories where they are supposed to be. Placing a file in the wrong folder can have adverse consequences.

FrontPage extensions

FrontPage extensions

Overview

Frontpage Extensions allow you to publish your site directly from the FrontPage application. This means that you will not have to upload files through FTP, or another method.

WARNING: We do not recommend installing FrontPage Extensions unless you need them. When installing or uninstalling FrontPage Extensions you will loose all of your .htaccess files for your site. This means that any changes you have made to your .htaccess files will be lost.

To access Frontpage Extensions, click on the icon above the words *Frontpage Extensions* on the main screen of your cPanel interface.

The Frontpage Extensions menu in the x2 theme appears as follows:

Installing frontpage extensions

Overview

Frontpage Extensions allow you to publish your site directly from the FrontPage application. This means that you will not have to upload files through FTP, or another method.

WARNING: We do not recommend installing FrontPage Extensions unless you need them. When installing or uninstalling FrontPage Extensions you will loose all of your .htaccess files for your site. This means that any changes you have made to your .htaccess files will be lost.

Steps

1 To access Frontpage Extensions, click on the icon above the words

Frontpage Extensions on the main screen of your cPanel interface.

2 To install FrontPage Extensions, click on *Install Extensions.*

NOTE: The following will appear (except domain.com will be the name of your

domain, and user will be your username) :

Attempting to install FrontPage extensions...

Starting install, port: 80.

Creating web http://www.domain.com.

Chowning Content in service /.

Install completed.

Starting chown, port: 80, web: "/".

DocumentRoot: "/home/user/public_html"

Setting Password

Frontpage passthough auth enabled!

FrontPage extensions are currently: installed

Troubleshooting

You will see different choices depending on whether or not you currently have FrontPage Extensions installed. Check below *status* to see if you currently have extensions installed.

Cleaning up old frontpage extensions

Overview

If you have had FrontPage Extensions installed in the past and have removed them, you may want to make sure everything is clean before reinstalling extensions.

Steps

1 To access Frontpage Extensions, click on the icon above the words

Frontpage Extensions on the main screen of your cPanel interface.

2 Click on *Cleanup Old Extensions.*

NOTE: The following will appear (except domain.com will be the name of your domain) :

Attempting to remove FrontPage extensions...

Starting uninstall, port: 80.

Error: The FrontPage Server Extensions are not installed on

'www.domain.com:80'.

Removing .htaccess files....Done

Removing old frontpage files...Done

FrontPage extensions are currently: not installed

Troubleshooting

Don't worry about the error shown above because Frontpage Extensions are not currently installed on your account. They cannot be removed if they do not exist.

Reinstalling frontpage extensions

Overview

If your FrontPage Extensions are not working properly, reinstalling them may solve the problem. Before you uninstall them, and install them again, try reinstalling them to get them to work. Also, reinstalling FrontPage Extensions will upgrade them to the latest version.

Steps

1 To access Frontpage Extensions, click on the icon above the words

Frontpage Extensions on the main screen of your cPanel interface.

2 To reinstall FrontPage Extensions, click on *Reinstall Extensions.*

NOTE: The following will appear (except the date will be the date you installed the extensions on, user will be your username, and the version may be different) :

Attempting to install FrontPage extensions...

Starting install, port: 80.
Created: 02 Jun 2004 19:32:57 -0000
Version: 5.0.2.2634
Server extensions already installed on port 80.
Reverting to upgrade.
Starting upgrade, port: 80.
Created: 00 Jan 0000 11:11:11 -0000
Version: 5.0.2.2634
Chowning Content in service /.
Port 80: Upgrade completed.
Upgraded Version: 5.0.2.2634.
Starting chown, port: 80, web: "/".
DocumentRoot: "/home/user/public_html"
Setting Password
Frontpage passthough auth enabled!

FrontPage extensions are currently: installed

Troubleshooting

You will see different choices depending on whether or not you currently have FrontPage Extensions installed. Check below *status* to see if you currently have extensions installed.

Uninstalling frontpage extensions

Overview

If you no longer wish to publish to your site using FrontPage Extensions, you can remove them using the Frontpage Extensions Menu.

WARNING: When installing or uninstalling FrontPage Extensions you will loose all of your .htaccess files for your site. This means that any changes you have made to your .htaccess files will be lost.

Steps

1 To access Frontpage Extensions, click on the icon above the words *Frontpage Extensions* on the main screen of your cPanel interface.

2 To uninstall FrontPage Extensions, click on *Uninstall Extensions*

NOTE: The following will appear (except the date will be the date you installed the extensions on, and the version may be different) :

Attempting to remove FrontPage extensions...

Starting uninstall, port: 80.

Created: 00 Jan 0000 11:11:11 -0000

Version: 5.0.2.2634

Port 80: Uninstall completed.

Removing .htaccess files....Done

Removing old frontpage files...Done

FrontPage extensions are currently: not installed

Troubleshooting

You will see different choices depending on whether or not you currently have FrontPage Extensions installed. Check below *status* to see if you currently have extensions installed.

FTP manager

FTP Manager

Overview

The FTP Manager allows a user to do many different tasks involving FTP accounts. This includes creating ftp accounts, removing accounts, anonymous FTP access, FTP session control, and more. The following section of this documentation will familiarize you with using the FTP Manager to accomplish the many different tasks that are associated with FTP accounts, and FTP account maintenance.

To access the FTP Manager, click on the icon above the words *FTP Manager* on the main screen of your cPanel interface.

To learn more about using the FTP Manager, click on one of the topics listed below it in the contents window of this manual.

The FTP Manager in the x2 theme appears as follows:

Adding FTP accounts

Overview

You or your fellow site developers may need to transfer files from a computer to the computer that contains your web site. If you need to transfer many files, using an FTP client is the quickest way to accomplish this. In the FTP Manager, you can create FTP accounts, which allow users to access the files of your web site with an FTP client.

Steps

1 To access the FTP Manager, click on the icon above the words *FTP Manager* on the main screen of your cPanel interface.

2 Click on *FTP Accounts.*

3 To add an FTP account, click on *Add FTP Account.*

4 Enter the username for the new FTP account in the blank field next to *Login:*

5 Enter the password for the new FTP account in the blank field next to *Password:*

6 Enter the directory which the account will have access to in the blank field next to *Directory:*

NOTE: Enter / in this field will give the user access to /public_html/ and all subdirectories of /public_html/ for your account.

7 Click on *Create* to create the new FTP account.

NOTE: If the account was created, the following will appear (except user will be the username you have provided for the new account, and password will be the password you have provided for the new account) :

FTP Account Added!

The FTP account user with password password was added.

Troubleshooting

Make sure to use usernames that are compatible with the FTP client that the user will be using to login to their FTP account.

Removing FTP accounts

Overview

You may need to remove an FTP account so that a user can no longer access your web site, or so that you can free up room to create other FTP accounts. This can be accomplished through the FTP Manager.

Steps

1 To access the FTP Manager, click on the icon above the words *FTP Manager* on the main screen of your cPanel interface.

2 Click on *FTP Accounts.*

3 To remove a FTP account, click on Delete next to the account that you wish to remove.

NOTE: If the account was removed successfully, the following will appear (except user will be the username of the account) :

FTP Account Deleted!

The FTP account user was deleted.

Troubleshooting

You cannot remove accounts that have the Main Account icon next to them.

Controlling FTP sessions

Overview

You can use this function to see who is currently logged into your site through FTP. You can also terminate any FTP connections to your site that you feel should not be open. This can be very useful in preventing users from accessing your files without your permission.

Steps

1 To access the FTP Manager, click on the icon above the words *FTP Manager* on the main screen of your cPanel interface.

2 Click on *FTP Session Control.* You will see all the users logged in through FTP on this page. Their username as well as the server they are logging in from, and the time they logged in at will be shown.

3 To end a user's FTP session, click on *disconnect* next to the user you wish to end the session for.

Troubleshooting

Terminating a user's session while they are transferring files may cause a problem. Make sure you wish to terminate a user's session before doing it.

Anonymous FTP access

Overview

You can allow users to connect to your anonymous FTP directory without having a password to login. This may be useful if you have files that you wish to be publicly available for download. Please note that allowing anonymous users to access any part of your system may be considered a security hole.

Steps

1 To access the FTP Manager, click on the icon above the words *FTP Manager* on the main screen of your cPanel interface.

2 Click on *Setup Anonymous FTP Access.*

3 To enable users to connect to your site anonymously, make sure there is a check in the box next to *Allow anonymous access....* If there is not a check in the box, click on the box to *Allow anonymous access*.

4 To enable users to upload files to your site anonymously, make sure there is a check in the box next to *Allow anonymous upload....* If there is not a check in the box, click on the box to *Allow anonymous uploads*.

5 Click on *Save Settings* to save any changes you have made to anonymous FTP access.

Troubleshooting

WARNING: Allowing anonymous uploads allows users to place any files they want in your anonymous FTP directory. Objectionable material can be placed there without your knowledge.

Setting your anonymous FTP message

Overview

You can use this function to change the message that appears when an anonymous user logs into your site through FTP.

Steps

1 To access the FTP Manager, click on the icon above the words *FTP Manager* on the main screen of your cPanel interface.

2 Click on *Anonymous FTP Message.*

3 Enter the message that you wish anonymous users to receive upon login in the blank field above *Save Message.*

4 Click on *Save Message* to save your anonymous FTP message.

NOTE: If the message was saved successfully, the following will appear (except your message will be below the following words) :

When your visitors connect to your anonymous FTP server, they will see following welcome message:

Troubleshooting

Make sure your message is spelled correctly. You need to click on *Save Message* for your message to be saved and used.

