

Online Help for the Organization Administrator Control Panel

Published December 18, 2003

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About this document

This document is a reproduction of the online Help system provided with the organization administrator control panel. It is designed for those who want to review online Help information in hard copy format or off line.

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

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

Quick-start tutorial for organization administrators

[HOME](#)

This quick-start tutorial is composed of interlinked Help-system topics that explain how to complete common tasks. Click a link below to learn about the task. Then click the quick-start links at the top or bottom of each topic to proceed through the tutorial.

Quick-start topics:



1. [Adding your brand to the user control panel](#)
2. [Adding user accounts](#)
3. [Enabling services for users](#)
4. [Setting up Hosted Exchange 2003](#)
5. [Setting up Windows Web Hosting](#)
6. [Understanding DNS settings](#)


Using the Help system

This is the main online Help system. To find information quickly, browse the contents at left or use the search and index links above.

[How to print this Help system](#)


To browse through the topics:

In the left pane of the Help system, click  to open a book () and display the topics it contains.

In the left pane of the Help system, click  to display the contents of a topic in the right pane.

If a book contains sub-books, click any book to open it and view a list of related topics.








To find specific information:




Click , the help icon, on any page of the control panel. This opens the context-sensitive Help that provides information about the page.

When viewing a context-sensitive Help topic, click **View Help Contents** to open the main Help system and search for specific information.

What do you want to do?

Use the following icons to navigate the Help system:

Icon	Action
	Display the Help contents in the left pane.
	Search for information using keywords.
	Search for information using the index.
	View terms and definitions in the glossary.
	Return to the home page of the Help system.
	Print the current page.
	If you have viewed several topics, go back to the previous

	topic.
	If you have viewed several topics, go forward to the next topic.
	If you opened a topic by clicking a link or several links, and you want to know where in the contents the topic resides, click to highlight the topic in the contents.
	Hide the contents and view the topic in the entire window (this option is not available through Netscape browsers).

Printing Help

To print individual topics, click the print icon at the bottom of each page.

To print all topics at once, use the [PDF version](#) of this Help system. You can open it using the free [Adobe Acrobat® Reader®](#) program. The PDF version is approximately 1.7 MB in size and 117 pages in length.



When using the PDF version of Help, remember it is optimized for online presentation rather than for use as a book. It uses fonts and formats preferred for online documents, and it presents information in a nonlinear style. Also, references that are clear online might not work as well in this format.

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

About control panels

About the organization administrator control panel

The organization administrator control panel is the graphical user interface, or control panel, organization administrators use to manage their organization's resources, services, settings, and users.

Through this control panel you can:

[Manage services](#)

[Manage users](#)

[View reports and usage information](#)

[Add your brand to the user control panel](#)

Organization administrator Home page

The Home page of the organization administrator control panel provides:

Login information. The user name you typed when you logged in appears in the upper left of the control panel next to the Home link.

Help and Log Out links. These links appear in the upper right of the control panel. Click **Help** to access the online Help system. Click **Log Out** to end your session.

Navigation panels. These panels appear on the left side of the control panel, and you use them to navigate through the control panel. The navigation panels are displayed in the closed state the first time you log in. However, their state is remembered whenever you log out. For example, if you open a navigation panel, then log out, the panel is displayed in the open state the next time you log in.

Shortcuts to common tasks. These links, which appear on the Home page, provide quick access to tasks you perform frequently. They are the same as the navigation panel links, however, some links on the navigation panels do not appear as shortcuts.

A link to the [Quick-start Tutorial](#). The tutorial is composed of interlinked Help-system topics that explain how to complete common tasks.

How to get to the Home page

User administrator control panel

The user administrator control panel is the graphical user interface, or control panel, through which users manage their own accounts and services.

Through this control panel users can:

View or change their own account information

View or change their own service settings

To enable users to access the user administrator control panel, you [add users](#).


The user administrator control panel has comprehensive online Help similar to that provided with the organization administrator control panel.

Logging in to the user administrator control panel

As organization administrator, you can log in automatically to any user's control panel. This is useful when you want to perform specific tasks for a user.

[How auto login works](#)

To log in automatically to a user administrator control panel:

1. Click **List** in the users section of the Users navigation panel.
2. On the Users list, click  in the **Action** column of a user.

You are logged in automatically to the user's control panel. To return to your control panel, click **Log Out** in the upper right. Your control panel is displayed.

How auto login works

When you log in to another control panel automatically, the new control panel is displayed in your browser window. However, you are not logged out of the previous control panel, and you maintain your initial login identity. You are not logging in as, or impersonating, another user.

Your login information appears in the upper left of the new control panel. Any actions you perform while automatically logged in show your initial username in the Action Logs page of initial control panel.

You can return to the previous control panel by clicking **Log Out** in the upper right.

Branding the user administrator control panel

QUICK-START TUTORIAL: [HOME](#) [1](#) [2](#) [3](#) [44](#) [5](#) [5](#) [6](#)

You can replace the default style sheet, banner, and logo used in the user administrator control panel.

Only your service provider can change the branding used in the organization administrator control panel, however. You can [reload the default](#) style sheet, banner, and logo at any time.

Branding instructions

To change the style sheets used in user administrator control panels, follow these instructions:

Step 1. Download the current style sheet

1. Go to the Branding Files page.
On the Administration navigation panel, click **Branding** in the Customization section.
2. Click **Current Download** next to the User Control Panel Style Sheet.

3. Save the style sheet on your local system. You might want to save a copy of this style sheet before you change it so you can refer to it later if necessary. When you upload a new style sheet, it replaces the one used by the system; the original style sheet is no longer available for download.
4. On your local system, modify the style sheet as needed.

Step 2. Upload the modified style sheet

1. On the Branding Files page, click **Browse**, then navigate to the style sheet you modified, and click **Open**. Leave the text box blank to keep the current style sheet.
On the Administration navigation panel, click **Branding** in the Customization section.
2. Click **Add**. The style sheet is updated.
3. To view the changes, log in to the user administrator control panel. If you do not see the change, your browser might be using a previously cached version of the logo. Refresh your browser's cache to view the change (in Internet Explorer, press **Ctrl** while clicking the browser's refresh button).

Changes are not displayed in the organization control panel.

Change control panel banners

Banners are the graphics that appear at the top of the control panels in the long space to the left or right of the logo space. You can replace the default banner in the user control panel with any other image that:

- Has approximately the same dimensions as the default banner to ensure that interface elements display correctly. The default banner is 761 pixels wide by 60 pixels tall.

- Is in .gif or .jpg format

- Is no larger than 46 KB in size.

To change the banner:

1. On the Branding Files page, click **Browse** next to User Control Panel Banner.
On the Administration navigation panel, click **Branding** in the Customization section.
2. Navigate to the file you want to use, then click **Open**.
3. Click **Add**.

The new banner appears in the upper portion of the user administrator control panel. To view it, log in to the user administrator control panel. If you do not see the change, your browser might be using a previously cached version of the banner. Refresh your browser's cache to view the change (in Internet Explorer, press **Ctrl** while clicking the browser's refresh button).

Changes are not displayed in the organization control panel.

Upload your logo

The logo is the graphic that appears to the left or right of the banner at the top of the control panel. You can replace the default logo with any graphic that:


Has approximately the same dimensions as the default graphic to ensure that interface elements display correctly. The default graphic is 157 pixels wide by 60 pixels tall.

Is no larger than 46 KB

Is in .gif or .jpg format

To upload your logo:

1. On the Branding Files page, click **Browse**.
On the Administration navigation panel, click **Branding** in the Customization section.
2. Navigate to the file you want to use, then click **Open**.
3. Next to User Logo Position, choose **Left** to display the logo in the upper left of the control panel, or choose **Right** to display the logo in the upper right, then click **Add**.

 If you want to change the position of the logo, you need to navigate to the logo file as described in step 2; you cannot simply change the position by choosing left or right.

The new graphic appears in the upper left portion of the user administrator control panel. To view it, [log in to the user administrator control panel](#). If you do not see the change, your browser might be using a previously cached version of the logo. Refresh your browser's cache to view the change (in Internet Explorer, press **Ctrl** while clicking the browser's refresh button).

Changes are not displayed in the organization control panel.

Reload default settings

You can reload the default stylesheets, banners, and logos used in the user control panels at any time. The defaults are the settings currently used by your service provider; they change whenever your service provider rebrands control panels.

To reload default settings:

On the Branding Files page, click **Restore Default** next to any item you want to reload.

On the Administration navigation panel, click **Branding** in the Customization section.

NEXT QUICK-START TOPIC: [ADD USER ACCOUNTS](#)

Session expiration

For security, the control panels are designed with 30-minute session expirations. This means that you are automatically logged out whenever your session is inactive, or no input is received, for 30 consecutive minutes.

If your session expires, you need to log in again to use the control panel. You cannot change the time limit for session expiration.

Using the control panel

Organization information



Organization overview page

The Organization overview page shows details about your organization, such as your organization's name and contact information. On this page you can view the following information:

Organization Name. The name assigned to your organization.

Organization Domain Name. The domain name assigned to your organization.

Organization Enabled. The current state of your organization. Only your service provider can change the state of your organization. States include:

-  . The organization is enabled. You and your users can access services and control panels.
-  The organization is disabled. Service and control panel access is disabled.
- **Contact Name.** The name of the contact person for your organization.
- **Email.** The email address at which the contact person can be reached. This address is separate from the address on the [Edit Alerts page](#).
- **Phone.** The telephone number at which the contact person can be reached.
- **Send email alerts to [name@domain].** The email address to which alerts about your organization's resource usage are sent. These alerts notify you when server resources reach threshold amounts so that you can take action before resources are exhausted.

To change your contact information, click **Edit Contact Information** on the Action bar.

To change your email address for alerts, click **Settings** on the Action bar.

If you need to change your organization status, name, or domain name, contact your service provider.

How to get to the Organization Overview page

Branding the user administrator control panel

QUICK-START TUTORIAL: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#)

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1. Go to the Branding Files page.
On the Administration navigation panel, click **Branding** in the Customization section.
2. Click **Current Download** next to the User Control Panel Style Sheet.
3. Save the style sheet on your local system. You might want to save a copy of this style sheet before you change it so you can refer to it later if necessary. When you upload a new style sheet, it replaces the one used by the system; the original style sheet is no longer available for download.
4. On your local system, modify the style sheet as needed.

Step 2. Upload the modified style sheet

1. On the Branding Files page, click **Browse**, then navigate to the style sheet you modified, and click **Open**. Leave the text box blank to keep the current style sheet.
On the Administration navigation panel, click **Branding** in the Customization section.
2. Click **Add**. The style sheet is updated.
3. To view the changes, log in to the user administrator control panel. If you do not see the change, your browser might be using a previously cached version of the logo. Refresh your browser's cache to view the change (in Internet Explorer, press **Ctrl** while clicking the browser's refresh button).

Changes are not displayed in the organization control panel.

Change control panel banners

Banners are the graphics that appear at the top of the control panels in the long space to the left or right of the logo space. You can replace the default banner in the user control panel with any other image that:

- Has approximately the same dimensions as the default banner to ensure that interface elements display correctly. The default banner is 761 pixels wide by 60 pixels tall.

- Is in .gif or .jpg format

- Is no larger than 46 KB in size.

To change the banner:

1. On the Branding Files page, click **Browse** next to User Control Panel Banner.
On the Administration navigation panel, click **Branding** in the Customization section.
2. Navigate to the file you want to use, then click **Open**.

3. Click **Add**.

The new banner appears in the upper portion of the user administrator control panel. To view it, log in to the user administrator control panel. If you do not see the change, your browser might be using a previously cached version of the banner. Refresh your browser's cache to view the change (in Internet Explorer, press **Ctrl** while clicking the browser's refresh button).

Changes are not displayed in the organization control panel.

Upload your logo

The logo is the graphic that appears to the left or right of the banner at the top of the control panel. You can replace the default logo with any graphic that:

- Has approximately the same dimensions as the default graphic to ensure that interface elements display correctly. The default graphic is 157 pixels wide by 60 pixels tall.

- Is no larger than 46 KB

- Is in .gif or .jpg format


To upload your logo:

1. On the Branding Files page, click **Browse**.

On the Administration navigation panel, click **Branding** in the Customization section.

2. Navigate to the file you want to use, then click **Open**.

3. Next to User Logo Position, choose **Left** to display the logo in the upper left of the control panel, or choose **Right** to display the logo in the upper right, then click **Add**.

 If you want to change the position of the logo, you need to navigate to the logo file as described in step 2; you cannot simply change the position by choosing left or right.

The new graphic appears in the upper left portion of the user administrator control panel. To view it, [log in to the user administrator control panel](#). If you do not see the change, your browser might be using a previously cached version of the logo. Refresh your browser's cache to view the change (in Internet Explorer, press **Ctrl** while clicking the browser's refresh button).

Changes are not displayed in the organization control panel.

Reload default settings

You can reload the default stylesheets, banners, and logos used in the user control panels at any time. The defaults are the settings currently used by your service provider; they change whenever your service provider rebrands control panels.

To reload default settings:

- On the Branding Files page, click **Restore Default** next to any item you want to reload.

- On the Administration navigation panel, click **Branding** in the Customization section.

NEXT QUICK-START TOPIC: [ADD USER ACCOUNTS](#)

Viewing the email alert address

The email alert address is the email address to which alerts about your organization's resource usage are sent. These alerts notify you when your organization's resource usage is approaching your resource limit so that you can take action before resources are exhausted.

To view the email alert address:

On the General navigation panel, click **Settings**. The [Edit Alerts](#) is displayed.

Changing the addresses for email alerts

The email alert address is the email address to which alerts about your organization's resource usage are sent. These alerts notify you when your organization's resource usage is approaching your resource limit so that you can take action before resources are exhausted.

To change the email address to which alert messages are sent:

1. On the General navigation panel, click **Settings**.
2. On the Edit Alerts page, change the email addresses in the text box as needed. To add multiple email addresses, separate each address by a semicolon. For example:

`emailaddress@1.com;emailaddress2@2.com`

3. Click **Save**.

About automated email messages

Automated email messages are email messages the system sends automatically to provide account information to users. Automated messages are generated when user accounts are added or removed.

To generate these messages, the system uses email templates. The following templates are available:

New User. A message sent to the email address provided for the user when a user account is created.

Delete User. A message sent to the email address provided for the user when the user account is removed.

You can [modify these templates](#) as needed.


Service-specific automated messages

Some services, such as Hosted Exchange 2003, can be enabled to send automated messages about service settings and usage to users. See each service for more information.


Changing email templates

Email templates are used to send automated email messages about account activity. For instance, when a user account is created, an email message containing account information is sent to the email address provided for the new user.

The default templates include variables, which are replaced with the user's information whenever a message is sent.

 These email templates are separate from the templates used for [alerts sent by services such as Hosted Exchange 2003](#). See each service for more information.