Hotlink protection

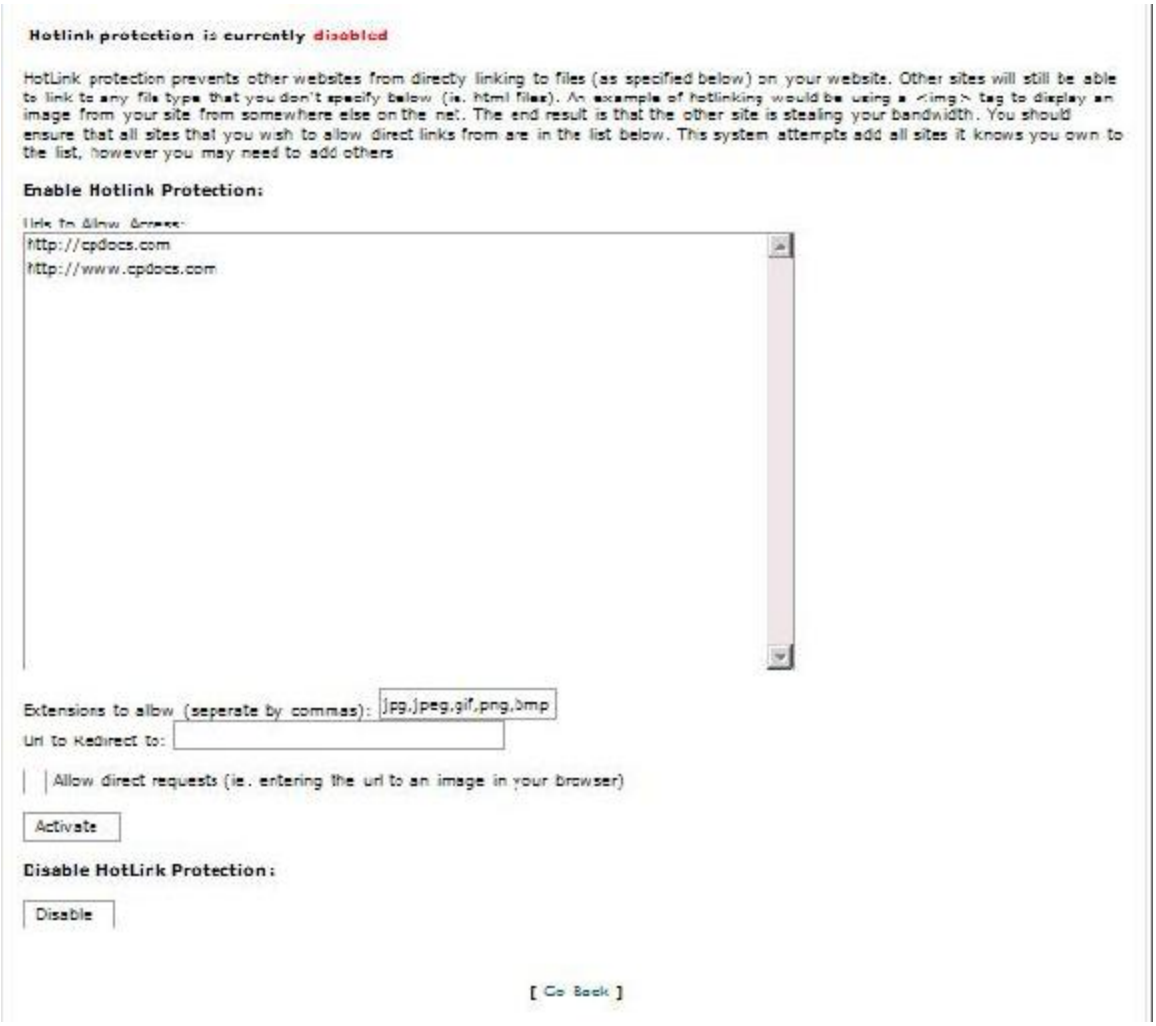
Hotlink protection

Overview

Hotlink protection prevents other websites from directly linking to files (as specified below) on your website. Other sites will still be able to link to any file type that you don't specify below (ie. html files). You can use hotlink protection to keep other sites from linking to your images, videos, and other files. If another site links directly to your images or other files, they will be using your bandwidth to display those files rather than theirs.

To access Hotlink Protection, click on the icon above the words *Hotlink Protection* on the main screen of your cPanel interface.

The Hotlink Protection Menu appears as follows in the X2 theme:



Enabling hotlink protection

Overview

HotLink protection prevents other websites from directly linking to files (as specified below) on your website. Other sites will still be able to link to any file type that you don't specify below (ie. html files). You can use hotlink protection to keep other sites from linking to your images, videos, and other files. If another site links directly to your images or other files, they will be using your bandwidth to display those files rather than theirs.

Steps

1 To access Hotlink Protection, click on the icon above the words *Hotlink Protection* on the main screen of your cPanel interface.

2 Enter the names of sites that you wish to access your files in the first field which already contains the name(s) of your site(s).

3 Enter the file types that you wish to let those sites access by entering their extensions in the blank field next to *Extensions to allow (seperate by commas):*

4 Enter the URL you wish to redirect links to that are not allowed in the blank field next to *Url to Redirect to:*

5 If you wish to allow the sites you have entered to directly request files (view images or videos by typing their URL into a browser), click on the box next to *Allow direct requests*

6 Click on *Activate* to enable Hotlink Protection.

Troubleshooting

Make sure that you include all sites that need to access your protected files in the first bank field or they will not be able to view the files. If you still cannot view a file, try disabling Hotlink Protection to see if it is the cause of the problem.

Disabling hotlink protection

Overview

If you no longer wish to use Hotlink Protection on your site, you can disable it with the

Hotlink Protection Menu.

Steps

1 To access Hotlink Protection, click on the icon above the words *Hotlink Protection* on the main screen of your cPanel interface.

2 Scroll down to the bottom of the menu, and click on *Disable.*

NOTE: The following will appear:

Hotlink Protection Disabled!

Troubleshooting

If you cannot view certain image files, make sure that their extensions are included in your hotlink protection setup.

Image Manager

Image Manager

Overview

The Image Manager allows you to view and modify images in your account. You can change the size of your images, convert their file type, or just view them with the Image Manager.

To access the Image Manager, click on the icon above the words *Image Manager* on the main screen of your cPanel interface.

To learn more about using the Image Manager, click on one of the topics listed below it in the contents window of this manual.

The Image Manager in the x2 theme appears as follows:

Thumbnailer

Overview

The Thumbnailer allows you to view a small (thumbnail sized) version of any images in a directory on your site.

Steps

1 To access the Image Manager, click on the icon above the words *Image Manager* on the main screen of your cPanel interface.

2 Click on *Select a Directory* to access the thumbnailer.

3 Navigate to the directory you wish to view the images in to use the thumbnailer.

Image Scaler

Overview

The Image Scaler allows you to change the size of an image on your site.

Steps

1 To access the Image Manager, click on the icon above the words *Image Manager* on the main screen of your cPanel interface.

2 Click on *Select a File* to access the Image Scaler

3 Navigate to the image you wish to modify, and click on its name to use the Image Scaler.

4 Select the new size of the picture by changing either the dimensions or percentages.

5 To keep the same height vs. width ratio on the picture, make sure the box next to *Keep Aspect Ratio* is checked.

6 To save a copy of the image before it is changed, make sure the box next to *Retain a copy of the old image as* is checked, and a file name is placed in the blank field next to those words.

7 To save the changes, click on *Scale Image.*

Troubleshooting

To reset any changes you have made without saving them, click on *Reset Dimensions.*

Convert Image Format

Overview

The Convert Image Format function allows you to change the format of an image to another file type. Such as changing a .jpg to a .bmp.

Steps

1 To access the Image Manager, click on the icon above the words *Image Manager* on the main screen of your cPanel interface.

2 Click on *Select a Directory or File* to access the Convert Image Format function.

3 Navigate to the image or directory you wish to modify, and click on its name to use the Convert Image Format function.

4 Select the file type you wish to change the image or directory of images to from the drop box, and click on C*onvert.*

Setting up directory indexing

Overview

The Index Manager allows you to customize the way a directory will be viewed on the web. You can select between a default style, no indexes, or two types of indexing. If you do not wish for people to be able to see the files in your directory, choose no indexing.

Steps

1 To access the Index Manager, click on the icon above the words *Index Manager* on the main screen of your cPanel interface.

2 Click on the name of the directory you wish to change the indexing options for (You can click on the picture next to its name to navigate to that directory).

3 Select the type of indexing you wish to use for that directory from the menu that appears, and click on *Save.*

NOTE: A message similar to the following will appear (except the directory will be the one you have chosen, and the index options will be the one you have chosen) :

The index settings on /home/user/public_html/images have been updated.

Indexes are now Off .

Troubleshooting

Try setting the indexing back to the server default if you are having problems viewing directories or files.

Interchange Shopping Cart

Overview

The Interchange Shopping Cart is a fully-featured shopping cart that can be installed with the click of a button. The product is fully documented at the Interchange site - please refer to the Interchange web site if you have any questions about using the shopping cart.

Steps

1 To access the Interchange Menu, click on the icon above the words

Interchange Shopping Cart on the main screen of your cPanel interface.

2 Click on *Click here to access and install Interchange* to install the cart.

3 Login to the cart as soon as possible and change your password.

Troubleshooting

Information about logging in, modifying, updating, and more can be found at the Interchange website.

Ip deny manager

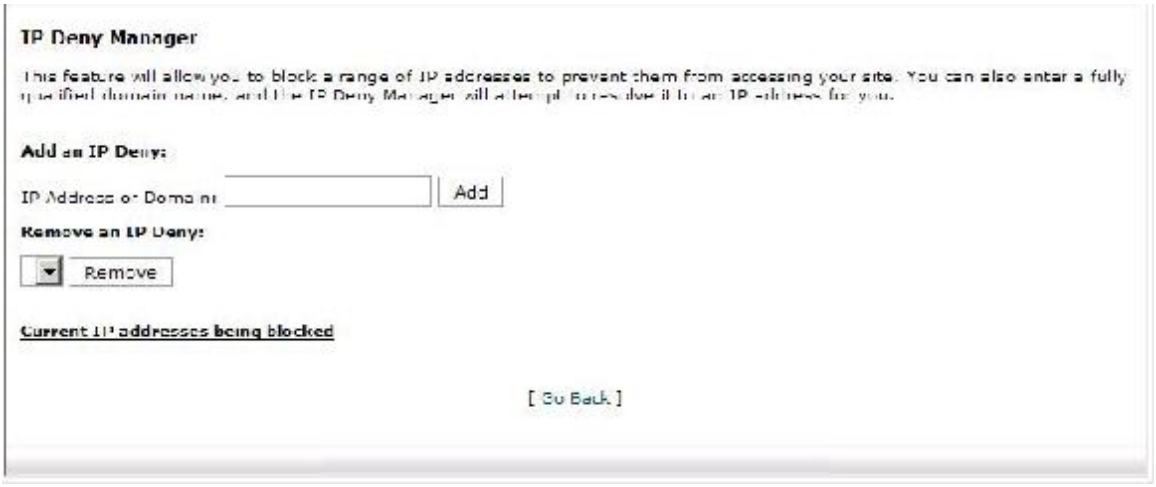
IP deny manager

Overview

The IP Deny Manager allows you to prevent an IP address, domain name, or block of IP addresses from accessing your web site. If someone is using a lot of your bandwidth, posting malicious content, or should not be allowed to access your site for another reason, you can preventing them from doing so in the IP Deny Manager.

To access the IP Deny Manager , click on the icon above the words *IP Deny Manager* on the main screen of your cPanel interface.

The IP Deny Manager appears as follows in the X2 theme:



Deny access to your site from a domain or ip

Overview

The IP Deny Manager allows you to prevent an IP address, domain name, or block of IP addresses from accessing your web site. If someone is using a lot of your bandwidth, posting malicious content, or should not be allowed to access your site for another reason, you can preventing them from doing so in the IP Deny Manager.

Steps

1 To access the IP Deny MAnager , click on the icon above the words *IP Deny Manager* on the main screen of your cPanel interface.

2 Enter the IP address or domain name you wish to deny access to in the blank field next to *IP Address or Domain:* (You can enter an IP block such as 1.2.3. also to deny access to all IPs that start with 1.2.3.)

3 Click on *Add*

NOTE: The following will appear (except 1.2.3.4 will be the IP or domain you have entered) :

IP Deny Manager

Users from the IP address 1.2.3.4 will not be able to access your site

Troubleshooting

Make sure you have entered the IP address or domain in the proper format when adding IPs or domains to deny. IPs should be in the following format 1.2.3.4, and domains should look like domain.com.

Allowing access to denied ip addresses

Overview

If you no longer wish to deny access to a specific IP address, you can use the IP Deny Manager to allow access to that IP address.

Steps

1 To access the IP Deny Manager , click on the icon above the words *IP Deny Manager* on the main screen of your cPanel interface

2 Use the drop box next to *Remove* to select the ip that you wish to allow access to.

3 Click on *Remove*

NOTE: The following will appear (except 1.2.3.4 will be the IP address you have selected):

IP Deny Manager

The IP address 1.2.3.4 will now be able to access your site.

Troubleshooting

Make sure that the IP is removed from the list below *Current IP addresses being blocked* or else it will still be denied access.

Leech Protect

Overview

Leech Protect allows you to prevent users from publicly posting their password to a restricted area of your site. It also can prevent people from attempting to guess a user's password through repeated guesses.

Steps

1 To access the Leech Protect Menu, click on the icon above the words *Leech Protect* on the main screen of your cPanel interface.

2 Navigate to the folder you wish to protect, and click on its name.

3 Enter the number of times a user may login to this folder during a 2 hour period in the box next to *Number of logins per username Allowed in a 2 hour period:*

4 Enter the web address of a site you wish to send users to who violate the maximum number of logins allowed next to *Url to redirect leech users to:*

5 If you wish to be alerted to violations, click the box next to *Send Email Alert to* and place your email address in the blank field next to *Send Email Alert to.*

6 If you wish to have an account suspended when it violates the maximum number of logins, click the box next to *Disable Compromised Accounts*

7 Click on *Enable* to enable leech protection.

Troubleshooting

To disable leech protection, click on the *Disable* button. Manage users is to be used the same way as Password Protect Directories is.

Mail

Email

Overview

The Email Manager allows a user to do many different tasks involving email accounts. This includes creating email accounts, removing accounts, forwarding email, and more. The following section of this documentation will familiarize you with using the Email Manager to accomplish the many different tasks that are associated with email accounts, and email account maintenance.

To access the Email Manager, click on the icon above the words *Email* on the main screen of your cPanel interface.

To learn more about using the Email Manager, click on one of the topics listed below it in the contents window of this manual.

The Email Manager in the x2 theme appears as follows:

Accessing web mail

Overview

You can use the Mail Menu to access one of the three web mail programs included in cPanel. These programs will allow you to read your email through a browser window without having to make any changes to the computer you are on or leave any email on the computer you are on.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on the words *Web Mail* to enter a screen where you can select the mail program you wish to use.

3 Click on the icon of the mail program you wish to use. More information on the benefits of each mail program can be found in the web mail section, here (*need link when web mail is written).

4 You will now need to login to the web mail program using the username and password for the email account you wish to use.

NOTE: You can also access web mail through the web mail icon on the main screen of your cPanel interface. Information about using each web mail program can be found in the web mail section, here (*needs link also).

Troubleshooting

Make sure to log out of web mail when you are done. If you do not log out, it may be possible for another user of the computer you are on to access and read your email.

Adding email accounts

Overview

You have the ability to add extra email accounts to your main account. The number of email accounts you have is controlled by your web host and shown on the main screen of your cPanel interface.

NOTE: If you need the ability to add more email accounts, you will need to contact your web host as only they can provide you with this ability.

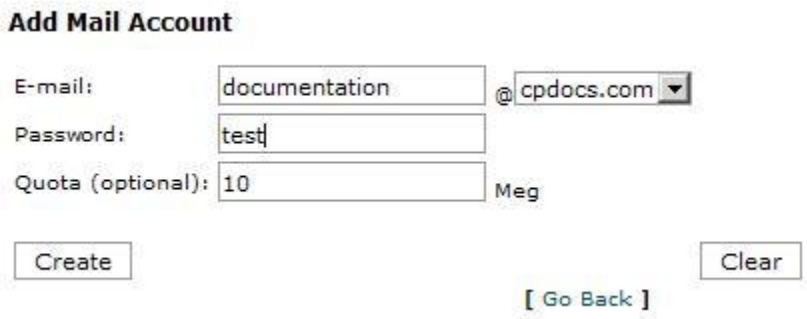
Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on the words *Add/Remove Accounts* to enter MAIL ACCOUNT MAINTENANCE.

3 Click on the words *Add Account.*

4 Enter the name of the account, the account's password, and the account's quota (amount of disk space the account can use) in their respective blank fields. In the following picture, sample information has been inputted.



5 Click on the button labelled *create* to create the account.

NOTE: If the account was created successfully, the following will appear (except it will contain the information you provided in the blank fields rather than the information provided above):

Account Created

The e-mail account documentation@cpdocs.com with the login documentation+cpdocs.com and password test with a quota of 10 megs was successfully created.

Troubleshooting

Some email clients may not recognize non-standard characters for the account name. If the account is not being created, make sure that all fields contain information before clicking on *create*.

Removing email accounts

Overview

You have the ability to remove any added email accounts to your main account. The number of email accounts you have is controlled by your web host and shown on the main screen of your cPanel interface.

NOTE: You cannot delete the email account for the main cPanel user.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on the words *Add/Remove Accounts* to enter Mail Account Maintenance.

3 Click on

4 You will be taken to a page which asks you to make sure you wish to delete the account. Click on *yes* to delete the account.

NOTE: If the account was created successfully, the following will appear (except it will contain the email address you are deleting rather than name@domain.com):

The e-mail account name@domain.com was successfully deleted.

Troubleshooting

Make sure you are not trying to delete the main email account as it cannot be deleted. Clicking on *No* on the confirmation page will cancel the process and the account will not be deleted.

Changing your default email address

Overview

The default email address will "catch" any mail that is sent to an invalid email address for your domain. All mail that is sent to an address that does not exist will go to the default email address.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on *default address.*

3 To change your default address, click on *Set Default Address.*

4 Enter the new default email address in the blank field next to your domain name.

5 Click on *Change* to change the default email address.

NOTE: If the change was successful, the following will appear (except name@domain.com will be the email address you have entered in the blank field):

All unrouted e-mail for cpdocs.com is now going to name@domain.com

Troubleshooting

If you wish to have invalid emails send an error back to their sender, use *:fail:* as the new default address. If you wish to have invalid emails disappear, use *:blackhole:* as the new default address.

Creating email autoresponses

Overview

You can use autoresponders to send a message back automatically to anyone who sends an email to a certain account. This can be useful for times when you are on vacation or unavailable, or if you have a generic message that you wish to send for a support email address.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on *autoresponders* to enter the autoresponder maintenance screen.

3 To add a new autoresponder, click on *Add Autoresponder*.

4 Enter the email address you wish to send the autoresponses from, the name you wish the message to come from, the subject of the autoresponse email, and the message in the respective fields.

5 If you wish the message to be displayed in HTML format, check the box next to HTML message.

6 Use the drop down box to select the character set you wish the autoresponse to appear in.

7 Click on *Create/Modify* to create the autoresponder.

NOTE: If the autoresponder was created successfully, the following will appear (except name@domain.com will be the email address you have created the autoresponder for):

Autoresponder Created

name@domain.com was successfully created.

Troubleshooting

Make sure you are using a valid email address in the *Email* field. Also, make sure you select the character set you are using in the autoresponse.

Filtering your email

Overview

You can use email filters to send messages to certain places depending on their contents. You can use filters to sort mail between business and pleasure, to delete unwanted mail, or to sort mail in another manner.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on *E-mail Filtering* to enter the Filter Maintenance menu

3 To add an email filter, click on *Add Filter.*

4 Now select the part of the message that you wish the filter to look at from the first drop box.

5 Select how specific you wish the filter to be from the second drop box.

6 Enter the word(s) you wish to be used to filter in the blank field.

7 Enter the destination for email that matches this filter in the blank field next to *Destination* (If you wish to have the email deleted, enter Discard in this field. To have the email sent to a different email address, enter that address in the field).

NOTE: If the filter was created successfully, the following will appear (except it will contain the information you have provided) :

A filter has been added that sends all mail header_subject: that contains offensiveword Discard

Troubleshooting

Type a message in the *Filter Test* box on the Filter Maintenance menu and click on *Test Filter* to see where the message will go. Use the word(s) from your filter(s) in this message to test if they work.

Forwarders

Overview

You can use email forwarders to send all email messages that are sent to an account to another account. If you have multiple email accounts, you can use forwarders to send all your mail to one place so you do not have to login to multiple email accounts to check your mail.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on *Forwarders* to access the Forwarding Maintenance menu.

3 To add a forwarder, click on *Add Forwarder.*

4 Put the name of the email address you wish to forward from in the first blank field. For example: for name@domain.com, put name in the first blank field.

5 Place the email address you wish the email to be forwarded to in the blank field next to the »

6 Click on *Add Forwarder* to add the forwarder.

NOTE: If the forwarder was added successfully, the following will appear (except name@domain.com and name2@domain2.com will be the email addresses you have enter in the blank fields) :

All email sent to name@cdomain.com will now be redirected to name2@domain2.com

Troubleshooting

Make sure you have spelled both email addresses correctly when adding forwarders.

Mailing Lists

Overview

Mailing lists can be used to send messages frequently to a large amount of people for things such as newsletters, product updates, and more. cPanel allows you to update and configure your mailing lists to easily send out information to large groups of people.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 To add a mailing list, click on *Add Mailing List*.

3 Every list needs a unique name. Enter the list's name and password into their respective blank fields.

4 Select the domain the list is for from the drop box and click *Create.*

NOTE: If the list was created successfully, the following will appear (except the information will reflect the information you provided above in the blank fields):

Mailing List Created

The mailing list name_of_list on domain.com with password pass_word was successfully created.

Hit enter to notify name_of_list_domain.com owner...

Updated List name_of_list domain.com

5 Click on *Go Back.*

6 Click on *Edit* to set up the list.

Troubleshooting

Make sure to keep your lists updated as old email addresses that no longer exist may cause errors for the mail server.

Spam Assassin

Overview

Spam Assassin is an automated mail filter that uses a wide range of heuristic algorithms on mail headers and message body text to identify "SPAM" (unsolicited email). Once identified, the mail is tagged as "SPAM" for later filtering using the user's desktop mail client.