To change an email template:

1. On the Administration navigation panel, click **Email Templates** in the Customization section.
2. On the Email Templates page, click  in the **Action** column of the template you want to change. The text of the email template is displayed.
3. Change the text as needed. To preserve the ability to plug in user information, do not modify information preceded by \$.
4. Click **Save**.

Page-specific topics

Edit Contact Information page

This page shows the contact information for your organization. Service providers use this information when they need to contact your organization.

Contact information includes:

Contact Name. The name of your organization's contact person.

Email. An email address for your organization's contact person. This email address is separate from the address on the [Edit Alerts page](#). You can enter only one address for contact information, whereas you can enter more than one address for email alerts. If you want to use the same address for both of these email contacts, you need to edit them separately.

Phone. A telephone number for your organization's contact person.

To change contact information:

Type the new information in the text boxes, then click **Save**.

How to get to the Edit Contact Information page


Edit Alerts page

The Edit Alerts page shows the address or addresses to which email alerts are sent.

System email alerts are the email messages sent when server usage warning levels are reached. This makes it possible for you to take action, such as contacting your service provider to increase resources, before resources are exhausted.

To add multiple email addresses, separate each address by a semicolon. For example:

`emailaddress@1.com;emailaddress2@2.com`

 These alerts are separate from the [alerts sent by services such as Hosted Exchange 2003](#). See each service for more information.

How to get to the Edit Alerts page

Email templates page

The Email templates page lists the templates available on your system. These templates are used to send automated email messages to users. For instance, when a user is created, an email message containing account information is sent to the email address provided for the user.

The default templates include variables, which are replaced with the appropriate information when the message is sent.


On this page you can view the following information:

Name. The name of the template.

Description. Information about the template.

Action. Links to tasks you can perform. Tasks include:

- , [change the template](#)

 These email templates are separate from the templates used for [alerts sent by services such as Hosted Exchange 2003](#). See each service for more information.

How to get to the Email Templates page

Users

About managing users

Users are the individuals who use your organization's services. As organization administrator, you create user accounts and enable or disable services for users as needed. In addition, you can [view reports](#) that show the server resources being used by your organization's users.

User management tasks include:

[Adding users](#)

[Viewing the user list](#)

[Using auto login to view the user administrator control panel](#)

[Enabling services for users](#)

[Changing user information](#)

[Changing user passwords](#)

[Changing user service settings](#)

[Disabling user accounts](#)

[Removing user accounts](#)

Adding user accounts

QUICK-START TUTORIAL: [HOME](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#)

You add user accounts when you want to enable individuals to log in to the user administrator and organization administrator control panel or use your organization's services. To add multiple user accounts at once, you can [import users](#).

To add a user account:

1. Go to the Add user wizard.

PROVIDE USER INFORMATION

2. Complete the User Information form, then click **Next**. On the form, * indicates required information.

User information includes:

- **Username.** A name that identifies the user. The user types this name, followed by your domain name, which is displayed next to the text box for reference, when logging in to the user administrator control panel. The username and your domain name are also the user's email address at your organization. Usernames can be up to 15 alphanumeric characters in length, and they cannot contain spaces.
- **Full Name.** Optional. The name of the user in any form you want. Any input in this box is valid.
- **Organization Administrator Privileges.** Optional. Whether the user is allowed to log in to the organization administrator control panel. If this box is checked, the user can log in to both the organization and user administrator control panels. If not, the user can log in to the user administrator control panel only.
- **External Email.** Optional. An email address at which the individual can be contacted. This address is external to the user account you are adding. It is used for system messages, such as the welcome message and warnings about mailbox disk space limits. If no external email address is provided, users do not receive warning messages when their mailboxes exceed resource limits.
- **Phone.** Optional. A telephone number at which the user can be contacted.
- **Description.** Optional. Any additional information you want to provide about the user. Any input in this box is valid.

SELECT SERVICES

3. Choose the services you want to enable for the user, then click **Next**. If no services are listed, contact your service provider to enable services for your organization.

CHOOSE SERVICE OPTIONS

4. If you chose to enable services for the user, choose the options you want to enable for each service. For more information, see:
 - [Hosted Exchange 2003](#)
 - [Windows Web Hosting](#)

VERIFY AND FINISH

5. Verify the account information. To make changes, click **Previous**. To add the user account, click **Finish**.

The new user appears on the [User List](#). An email message welcoming the new user is sent to the external email address provided for the user. The text of the email message is based on your organization's [email templates](#).

NEXT QUICK-START TOPIC: [ENABLE SERVICES FOR USERS](#)

Importing users

If you need to add multiple user accounts at once, you can import the user information in CSV (comma-separated value) format. Importing users is an alternative to using the [add user account wizard](#), which adds user accounts at a time.

You can import up to 1,000 users at a time in CSV files that are up to 300 KB in size.

To import users:

1. Create a CSV file with information about the users you want to import. To see a sample CSV file and value definitions, [click here](#).

When creating a CSV file, use these guidelines:

- Place user information on a single line; a new line indicates a new user.
 - Use a comma to separate each value. There are [11 values](#), some of which are optional.
 - If you do not want to supply an optional value, you still need to type a comma for that value unless it is the last value you are entering. This is shown in the following example. User1 is added with only two values, so only one comma is required. User2, however, has skipped values. Commas representing the skipped values are required.
- ```
User1,pwd
User2,pwd,,firstname,,lastname,true,,,User 2 description,true
```
- If you want to enable services for users, you need to provide the name of a valid user template in the template value of the CSV file. This template name is the third value specified. If you do not specify a template, the account is created without access to services. If you want to enable services later, you need to change each account individually.
  - If the system detects an error in a user's information, that user is skipped. Information about the error is provided in the [Action Log](#).
  - Keep your CSV file within these limits: the maximum number of users you can add at once is 1,000; the maximum size of the CSV file is 300 KB.
2. Save the CSV file as a text file with a .txt filename extension.
  3. Go to the User Information File page.
  4. Click **Browse** to locate the file, then click **Add**.
  5. The user information is imported, and the accounts are created.
  6. If errors are reported, check the [Action Log](#). It shows information about the error, including the users affected. If the system encounters an error in the

CVS file, it skips the current user and attempts to add the next user in the file.


The users you successfully imported appear on the [User List](#). Email messages welcoming the new users are sent to the email addresses provided for the users. These email messages are based on your organization's [email templates](#).

## Organization administrator privileges

You can provide any user with the ability to log in to the [organization administrator control panel](#) as well as the [user administrator control panel](#).

To add a user with both organization administrator and user administrator control panel access, make sure the Organization Administrator Privileges check box is selected on the User Information form in the [Add User wizard](#).

To give a current user organization administrator privileges:

1. On the Users navigation panel, click **List**.
2. On the Users list, click  in the **Action** column of the user you want to give privileges to.
3. On the User Account Information form, select the check box next to **Organization Administrator Privileges**.
4. Click **Save**.

The user is granted organization administrator privileges and can log in to the organization administrator control panel.

## Viewing the Users list


To view the Users list:

Click **List** in the Users navigation panel. The [Users list page](#) is displayed.

## Automatic login to the user control panel

As organization administrator, you can log in to the user administrator control panel automatically, without entering a username or password, from the organization administrator control panel. This is useful when you want to perform tasks for the user in the user's control panel.

To log in to the user administrator control panel:


1. On the Users navigation panel, click **List**.
2. On the Users page, click  in the **Action** column of a user.
3. In the dialog box, click **OK**.
4. Perform tasks in the user administrator control panel as needed.

To return to the organization administrator control panel when you are done, click **Log Out** in the user administrator control panel.

## Enabling services for users

You can enable services for users either [when you add them](#) or afterward.

To enable services for users after you have added them:

1. On the Users navigation panel, click **List**.
2. In the **Action** column of the user you want to enable services for, click .
3. Click **Services** on the action bar at the top of the user information page. The services page shows all services currently enabled for the user.
4. On the Services page, click **Add Service**.
5. On the Add Service page, select the service or services you want to enable for the user, then click **Next**. If no services are listed, either all available services have already been enabled for the user or there are no services available to your organization. You can verify your organization's services on the [Services page](#).
6. On the service options page, choose the options you want to enable for each service. For more information, see:
  - [Hosted Exchange 2003](#)
  - [Windows Web Hosting](#)
7. Review the summary information about the services being added. To make changes, click **Previous**. To enable the service for the user, click **Finish**.


When the task is completed successfully, the service is enabled and the user can begin using the service immediately. Notify the user that the service is now available.

NEXT QUICK-START TOPIC: [SET UP HOSTED EXCHANGE 2003](#)

NEXT QUICK-START TOPIC: [SETTING UP WINDOWS WEB HOSTING](#)  
[RETURN TO QUICK-START HOME](#)

## Viewing a user's information


To view a user's information:

1. On the Users navigation panel, click **List**.
2. Click  in the **Action** column of the user whose information you want to view.

The [User Account Information page](#) is displayed.


## Changing a user's information

To change a user's information:

1. On the Users navigation panel, click **List**.
2. In the **Action** column of the user whose information you want to change, click .
3. Change information on the [User Account Information form](#) as needed. The username cannot be changed.
4. Click **Save**.

## Changing a user's password

To change a user's password:

1. On the Users navigation panel, click **List**.
2. In the **Action** column of the user whose password you want to change, click .
3. Click **Change Password** above the user information form.
4. On the Change User Password form, type the new password in the **New Password** text box. Passwords are case sensitive, cannot contain spaces, and have to be at least one character in length. To increase security, passwords should be at least six characters long and contain both alphabetical and numerical characters. Allowed characters include: a-z A-Z 0-9 , . - \_ / + \$ ~ : % @ !
5. Retype the password in the **Confirm New Password** text box, then click **Save**.

The user's password is changed. If the user is currently logged in, they are logged out when they attempt any action. To continue working, they need to log in again using the new password.

## Changing a user's service settings


The User Actions page enables you to change a user's service settings from the organization administrator control panel. Click the links on this page to perform service-related tasks for each of the services enabled for the user.

For more information about service settings, see:

[Hosted Exchange 2003 settings](#)  
[Windows Web Hosting settings](#)

How to get to the User Actions page


To change a user's service settings:

1. On the Users navigation panel, click **List**.
2. On the Users page, click  in the Action column of the user whose service settings you want to change. This icon is available only if at least one service is enabled for the user and if that service has settings you can change.
3. Click the links on the User Actions page to change the user's service settings.

## Disabling a user's account

You can disable or suspend user accounts when you want to temporarily prevent users from accessing the user administrator control panel.

To disable a user's account:

1. On the Users navigation panel, click **List**.
2. In the **Action** column of the user whose account you want to disable, click .
3. Click **Disable** above the user information form.


4. Verify the user you want to disable, then click **OK** in the dialog box.

If the user is currently logged in, that user is logged out when they attempt any action, and control panel access is denied.

## Enabling a user's account

You can enable user accounts that have been disabled when you want to grant users access to the user control panel and services.


To enable a user's account:

1. On the Users navigation panel, click **List**.
2. In the **Action** column of the user whose account you want to enable, click .
3. Click **Enable** above the user information form.
4. Verify the user you are enabling, then click **OK** in the dialog box.

## Removing a user account

To permanently prevent users from accessing accounts, you can remove them from your system.




To remove a user account:

1. On the Users navigation panel, click **List**.
2. In the **Action** column of the user whose account you want to remove, click .
3. On the Action bar above the User Account Information form, click **Remove**.

## Page-specific topics

### Users page

The Users page shows the users who have accounts with your organization. On the Users page, you can [perform several tasks](#) and view the following information:

- **Status.** The current state of the user account. States include:
  - . Enabled. The user can log in to the control panel and use services.
  - . Disabled. The user cannot log in to the control panel or use services.
- **Admin.** Whether the user has been granted access to the organization administrator control panel.  in this column indicates the user can log in to the organization administrator control panel if the account is enabled. If the column is blank, the user has not been granted access.
- **Name.** The name of the account holder.
- **Username.** The username the account holder types to log in to the control panel.
- **Services.** The services enabled for the account holder.
- **Action.** Links to tasks you can perform.





On this page you can:

Search, sort, or use page controls to find services listed on multipage forms.

[Add individual accounts](#) for users by clicking **Add User**.

[Add multiple user accounts](#) by clicking **Import Users**.

Perform tasks by clicking **Action** column icons. Icons and tasks include:

- . View user details.
- . Change user information.
- . Change the user's service settings. This is available only if at least one service is enabled for the user and if that service has settings you can change.
- . Log in to the user administrator control panel.

How to get to the Users page

## User Actions page

The User Actions page enables you to change a user's service settings from the organization administrator control panel. Click the links on this page to perform service-related tasks for each of the services enabled for the user.

This page is available only if a service is enabled for the user and if that service has settings you can change.

How to get to the User Actions page

## Services page (for users)




The Services page in the Users section shows the services that have been enabled for a user.

On this page, you can view the following information:

**Service.** The name of the service available to the user.

**Version.** The version of the service available to the user.

**Action.** Links to tasks you can perform. Tasks include:

-  , view information about the service, such as the components provisioned and the service settings.
-  , change information about the service, such as the components provisioned to the user.
-  , remove the service from the user. This prevents the user from accessing the service.

On this page you can add services to the user by clicking **Add Services** below the Services form.

How to get to the Services page





## User Account Information page

The User Account Information page shows contact and other information related to a user. On this page you can [access several tasks](#) and view the following information:

**Username.** The username the account holder types to log in to the control panels.

**Full Name.** The first, last, and middle names of the user as provided on the Add User wizard.

**Account Enabled.** The current state of the user's account. States include:

- . The account is enabled and the user can log in to the control panel and use services.
- . The account is disabled. The user cannot log in to the control panel or use services.
- **Organization Administrator Privileges.** Whether the user can log in to the organization administrator control panel. The following icons show login permission:
  - . The user can log in the organization administrator control panel.
  - . The user cannot log in to the organization administrator control panel.

**Address, Company, Department, Office.** Additional user information as provided on the Add User wizard.

**External Email.** An email address for the user that is separate from this account. This address is used for system messages, such as the welcome message and warnings about mailbox disk space limits. If no external email address is provided, users do not receive warning messages when their mailboxes exceed resource limits.

**Phone.** A telephone number at which the user can be contacted.

**Description.** Additional information.

**Service settings.** These show the resources and options of the services enabled for the user. For service-specific information, see:

- [Hosted Exchange 2003 options](#)
- [Windows Web Hosting options](#)

On the User Account Information page you can access the following tasks by clicking links on the action bar above the form:

**Overview.** Return to or reload the User Account Information page.

**Edit.** Change the user's information.

**Change Password.** Change the user's password.

**Disable.** Suspend the user's account.

**Enable.** Activate the user's account if it is suspended.

**Remove.** Remove the user's account from the organization.

**Auto Login.** Log in to the user administrator control panel automatically without entering a username or password.

How to get to the User Account Information page

### User templates



## Adding user templates

User templates are guides you can use to pre-fill information when you add users. These templates are not required to add users; however, they can make adding multiple users easier and faster by establishing the services and settings you want to assign to specific categories of users when you add them.

To add a user template:

1. On the Users navigation panel, click **Templates**.
2. On the Templates page, click **Add User Template**.

### USER TEMPLATE INFORMATION

3. Provide the following user template information, then click **Next**.
  - **Template Name.** Required. The name you want to give to the template. For example, if the template has high-end resources and services, you might call it Gold. If it has low-end resources and services, you might call it Bronze. Names must be at least one character in length.
  - **Description.** Optional. A description of the template. This is for your information only; spaces and special characters are allowed.

### SELECT SERVICES

4. Select the services you want to make available through the template by selecting the services' checkboxes, then clicking **Next**. If no services are listed, contact your service provider to enable services for your organization.

### SERVICE INFORMATION

5. Select the service options you want to make available through the template, then click **Next**. Depending on the your organization's settings, the following services might be available to your organization:
  - [Hosted Exchange 2003](#)
  - [Windows Web Hosting](#)


### SUMMARY INFORMATION

6. Verify the template settings. To make changes, click **Previous**. To add the template, click **Finish**. The user template is created. You can now select it to pre-fill information when you [add users](#).

## Changing user templates


You can change a user template whenever you want to.


To change user templates:

1. On the Users navigation panel, click **Templates**.
2. On the Templates page, click  in the **Action** column of the template you want to change.
3. Select service options and save the changes as described in [adding templates](#).

## Disabling user templates


To disable a user template:


1. On the Users navigation panel, click **Templates**.
2. On the Templates page, click  in the **Action** column of the template you want to disable.
3. On the Template Overview page, click **Disable**.

The template is disabled and its status on the Templates page is shown as . It no longer appears on the drop-down list of available templates when you add a user.

## Enabling disabled templates


To enable a disabled template:

1. On the Users navigation panel, click **Templates**.
2. On the Templates page, click  in the **Action** column of the template you want to reactivate.
3. On the Template Overview page, click **Activate**.

The template is activated and its status on the Templates page is shown as . It appears on the drop-down list of available templates when you add a user.

## Removing user templates

To remove a user template:

1. On the Users navigation panel, click **Templates**.
2. On the Templates page, click  in the **Action** column of the template you want to remove.
3. On the action bar above the template information page, click **Remove**.



## Page-specific topics

### User Templates page

The User Templates page lists all of your organization's templates. If they are enabled, these templates can be selected from the Add User wizard, or specified when you import users, and used to pre-fill service information.

On this page you can view the following information:

**Status.** The status of the template. States include:



-  **Enabled.** If the template is active, it is available through the Add User wizard.
-  **Disabled.** If the template is disabled, it is not available through the Add User wizard; it cannot be used to pre-fill service information for users.

**Name.** The name of the template

**Description.** A brief description of the template

**Services.** Icons that represent the services selected when a user is added with this template. Move your mouse over the icon to view the name of the service.

**Action.** Links to tasks you can perform. Tasks include:

- , view details about the template
- , change the template

How to get to the User Templates page



## Template overview page

The template overview page provides information about a specific template. Information on this page includes:

**Name.** The name of the template.

**Description.** A brief description of the template

**Enabled.** The state of the template. States include:

- . The template is enabled. It can be selected in the Add User wizard, or specified when you import users, and used to pre-fill service information for a user.
- . The template is disabled. It cannot be selected in the Add User wizard or used to pre-fill service information for a user.

How to get to the template overview page

## Reports

### About reports

You can view the following types of reports:

[Action Log](#). A record of the commands that have been submitted to the system by account holders in your organization.

[Usage statistics](#). Summary information about your organization's usage of available service components.

[CSV format](#). CSV (comma-separated value) reports that contain usage statistics with the information in the report separated by commas. You can download CSV reports to your local system and import the information into spreadsheets and other programs.

### Viewing actions

Actions are the commands that have been submitted to the system by account holders in your organization

To view actions:

On the Administration navigation panel, click **Action Log** in the Reports section.

The [Action Log page](#) is displayed.

### Searching by date

You can search for actions that were performed on a certain date or during a specific time period. Actions are the results of commands administrators submit to the system.

To search for actions by date:

1. On the Search by Date page, choose the starting date of your search in the **From** boxes. Month appears first, then day, then year.  
To get to the Search by Date page, click **Action Log** on the Administration navigation panel, then click **Search by Date** on the action bar at the top of the Action Log page.
2. In the **To** boxes, choose the ending date of your search. Month appears first, then day, then year. To search for actions performed on a single date, enter the same date in both the From and To boxes.
3. Click **Search**. The [Action Log page](#) is displayed. All actions that were performed during the specified period are listed.

## Viewing usage statistics

To view statistics showing your organization's service usage, go to the Usage Overview page.

## Downloading CSV reports

CSV (comma separated value) reports contain statistical information about your organization's service usage in a comma-separated format. In this format, all of the information, such as the number of services and the number of components, is provided in a list with each value separated by a comma.

You can download CSV reports to your local system, then import them into spreadsheets and other data collection programs.

To download a CSV report:

1. Go to the Usage Overview page.
2. Click **Download as CSV Report**.
3. In the File Download dialog box, click **Save**.
4. In the Save As box, choose where you want to save the file, then click **Save**.
5. When the download is complete, import the CSV report into spreadsheets and other programs as needed. For information about importing CSV information, see the documentation for your specific program.





## Page-specific topics

## Action Log page

The Action Log page shows a record of the commands that have been submitted to the system by account holders in your organization

On this page you can view the following information:

**State.** The current state of the action. States include:

- . The action completed successfully.
- . The action failed.
- . The action is in progress.
- **Description.** A description of the action.
- **User.** The username of the account used to log in and perform the action.
- **Start Time.** The time the action was started.
- **End Time.** The time the action stopped.
- **Action.** Links to tasks you can perform. Click  to view details of actions.

How to get to the Action Log page

## Action log details page

The Action log details page shows details of actions. The information on this page can be used to troubleshoot or debug actions that fail.

How to get to the action log details page

## User Actions page

The User Actions page enables you to change a user's service settings from the organization administrator control panel. Click the links on this page to perform service-related tasks for each of the services enabled for the user.

This page is available only if a service is enabled for the user and if that service has settings you can change.

How to get to the User Actions page

## Services

### About managing services

## Managing services

Managing services involves setting up service properties for your organization, managing the resources required for those services, and enabling or disabling services for users. You can enable services for users when you [add the user accounts](#) or [afterward](#).

For more information about managing services, see:

[Domain Name System](#)

[Hosted Exchange 2003](#)

[Windows Web Hosting](#)


## Viewing services

To view the services enabled for your organization, click **Services** on the on the [General navigation panel](#).

## Viewing components of services

Services are often composed of programs called service components.

To view the components of a service:


1. On the [General navigation panel](#) click **Services**.
2. On the Services list, click  in the **Action** column of the service whose components you want to view.

The Service Components page is displayed. For service information, see:

- [Hosted Exchange](#)
- [Windows Web Hosting](#)
- [Domain Name System](#)



## Viewing information about a service component

To view information about a service component:

1. On the [General navigation panel](#) click **Services**.
2. On the Services list, click  in the **Action** column of the service whose information you want to view. This information might not be available for some services.




## Changing service component information

To change information about a service component:

1. On the [General navigation panel](#) click **Services**.
2. On the Services list, click  in the **Action** column of the service whose component information you want to change.
3. On the Service Component page, click  in the **Action** column of the service whose component you want to change. This feature might not be available for every service.

## Starting and stopping service components

To start or stop a service component:

1. On the [General navigation panel](#) click **Services**.
2. On the Services list, click  in the **Action** column of the service you want to start or stop.
3. On the Service Components page, click  to stop the service. This feature might not be available for some services.
4. Click  to start a service that has been stopped.

### Page-specific topics

## Usage Overview page

The Usage Overview page shows the resource usage of each service component available to your organization.

For each component, information on this page includes:

| Resource Limit       | Description                                                                                                                           |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| <b>Resource Type</b> | A specific type of resource required by the service component. Resource types include bandwidth, number of mailboxes, and disk space. |
| <b>Limit</b>         | The amount of the server resources available to the resource type.                                                                    |
| <b>Allocated</b>     | The percentage of the resource that has been allocated to users in your organization but is not currently in use.                     |
| <b>Usage.</b>        | The percentage of the resource type in use by users in your organization.                                                             |

The information on this page is also available in [CSV \(comma-separated value\) format](#). To download a CSV version of the report, click **Download as CSV Report** above the service information form.

For specific information about services and components and resource types, see:

[Hosted Exchange 2003](#)  
[Windows Web Hosting](#)



How to get to the Usage Overview page

## Services page

The Services page shows all the services available to your organization.

On this page, you can view the following information:

**Status.** The current state of the service. States include:

- . The service is running. Users whose accounts are enabled can access the service.
- . The service is not running. Users cannot access the service.

If the service is not running, contact your service provider for assistance.

**Service.** The name of the service.

**Service Components.** Icons that represent components of the service.

**Action.** Links to tasks you can perform. Tasks include:

- , view information about the service.

How to get to the Services page

## Microsoft DNS

### About Microsoft DNS

Microsoft Domain Name System is Microsoft's implementation of the DNS protocols. DNS is responsible for maintaining records that translate host names to IP addresses

and vice versa. Microsoft DNS is a robust and stable system upon which you can build your organization's naming architecture.

## Overview of DNS

QUICK-START TUTORIAL: [HOME](#) [1](#) [2](#) [3](#) [4](#) [4](#) [55](#) [6](#)

Domain name translation is fundamental to Internet usage. The Internet recognizes domains as IP addresses; however, Internet users prefer to use names, rather than IP addresses, to identify domains. Consequently, the domain names that users specify must be translated into IP addresses for use by the Internet. The Domain Name System (DNS) is the mechanism that makes this translation.

### Lookups

DNS is a distributed database that performs name translations. To manage this information effectively DNS has a distributed architecture composed of many DNS servers in a hierarchical fashion. Each server is responsible for both name-to-IP-address (forward) and IP-address-to-name (reverse) translations (called lookups).

The DNS system is, in fact, its own network. The important point is that it is a distributed network. Thus, no single server or organization has or owns the DNS information of the Internet. If one DNS server does not know how to translate a particular domain name, it asks another one, and so on, until the correct IP address is returned.

### Zones

Each DNS server manages the lookups for one or more domain name spaces, called zones.

### Records

Each DNS server also maintains a list of all domain names and their associated IP addresses. The elements on this list are known as records. Once you have created a zone, you add records to that zone. A zone can contain the following types of records:

**Host record:** An IP address for forward or host name-to-IP address mapping.

**Alias (CNAME) record:** A mapping between one host name and another. This record tells the DNS server that any requests made to the alias name are to be redirected to the host to which the alias points. The target host does not have to be within the local domain.

**Mail Exchanger (MX) record:** Specifies a mail exchanger for the domain. The mail exchanger is a host that either processes or forwards email for the domain.

**Name Server (NS) record:** The host name of a DNS server that is authoritative for the domain. A DNS zone requires at least one NS record. If there is only one NS record in a zone, it cannot be removed.

**Pointer (PTR) record:** A host name for reverse (IP address-to-host name) mapping.



## Start of Authority (SOA) records

Each DNS zone has a Start of Authority (SOA) record. When you add a zone to a domain, a SOA record is automatically created.

The SOA record:

Designates the start of the zone and specifies where in the domain name space the name server has authority.

Specifies timing information for zone transfers, which are the transfers of lookup data from the primary name server to the secondary server.

Provides contact information for a zone. Every zone's SOA record contains the email address of the zone's technical contact.



[RETURN TO QUICK-START TUTORIAL HOME](#)

## Viewing the list of DNS zones

On the DNS zones page you can view the list of DNS zones for your organization. Tasks on this page include:

Find information by searching, sorting, or using page controls.

Perform tasks by clicking icons in the **Action** column. Icons and tasks include:

- , view information about a zone.
- , remove a zone.

How to get to the List of DNS Zones page

1. Go to the Organization Administrator Home page.
2. In the **Microsoft DNS** area, click **List Zones**. The DNS List Zone page opens and displays a list of DNS zones for the organization.

## Adding a DNS zone

A DNS zone specifies the domain name boundaries in which a DNS server has authority to perform name translations. Each zone contains records that specify how to resolve the host names associated with the zone.

To add a DNS zone:

1. On the organization administrator Home page, in the **Microsoft DNS** area, click **Add Zone**. The DNS Add Zone form is displayed.
2. In the **Zone Name** text box, enter a name for the DNS zone.
3. Click **Add**.

The List of DNS Zones page displays the new zone.

## Viewing the list of DNS records

The DNS Records page shows the list of DNS records for the selected zone. On this page you can [perform several tasks](#) and view the following information:

**Host.** The domain or subdomain for the record.



**Type.** The record type. For information about record types, see the help topic [Overview of DNS](#).

**Data.** The value of the record type. For a NS record, this is the host name of a DNS server that is authoritative for the domain.


On this page you can:

Find information by searching, sorting, or using page controls.

Perform tasks by clicking icons in the **Action** column. Icons and tasks include:

- , change the record's information
- , remove the record.


How to get to the List of DNS Records page


1. Go to the Organization Administrator Home page.
2. In the **Microsoft DNS** area, click **List of DNS Zones**. The List of DNS Zones page opens and displays a list of DNS zones for the organization.
3. On the List of DNS Zones page, click  in the **Action** column of the zone whose DNS records you want to view. The List of DNS Records page opens and displays a list of DNS records for the selected zone.

## Adding an Address (A) record

An Address (A) record maps a Fully Qualified Domain Name (FQDN) to an IP address within the zone.

To add an Address (A) record:


1. On the organization administrator Home page, in the **Microsoft DNS** area, click **List Zones**. The List of DNS Zones page opens and displays a list of DNS zones for the organization.
2. On the List of DNS Zones page, click  in the **Action** column of the zone for whom you want to add the Address (A) record. The List Records page opens and displays a list of existing DNS records for the selected zone.
3. On the List Records page, click **Add Host Record**.
4. In the **Name** text box, enter the host name. The current domain name (displayed next to the text box) is appended to the Host name.
5. In the **IP address** text box, enter the IP address.

 You can find the IP address for a name-based site, on the IIS Web Service Overview page.

6. Select the **Update pointer record** check box to create two types of records:
  - The **Forward name-to-IP address** record (for example, ftp.mysite.com -> 10.0.0.1), and the **Reverse IP address-to-name** record (for example, 10.0.0.1 -> ftp.mysite.com). The reverse IP address-to-name record is created in a different zone and will succeed

only if your service provider has created the corresponding reverse lookup zone.

- Clear the check box to create only the forward name-to-IP address record.


 This field is not available if the feature was not enabled by the service provider/ Reseller.

7. Click **Add**.


The List of DNS Records page displays the new record.

## Adding an Alias (CNAME) record

An Alias (CNAME) record maps one host to another. The CNAME (canonical name) record creates an alias (synonymous name) for the specified FQDN (fully qualified domain name) of a host. The target host does not have to be within the local domain.