For more information, please visit the developer's website: http://www.spamassassin.org

Steps

1 To access the Mail Menu, click on the icon above the words *Mail* on the main screen of your cPanel interface.

- To enable Spam Assassin, click on *Enable Spam Assassin*
- To disable Spam Assassin, click on *Disable Spam Assassin*
- To enable Spam Box, click on *Enable Spam Box*
- To enable Spam Box, click on *Disable Spam Box*
- To configure Spam Assassin, click on *Configure Spam Assassin*

Troubleshooting

List helpful hints and common problems with the task

BoxTrapper

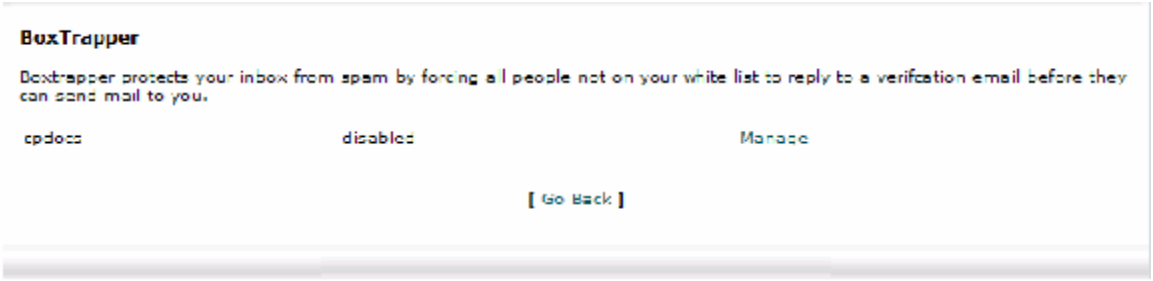
BoxTrapper

Overview

The cPanel BoxTrapper allows you to activate email verification for those not on your white list. This means that any mail address that is not placed on your white list will be required to send back a verification email to ensure that they are not a spammer. This function can be quite useful in preventing automatic mailings that you do not wish to receive from reaching your inbox.

To learn more about using the BoxTrapper, click on one of the topics listed below it in the contents window of this manual.

The BoxTrapper in the x2 theme appears as follows:



Enabling the boxtrapper

Overview

The cPanel BoxTrapper allows you to activate e-mail verification for those not on your white list. This means that any mail address that is not placed on your white list will be required to send back a verification mail to ensure that they are not a spammer. This function can be quite useful in preventing automatic mailings that you do not wish to receive from reaching your inbox.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on *BoxTrapper Spam Trap*.

3 To enter the BoxTrapper menu, click on the word *Manage.*

4 Click on the button labelled *Enable* to enable the BoxTrapper.

Troubleshooting

The BoxTrapper will prevent all mail from entering your inbox except from addresses on your white list, or addresses that have responded to your verification message. Make sure that any automatic mailing you wish to receive have their from address on your white list as they will not be able to respond to your verification mail.

Configuring the boxtrapper

Overview

The cPanel BoxTrapper configuration allows you to set what email addresses are associated with the BoxTrapper and also how long logs and queue messages are kept for those accounts.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on *BoxTrapper Spam Trap*.

3 To enter the BoxTrapper menu, click on the word *Manage.*

4 Click on the words *Configure Settings.*

5 Change the settings to what you need:

Email addresses going to this account:

Place all of the email addresses that you wish to have the BoxTrapper enabled on in the field next to this option. These addresses should be separated by commas.

How many days logs and messages in the queue should be kept:

Place a number in the field next to this option that corresponds with the number of days you wish to keep mail logs and mail messages in the queue. (Setting this higher will use up more disk space)

5 Click on *Save* to save your changes.

Troubleshooting

The BoxTrapper will prevent all mail from entering your inbox except from addresses on your white list, or addresses that have responded to your verification message. Make sure that any automatic mailing you wish to receive have their *from address* on your white list as they will not be able to respond to your verification mail.

Editing your boxtrapper lists

Overview

Your black/white/ignore lists allow you to permit, deny, and ignore email messages from certain accounts. A black list allows you to prevent an account from sending email messages to your accounts that are protected by the BoxTrapper. A white list allows email to be delivered from certain accounts without verification. An ignore list allows you to deny email messages from an account without sending a response back.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on *BoxTrapper Spam Trap*.

3 To enter the BoxTrapper menu, click on the word *Manage.*

4 Click on *Edit White/Black/Ignore List* to edit your lists.

5 Click on the name of the list you wish to edit to edit that list.

6 Place the email addresses or subjects that you wish to allow/prevent/ignore in the field, one on each line.

7 Change the name of the file in the field next to *Save as:* if necessary.

8 Click on *Save* to save your changes to the list.

Troubleshooting

Make sure you place only one email address or subject on each line of the list. Follow the format shown in the examples when adding entries to the field.

Editing your confirmation messages

Overview

This function allows you to change the different messages that users will receive when sending messages to an account with the BoxTrapper enabled.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on *BoxTrapper Spam Trap*.

3 To enter the BoxTrapper menu, click on the word *Manage.*

4 Click on *Edit Confirmation Messages* to enter the BoxTrapper Messages Menu

5 Click on *Edit* next to a messages name to edit the message (click on *Reset to Default* to change that message back to its default message).

6 Change the text inside the field to change the contents of the message you have chosen to edit.

7 Change the name of the file which will contain the message if necessary.

8 Click on *Save* to save your changes to the confirmation message.

verify

This message is sent to addresses that are not on your white list and whose mail addresses require verification.

blacklist

This message is sent to addresses on your blacklist.

returnverify

This message is sent when an address has been verified.

Reviewing your boxtrapper logs

Overview

Boxtrapper logs give an overview of all messages sent to your email accounts for each day. These logs will be kept for as long as you have set in the BoxTrapper settings.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on *BoxTrapper Spam Trap*.

3 To enter the BoxTrapper menu, click on the word *Manage.*

4 Click on *Review Log*

5 Click on middle log date to view it

6 Click on another date to navigate forward or backward in your logs

Troubleshooting

You can only view logs for as many days backward as you have set to keep them.

Reviewing your boxtrapper queue

Overview

The boxtrapper queue will show all messages that are awaiting confirmation.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on *BoxTrapper Spam Trap*.

3 To enter the BoxTrapper menu, click on the word *Manage.*

4 Click on *Review Queue*

5 The BoxTrapper queue for today will be shown.

6 Click on another date to navigate forward or backward in your queue.

Troubleshooting

You can only access the queue for as many days backward as you have set to keep it.

Tracing an email address

Overview

It can be helpful to know exactly where email is coming from. To see the path of an email from its server to your mail server, you will need to trace its address. This can give you information about mail problems and whether or not they are problems with your mail server.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on *Trace an E-mail Address.*

3 Enter the email address you wish to trace in the blank field and click *Show Route.*

4 If successful, an image will appear showing the mail servers involved in the email's path to your mail server.

Troubleshooting

This feature should only be used for email addresses that are not located on your mail server. If you use it for a local email address, no useful information will appear.

Changing mx entries

Overview

You can use the Modify Mail Exchanger (MX Entry) function to change where a domain's email is delivered to. This allows you to have the email from one domain delivered to another domain.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on *Modify Mail Exchanger (MX Entry)*.

3 The current MX entries will be listed on this screen. Click on *Change an MX Entry* to modify one of those entries.

4 Select the domain you wish to change the entry for from the drop box.

5 Enter the new destination domain in the blank field and click *Change.*

NOTE: If the entry was changed successfully, the following will appear (except the domains listed will be the ones you are using):

MX Entry Saved

The MX entry for domain.com has been changed to domain2.com

The local mail configuration has been updated!

Troubleshooting

You will need to make the MX entry point to a domain that you are in control of so you can get the mail once it is sent to that domain. Invalid domain names will not work.

Manage OpenPGP Keys

Manage OpenPGP Keys

Overview

The Manage OpenPGP Keys Menu allows you to add public and private GnuPG keys to your account. GnuPG is a publicly available encryption scheme that uses the "public key" approach. With GnuPG, messages are encrypted using a "public key" however, they can only be decrypted by a "private key", which is retained by the intended recipient of the message.

To access the Manage OpenPGP Keys Menu, click on the icon above the words *Manage OpenPGP Keys* on the main screen of your cPanel interface.

To learn more about using the Manage OpenPGP Keys Menu, click on one of the topics listed below it in the contents window of this manual.

The Manage OpenPGP Keys Menu in the x2 theme appears as follows:

Adding GnuPG keys

Overview

GnuPG is a publicly available encryption scheme that uses the "public key" approach. With GnuPG, messages are encrypted using a "public key" however, they can only be decrypted by a "private key", which is retained by the intended recipient of the message.

Your "public key" is the key that a message is encrypted with. A matching "private key" is used to decode the message.

Steps

1 To access the Manage OpenPGP Keys Menu, click on the icon above the words *Manage OpenPGP Keys* on the main screen of your cPanel interface.

2 To add a new key, click on *Add Key.*

3 Complete the form that appears. (Selecting a larger key size will make the key more secure)

4 Click on *Generate Key* to generate the new public key.

Troubleshooting

The key generator takes some time. Please be patient.

Removing GnuPG keys

Overview

GnuPG is a publicly available encryption scheme that uses the "public key" approach. With GnuPG, messages are encrypted using a "public key" however, they can only be decrypted by a "private key", which is retained by the intended recipient of the message.

Your "public key" is the key that a message is encrypted with. A matching "private key" is used to decode the message.

Steps

1 To access the Manage OpenPGP Keys Menu, click on the icon above the words *Manage OpenPGP Keys* on the main screen of your cPanel interface.

2 To remove a key, click on Delete next to the key you wish to remove.

Mime Types

Mime Types

Overview

Mime types tell browsers how to handle specific extensions. For example, the text/html mime type equates to .htm, .html, and .shtml extensions on most servers, and this tells your browser to interpret all files with those extensions as HTML files. You can alter or add new mime types specifically for your site (note that you can not alter the system defined mime type values). MIME types are often used to handle new technologies as they appear. When WAP technology first appeared no one had these extensions set up on their server. With mime types, however, you could have set it up yourself and begun serving WAP pages immediately.

WARNING: Make sure you check the list of pre-existing mime types before adding new ones. Check with your hosting administrator before adding a mime type, as they can easily alter the correct functioning of your web site.

NOTE: People often get confused as to the difference between mime types and Apache handlers. Basically, mime types tell your browser how to handle files, while Apache handlers tell the server how to handle files.

To access the Mime Types Menu, click on the icon above the words *Mime Types* on the main screen of your cPanel interface.

To learn more about using the Mime Types Menu, click on one of the topics listed below it in the contents window of this manual.

Adding mime types

Overview

Mime types tell browsers how to handle specific extensions. For example, the text/html mime type equates to .htm, .html, and .shtml extensions on most servers, and this tells your browser to interpret all files with those extensions as HTML files. You can alter or add new mime types specifically for your site (note that you can not alter the system defined mime type values).

Steps

1 To access the Mime Types Menu, click on the icon above the words *Mime Types* on the main screen of your cPanel interface.

2 Enter the mime type in the blank field under **Mime Type**.

3 Enter the extensions to associate with the mime type in the blank field under **Extension(s)**.

4 Click on *Add* to add this new mime type.

Troubleshooting

If the new mime type is not working correctly. Make sure the extension(s) associated with that type are not already defined in another mime type.

Removing mime types

Overview

If you no longer need a certain file extension to be interpreted in a specific way by your browser, you can remove it from your mime types list.

Steps

1 To access the Mime Types Menu, click on the icon above the words *Mime Types* on the main screen of your cPanel interface.

2 Select the mime type you wish to remove from the drop box.

3 Click on *Delete* to remove the mime type.

Troubleshooting

You can only remove User Defined Mime Types.