 Create a Host (A) record before you create the alias. Do not use a CNAME alias record for a name-based domain or an NS or MX record.

To add an Alias (CNAME) record:

1. On the organization administrator Home page, in the **Microsoft DNS** area, click **List Zones**. The List of DNS Zones page opens and displays a list of DNS zones for the organization.
2. On the List of DNS Zones page, click  in the **Action** column of the zone for whom you want to add the Address (A) record. The List Records page opens and displays a list of existing DNS records for the selected zone.
3. On the List Records page, click **Add CNAME Record**.
4. In the **Alias name** text box, enter an alias host name. The current domain name (displayed next to the text box) is appended to the host name.
5. In the **Fully qualified name for target host** text box, enter the target host name.
6. Click **Add**.

The List of DNS Records page displays the new record.


## Adding a Mail Exchanger (MX) record

A Mail Exchanger (MX) record specifies a mail exchange server for a DNS domain name. A mail exchange server is a host that either processes or forwards email for the DNS domain name.

When the server processes the email, it either delivers the email to the addressee or passes it to a different type of mail transport. When the server forwards the email, it sends the email to its final destination server, using Simple Mail Transfer Protocol (SMTP). The email is either sent to another mail exchange server that is closer to the final destination, or it is queued up for a specified amount of time and then sent forward. Ultimately, using this relay mechanism, it reaches the destination server and client.

To use multiple mail exchange servers in one DNS domain, create multiple MX records for that domain. Each MX record that you create allows you to set a priority value among your mail servers. The lower the number in the **Mail Server priority** field, the higher the priority. Thus, when a mail server needs to send email to a certain domain, it first contacts the DNS server for that domain and retrieves all the MX records. It then contacts the mail server with the highest priority. If there are two mail servers with the same delivery priority, one of them is randomly chosen.

To add a Mail Exchanger (MX) record:


1. On the organization administrator Home page, in the **Microsoft DNS** area, click **List Zones**. The List of DNS Zones page opens and displays a list of DNS zones for the organization.
2. On the List of DNS Zones page, click  in the **Action** column of the zone for whom you want to add the Address (A) record. The List Records page opens and displays a list of existing DNS records for the selected zone.
3. On the List Records page, click **Add MX Record**.
4. In the **Mail domain** text box, enter the domain host name. The current domain name (displayed next to the text box) is appended to the host name.
5. In the **Mail Server** text box, enter the mail server FQDN (fully qualified domain name) name that will map to the specified domain name.
6. In the **Mail Server priority** text box, enter a number to designate mail priority among mail servers. The lower the number in the **Mail Server priority** field, the higher the priority. If there are two mail servers with the same priority, one of them is randomly chosen. The value of this field should be between 0 and 65535
7. Click **Add**.

The List of DNS Records page displays the new record.

## Adding a Name Server (NS) record


A Name Server (NS) record indicates the authoritative DNS server for the zone. These records indicate the primary and secondary servers for the zone (as defined in SOA record), and the servers for any delegated zones. Every zone must contain at least one NS record at the zone root.

When you create a new zone, a NS record is automatically created for the zone's name server, but if you intend to use a DNS server other than the default name server, you must change the NS record to reflect the name of that server. Also, if you intend to add additional remote DNS servers, you must create a NS record for each additional server.

 **Add an Address (A) record before you create the NS record.**

To add a Name Server (NS) record:

1. On the organization administrator home page, in the **Microsoft DNS** area, click **List Zones**. The List of DNS Zones page opens and displays a list of DNS zones for the organization.



2. On the List of DNS Zones page, click  in the **Action** column of the zone for whom you want to add the Address (A) record. The List Records page opens and displays a list of existing DNS records for the selected zone.
3. On the List Records page, click **Add NS Record**.
4. In the **Name server Zone** text box, enter the name of the sub-domain.
5. In the **Fully qualified name of Name Server** text box, enter the host name of the DNS server that is authoritative for this sub-domain.
6. Click **Add**.

The List of Reverse Records page displays the new record.

## Changing a DNS record's information


You can change a DNS record's information any time after you add it.

To change a DNS record's information:

1. On the organization administrator Home page, in the **Microsoft DNS** area, click **List of DNS Zones**. The List of DNS Zones page opens and displays a list of DNS zones for the organization.
2. On the List of DNS Zones page, click  in the **Action** column of the zone whose DNS records you want to change. The List Records page opens and displays a list of DNS records for the selected zone.
3. On the List of DNS Records page, click  in the **Action** column of the record whose information you want to change.
4. On the DNS Record Edit form, change any of the following fields depending on the type of record you want to change.

For an Address (A) Record:


- **Name:** The host name.
- **IP Address:** An IP address that maps to the host name. This is used for forward (as opposed to reverse) or host name-to-IP address mapping.

 You can find the IP address for a name based site, on the IIS Web Service Overview Page.

- **Update pointer record** : Enabling Update Reverse creates a reverse or an IP address-to-host name mapping that allows resolution of an IP address to its corresponding host name.

For an Alias (CNAME) Record:

- **Alias name:** The host name.
- **Fully qualified name for target host:** The alias host name. This indicates to the DNS server that any requests made to the alias name are to be redirected to the host to which the alias points. The target host does not have to be within the local domain.

 Create a Host (A) record before you create the alias.  
Do not use a CNAME alias record for a name-based domain, or an NS or MX record.

For a Mail Exchange (MX) Record:

- **Mail Domain:** The domain host name.
- **Mail Server:** The mail server name that maps to the specified domain name.
- **Mail Server priority:** A number to designate mail priority among mail servers. The lower the number in the **Mail Server priority** field, the higher the priority. If there are two mail servers with the same priority, one of them is randomly chosen.

For a Name Server (NS) Record:

- **Name Server Zone:** The name of the sub-domain.
- **Fully qualified name of Name Server:** The host name of the DNS server that is authoritative for this sub-domain.


5. Click **Save**.

The changes are saved immediately.

## Viewing the Start of Authority (SOA) information

The Start of Authority (SOA) Overview page displays the Start of Authority information for the zone.

To view the Start of Authority (SOA) Overview information for a zone:

1. On the organization administrator Home page, in the **Microsoft DNS** area, click **List Zones**. The List of DNS Zones page opens and displays a list of DNS zones for the organization.
2. On the List of DNS Zones page, click  in the **Action** column of the zone whose Start of Authority information you want to view. The List Records page opens and displays a list of existing DNS records for the selected zone.
3. On the List Records page, click **Start of Authority**. The Start of Authority (SOA) page opens and displays the SOA information for the selected zone.

The Start of Authority (SOA) Overview page displays the following information.

**Serial Number.** The serial number of the SOA record. This is generated automatically.

**Responsible person.** The email of the DNS server administrator. The email address is in Standard DNS fully qualified domain name (FQDN) format. For example, the email address 'admin@wvh.com' is represented in FQDN format as admin.wvh.com. In FQDN format, a period (.) replaces the @ sign.

**Refresh Interval.** This value determines how often the secondary DNS server checks to see if its data is current. The server will make one SOA query per zone per refresh interval.


**Retry Interval.** This value determines how often the secondary DNS server reconnects to the primary server. Normally, the retry interval is shorter than the refresh interval, but it does not have to be so.


**Expiry Interval.** This determines how long the secondary DNS server waits before expiring the data.

**Minimum Time To Live.** This value specifies the time other servers can cache data and applies to all the resource records in the database file.

## Changing the Start of Authority (SOA) information

To change the Start of Authority (SOA) overview information for a zone:

1. On the organization administrator Home page, in the **Microsoft DNS** area, click **List Zones**. The List of DNS Zones page opens and displays a list of DNS zones for the organization.
2. On the List of DNS Zones page, click  in the **Action** column of the zone whose Start of Authority information you want to view. The List Records page opens and displays a list of existing DNS records for the selected zone.
3. On the List Records page, click **Start of Authority**. The Start of Authority (SOA) page opens and displays the SOA information for the selected zone.
4. On the Start of Authority (SOA) page, click **Edit**.
5. On the Edit Start of Authority page, you can change the following fields:
  - **Responsible person** - The email of the DNS server administrator.
  - **Refresh Interval** - This value determines how often the secondary DNS server checks to see if its data is current. The server will make one SOA query per zone per refresh interval.
  - **Retry Interval** - This value determines how often the secondary DNS server reconnects to the primary server. Normally, the retry interval is shorter than the refresh interval, but it does not have to be so.
  - **Expiry Interval** - This determines how long the secondary DNS server waits before expiring the data.
  - **Minimum Time To Live** - This value specifies the time other servers can cache data and applies to all the resource records in the database file.

 The email address of the responsible person must be in the Standard DNS fully qualified domain name (FQDN) format. For example, the email address 'admin@wvh.com' is represented in FQDN format as

6. Click **Save** to commit the changes made to Start of Authority information.

### Hosted Exchange 2003

## About Hosted Exchange 2003

Hosted Exchange 2003 provides enterprises with Web-based Exchange solutions to enable users to easily manage their email and personal calendars, address lists, public folders, meetings, and contacts as well as access shared applications on the Exchange 2003 server.

Hosted Exchange 2003 supports MAPI-enabled mailboxes and provides all the features of Microsoft Exchange with the additional power of using Microsoft Outlook Web Access (OWA), Microsoft Outlook Mobile Access, and Microsoft Outlook.

## Setting up Hosted Exchange 2003

This topic describes things you can do to set up Hosted Exchange 2003 for your organization.

## Email notifications

[Enable email notifications](#) to automatically send email messages to users when their mailboxes reach a threshold limit for disk space. By default these notifications are switched off. When email notifications are enabled, daily messages are sent to users whose mailboxes have reached threshold limits.

In addition, when you add user accounts, specify an external email address at which the individual can be contacted to ensure that warning messages reach the recipient. If no external email address is provided, users do not receive warning messages when their mailboxes exceed resource limits.

## User management

Streamline user management by performing the following tasks:

- [Create a user template](#) with the Hosted Exchange 2003 service and some default mailbox settings. Use this template when you add user accounts.

- [Add user accounts](#) with Hosted Exchange 2003 service enabled. You can also use the bulk import mailboxes feature to create mailboxes for existing organization users by uploading a CSV file.

- [Add aliases](#) (email addresses) for your existing Hosted Exchange 2003 users. By default there is just one email address created per user.

- [Manage delivery restrictions](#) for each user. By default each user can accept messages from everyone. This feature can be used to provide spam-guard for organization users

- [Manage distribution list membership](#) for each user. This feature will allow you to view/edit the membership of a user in different distribution lists available on your organization. By default no user is member of any distribution list.

## Distribution lists

Set up distribution lists by performing the following tasks:

- This feature allows the organization users to send a mail to a group of people by sending the mail to a distribution list email address. Only administrators of the organization are allowed to create such a group.

- Add a couple of distribution lists (sales, marketing etc)

- Manage the subscribers of each list and add some members to the groups created above.

## External contacts

Add external contacts to your organization's global address list. These external contacts can be anybody who is not a member of the organization but interacts



frequently with various groups of your organization, for example, you can add all your vendors to this list. These external contacts can also be subscribed to the distribution lists you might have created on your organization.

[Create external contacts](#). These might include travel agents, caterers, or any other business associates your organization's users might need to contact.

## Public folders

[Create public folders](#) and manage the permissions of the folders. Using the organization administrator control panel, you can manage subfolders one level below the main hierarchy. You can use Outlook/OWA to create/manage sub-folders further down.

NEXT QUICK-START TOPIC:  
[SET UP WINDOWS WEB HOSTING](#)

## About MAPI

The Messaging Application Programming Interface (MAPI) is a set of object-oriented functions that provide messaging capabilities.

MAPI is built into Microsoft Windows that enables different mail applications to work together to distribute mail. As long as both applications are MAPI-enabled, they can share mail messages with each other.

Mail-enabled applications use MAPI to create, transfer, and store messages, as well as handle complex addressing information.

### Uses of MAPI

- MAPI is the programming interface used to write components that connect to various mail servers

- MAPI enables you to develop new types of messaging custom forms

- MAPI enables you to create plug-in's for Outlook, Exchange, and Windows Messaging to extend the functionality of those clients.

## Managing mailboxes

### About mailboxes

A mailbox is equivalent to a mailbox-enabled user. It is a private repository or delivery location for all incoming mail messages addressed to a specific user within an organization. Mailboxes reside on the Exchange 2003 Server. A mailbox can contain email messages, message attachments, folders, folder hierarchy, etc.

Each time a mailbox enabled user is added to an organization, an email address and corresponding mailbox is created for that user. Mailbox-enabled users can send and receive email.

### About inbound domains

The Hosted Exchange 2003 service uses inbound domains to enable organization users to receive email at subdomain addresses. To increase the security of inbound domains, only the top-level service provider can add inbound domains. Organization administrators cannot add inbound domains. Contact your service provider to have inbound domains added for your organization.

#### Adding, changing, and viewing mailbox information

### Hosted Exchange 2003 options for mailboxes

You choose Hosted Exchange options for mailboxes when you [add a user account](#) or when you [change a user's service settings](#). When you add a Hosted Exchange 2003 enabled mailbox, you enable a user to access email through your organization using Microsoft Outlook, Outlook Express, and Microsoft Outlook Web Access.

Hosted Exchange 2003 options for mailboxes include:

#### General Resource limits

**Disk Space.** The maximum server disk space, in megabytes, available to the mailbox for Hosted Exchange 2003. If you choose Unlimited, there is no limit on the amount of disk space the mailbox can use.

**Disk space Threshold.** The percentage of disk-space usage that triggers disk-space alerts. If Hosted Exchange email notifications [are enabled](#), the user receives an email alert when the disk-space usage of their mailbox reaches this percentage. This enables them to take action and delete messages or request additional resources before they run out of disk space.

#### Mailbox Access Options

To add a mailbox, you need to enable at least one of the options below. Also, to enable OMA, you need to enable OWA as well.


**POP:** Post Office Protocol (POP) is a protocol used to retrieve email from a mail server. POP downloads email from the server and store it on the local machine. POP works best when accessed using a single computer. Accessing POP using multiple computers tends to sprinkle messages across all of the computers used for mail access.

**IMAP:** Internet Mail Access Protocol (IMAP) is a protocol used to access email from a central mail server. It allows users to access email on the mail server like it were on a local hard drive; however the email is actually left on the server. The mail, can therefore, be accessed from multiple machines without having to transfer files or messages manually.

**MAPI:** Messaging Application Programming Interface (MAPI) is a set of object-oriented functions that provide messaging capabilities.

**OWA:** Outlook Web Access (OWA), is a Microsoft server-side application used to retrieve and work with data stored on a remote Microsoft Exchange Server computer using an Internet browser. It provides Web-based public access to Microsoft Exchange Server email, public folders, calendar information, Address Book, contacts, and shared applications.

**OMA:** Microsoft Outlook Mobile Access (OMA) provides mobile phone browser access to Exchange servers for xHTML (WAP 2.0), HTML mobile phone, Compact HTML (cHTML) on i-Mode devices (in Japan), and PDA browsers such as Pocket Internet Explorer on Windows Powered Mobile Devices.

 To enable OMA, you need to enable OWA as well.

**User Initiated Synchronizations (ActiveSync):** User Initiated Synchronizations is a feature that synchronizes email with the Exchange 2003 server and maintain an offline copy of email, calendar, and contacts.

**Up-to-date notifications:** Up-to-date notifications provides the ability to keep data on mobile devices up to date, using methods provided by Exchange 2003. User Initiated Synchronization feature is a pre-requisite for this feature.

### Message limits


**Deleted Items Retention Time:** The maximum duration (in days) that email messages deleted from Outlook Web Access (OWA) or Microsoft Outlook are retained on the Exchange Server. Deleted email messages can be recovered within the specified duration before being automatically deleted.

**Maximum Outgoing Message Size:** The maximum limit, stated in KB, of the size of each message sent out from the mailbox.

**Maximum Incoming Message Size:** The maximum limit, stated in KB, of the size of each message received into the mailbox.

### Other Options

**Show in Address List.** Shows the mailbox user's account information in the address book.

 If this option is not selected, the mailbox user cannot access the mailbox using Outlook. The user can use only OWA, OMA, POP, IMAP, and Outlook Express to access the mailbox.



## Viewing a user's Hosted Exchange 2003 options

The User Information Overview page displays general information about the user. The Hosted Exchange 2003 area on the page displays the following mailbox options specified for the user.

To view a mailbox user's Hosted Exchange 2003 options: Go to the User Information Overview page. The Hosted Exchange 2003 area displays the following information:

**Disk Space:** The maximum amount of disk space available to the mailbox on the Exchange 2003 server.

**Disk Space Threshold:** The percentage of disk-space usage that triggers disk-space alerts. If Hosted Exchange email notifications [are enabled](#), the user receives an email alert when the disk-space usage of their mailbox reaches this percentage. This enables them to take action and delete messages or request additional resources before they run out of disk space.

 Denotes that the feature is enabled.  Denotes that the feature is disabled.

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## Message limits


**Deleted Items Retention Time:** The maximum duration (in days) that email messages deleted from Outlook Web Access (OWA) or Microsoft Outlook are retained on the Exchange Server. Deleted email messages can be recovered within the specified duration before being automatically deleted.

**Maximum Outgoing Message Size:** The maximum limit on the size of each message sent out from the mailbox.

**Maximum Incoming Message Size:** The maximum limit on the size of each message received into the mailbox.

## Other Options

**Show in Address List.** Shows the mailbox user's account information in the address book.

 If this option is not selected, the mailbox user cannot access the mailbox using Outlook. The user can use only OWA, OMA, POP, IMAP, and Outlook Express to access the mailbox.


## Changing a user's Hosted Exchange 2003 options

You can change the resource settings or features available to Hosted Exchange 2003 mailboxes.

To change a mailbox options: Go to the Edit User - Service Information page.

Information you can change includes:

**Disk Space.** The maximum disk space available for the mailbox on the Exchange 2003 server.

 To ensure that the user's current disk space usage does not exceed the new setting, [check the user's current disk space usage](#) before you set the disk space amount.

**Disk Space Threshold.** The percentage of disk-space usage that triggers disk-space alerts. If Hosted Exchange email notifications [are enabled](#) for your organization, the user receives an email alert when the disk-space usage of their mailbox reaches this percentage. This enables them to take action and delete messages or request additional resources before they run out of disk space.

**POP.** Post Office Protocol (POP) is a protocol used to retrieve email from a mail server. POP downloads email from the server and store it on the local machine. POP works best when accessed using a single computer. Accessing POP using multiple computers tends to sprinkle messages across all of the computers used for mail access.

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**Up-to-date notifications.** Up-to-date notifications provides the ability to keep data on mobile devices up to date, using methods

provided by Exchange 2003. User Initiated Synchronization feature is a pre-requisite for this feature.


**Deleted Items Retention Time.** The maximum duration (in days) that email messages deleted from Outlook Web Access (OWA) or Microsoft Outlook are retained on the Exchange Server. Deleted email messages can be recovered within the specified duration before being automatically deleted.

The changed duration takes effect only after the Database Maintenance Interval time of the Exchange Server.

**Maximum Outgoing Message Size.** The maximum limit on the size of each message sent out from the mailbox.

**Maximum Incoming Message Size.** The maximum limit on the size of each message received into the mailbox.

**Show in Address List.** Select the check box to show the mailbox user's account information in the address book.


 If this option is not selected, the mailbox user cannot access the mailbox using Outlook. The user can use only OWA, OMA, POP, IMAP, and Outlook Express to access the mailbox.

## Changing a user's distribution list membership

Distribution lists are used to forward email to a set of addresses using one email address. When a message is sent to a distribution list, it is automatically routed to the email address of each member in the list.

You can add a user's mailbox as a member of multiple distribution lists.

To change a user's distribution list membership:

1. On the Users navigation panel, click **List**.
2. On the User list, click  in the **Action** column of the user whose distribution list membership you want to change.
3. On the User actions for Administrator page, click **Manage Distribution List Membership** in the Hosted Exchange 2003 area. The Distribution List Membership page displays the following information.
  - **Not Member of:** Displays all the distribution lists in the organization that the user is not a member of.
  - **Member Of:** Displays the distribution lists that the user is a member of.
5. Select the distribution lists to which you want to add the user as a member and click **Add**. The distribution lists are added to the **Member Of** column.
6. Select the distribution lists from which you want to remove the user's membership and click **Remove**. The distribution lists are moved to the **Not Member of** column.
7. Click **Save**.

## Viewing disk-space usage for Hosted Exchange users

The User Disk Usage List page shows how much disk space organization users are currently using for the Hosted Exchange 2003 service. Information on this page includes:

**Name.** The name of the user.


**Disk Space Usage / Limit (MBs).** The amount of disk space in use by the user and the amount of disk space available to the user in megabytes.

How to get to the User Disk Usage List

## Specifying mailbox delivery restrictions

You can specify mailbox delivery restrictions for each user. This enables you to restrict the user's mailbox to receive email from specified users, distribution lists, and contacts only. This feature is also used to provide spam-guard for organization users.

To specify mailbox delivery restrictions:

1. On the Users navigation panel, click **List**.
2. On the User list, click  in the **Action** column of the user for whom you want to set mailbox delivery restrictions.
3. On the User actions for Administrator page, click **Manage Delivery Restrictions** in the Hosted Exchange 2003 area. The MailBox Delivery Restrictions page is displayed.
4. On the MailBox Delivery Restrictions page, do one of the following:
  - Select the **Everyone** option from the Accept Messages From area. This enables the user's mailbox to receive email from all users, contacts, and distribution lists.
  - Select **Only from** to set the user's mailbox to receive email from specific users, contacts, and distribution lists only. If you select this option, you need to select the email addresses or distribution lists from whom the user can receive email. If you select a distribution list, the user can receive email from any member of the distribution list. To select multiple entries, hold down the shift key while clicking entries.
  - Select **Everyone except** to set the user's mailbox to receive email from everyone except specific users, contacts, and distribution lists. If you select this option, you need to select the email addresses or distribution lists that cannot send email to the user. If you select a distribution list, the user cannot receive email from any member of the distribution list. To select multiple entries, hold down the shift key while clicking entries.
5. Click **Save**.

### Managing mailbox email notifications



## Viewing email notifications specified for a mailbox

The Email Notifications areas in the View Service Configuration page display the following information.



Service component details for the organization.

Options enabled for the organization.

**Mailbox Threshold Reached Template.** The default email notification text for threshold messages. This text is sent as an email to users whose mailboxes reach the threshold percentage for disk space usage.

**Mailbox Quota Reached Template.** The default email notification text to be sent to users whose mailboxes reach their maximum disk space resources. Since mailboxes cannot receive messages when they are full, these messages are sent to the external email addresses specified for users. If no external email address is provided, the user does not receive warning messages when their mailboxes exceed resource limits.

**Enable Notifications.** Whether the mailbox threshold and quota messages are enabled for the organization.

-  indicates notifications are enabled
-  indicates notifications are disabled.



How to get to the View Service Configuration page

## Enabling Hosted Exchange 2003 email notifications

You can enable the system to automatically send email messages to users when their Hosted Exchange 2003 mailboxes reach threshold limits for disk space. By default these notifications are switched off.

These messages are separate from the [automated email notifications the system sends](#) when you add or remove user accounts.

To enable Hosted Exchange 2003 email notifications:

1. On the General navigation panel, click **Services**.
2. On the Services page, click  in the **Action** column of the Hosted Exchange 2003 service.
3. On the Service components page, click  in the **Action** column of the Hosted Exchange 2003 component.
4. On the Edit Service Configuration form, click **Enable Notifications** at the bottom of the form.
5. Click **Save**.

Email notifications are enabled, and daily messages are sent to users whose mailboxes have reached threshold limits. Since mailboxes cannot receive messages when they are full, these messages are sent to the external email addresses specified for users. If no external email address is provided, the user does not receive warning messages when their mailboxes exceed resource limits.



## Changing Hosted Exchange 2003 email notifications

The Edit Service Configuration page shows the Hosted Exchange 2003 features enabled for your organization. On this page you can enable, disable, or change the automated email notifications available for the Hosted Exchange 2003 service. Only your service provider can change the features enabled for your organization.

Email notifications are used to warn users that their mailboxes are getting full. When you add mailboxes, you specify the disk-space resources available to users and the percentage of disk-space usage, or threshold, at which notifications are sent.

To change the email notifications:

1. Go to the Edit Service Configuration page. In addition to service information, the following email notification template information is displayed:
  - a. **Mailbox Threshold Reached Template.** The default email notification text for threshold messages. This text is sent as an email to users whose mailboxes reach the threshold percentage for disk space usage.
  - b. **Mailbox Quota Reached Template.** The default email notification text to be sent to users whose mailboxes reach their maximum disk space resources. Since mailboxes cannot receive messages when they are full, these messages are sent to the external email addresses specified for users. If no external email address is provided, the user does not receive warning messages when their mailboxes exceed resource limits.
2. Change the email notification text as needed. To preserve the system's ability to send and customize the messages, do not change the words TO, FROM, SUBJECT, or BODY, and do not change text preceded and followed by @@, since these are variables. You can change the text that follows the words SUBJECT: and BODY: as needed, however. Variable text includes:
  - **@@USER@@.** The email address of the user. This is the user's organization email address.
  - **@@ORG\_ADMINS@@.** The email address of the organization administrator. This address can be viewed or changed from the [Edit Contact Information](#) page.
  - **@@MAILBOX\_THRESHOLD@@.** The percentage of disk-space resources that triggers warning messages. This amount is specified when you [add or change a user's account settings](#).
  - **@@ALLOCATED\_MAILBOXSIZE@@.** The amount of disk space the user is allowed to use. This amount is specified when you [add or change a user's account settings](#).
  - **@@ALTERNATE\_EMAIL@@.** An external email address for the user. [The user account information page](#) shows whether an external email address is assigned to the user. Since users cannot receive email when their mailboxes are full, the user's alternate or external email address is used for mailbox-full warnings. If no external address is provided for the user, they cannot receive this automated message.
  - **@@MAILBOX\_CURRENT\_DISKUSAGE@@.** The current amount of disk space in use by the mailbox. [The disk usage page for Hosted Exchange](#) shows the current disk usage by organization users.

3. Select the **Enable Notifications** check box to enable the email notifications feature; clear the checkbox to disable notifications.
4. Click **Save**.

### Managing a user's email addresses


## Viewing a user's email addresses

The List of Email Addresses page shows the email addresses assigned to a user. These addresses include:


- The primary email address assigned when the user's mailbox was added.
- Email addresses added as a result of adding inbound domains. Only your service provider can add inbound domains.
- Any new email address added for the user.

On the List of Email Addresses page you can:

Perform the following tasks:

- Click **Add** to add an email alias for the user
- Click  to remove an email address from the List of Email Addresses

How to get to the List of Email Addresses page


1. On the Users navigation panel, click **List**.
2. On the User list, click  in the **Action** column of the user whose email addresses you want to view.
3. On the User actions for Administrator page, click **Manage Email Addresses**.

## Adding a new email address for a user

A user's email addresses include the primary email address assigned when the user's mailbox was added and any email addresses added as a result of adding new inbound domains. Only your service provider can add inbound domains.

You can also add new email address or aliases for the user's mailbox. Email sent to the new email address is redirected and delivered to the user's mailbox.



To add a new email address for a user:

1. On the Users navigation panel, click **List**.
2. On the User list, click  in the **Action** column of the user for whom you want to add a new email address.
3. On the Add Alias page, enter a new **Email Address**. The email address must end with the organization's root domain name or existing inbound domain name.
4. Click **Add**.

## Removing a user's email address

You can permanently remove a user's email address.

To remove a user's email address:

1. On the Users navigation panel, click **List**.
2. On the User list, click  in the **Action** column of the user for whom you want to add a new email address.
3. On the List of Email Addresses page, click  in the **Action** column of the email address you want to remove.

 You cannot remove the user's primary email address.

The email address is removed from the list.

## Managing public folders

### About managing public folders

Public folders are folders that store messages or information that is shared with users within an organization. They are an easy and effective way to collect, organize, and share information. Public folders can also be used to store items such as calendars and contacts that are shared by two or more people.

Public folders are created and designed by administrators and other users in the organization who have the appropriate access permissions.

Access to public folders is controlled by [setting permissions](#).


### Adding a public folder


Public folders are folders that store messages or information that is shared with users within an organization.

To add a public folder:

1. In the **Hosted Exchange 2003** area of the Home page, click **Public Folders**.
2. On the List of Public Folders form, click **Add Public Folder**. The Add Public Folder form is displayed.
3. In the **Name** field, enter a name for the public folder.
4. In the **Display Name** field, enter a name for the public folder. The public folder is listed in the address book using the display name. If you do not specify a display name, the **Name** of the public folder is displayed.


6. In the **Alias Name** field, enter an alias for the public folder. An email address is assigned to the folder using the alias. Messages sent to this email address will be stored in the public folder.

 The email address for the public folder is created using the specified alias in the format <Alias>@<Organization Domain Name> where <Organization Domain Name> is the domain name specified for the organization when it was created.

 An email address is not assigned for public folders created manually through Microsoft OWA or Outlook. Manually creating public folders is not recommended.

7. In the **Description** field, enter a description for the public folder.
8. Select the **Hide From Address List** check box to hide the public folder's information from the address book.
9. Click **Add**.

The public folder is added to the list of public folders.

 You must add public folder permissions to the users and distribution lists that need to access, create, and modify the public folder and its contents.

## Viewing the list of public folders

The List of Public Folders page displays the list of all public folders added to your organization. On this page you can view the following information for each public folder:

**Name.** The public folder name.





**Description.** The description provided for each public folder.

On the List of Public Folders page you can:

Find information by searching, sorting, or using page controls.

Click **Add Public Folder** to add a new public folder.