MySQL Databases

MySQL Databases

Overview

The MySQL Account Maintenance Menu allows you to create MySQL databases and users and to modify databases and access to them. SQL stands for Structured Query Language. SQL is an international standard in querying and retrieving information from databases. MySQL is essentially an SQL server - it responds to requests for information that are written in SQL. You can communicate with MySQL using a wide variety of programming languages (PHP being one of the most common). MySQL is Open Source software and free for use.

Refer to the following link for more information about MySQL :

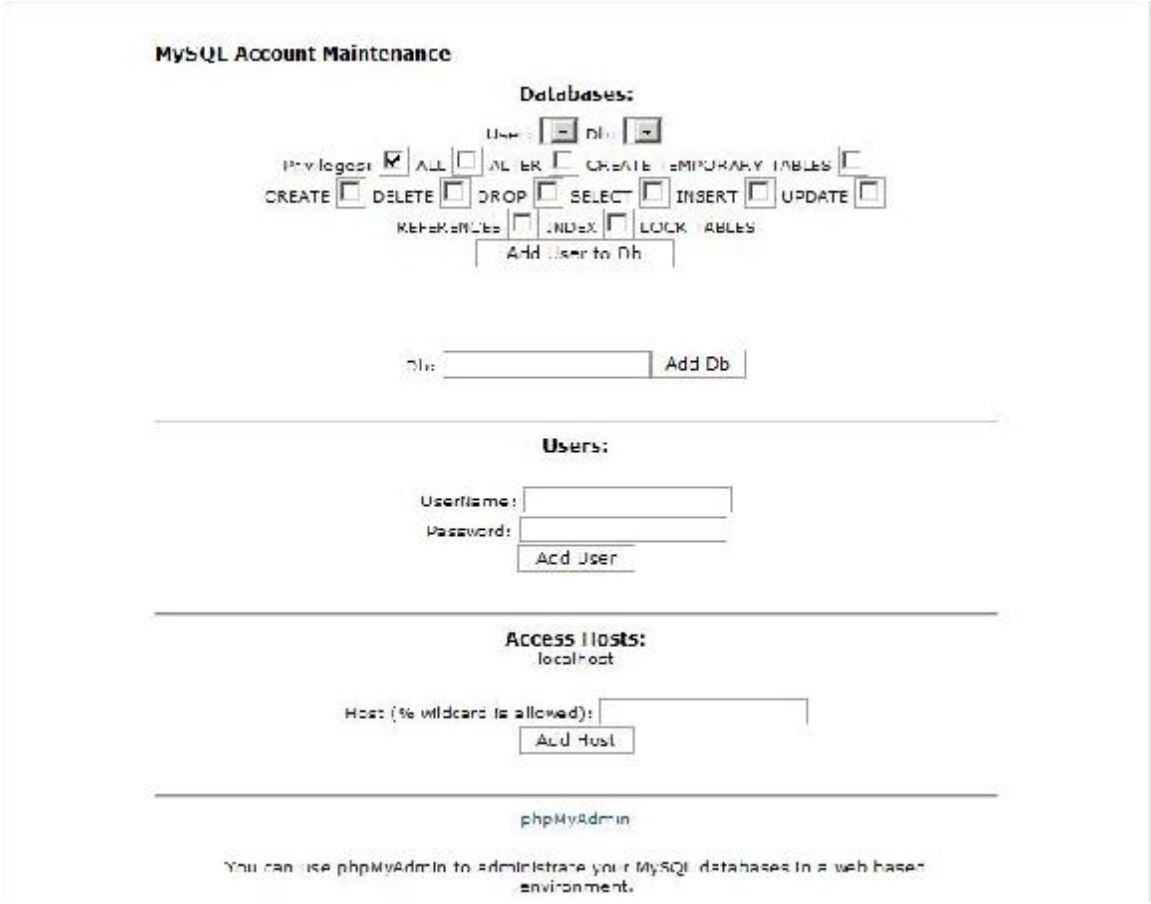
MySQL - The MySQL homepage.

MySQL and PHP tutorial - A good introduction to using the two Open Source technologies together.

To access the MySQL Account Maintenance Menu, click on the icon above the words *MySQL Databases* on the main screen of your cPanel interface.

To learn more about using the MySQL Account Maintenance Menu, click on one of the topics listed below it in the contents window of this manual.

The MySQL Account Maintenance Menu in the x2 theme appears as follows:



Adding MySQL access hosts

Overview

You can allow external web servers to access your MySQL databases by adding their domain name to the list of hosts that are able to access databases on your web site. localhost stands for the server that your site is currently on.

Steps

1 To access the MySQL Account Maintenance Menu, click on the MySQL icon above the words *MySQL Databases* on the main screen of your cPanel interface.

2 Type the name of the server into the blank field next to *Host:* (It should be in the following format: test.cpdocs.net, server1.cpdocs.com, ns1.cpdocs.com, etc).

3 Click on *Add Host* to allows that server to access your MySQL databases.

Troubleshooting

To add a group of servers, you can use %.domain.com which would include all of the following: ns1.domain.com, server1.domain.com, test.domain.com, etc.

Creating a MySQL database

Overview

SQL stands for Structured Query Language. SQL is an international standard in querying and retrieving information from databases. MySQL is essentially an SQL server - it responds to requests for information that are written in SQL. To use a MySQL database, you must first create it, and then add one or more users to it.

Steps

1 To access the MySQL Account Maintenance Menu, click on the icon above the words *MySQL Databases* on the main screen of your cPanel interface.

2 Enter the name of the new database in the blank field next to *Db:*.

3 Click on *Add Db* to create the database.

Troubleshooting

You need to create at least one database user and grant that user permission to use the new database. Refer to *Creating a MySQL user* and *Grant a user's permissions to a MySQL database* for more information.

Creating a MySQL user

Overview

You need to create a MySQL user before that user is able to use the database. This does not automatically allow the user to use a database - you need to grant that user permission to the specific database first. Refer to *Grant a user's permissions to a MySQL database* for more information.

Steps

1 To access the MySQL Account Maintenance Menu, click on the icon above the words *MySQL Databases* on the main screen of your cPanel interface.

2 Enter the name of the new user in the blank field next to *UserName:*

3 Enter the password for the new user in the blank field next to *Password:*

4 Click on *Add User* to create the new user.

Troubleshooting

Creating a user does not automatically allow the user to use a database - you need to grant that user permission to the specific database first. Refer to *Grant a user's permissions to a MySQL database* for more information.

Grant a user's permissions to a MySQL database

Overview

Once a MySQL user is created, they will need to be given permission to access any databases that they wish to access. To accomplish this, you must grant the user's permissions to a database.

Steps

1 To access the MySQL Account Maintenance Menu, click on the icon above the words *MySQL Databases* on the main screen of your cPanel interface.

2 Select the user (the user will appear as mainuser_user) you wish to grant permissions for from the drop box next to *User:*

3 Select the database (the database will appear as mainuser_database) you wish to give that user access to from the drop box next to *Db:*

4 Select any privileges (abilities to modify the database) you wish the user to have by checking the box next to the privilege's name.

5 Click on *Add User to Db* to give the user permission to access the database.

Troubleshooting

The user will only have permission to change things you have given them the privileges for. Make sure the user has privileges for everything they need to modify.

phpMyAdmin

Overview

phpMyAdmin allows you to administrate all of your mySQL databases. To learn more about this tool, please look at the phpMyAdmin help page.

Steps

1 To access the MySQL Account Maintenance Menu, click on the icon above the words *MySQL Databases* on the main screen of your cPanel interface.

2 Click on *phpMyAdmin*

Troubleshooting

The phpMyAdmin menu appears in a separate browser window. To return to cPanel, simply close that browser window.

Removing a MySQL database

Overview

Since most accounts have MySQL database creation limits, it is recommended to remove any unnecessary MySQL databases so that you are able to create more databases when necessary.

Steps

1 To access the MySQL Account Maintenance Menu, click on the icon above the words *MySQL Databases* on the main screen of your cPanel interface.

2 Click on next to the name of the database you wish to delete.

Troubleshooting

Before deleting a database due to problems with that database, try using Repair on the database to repair any problems with it.

Removing a MySQL user

Overview

When a MySQL user is no longer deleted, you can remove them to prevent them from having access to any databases.

Steps

1 To access the MySQL Account Maintenance Menu, click on the icon above the words *MySQL Databases* on the main screen of your cPanel interface.

2 Scroll down to the user's name under *Users:*

3 Click on Delete next to the user's name to remove their MySQL user.

Network Tools

Network Tools

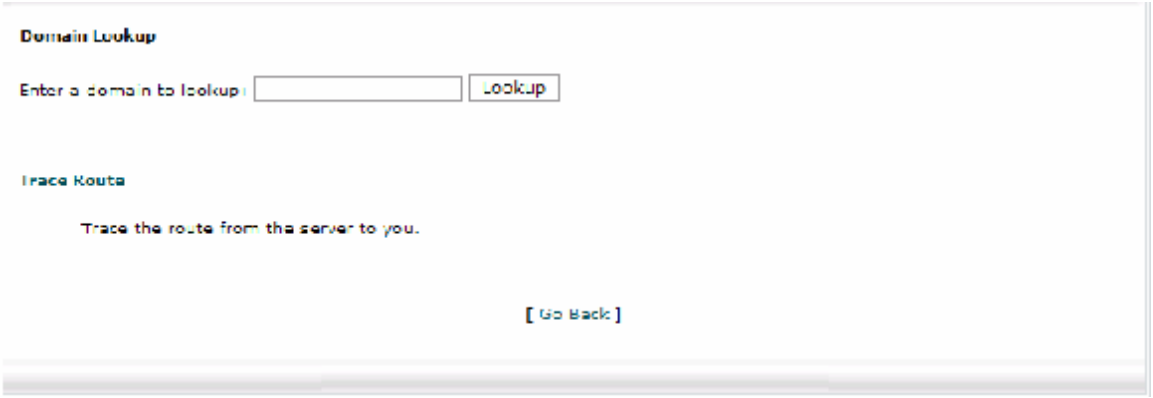
Overview

Network Tools allow a user to find out information about any domain, or to trace the route from the server your site is on to the computer you are accessing cPanel from. Finding out information about a domain can be useful in making sure your DNS is set up properly as you will find out information about your IP address as well as your DNS.

To access Network Tools, click on the icon above the words *Network Tools* on the main screen of your cPanel interface.

To learn more about using Network Tools, click on one of the topics listed below it in the contents window of this manual.

Network Tools in the x2 theme appears as follows:



Domain Lookup

Overview

The Domain Lookup tool allows you to find out the IP address of any domain, as well as DNS information about that domain. This can be a very useful tool right after your site is set up or after DNS changes have been made to make sure your DNS is setup properly.

Steps

1 To access Network Tools, click on the icon above the words *Network Tools* on the main screen of your cPanel interface.

2 Enter the name of the domain you wish to receive information about in the blank field next to *Enter a domain to lookup:*

3 Click on *Lookup* to look up the domain's information.

Troubleshooting

Make sure the domain you are trying to look up is spelled correctly. Also, some domains may not provide DNS information.