Click **Action** column icons to perform tasks. Tasks and icons include:

- , view information about a public folder
- , change the public folder's information
- , remove the public folder
- , manage permissions of the public folder

How to get to the List of Public Folders page

To view information on public folders:

1. Open the Organization Administrator Home page.
2. In the **Hosted Exchange 2003** area, click **Public Folders**. The List of Public Folders page displays a list of public folders associated with the Organization.

## Public folder overview page



The Overview Public Folder page displays the following information about the public folder:

**Name.** The name of the public folder

**Display Name.** The display name of the public folder

**Alias Name.** An alias for public folder

**Description.** A description of the public folder


**Hide From Address List.** A  if the public folder is hidden from the address book, and a  if the public folder is not hidden from the address book.

**Email Address.** The email address for the public folder. This is created using the format <Alias>@<Organization Domain Name> where <Organization Domain Name> is the domain name specified for the organization when it was created.

On the Overview Public Folder page you can:

Change the public folder's information by clicking **Edit**


How to get to the Public Folder page

1. Open the Organization Administrator Home page.
2. In the **Hosted Exchange 2003** area, click **Public Folder**.
3. On the List of Public Folders page, click  in the **Action** column of the public folder whose information you want to view.

## Changing a public folder's information

You can change a public folder's information any time after you add it. However, you cannot change the public folder's name, alias name, and email address.


To change a public folder's information:

1. In the **Hosted Exchange 2003** area of the Home page, click **Public Folder**.
2. On the List of Public Folders page, click  in the **Action** column of the public folder whose information you want to change.
3. On the Edit Public Folder form, change any of the following fields:
  - **Display Name:** The display name specified for the public folder
  - **Description:** A description of the public folder.
  - **Hide From Address List:** Select the check-box to hide the public folder's information from the address book database.
4. Click **Save**.

## Removing a public folder

You can permanently remove a public folder.


To remove a public folder:

1. In the **Hosted Exchange 2003** area of the Home page, click **Public Folder**.
2. On the List of Public Folders page, click  in the **Action** column of the public folder you want to remove.
3. Click **OK**.

## List of Pending Tasks

The List of Pending Tasks page shows Hosted Exchange 2003 tasks that have not been successfully completed by the system. For example, if the system fails to add a public folder when provisioning an organization, the folder is placed on the list of pending tasks. From there, you can attempt to add it again.

To add a public folder from the list of pending tasks list:

On the pending tasks page, click  in the **Action** column of the public folder you want to add.

How to get to the List of Pending Tasks page

### Public folder permissions

## About public folder permissions

Public folders are created and designed by administrators and other users in the organization who have the appropriate role.


A role determines the permissions of a user to access, create, and modify the public folder and its contents. The administrator can grant specific permissions to users by assigning them the appropriate role.

A public folder role must be explicitly granted to users. Unless permissions are specified, a user has no permissions to access the public folder and its contents.


## Adding permissions to a public folder


Public folder permissions determine a user's or distribution lists' right to access, create, and modify the public folder and its contents.

To add permissions on a public folder:

1. In the **Hosted Exchange 2003** area of the Home page, click **Public Folders**.
2. On the List of Public Folders page, click  in the **Action** column of the public folder. The Manage Permissions for Public Folder list displays the users and distribution lists that have permissions to access the public folder.
3. Click **Add Permissions**.

4. From the **SAM Account Name** drop-down list, select the SAM Account of the user or distribution list for whom you want to assign permissions.

 If you want to assign the same permissions to all the users of the organizations, select the user `<AllUsers>@<Organization domain name>`

 When a user with contributor permissions accesses a public folder through OWA, an Authentication window is displayed. The user must click **Cancel** to be able to create items in the public folder.

5. In the **Select a role** drop-down list, select a role for the user or distribution list. The [role](#) determines the permissions the user or distribution list has to access the public folder.
6. Click **Add**.


## Viewing a public folder's permissions

The Manage Permissions for Public Folder list displays the users in the organization that have access permission over the public folder.


The Manage Permissions for Public Folder page displays the following information:


**Name:** the mailbox-enabled users that have access permissions over the public folder

**Role:** the public folder role assigned to the user. The role determines the permissions that the user has over the public folder.

 If the list is empty, it indicates that permissions have not been assigned to users.


On the Manage Permissions for Public Folder page you can:

Click  to edit the user's permissions

Click  to remove the user's permissions

Click **Add Permissions** to add public folder permissions to users



How to get to the Manage Permissions for Public Folders list


1. Open the Organization Administrator Home page.
2. In the **Hosted Exchange 2003** area, click **Public Folders**.
3. On the List of Public Folders page, click  in the **Action** column of the public folder whose permissions you want to view.

## Changing a user's permissions on a public folder

A user's public folder permissions determine the user's right to access, create, and modify the public folder and its contents.

To change a user's permissions on a public folder:

1. In the **Hosted Exchange 2003** area of the Home page, click **Public Folders**.
2. On the List of Public Folders page, click  in the **Action** column of the public folder. The Manage Permissions for Public Folder list displays the users that have permission to access the public folder.
3. Click  in the **Action** column of the user whose permissions you want to change. The Edit Permissions for Public Folder form displays the user's logon **Name** and **SAM Account Name**. These fields cannot be edited.
4. From the **Select a role** drop-down list, change the public folder role for the user. The [role](#) determines the permissions the user has to access the public folder.

 When a user with contributor permissions accesses a public folder through OWA, an authentication window is displayed. The user must click **Cancel** to be able to create items in the public folder.

5. Click **Save**.


## List of public folder roles

The following table lists the public folder roles and the permissions applicable with each role.

| Public Folder Role | Permissions                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| OWNER              | <p>A mailbox owner with this role has full control over the public folder.</p> <ul style="list-style-type: none"> <li>Public folder is visible to the user</li> <li>Create and read all items in the public folder</li> <li>Create sub-folders</li> <li>Owner of the public folder</li> <li>Edit all items in the public folder</li> <li>Delete all items in the public folder</li> </ul>       |
| PUBLISHING_EDITOR  | <p>A mailbox owner with this role may do anything that an Owner can do, except change the public folder permissions.</p> <ul style="list-style-type: none"> <li>Public folder is visible to the user</li> <li>Create and read all items in the public folder</li> <li>Create sub-folders</li> <li>Edit all items in the public folder</li> <li>Delete all items in the public folder</li> </ul> |



|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EDITOR             | <p>Allows a mailbox owner to create, read, edit, and delete all items in a public folder. Creation of subfolders is not allowed.</p> <ul style="list-style-type: none"> <li>Public folder is visible to the user</li> <li>Create and read all items in the public folder</li> <li>Edit all items in the public folder</li> <li>Delete all items in the public folder</li> </ul>                                                                                                                                                        |
| PUBLISHING_AUTHOR  | <p>Allows a mailbox owner to do everything that a Publishing Editor can do, except that the user can only edit and delete only those items that the user has created (and not items created by others).</p> <ul style="list-style-type: none"> <li>Public folder is visible to the user</li> <li>Create and read all items in the public folder</li> <li>Create sub-folders</li> <li>Edit only those items in the public folder that the user owns</li> <li>Delete only those items in the public folder that the user owns</li> </ul> |
| AUTHOR             | <p>This role provides the same rights as those of the Publishing Author, except that it does not allow creation of subfolders.</p> <ul style="list-style-type: none"> <li>Public folder is visible to the user</li> <li>Create and read all items in the public folder</li> <li>Edit only those items in the public folder that the user owns</li> <li>Delete only those items in the public folder that the user owns</li> </ul>                                                                                                      |
| NON_EDITING_AUTHOR | <p>A mailbox owner with this role has the same rights as an Author, except that the user may not edit items after creating them.</p> <ul style="list-style-type: none"> <li>Public folder is visible to the user</li> <li>Create and read all items in the public folder</li> <li>Cannot edit any of the public folder contents</li> <li>Delete only those items in the</li> </ul>                                                                                                                                                     |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | public folder that the user owns                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| CONTRIBUTOR | <p>This role provides only the right to create items in the public folder. A Contributor cannot read any items in a folder. This role is useful for creating suggestion boxes.</p> <p>Public folder is visible to the user</p> <p>Create items in the public folder</p> <p> When a user with contributor permissions accesses a public folder through OWA, an Authentication window is displayed. The user must click <b>Cancel</b> to be able to create items in the public folder.</p> |
| REVIEWER    | <p>This role provides the right to read items within the public folder. It is the least powerful role defined.</p> <p>Public folder is visible to the user</p> <p>Read all items in the public folder</p>                                                                                                                                                                                                                                                                                                                                                                 |
| NONE        | <p>No access permissions over the public folder. The folder is visible to the user.</p> <p>No permissions to access the public folder</p>                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## Managing external contacts

### About managing external contacts

External contacts are the people and business associates external to your organization. Organization administrators can [add](#), [change](#), or [remove](#) external contacts as needed.

### Adding an external contact

External contacts are the people and business associates external to your organization.

To add an external contact:

1. In the **Hosted Exchange 2003** area of the Home page, click **External Contacts**.

2. On the List of External Contacts page, click **Add Contact** to display the Add Contact form.
3. In the **Full Name** field, enter the name of the external contact.
4. In the **Display Name**, enter the contact's name as you want displayed in your address book. If you do not specify a display name, the full name is displayed in the address book.
5. In the **External Email Address** field, enter the contact's email address.
6. In the **Contact Alias** field, enter an alias for the contact. An alias enables you to send an email to the specified alias and have it sent to the contact's external email address.
7. Click **Add**.

The external contact is added to the list of external contacts.

## Viewing the list of external contacts

The External Contacts page displays the list of all external contacts added to your organization.

To view the external contact's list:

In the **Hosted Exchange 2003** area of the Home page, click **External Contacts**. The External Contacts page opens and displays a list of all the external contacts associated with the Organization.



The External Contacts page displays the following information about each contact.

- **Name** - The contact's full name.
- **External Email Address** - The external email address provided for each contact.

On the External Contacts page you can:

Find information by searching, sorting, or using page controls.


Perform the following tasks:

- Click  to change the external contact's information
- Click  to remove the external contact.

## Changing an external contact's information

You can change an external contact's information any time after you add it. However, you cannot change the external contact's full name and contact alias.

To change an external contact's information:


1. In the **Hosted Exchange 2003** area of the Home page, click **External Contacts**.
2. On the External Contacts List page, click  in the **Action** column of the external contact whose information you want to change.

3. On the Edit Contact form, change any of the following fields:
  - **Display Name:** The contacts name as it is displayed in your address book.
  - **External Email Address:** The contact's email address.
4. Click **Save**.

## Removing an external contact

You can permanently remove an external contact.

To remove an external contact:

1. In the **Hosted Exchange 2003** area of the Home page, click **External Contacts**.
2. On the External Contacts page, click  in the **Action** column of the contact you want to remove.
3. Click **OK**.

## Managing distribution lists

### About managing distribution lists

A distribution list is a group of email addresses contained in the address book and referred to as a single entity.

Distribution lists are used to forward email to a set of addresses using one email address. When a message is sent to a distribution list, it is automatically routed to the email address of each member in the list. This allows access to multiple mailbox users, distribution lists, and contacts using a single source.

Organization administrators can [add](#), [change](#), or remove distribution lists.

### Viewing the list of distribution lists

The List of Distribution Lists page displays the list of all distribution lists added to your organization. It displays the following information about each distribution list.

**Name.** The distribution list name.



**Description.** The description provided for each distribution list.



On the List of Distribution Lists page you can:

Find information by searching, sorting, or using page controls.

Click **Add Distribution List** to add a new distribution list

Perform tasks by clicking **Action** column icons. Icons and tasks include:

- , view information about a distribution list
- , change the distribution list's information

- , manage membership of the distribution list
- , remove the distribution list

How to get to the List of Distribution Lists page


1. Open the Organization Administrator Home page.
2. In the **Hosted Exchange 2003** area, click **Distribution Lists**. The List of Distribution Lists page displays the distribution lists associated with the Organization.


## Adding a distribution list

A distribution list is a user-defined group of email addresses contained in the address book. You can use distribution lists to forward email to a set of addresses using one email address.


To add a distribution list:

1. In the **Hosted Exchange 2003** area of the Home page, click **Distribution Lists**.
2. On the List of Distribution Lists page, click **Add Distribution**. The Add Distribution List form displays.
3. In the **Display Name** text box, enter the name for the distribution list.
4. In the **List Address** text box, enter an alias for the distribution list. The alias enables you to send an email to one address and have it forwarded to a group of email addresses in the distribution list. Email messages are sent to the distribution list using the distribution list alias.

 The alias is created in the format <Alias>@<Organization Domain Name> where <Organization Domain Name> is the domain name specified for the organization when it was created.

 The alias must not contain spaces or special characters. The alias can be maximum of 64 characters.

5. In the **Owner** text box, click the arrow to select an owner for the distribution list. The owner of the distribution list has the rights to manage the distribution list membership from Microsoft Outlook.

 The Owner list displays the list of all the mailbox enabled users added to the organization.

6. In the **Description** text box, briefly describe the subject of the distribution list.
7. Click **Add**.

## Viewing a distribution list's information

The View Distribution List page provides a summary of the information available about a distribution list. The page displays the following information:

**Display Name:** the name for the distribution list.


**List Address:** alias for the distribution list.

**Owner:** owner of the distribution list.

**Description:** a description of the distribution list.

On the View Distribution List page you can change the distribution list information by clicking **Edit**.


How to get to the View Distribution List page

1. Open the Organization Administrator Home page.
2. In the **Hosted Exchange 2003** area, click **Distribution Lists**.
3. On the List of Distribution Lists page, click  in the **Action** column of the distribution list whose information you want to view.

## Changing a distribution list's information

You can change a distribution list's information any time after you add it. However, you cannot change the distribution list's name and alias.


To change the distribution list's information:

1. In the **Hosted Exchange 2003** area of the Home page, click **Distribution Lists**.
2. On the List of Distribution Lists page, click  in the **Action** column of the distribution list whose information you want to edit.
3. On the Edit Distribution List form, change any of the following information:
  - **Owner:** click the arrow to select a new owner of the distribution list.
  - **Description:** a description of the distribution list.
4. Click **Save**.

## Changing the membership of a distribution list

You can change a distribution list's information any time after you add it. However, you cannot change the distribution list's name and alias.

To change the distribution list's information:

1. In the **Hosted Exchange 2003** area of the Home page, click **Distribution Lists**.
2. On the List of Distribution Lists page, click  in the **Action** column of the distribution list whose membership you want to change. The Manage Distribution List Members page displays the following information:
  - **Name:** the list of users, distribution lists, and contacts of the organization.
  - **State:** the membership status of the user, whether a Member or Non-Member.
3. Add members to the distribution list.
  - a. Select the check box next to the Non-Member that you want to add as a Member of the distribution list.
  - b. Click **Subscribe**.

- c. The **State** for the Non-Member changes to Member and is added as a member of the distribution list.
- 4. Remove members from the distribution list.
  - a. Select the check box next to the Member that you want remove from the distribution list.
  - b. Click **Un-Subscribe**.
  - c. The **State** for the Member changes to Non-Member and removed from the membership of the distribution list.

On the Manage Distribution Lists Members page you can:

Click **All** to view the list of members and non-members of the distribution list.


Click **Members** to view the members of the distribution list.

Click **Non-Members** to view the non-members of the distribution list.

## Removing a distribution list

You can permanently remove a distribution list.

To remove a distribution list:

1. In the **Hosted Exchange 2003** area of the Home page, click **Distribution Lists**.
2. On the List of Distribution Lists page, click  in the **Action** column of the distribution list you want to remove.
3. Click **OK**.

## Windows Web Hosting

### About Windows Web Hosting

Windows Web Hosting provides basic Web hosting features that offer full range of services to your customers. The service consists of:

IIS Web Service: provides easy methods to use and configure your Web Site.

IIS FTP Service: provides easy methods to use and configure your FTP site.

Microsoft® FrontPage Server Extensions 2002: provides capability to configure your FrontPage server Extensions.

Scripting support like Perl, PHP, ASP, SHTML: allows you to enable or disable the script maps.

ODBC DSNs for MS Access and MS SQL Server: allows you to configure DSNs for database access.

Web Based File Management: also known as the File Manager utility is provided to remotely manage and set permissions for files and folders.

Urchin® Web analytics software: allows you to configure the IIS Web Log Analyzer (Urchin).

## Setting Up Windows Web Hosting

This topic explains how to set up for Windows Web Hosting for your organization.

## **Bandwidth Monitoring**

This feature allows the organization users to collect the Bandwidth usage by the organization for a specific period of time

Bandwidth is the capacity of the transmission medium stated in gigabytes (GB). Generally, a higher Bandwidth number indicates faster data-transfer capability.

## **IIS Web Service**

IIS Web Server service, is a part of the Microsoft Internet Information Server (IIS) that manages Web services.

## **Virtual Directories**

A virtual directory appears to be a folder when accessing a server but it actually refers to a different area of the hard disk or local network.

Each virtual directory points to a physical directory contained inside the site's file system and are referred to as the home directory for that particular virtual directory.

This feature allows the organization users to add, change, and remove virtual directories.

## **Subdomains**

A subdomain is an address which operates just below your top-level domain. Most organizations obtain a domain name in order to assign names and addresses to individual hosts. However, sometimes, for the purpose of organization structuring, one needs to sub-divide the domain into further domains known as subdomains. The subdomain behaves as a totally independent domain name.

By using the power and added benefits of subdomains, you can maintain a well organized Web site.

This feature allows the organization users to add, change and remove subdomains.

## **Host Headers**

A host header is a third piece of information that you can use in addition to the IP address and port number. This helps to uniquely identify a Web domain or, an application server.

This feature allows the organization users to create multiple identities for the Web Site using a single IP address.



## **Custom Errors**

This feature allows you to customize the messages displayed when client browsers encounter errors such as missing files. You can customize the system to load a specified file or redirect the browser to a specified URL within a Web site when errors occur.

## **SSL**

An SSL certificate enables visitors using Web browsers to verify your site's authenticity and to communicate with it securely via SSL encryption. The certificate authenticates your site to browsers and the Web connection is made through the HTTPS protocol.

This feature allows the organization administrator to view the current Secure Sockets Layer (SSL) settings and generate a Certificate Signing Request for your site.

An SSL certificate is obtained from third party companies like Verisign and Thawte.

Having an SSL site assures your site visitors of security.

## **Log Files**

This feature allows you to view, download, and delete Web and FTP log files generated for your domain.

## **IIS FTP Service**

IIS FTP service is a part of the Microsoft Internet Information Server (IIS) that manages File Transfer protocol (FTP) service.

FTP includes functions to log on to the FTP site, list directories, upload and download files.

## **Virtual Directories**

A virtual directory appears to be a folder when accessing a server but it actually refers to a different area of the hard disk or local network.

Each virtual directory points to a physical directory contained inside the site's file system and are referred to as the home directory for that particular virtual directory.

This feature allows the organization users to add, change, and remove virtual directories.

## **FrontPage Server Extensions 2002**

Microsoft® FrontPage Server Extensions 2002 is a group of files installed on an HTTP service. This provides special Microsoft FrontPage functionality using which the users can view and manage a Web site.

The users can also create, change, and post Web pages to IIS remotely by connecting the Web site using FrontPage client.

## File Manager

File Manager enables you to create, delete, upload, and rename file(s) and directories that are stored on your site.

This feature provides the organization administrator a Web based interface using which the users manage files and folders in their domains.

Using File Manager users can set security permissions for files and folders. This service eliminates the need to use a separate FTP program .

## ODBC Data Source

Open Database Connectivity (ODBC) is a standard database access method that allows you to access and modify data from any application, regardless of which database management system is handling the data.

You can create two types of Data Sources, which use ODBC for data transactions. They are Access DSN and SQL server DSN.

## Urchin

Urchin Web Analytics Software is a Web analytics software package. It analyzes cookie-fortified Web server log files, puts the relevant information in a database, and delivers dynamically-generated browser-based reports.

NEXT QUICK-START TOPIC: [UNDERSTANDING DNS](#)



## Viewing general information

The General Information About Organization page displays the information related to an organization.

To view General Information About Organization page:

In the **Windows Web Hosting** area of the Home page, click **General Information**.

The page displays the following information:

- **Maximum Bandwidth:** The maximum bandwidth usage allocated to an organization.
- **Maximum Disk Space Allowed:** The maximum disk space allocated to an organization.
- **Is :**  Denotes this is an IP-based organization.  
 Denotes this is a Name-based organization.
- **IP Address:** The IP address of the organization.

## Viewing bandwidth monitoring information

Bandwidth is the capacity of a network or computer to handle or carry a certain amount of data. Bandwidth transfer is usually measured in gigabytes (GB) of data transferred during a specified time interval.

Bandwidth monitoring is the ability to view information about the bandwidth your organization uses for the Windows Web Hosting service during a specified period of time. This includes bandwidth for Web service and FTP traffic.


To view bandwidth information:

1. Go to the Bandwidth Data Collection Settings page.  
In the **Windows Web Hosting** area of the Home page, click **Bandwidth Monitoring**.
2. In the **From Date** and **To Date** text boxes, enter the date range for which you want to view the Bandwidth usage.
3. Click **Collect**. The **Bandwidth Usage** area displays the following information:
  - **IIS Web Sampling Time Interval**. The period of time for which the organization's bandwidth usage information is collected for the IIS Web service.
  - **IIS FTP Sampling Time Interval**. The period of time for which the organization's bandwidth usage information is collected for the IIS FTP service.
  - **HTTP In**: Represents data in gigabytes (GB) coming to the site through HTTP (Web service).
  - **HTTP Out**: Represents data in gigabytes (GB) going out of the site through HTTP (Web service).
  - **FTP In**: Represents data in gigabytes (GB) uploaded to the site through FTP.
  - **FTP Out**: Represents data in gigabytes (GB) downloaded from the site through FTP.
  - **Total Bandwidth Usage**: Represents the total gigabytes (GB) (in and out) for both the IIS Web and FTP services (HTTP and FTP).

## Managing users

### Web Hosting options for users

You choose Windows Web Hosting options for users when you [add a user account](#) or when you [change a user's service settings](#).

 Currently, only IIS FTP service component can be provisioned to a user.

User Permissions include:

**Allow File Download (Read)**. Allows the user to download files and list directories.

**Allow File Upload (Write)**. Allows the user to upload, rename, and delete files. It also allows to create directories.

Feature Configurations include:

**Enable Logging Visits by User.** Records the user's visits to this directory in a log file.

 Visits are recorded only if logging is enabled for this FTP site.

How to get to the Add User - Service Information page.

## Viewing Web Hosting options for users

The User Overview page displays the Web Hosting service specific capacity information specified for the user.




User Permissions include:

**Allow File Download (Read).** Allows the user to download files and list directories.

**Allow File Upload (Write).** Allows the user to upload, rename, and delete files. It also allows to create directories.

Feature Configurations include:


**Enable Logging Visits by User.** Records the user's visits to this directory in a log file.

  Denotes that the feature is enabled.  Denotes that the feature is disabled.

How to get to the View User - Service Information page.

## Changing Web Hosting options for users

You can change the Web Hosting service capacities specified for a user.

 Currently, only IIS FTP service component can be provisioned to a user.

User Permissions include:

**Allow File Download (Read).** Allows the user to download files and list directories.

**Allow File Upload (Write).** Allows the user to upload, rename, and delete files. It also allows to create directories.

Feature Configurations include:

**Enable Logging Visits by User.** Records the user's visits to this directory in a log file.

 Visits are recorded only if logging is enabled for this FTP site.

How to get to the Edit User - Service Information page.

## Viewing disk usage for Web Hosting users

The User Disk usage list page shows how much disk space organization users are currently using for the Windows Web Hosting service.

The User Disk usage list page displays:

**User Name:** List of the FTP users added to the organization.

**Disk Usage (KB):** The disk space used by each FTP user added to the organization.


How to get to the User Disk usage list page

In the **Windows Web Hosting** area of the Home page, click **User Disk Usage**.

## Managing user templates

### Adding Web Hosting options for a user template

On this page you can specify the Web Hosting services to be allocated to users through a template.

 Currently, only IIS FTP service component can be provisioned to a user.

User Permissions include:

**Allow File Download (Read).** If this is selected, users added through this template can download files and list directories.

**Allow File Upload (Write).** If this is selected, users added through this template can upload files.

Feature Configurations include:

**Enable Logging Visits by User.** If this is selected, user visits to the directory are recorded in a log file.

 Visits are recorded only if logging is enabled for this FTP site.

How to get to the Add User Template- Service Information page.

### Viewing Web Hosting options for user template

The User Template Overview page displays the Web Hosting service information specified for the user template.




User Permissions include:

**Allow File Download (Read):** Allows the user to download files and list directories.

**Allow File Upload (Write):** Allows the user to upload files.

Feature Configurations include:


**Enable Logging Visits by User:** Records visits to the directory in a log file.

  Denotes that the feature is enabled.  Denotes that the feature is disabled

How to get to the View User Template - Service Information page.

## Changing Web Hosting options for user template

You can change the Web Hosting service capacities specified in a user template.

 Currently, only IIS FTP service component can be provisioned to a user.

User Permissions include:

**Allow File Download (Read).** If this is selected, users added through this template can download files and list directories.

**Allow File Upload (Write).** If this is selected, users added through this template can upload files.

Feature Configurations include:

**Enable Logging Visits by User.** If this is selected, user visits to the directory are recorded in a log file.

 Visits are recorded only if logging is enabled for this FTP site.

How to get to the Edit User Template - Service Information page.

### IIS Web service

## About IIS Web Service

IIS Web service is a part of the Microsoft Internet Information Server (IIS) that manages Web services. IIS is available on the Microsoft Windows 2000 Operating System, and implements HTTP 1.1 and Secure Sockets Layer (SSL) 3.0. SSL is a protocol that securely transmits private documents through the Internet. SSL creates a secure connection between a client and a server over which any amount of data can be sent without compromising security.

The following features are available:

**Managing Virtual Directories:** A virtual directory appears to be a folder when surfing to a server but actually refers to a different area of the hard disk or local network. This feature allows you to add, change, and remove virtual directories. Each virtual directory points to a physical directory contained inside the site's file system and is referred to as the home directory for that particular virtual directory.

**Managing Subdomains:** A subdomain is an address which operates just below your top-level domain, but behaves as a totally independent domain name. This feature allows you to add, change and remove subdomains. Most organizations obtain a domain name in order to assign names and addresses to individual hosts. However, sometimes, for the purpose of organization structuring, one needs to sub-divide the domain into further domains known as subdomains.

For example, If a parent domain named 'www.mydomain.com' exists, then subdomains named 'sales.mydomain.com', 'admin.mydomain.com' can be created on that parent domain.

**Managing Host Headers:** A host header is a third piece of information that you can use in addition to the IP address and port number to uniquely identify a Web domain or, an application server.

For example, the host header name for the URL `http://www.mydomain.com` is `www.mydomain.com`.

This feature allows you to add, change and remove host headers. This feature allows you to create multiple identities for the Web Site using a single IP address.

**Custom Errors:** This feature allows you to customize the messages that should be displayed if the client browser encounters an error due to missing files or other reasons. You can customize error messages for the standard error numbers supported by IIS Web Service, with actions by loading a specified file or redirecting the browser to a specified URL within a Web site.

**Manage SSL:** Installed on your Web site, a SSL Certificate enables visitors using Web browsers to verify your site's authenticity and to communicate with it securely via SSL encryption. This feature allows you to view the current Secure Sockets Layer (SSL) settings and generate a Certificate Signing Request for your site. A SSL certificate is obtained from third party companies like Verisign and Thawte. The certificate authenticates your site to clients and the Web connection is made through the HTTPS protocol. Having a SSL site assures your site visitors of security.

**View Logs:** This feature allows you to view, download, and delete Web and FTP log files generated for your domain. The log files can be viewed only if File Manager is enabled for the organization.

## IIS Web service overview page

IIS Web Server is a part of the Microsoft Internet Information Server (IIS) that manages Web services.

On this page you can view the following information:

### URLs

- **Web Server URL:** The URL of your Web site.
- **Site Preview URL:** The alternate URL to view your Web site if the registration of the domain name is in process.


### Feature Options

- **Microsoft .NET Applications:** This enables support for .NET applications on the Web site.
- **Enable Default SSL certificate (For IP-based Organizations Only):** This enables use of the default SSL certificate. Available only to IP-based organizations; name-based organizations cannot use the default SSL certificate.
- **SSL Secure Web Server Access:** This enables management of SSL certificates and enables HTTPS connection to the Web site.
- **Server Side Includes:** This enables support for SSI scripts with .shtm, .shtml and .stm extensions.
- **Web Site Logging:** This enables IIS Web site logging.

- **Web Site Name Aliasing (Host Headers):** This enables management of Host Headers.
- **Number of Subdomains:** This displays the maximum number of subdomains that can be created.

#### Feature Configurations

- **Selected IIS Log File Format:** File formats record details about user activity and creates logs in your choice of format. The List of available file formats are:
  - **Microsoft IIS Log File Format:** A fixed (non-customizable) ASCII format that records more items of information than the NCSA Common format.
  - **NCSA Common Log File Format:** A fixed (non-customizable) ASCII format, available for Web sites but not for FTP sites.
  - **ODBC Logging:** A record of a fixed set of data fields in an ODBC-compliant database, such as Microsoft Access or Microsoft SQL Server.
  - **W3C Extended Log File Format:** A customizable ASCII format with a variety of different fields.
- **Maximum Number of Connections Allowed:** The maximum number of simultaneous connections allowed to the IIS server.
- **Expected Number of Hits Per Day:** The number of times the site is accessed per day.
- **Web Server Connection Timeout:** The length of time before the server disconnects an idle client browser session.
- **Enable Reverse DNS Lookup:** This performs reverse DNS lookup to resolve the name of the client machine that will be logged in the log files.
- **Allow Setting of Default Document Name(s):** This permits the user to specify the default document. The default document is the one that gets loaded when the client connects to the Web site.