Trace Route

Overview

This function allows you to trace the route from the computer you are accessing cPanel from to the server your site is on (i.e. the number of servers and what servers your data must pass through to get to your site).

Steps

1 To access Network Tools, click on the icon above the words *Network Tools* on the main screen of your cPanel interface.

2 Click on *Trace Route* to trace the route from your computer to the server your site is on.

Parked domains

Parked Domains

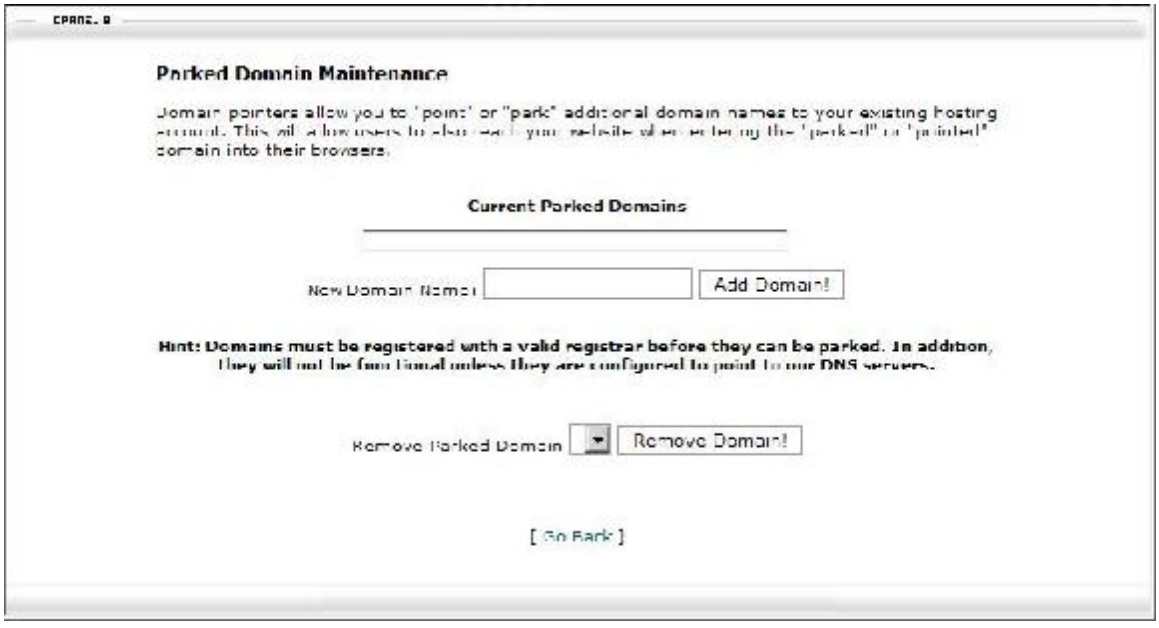
Overview

The Parked Domain Maintenance menu allows you to add and remove parked domains to your account. A parked domain allows you to reach your domain when entering the name of the parked domain into a browser. Any current domains that are parked will be listed under *Current Parked Domains.*

For example, if domain2.com is parked on domain.com, going to http://www.domain2.com in a browser will bring up domain.com.

To access the Parked Domain Maintenance menu, click on the icon above the words *Parked Domains* on the main screen of your cPanel interface.

The Parked Domain Maintenance menu in the X2 theme appears as follows:



Adding parked domains

Overview

The Parked Domain Maintenance menu allows you to add parked domains to your account. A parked domain allows you to reach your domain when entering the name of the parked domain into a browser. You can use a parked domain to allow multiple spellings of a domain name to access a single domain.

Steps

1 To access the Parked Domain Maintenance menu, click on the icon above the words *Parked Domains* on the main screen of your cPanel interface.

2 To add a parked domain, enter the name of the domain in the blank field next to *New Domain Name:* , and click on *Add Domain!*

Note: If the parked domain was added successfully, the following will appear (except it will contain information about your domains and servers) :

Nameserver ips for domain2.com are: 1.2.3.4,5.6.7.8 Bind reloading on servername using rndc Bind reloading on nameserver using rndc Bind reloading on nameserver2 using rndc Bind reloading on nameserver3 using rndc

Created DNS entry for domain2.com

Setup Mail forward domain2.com -> domain1.com

Setup domain2.com OK

Adding httpd.conf entry for domain2.com to point to domain1.com

Troubleshooting

Make sure to register the parked domain with a valid domain registrar or else it will not work.

Removing parked domains

Overview

The Parked Domain Maintenance menu allows you to remove parked domains to your account. If a parked domain is no longer necessary, you can remove it without removing the main domain.

Steps

1 To access the Parked Domain Maintenance menu, click on the icon above the words *Parked Domains* on the main screen of your cPanel interface.

2 To remove a parked domain, select the domain from the drop box next to *Remove Parked Domain*, and click on *Remove Domain!*

Note: If the parked domain was added successfully, the following will appear (except it will contain information about your domains and servers) :

Parked Domain Removal

domain2.com -> deleted from hostname.

domain2.com -> deleted from nameserver.

domain2.com -> deleted from nameserver2.

domain2.com -> deleted from nameserver3. Updating Mail Routes...Done

Removing localdomains entires....

Removing ServerAlias line....Done

Parked Domain domain2.com Unparked!

Password Protect Directories

Overview

You can use this option to place a password on one of your site's directories. Only users that you specify will be able to access this directory.

Steps

1 To access the Directory Access Menu, click on the icon above the words *Password Protect Directories* on the main screen of your cPanel interface.

2 Click on the name of the directory that you wish to protect. (You can navigate to a directory by clicking on the icon next to it).

3 When the new screen appears, click on the box next to the icon to require a password to access the directory.

4 Type the name that you wish to appear in the login box for the directory in the blank field next to *Protected Resource Name:*

5 Place the name of the user you wish to be able to access the directory in the blank field next to *Username:*

6 Place the password for that user in the blank field next to *Password:* and click on *Add/Modify authorized user.*

7 Repeat steps 5 and 6 as necessary to add more users.

Troubleshooting

To change a user's password, click on their name, type a new password into the *Password* field, and click on *Change Password.*

PhpMyChat

Overview

You can use cPanel to add a MySQL based chatroom called PhpMyChat to your website.

Steps

1 To access PhpMyChat Setup, click on the icon above the words *PhpMyChat* on the main screen of your cPanel interface.

2 Enter the uURL you wish to install the chatroom to in the blank field next to *Install chatroom at this url:*

3 Enter the administrator username and password for the chatroom in their respective fields.

4 Click on *Install* to setup the chatroom.

5 To enter the chatroom, either click on its name below *Enter an existing ChatRoom* or go to the url that you have installed the chatroom to.

Troubleshooting

You must install the chatroom in a top level directory. Example:
http://cpdocs.com/chat is a valid place to install the chatroom
http://cpdocs.com/user/andy/chat is not.

PostgreSQL Databases

PostgreSQL Databases

Overview

The Postgres Account Maintenance Menu allows you to create PostgreSQL databases and users, and to modify the databases and access to them. SQL stands for Structured Query Language. SQL is an international standard in querying and retrieving information from databases. PostgreSQL is essentially an SQL server - it responds to requests for information that are written in SQL.

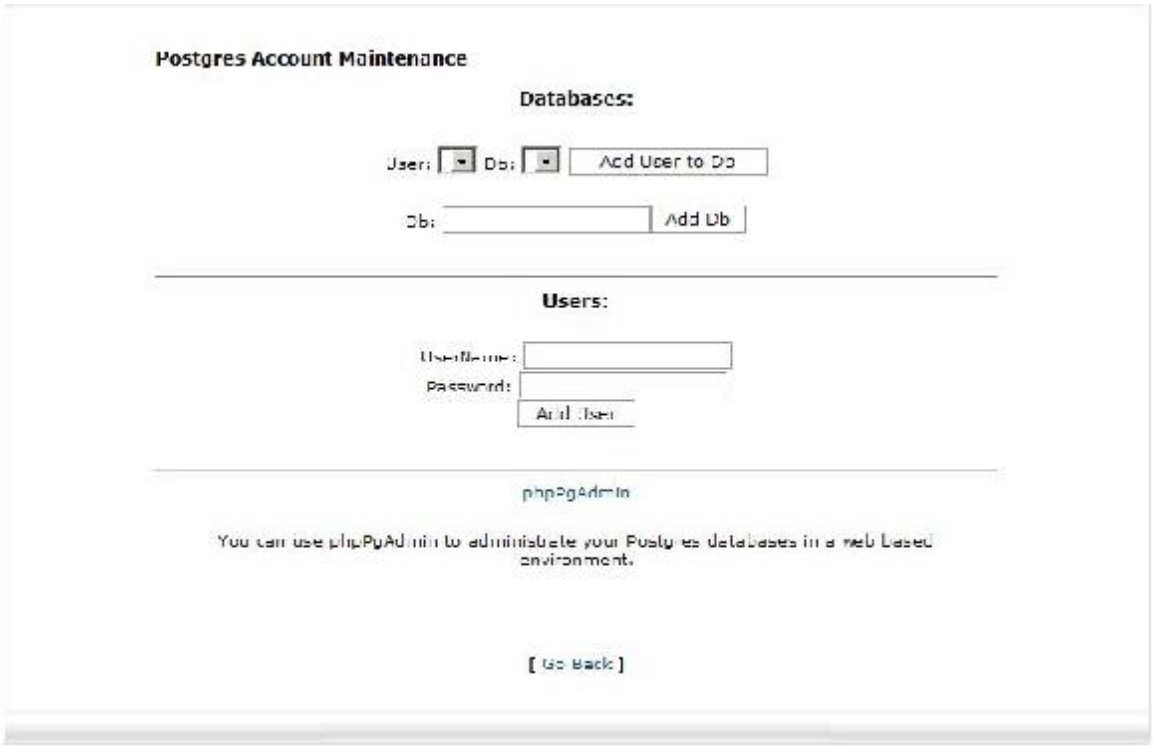
Refer to the following link for more information about PostgreSQL :

PostgreSQL - The PostgreSQL homepage.

To access the Postgres Account Maintenance Menu, click on the icon above the words *PostgreSQL Databases* on the main screen of your cPanel interface.

To learn more about using the Postgres Account Maintenance Menu, click on one of the topics listed below it in the contents window of this manual.

The Postgres Account Maintenance Menu in the x2 theme appears as follows:



Creating a PostgreSQL database

Overview

SQL stands for Structured Query Language. SQL is an international standard in querying and retrieving information from databases. PostgreSQL is essentially an SQL server - it responds to requests for information that are written in SQL. To use a PostgreSQL database, you must first create it, and then add one or more users to it.

Steps

1 To access the Postgres Account Maintenance Menu, click on the icon above the words Postgre*SQL Databases* on the main screen of your cPanel interface.

2 Enter the name of the new database in the blank field next to *Db:*

3 Click on *Add Db* to create the database.

Troubleshooting

You need to create at least one database user and grant that user permission to use the new database. Refer to *Creating a PostgreSQL user* and *Grant a user's permissions to a PostgreSQL database* for more information.

Creating a PostgreSQL user

Overview

You need to create a PostgreSQL user before that user is able to use the database. This does not automatically allow the user to use a database - you need to grant that user permission to the specific database first. Refer to *Grant a user's permissions to a PostgreSQL database* for more information.

Steps

1 To access the Postgres Account Maintenance Menu, click on the icon above the words Postgre*SQL Databases* on the main screen of your cPanel interface.

2 Enter the name of the new user in the blank field next to *UserName:*

3 Enter the password for the new user in the blank field next to *Password:*

4 Click on *Add User* to create the new user.

Troubleshooting

Creating a user does not automatically allow the user to use a database - you need to grant that user permission to the specific database first. Refer to *Grant a user's permissions to a PostgreSQL database* for more information.

Grant a user's permissions to a PostgreSQL database

Overview

Once a PostgreSQL user is created, they will need to be given permission to access any databases that they wish to access. To accomplish this, you must grant the user's permissions to a database.

Steps

1 To access the Postgres Account Maintenance Menu, click on the icon above the words Postgre*SQL Databases* on the main screen of your cPanel interface.

2 Select the user (the user will appear as mainuser_user) you wish to grant permissions for from the drop box next to *User:*

3 Select the database (the database will appear as mainuser_database) you wish to give that user access to from the drop box next to *Db:*

4 Select any privileges (abilities to modify the database) you wish the user to have by checking the box next to the privilege's name.

5 Click on *Add User to Db* to give the user permission to access the database.

Troubleshooting

The user will only have permission to change things you have given them the privileges to change. Make sure the user has privileges for everything they need to change.

phpPgAdmin

Overview

phpPgAdmin allows you to administrate all of your MySQL databases. To learn more about this tool, please look at the phpPgAdmin homepage.

Steps

1 To access the Postgres Account Maintenance Menu, click on the icon above the words Postgre*SQL Databases* on the main screen of your cPanel interface.

2 Click on *phpPgAdmin.*

Troubleshooting

The phpMyAdmin menu appears in a separate browser window. To return to cPanel, simply close that browser window.

Removing a PostgreSQL database

Overview

Since most accounts have PostgreSQL database creation limits, it is recommended to remove any unnecessary PostgreSQL databases so that you are able to create more databases when necessary.

Steps

1 To access the Postgres Account Maintenance Menu, click on the icon above the words Postgre*SQL Databases* on the main screen of your cPanel interface.

2 Click on Delete next to the name of the database you wish to delete.

Troubleshooting

Before deleting a database due to problems with that database, try using Repair on the database to repair any problems with it.

Removing a PostgreSQL user

Overview

When a PostgreSQL user is no longer deleted, you can remove them to prevent them from having access to any databases.

Steps

1 To access the Postgres Account Maintenance Menu, click on the icon above the words Postgre*SQL Databases* on the main screen of your cPanel interface.

2 Scroll down to the user's name under *Users:*

3 Click on Delete next to the user's name to remove their PostgreSQL user.

Raw Access Logs

Overview

Raw Access Logs allow you to see who has accessed your site without the use of graphs, charts or other graphics. You can use the Raw Access Logs menu to download a zipped version of the server's access log for your site. This can be very useful when you need to see who is accessing your site quickly.

Steps

1 To access the Raw Access Logs menu, click on the icon above the words *Raw Access Logs* on the main screen of your cPanel interface.

2 Select the domain or subdomain you wish to view the logs for by clicking on its name below the words *Please select a raw log to download:*

3 Click on *Save* to save the log to the directory shown by your browser's save file window.

4 To view the log, open it in a zip program and unzip the file inside. Then use a text editor to open the log and view it.

Troubleshooting

You will need to use a zip program that is compatible with .gz files to unzip the logs.

Raw Log Manager

Overview

The Raw Log Manager allows you to control whether or not your raw log files will be saved or deleted at the end of each month. If you choose to save your logs, you can use the Raw Log Manager to view any saved logs.

Steps

1 To access the Raw Log Manager, click on the icon above the words *Raw Log Manager* on the main screen of your cPanel interface.

• If you wish to save your raw logs at the end of each month, make sure the box next to *Archive Logs in your home directory at the end of each month* is checked.

• If you wish to remove the previous month's saved logs when a new month's logs are saved, make sure the box next to *Remove the previous month's archived logs from your home directory at the end of each month* is checked.

NOTE: Saving your logs will use up disk space. If you do not check the box above, your logs will be deleted at the end of each month.

2 Click on *Save* to save the checks you have placed in or cleared from the boxes. You can view an archived log file by clicking on its name.

Troubleshooting

If you are having problems with using up your allotted disk space, you may not want to save log files for more than one month, or at all.

Redirects

Redirects

Overview

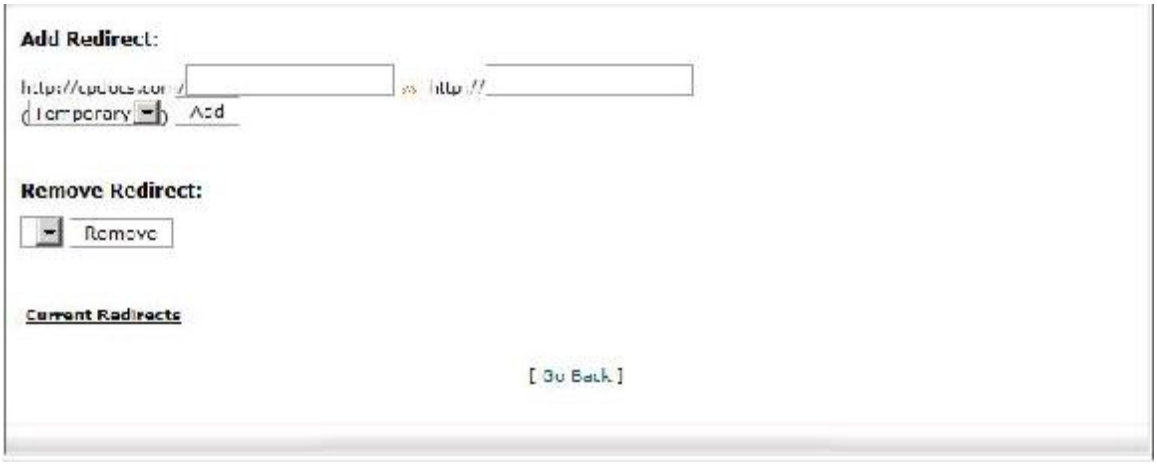
Redirects allow you to make a specific web page redirect to another page and display the contents of that page. This way you can make a page with a long URL accessible by a page which has a shorter and easier to remember URL.

For example: Since http://www.domain.com/folder1/foldera/longfilename_with_underscores.html is hard to remember, you can make http://www.domain.com/filename.html redirect to the other URL. This way users do not have to remember the longer URL or search through your web site to get to the page they wish to access.

To access the Redirects Menu, click on the icon above the words *Redirects* on the main screen of your cPanel interface.

To learn more about using the Redirects Menu, click on one of the topics listed below it in the contents window of this manual.

The Redirects Menu in the X2 theme appears as follows:



Adding Redirects

Overview

Redirects allow you to make a specific web page redirect to another page and display the contents of that page. This way you can make a page with a long URL accessible by a page which has a shorter and easier to remember URL.

For example: Since http://www.domain.com/folder1/foldera/longfilename_with_underscores.html is hard to remember, you can make http://www.domain.com/filename.html redirect to the other URL. This way users do not have to remember the longer url or search through your web site to get to the page they wish to access.

Steps

1 To access the Redirects Menu, click on the icon above the word *Redirects* on the main screen of your cPanel interface.

2 Enter the URL that you wish to be redirected in the first blank field.

3 Enter the URL of the page that you wish your users to be taken (redirected) to in the second blank field.

4 Select from the drop box whether this redirect is to be permanent or temporary.

NOTE: Temporary redirects can be used when pages are under construction so that the user can view another page until that page is complete.

5 Click on *Add* to add the redirect.

Troubleshooting

Make sure both the page that is being redirected as well as the page that is being redirected to exist.

Removing Redirects

Overview

If you no longer wish for a url to show another URL when accessed, you can remove the redirect for that URL in the Redirects Menu.

Steps

1 To access the Redirects Menu, click on the icon above the word *Redirects* on the main screen of your cPanel interface.

2 Select the URL you wish to remove the redirect for from the drop box next below *Remove Redirect:*

3 Click on *Remove* to remove the redirect.

Scripts Library

Overview

The Scripts Library area provides an easy to use method of installing and uninstalling complex scripts. The following scripts are available:

InvisionBoard - A free-to-use forum software package. Refer to the InvisionBoard home page for more information.

osCommerce - An online shop e-commerce solution under on going development by the open source community. Refer to the osCommerce home page for more information.

PHP-Nuke - An open source content management system. Refer to the PHP-Nuke home page for more information.

PhpWiki - a site script where everyone can collaborate on the content. Refer to the PhpWiki home page for more information.

InvisionBoard-12 - a web bulletin board system. Refer to the InvisionBoard home page for more information.

phpBB - a web bulletin board system. Refer to the phpBB home page for more information.

Advanced Guestbook - a PHP-based guestbook script.

Steps

1 To access the Scripts Library, click on the icon above the words *Scripts Library* on the main screen of your cPanel interface.

2 Click on the name of the script you wish to install.

3 Follow the provided instructions to install that script.

Troubleshooting

Refer to the script's home page for any questions about the script.

Search Engine Submit

Overview

This function allows you to submit your web site to multiple search engines at the same time so that people on the web can search for your site through a major search engine.

Steps

1 To access the Search Engine Submit Menu, click on the icon above the words *Search Engine Submit* on the main screen of your cPanel interface.

2 Uncheck the boxes next to any search engines you DO NOT wish to submit your site to.

3 Enter the URL of the main page of your web site in the blank field next to *URL:*

4 Enter your email address in the blank field next to *Email:*

5 Enter any comments you have about your site in the blank field next to *Comments:*

6 Enter the keywords that you wish your site to be associated with in the blank field next to *Keywords:*

7 Select the language your site is in from the drop box next to *Language:*

8 Select the country your site is based in from the drop box next to C*ountry:*

9 Select the category that describes your site most closely from the drop box next to *Category:*

10 Click on submit to send the information to the search engines you have selected.

Troubleshooting

Make sure all of the information you provide should be seen publicly as it will be.

SSH / Shell access

Overview

You can connect to your site through shell access to have the ability to run commands as if you were sitting at the computer which your site is on. Shell access allows you to run command line programs, copy files, delete files, and more.

WARNING: Changes made while using the shell will be reflected on your account. Most changes will not give any warning, including deleting files, or changing file permissions. These changes can be harmful if you are unfamiliar with the commands you are using.

Steps

1 To access SSH / Shell Access, click on the icon above the words *SSH / Shell Access* on the main screen of your cPanel interface.

2 You are now logged into the command line of the server that your site is on.

3 You are logged in as the main user on your account. You can now access the files that are a part of your account.

Troubleshooting

Using the shell is just like using the command line on a UNIX based server. There is no undo button so be careful what commands you choose to run.

SSL Manager

Overview

The SSL Manager allows you to add, remove, and view SSL keys, signing requests, and certificates. SSL certificates can be used to secure your web site for shopping carts, limited access, or other security reasons.

To access the SSL Manager, click on the icon above the words *Subdomains* on the main screen of your cPanel interface.

The SSL Manager in the X2 theme appears as follows:

Statistics Software Configuration

Overview

This function allows you to choose what stats programs you will use when viewing site statistics, if you are allowed to do so.

Steps

1 To access the Statistic Log Configuration Menu, click on the icon above the words *Statistics Software Configuration* on the main screen of your cPanel interface.

2 Uncheck the box(es) next to the stats program(s) you DO NOT wish to use.

3 Click on *Submit* to save your changes.

Subdomains

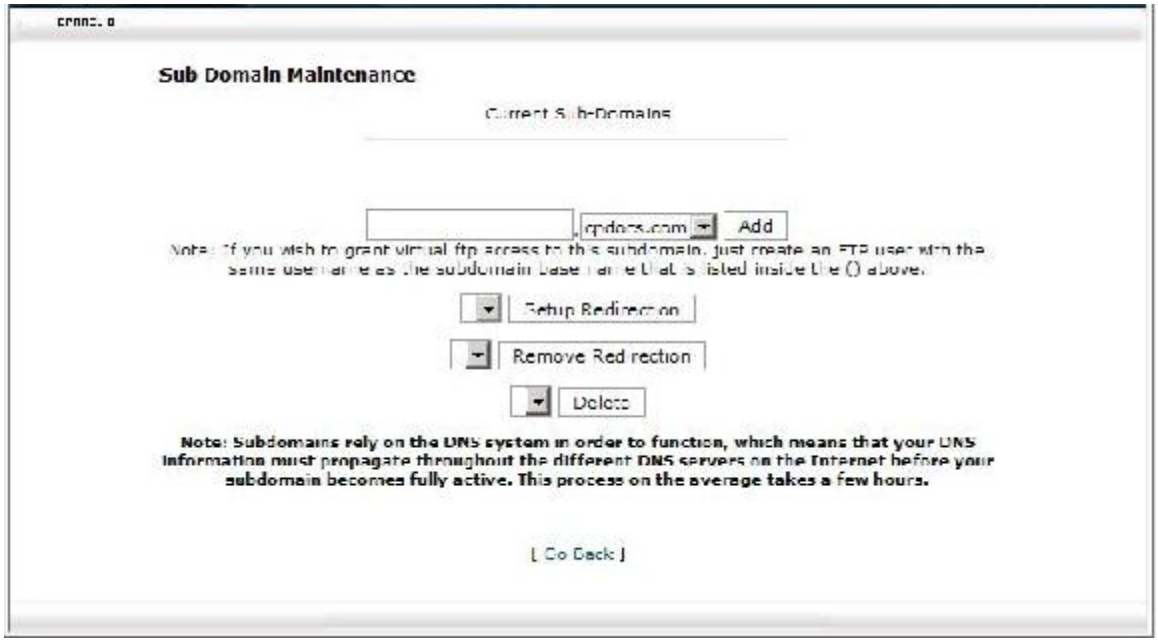
Subdomains

Overview

The Sub Domain Maintenance menu allows you to add and remove subdomains. Subdomains allow you to access different directories by using a domain name which you do not have to register. For example, if you want to access forums on your site, you can create forums.domain.com and link it to the directory that your forums are in. Any current subdomains will be listed under *Current Sub-Domains.*

To access the Sub Domain Maintenance menu, click on the icon above the words *Subdomains* on the main screen of your cPanel interface.

The Sub Domain Maintenance menu in the X2 theme appears as follows:



Adding subdomains

Overview

The Sub Domain Maintenance menu allows you to add subdomains to your account. This feature is very useful as people can access subdirectories in your site through a simpler domain name than using your domain name and directory names.

For example: Instead of accessing http://www.domain.com/users/john/forums, they can access http://jforums.domain.com if you set up a subdomain pointing to the forums directory.

Steps

1 To access the Sub Domain Maintenance menu, click on the icon above the word *Subdomains* on the main screen of your cPanel interface.

2 Enter the prefix for the subdomain in the first blank field, and click *Add.*

NOTE: If the subdomain was added successfully, the following will appear (except sub.domain.com will be the prefix you are using, and your domain):

SubDomain Adder

The subdomain, sub.domain.com has been added.

3 Click on *Go Back.*

4 To make the subdomain work, select it from the drop box next to *Setup Redirection* and click on *Setup Redirection*.

5 Enter the URL which you wish the subdomain to display in the blank field, and click on *Save.*

NOTE: If the subdomain was redirected properly, the following will appear (except sub.domain.com will be your subdomain, and http://www.domain.com/test.html will be the URL you have selected your subdomain to display) :

SubDomain Redirection

sub.domain.com is currently being redirected to http://www.domain.com/test.html

Troubleshooting

Make sure the file and directories that you have the subdomain displaying exist.

Removing subdomains

Overview

The Sub Domain Maintenance Menu allows you to remove subdomains from your account. This will not delete the file or directory that the subdomain displays.

Steps

1 To access the Sub Domain Maintenance Menu, click on the icon above the word *Subdomains* on the main screen of your cPanel interface.

2 Select the subdomain you wish to remove from the drop box next to *Delete,* and click on *Delete.*

NOTE: If the subdomain was removed successfully, the following will appear (except sub.domain.com will be your subdomain) :

SubDomain Removal

The subdomain, sub.domain.com has been removed.

Troubleshooting

Removing a subdomain will not remove the file or directory that it displays.

Subdomain stats

Overview

This section allows you to see Analog and Webalizer statistics for any subdomains you may have. Please see Analog or Webalizer to learn more about using these statistics.

Steps

1 To access the Web / FTP Stats Menu, click on the icon above the words *Web / FTP Stats* on the main screen of your cPanel interface.

2 Click on *Subdomain Stats.*

Submit a Support Request

Overview

This function allows you to submit a support request to cPanel Inc. These requests should be related to problems with the cPanel software, not problems with your account or web site. cPanel Inc. does not have administrative access to your site and therefore, you should contact your webhost with problems about your site or account (disk space, email, etc).

Steps

1 To submit a support request, click on the icon above *Submit a Support Request* on the main screen of your cPanel interface.

2 Read the page you are directed to, and follow its instructions to submit a support request.

Virus Scan

Overview

This function allows you to use ClamAV to scan your email, home directory, public web, or public FTP space. Scanning consistently for viruses will help keep your site running properly, and can prevent many problems.

Steps

1 To access the Virus Scanner, click on the icon above the words *Virus Scan* on the main screen of your cPanel interface.

2 Select the part of your account that you wish to scan by clicking on the box to the left of its name.

3 Click on *Scan Now* to scan that part of your site for viruses.

For more information on ClamAV, click here

Web / FTP stats

Web / FTP Stats

Overview

The Web / FTP Stats Menu allows you to retrieve many different statistics about your site, and the visitors to it. Here, you can view your bandwidth usage, recent visitors, FTP usage, and more.

To access the Web / FTP Stats Menu, click on the icon above the words *Web / FTP Stats* on the main screen of your cPanel interface.

To learn more about using the Web / FTP Stats Menu, click on one of the topics listed below it in the contents window of this manual.

The Web / FTP Stats Menu in the X2 theme appears as follows:

Analog

Overview

Analog produces a simple summary of all the people who have visited your site. It is fast and provides great lightweight statistics. Analog shows the people who have accessed your site during a specific month. It provides limited content but can be helpful to see where your main users are from.

Steps

1 To access the Web / FTP Stats Menu, click on the icon above the words *Web / FTP Stats* on the main screen of your cPanel interface.

2 Click on *Analog.*

3 Click on the month that you wish to view the statistics for.

Webalizer

Overview

Webalizer is a more complex stats program that produces a nice variety of charts and graphs about who has visited your site. This is probably the most popular stats engine available today. The different graphs will show you where your users are from and provide great detail about who has accessed your site.

Steps

1 To access the Web / FTP Stats Menu, click on the icon above the words *Web / FTP Stats* on the main screen of your cPanel interface.

2 Click on *Webalizer.*

Subdomain stats

Overview

This section allows you to see Analog and Webalizer statistics for any subdomains you may have. Please see Analog or Webalizer to learn more about using these statistics.

Steps

1 To access the Web / FTP Stats Menu, click on the icon above the words

Web / FTP Stats on the main screen of your cPanel interface.

2 Click on *Subdomain Stats.*

Latest Visitors

Overview

This function will show the last 300 people that have accessed your site.

NOTE: People that have accessed your site more than once will not be listed twice, so there may not be 300 visitors shown if there are duplicates.

Steps

1 To access the Web / FTP Stats Menu, click on the icon above the words

Web / FTP Stats on the main screen of your cPanel interface.

2 Click on *Latest Visitors.*

Bandwidth

Overview

This function allows you to see the bandwidth usage for your site. It shows the current month's bandwidth usage as well as your total bandwidth usage. This will include all HTTP (web) and POP (mail) bandwidth usage and may include FTP bandwidth usage if your system administrator has enabled FTP bandwidth logging.

Steps

1 To access the Web / FTP Stats Menu, click on the icon above the words *Web / FTP Stats* on the main screen of your cPanel interface.

2 Click on *Bandwidth*

3 To view the bandwidth usage for all different types of transfers (HTTP, SMTP, POP, etc) click on your domain name which is in **this color**.

Error log

Overview

This function will display the last 300 errors for your site. This can be very useful for determining what links are broken on your site, or what files do not exist that should. Checking this log frequently can help keep your site running smoothly.

Steps

1 To access the Web / FTP Stats Menu, click on the icon above the words *Web / FTP Stats* on the main screen of your cPanel interface.

2 Click on *Error Log.*

Web Host Manager

Overview

If the cPanel account that you are logged into is also a reseller account, you can access your reseller Web Host Manager interface from your cPanel interface.

To access your reseller Web Host Manager interface, click on the icon above the words *Web Host Manager* on the main screen of your cPanel interface.

A new browser window will appear containing your reseller Web Host Manager interface.

Accessing web mail

Overview

You can use the Mail Menu to access one of the three web mail programs included in cPanel. These programs will allow you to read your email through a browser window without having to make any changes to the computer you are on or leave any email on the computer you are on.

Steps

1 To access the Mail Menu, click on the icon above the word *Mail* on the main screen of your cPanel interface.

2 Click on the words *Web Mail* to enter a screen where you can select the mail program you wish to use.

3 Click on the icon of the mail program you wish to use. More information on the benefits of each mail program can be found in the web mail section, here (*need link when web mail is written).

4 You will now need to login to the web mail program using the username and password for the email account you wish to use.

NOTE: You can also access web mail through the web mail icon on the main screen of your cPanel interface. Information about using each web mail program can be found in the web mail section, here (*needs link also).

Troubleshooting

Make sure to log out of web mail when you are done. If you do not log out, it may be possible for another user of the computer you are on to access and read your email.

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