 If this option is not selected, an error page will be displayed when the user tries to connect to the Web site. The Web server will not know which document is been requested for, as a result the user will not be able to browse the site. However, if 'directory browsing' feature is enabled then the user will be presented with a page listing with the documents and directories present on the home directory of the site.

- **Default Document Name(s):** The IIS Web server will look for a default document in the same order that you specify. This is a comma separated list of document names
- **Allow Setting of Default Footer:** This permits the user to change the default footer option.
- **Default Footer:** This displays the location and the name of the footer file. The contents of this file appear at the bottom of every Web page of this site.

#### Quality of Service / Service Level Agreement

- **Maximum CPU Usage Allowed:** The maximum percentage of CPU time that IIS is allowed to consume to serve Web requests for the Web site.
- **Maximum Bandwidth Usage Allowed:** The maximum Bandwidth that IIS is allowed to consume to serve Web requests for the Web site.



#### Web Site Visitor Permissions

- **Allow Site Browsing (Read):** If selected, the site visitor has read access and can browse the Web site.
- **Allow Content Modification (Write):** If selected, the site visitor has write access and can modify the contents of the Web site using HTTP PUT protocol.
- **Allow Directory Browsing:** If selected, the site visitor is allowed to see a hypertext listing of the files and sub-directories in this virtual directory.

#### Application Settings

- **File Execute Permissions:** This displays the appropriate level of script execution
  - **Disallow Scripts and Executables:** Denotes that running of scripts, such as ASP applications, or executables is disabled on the server .
  - **Allow Scripts only:** Denotes that running only scripts, such as ASP applications, is permitted on the server.
  - **Allow Scripts and Executables (CGI):** Denotes that running both scripts, such as ASP applications, and executables is permitted on the server.
- **Application Protection Level:** Denotes the three levels of application protection on the server. Application protection refers to the process in which the applications are run. These options provide different levels of protection for situations in which an application can fail and cause the process to stop responding.
  - **Low (IIS Process)** - The applications are running in the same process as Web services. So if the application fails / crashes due to some internal bugs, it will crash the Web server.
  - **Medium (Pooled)** - The applications are running as an isolated pooled process in which other applications are also run.
  - **High (Isolated)**- The applications are running as an isolated process separate from other processes. This is the most secure setting, but if this option is enabled for many sites, then it can slow down the server.

How to get to the IIS Web service page

In the Windows Web Hosting navigation panel, in the IIS Web Service section, click **Overview**.

### Changing IIS Web service

You can change Web service information any time after you add it.

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Overview**.
3. Click **Edit**. You can change the features on the IIS Web Service Edit page.
4. Specify the following information in the Feature Configurations area:
  - **Log file format.** Log file formats record details about user activity in the format of your choice. You can change log file formats only if your service provider enables this feature for you. Log file formats include:
    - **Microsoft IIS Log File Format:** A fixed (non-customizable) ASCII format. It records more items of information than the NCSA Common format.

- **NCSA Common Log File Format:** A fixed (non-customizable) ASCII format, available for Web sites but not for FTP sites.
  - **ODBC Logging:** A record of a fixed set of data fields in an ODBC-compliant database, such as Microsoft Access or Microsoft SQL Server.
  - **W3C Extended Log File Format:** A customizable ASCII format with a variety of different fields.
  - Provide a value in the **Web Server Connection Timeout** text box.
  - Select the **Enable Reverse DNS Lookup** check box to perform reverse DNS lookup, to get the name of the client machine in log files.
  - Select the **Allow Setting of Default Document Name(s)** check box to allow the user to change the default document option.
  - In the **Set Default Document Name(s)** text box type the list of HTML files. Default documents are served in the order in which the names appear in the list. The server returns the first document it finds.
  - Select the **Allow Setting of Default Footer** check box to permit the user to change the default footer option.
  - Enter a name for the file name in the **Default Footer** text box. The contents of the mentioned file name is displayed at the bottom of every Web page of this site.
5. Specify the following information in the Web Site Visitor Permissions area:
- Check the **Allow Site Browsing (Read)** check box to provide the site visitor read and browse access to the Web site.
- Check the **Allow Content Modification (Write)** check box to provide the site visitor access to write and modify the contents of the Web site using HTTP PUT protocol.
- Check the **Allow Directory Browsing** check box to allow the site visitor to see a hypertext listing of the files and sub-directories in the virtual directory.
6. Click **Save**.

## Managing virtual directories

### Viewing the virtual directory list

The Virtual Directory List page displays a list of all the virtual directories in the organization.

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage Virtual Directories**.



On this page you can view the following information:

**Name:** The name of the virtual directory.

**Action:** The actions that can be performed on the virtual directory.

On the Virtual Directory List page you can:

Find information by searching, sorting, or using page controls.


- Click , to remove the virtual directory.
- Click , to change the virtual directory settings.

## Adding a virtual directory

A virtual directory appears to be a folder when accessing a server. But, it actually refers to a different area of the hard disk or local network.

To add a virtual directory:

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage Virtual Directories**.
3. Click **Add Virtual Directory**. The Add Virtual Subdirectory to Current Directory displays.
4. Enter values for the following text boxes:
  - **Virtual Subdirectory Alias:** A name for the virtual directory that Web browsers use to access that directory. Alias is usually a shorter representation of a path, thus saves the client from having to type in the whole path.
  - **Content Directory:** A path for the home directory, which should be in the domain file system and relative to your Web folder.


 If the home directory specified is outside inetpub\wwwroot, then server will prompt the client for authentication.


5. Click **Add**. The virtual directory is added and is displayed on the Manage Virtual Directories page.

## Changing virtual directory information

You can change the virtual directory information any time after you add it.

To change a virtual directory:

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage Virtual Directories**.
3. Select the virtual directory to be edited from the list of virtual directories page.
4. Click , from the **Action** column.
  - Enter a path in the **Content Directory** text box, which should be in the domain file system and relative to your Web folder.


 If the home directory specified is outside inetpub\wwwroot, then server will prompt the client for authentication.


5. Click **Save** to commit the changes made to the virtual directory.

## Removing a virtual directory

You can remove a virtual directory to permanently delete it from the database.

To remove a virtual directory:

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage Virtual Directories**.
3. Select the Virtual Directory to be removed from the list of virtual directories page.
4. Click , from the **Action** column.
5. Click **OK** to confirm. The virtual directory is removed from the list.

 Deleting a virtual directory does not delete the corresponding physical directory or files.

## Managing subdomains



### Viewing the subdomain list

The subdomain page displays a list of all the subdomains added to and managed by your organization.

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage Subdomains**.
3. On this page you can perform several tasks and view the following information:
  - **Name:** This is the name of the subdomain. The parent domain name (displayed next to the text box) is appended to the subdomain.
  - **Home Directory:** The path of the home directory, which is in the domain file system.
  - **Action:** The actions that can be performed on the subdomain.

On the Subdomain List page you can:

Find information by searching, sorting, or using page controls.


- Click , to remove the subdomain.
- Click , to change the subdomain.

### Adding a subdomain


Subdomains are the third level domains that are used to organize your Web site content. They are just like folders under your root directory, with a special URL to access them.

To add a subdomain:

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage Subdomains**.
3. Click **Add Subdomain**. The Add Subdomain form displays.
4. In the **Subdomain Name** text box, provide a name for the subdomain.

 The parent domain name, (displayed next to the text box) is appended to the subdomain name.  
For example: Domain name 'mydomain.com' is appended to subdomain 'mysubdomain', thus a subdomain named 'mysubdomain.mydomain.com' is created.

5. In the **Home Directory** text box, provide a path for the home directory. The path should be in the domain file system.


 If the home directory specified is outside inetpub\wwwroot, then server will prompt the client for authentication.


6. Click **Add**. The subdomain is added and is displayed on the View Subdomain page.

## Changing subdomain information

You can change the subdomain information any time after you add it.

To change a subdomain:

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage Subdomains**.
3. Select the subdomain to be changed from the subdomains page.
4. Click , from the **Action** column.
  - o Change the path for the home directory in the **Home Directory** text box. This path should be in the domain file system.


 If the home directory specified is outside inetpub\wwwroot, then server will prompt the client for authentication.


5. Click **Save** to commit the changes made to the subdomain.

## Removing a subdomain

You can permanently remove a subdomain from the database.

To remove a subdomain:

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage Subdomains**.
3. Select the subdomain to be removed from the list of subdomains page.
4. Click , from the **Action** column.
5. Click **OK**. The subdomain is removed from the list.

 Deleting a subdomain does not delete the corresponding physical directory or files.

## Managing host headers

## Viewing the host header list

The Host Header page displays a list of all the host headers in your organization.

To view the host header list:



1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage Host Headers**.

On this page you can perform several tasks and view the following information.

- **Host Header Name:** The name of Host Header.
- **Port Number:** Displays an unique TCP port number.
- **Action:** The actions that can be performed on the host header.

On the Host Header list page you can:

Find information by searching, sorting, or using page controls.


- Click , to remove the host header.
- Click , to change the host header.

## Adding a host header


Host headers are an element for identifying Web sites that allows you to define multiple Web domains on one IP address. In addition to the IP address and port number, the host header is a third piece of information used to uniquely identify a Web domain.

To add a Host Header:

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage Host Headers**.
3. Click **Add Host Header**. The Add Host Header form displays.
  - In the **Host Header Name** text box, enter a name for the Host Header.
  - In the **Port Number** text box, specify any unique TCP port number.

 Clients must know the port number in advance, or their requests will fail to connect to your server.

4. Click **Add**. The host header is added and is displayed on the List of Host Headers page.


 The host header has to be unique and not conflict with any of the existing domain names.


## Changing host header information

You can change the host header information any time after you add it.

To change a Host Header:

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage Host Headers**.

3. On the List of Host Headers page, click  from the **Action** column.
  - In the **Port Number** text box, change the existing port number. You can change the port to any unique TCP port number.


 Clients must know the port number in advance, or their requests will fail to connect to your server.


4. Click **Save** to commit the changes made to the host header.

## Removing a host header

You can remove a host header and permanently delete it from the database.

To remove a Host Header:

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage Host Headers**.
3. On the Host Headers page, select the Host Header to be removed from the list.
4. Click , from the **Action** column.
5. Click **OK** to confirm. The host header is removed from the list.

 If you delete a host header the site is not accessible.

## Managing SSL certificates

### Using SSL certificates

Secure Sockets Layer (SSL) is a protocol that is used to transmit private documents through the Internet. SSL creates a secure connection between a client and a server over which any amount of data can be sent securely. SSL works by using a private key, known to the client browser to encrypt data transferred over the SSL connection. This encrypted data is then decrypted by the private key present on the Web server, where the SSL certificate is installed. The addresses (URLs) of Web pages that require an SSL connection start with **https** rather than the conventional **http**.

If your site stores sensitive data, such as customer profiles or if you are using your site for e-commerce, you should secure your site. To secure a site, you need to obtain a Secure Sockets Layer (SSL) certificate from a Certificate Authority.

Obtaining a SSL certificate is a three-step process:


1. [Generating a SSL certificate request.](#)
2. [Sending the request to a Certificate Authority.](#)
3. [Assigning the certificate onto your Web site.](#)

You can choose to self-generate a SSL certificate; however, the self-signed certificate can give Web users a lower sense of security.

To obtain a proper certificate, you must send the generated certificate request to the Certificate Authority (CA). The CA will send you a SSL certificate, usually through email. Once you receive the certificate from the CA, you can install/assign the certificate to your Web site.

## Viewing the SSL certificate list

The SSL certificate list page displays a list of all the certificates added to and managed by your organization.

 Multiple certificates can be installed on a site, but only one certificate can be assigned to it.

To view the list of SSL Certificates:



1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage SSL Settings**.

The SSL Settings form has the following options:

- **View Current:** Displays the currently assigned certificate.
- **Edit/Revoke Current:** This page allows you to enable/disable HTTPS only access to your Web site. That is, select this option then the site will be only accessible using HTTPS and not through HTTP. The certificate can be removed using the revoke option.
- **Generate:** To generate a certificate-signing request (CSR).
- **Install:** To import a Certificate Authority generated SSL certificate for your site.
- **Assign:** To list all the installed certificates on your site.
- **Uninstall:** To list and remove the SSL certificate installed on your site.

On the SSL Certificate List page you can:

Find information by searching, sorting, or using page controls.

- Click , to remove the SSL certificate.
- Click , to change the SSL certificate.

## Generating SSL certificate requests


The generate option creates a new certificate-signing request (CSR).

To generate an SSL Certificate Request:

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage SSL**.
3. From the tool bar, click **Generate**.
4. Complete the Generate SSL request form with the appropriate information.
  - **Country Code:** Enter the country . For example, US, UK, IN.
  - **State/Province:** Enter the state province name.
  - **City :** Enter the name of your city.
  - **Organization Name:** Enter the name of your organization.



- **Department Name:** Enter the name of your department.
- **Registered Domain Name:** Displays the name of your registered domain name.
- **Email Address:** Enter the Email address.


 **Important:** You must spell out the name of your state or province, and you must use an alphanumeric string for your company name; spaces and special characters such as , ! # \$ & ][ are not allowed.

5. Click **Generate**.

The SSL certificate is generated and is displayed on the Generate SSL Certificate page.

## Installing SSL certificates

The Install option allows you to import the secure certificate that you received from the Certificate Authority onto your Web site.

 Installing an SSL Certificate does not enable it for the site. You need to assign the SSL Certificate by selecting [Assign SSL Certificate](#) option from the tool bar.

To install a SSL Certificate:


1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage SSL Settings**.
3. From the tool bar, click **Install**.
  - **Certificate:** This area displays after you use the Import option to load the secure certificate that you received from your Certificate Authority onto your Web site. Paste the encrypted secure certificate.
4. Click **Save**. The certificate is installed and can be assigned later to your Web site.

## Changing or revoking SSL certificates


The Change/Revoke Current option allows you to change or revoke the secure certificate that you received from the Certificate Authority.

To Change/Revoke an SSL Certificate:

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage SSL**.
3. From the tool bar, click **Edit/Revoke Current**.
4. The Edit Current SSL Certificate page displays the information provided while generating an SSL certificate.
5. Select the **Requires SSL** check box to enable 'HTTPS' access to the site. Having a SSL site assures your site visitors of security.


 If this is not selected, the Web site can be accessed using HTTP as well as HTTPS.

6. Select **Save** to commit the changes or select **Revoke** to remove the currently assigned certificate for the organization.


 You will need to reassign an SSL certificate to enable HTTPS.

## Assigning SSL certificates

The assign option allows you to assign the secure certificate that you received from the Certificate Authority onto your Web site.

 Multiple certificates can be installed on a site, but only one certificate can be assigned to it.


To assign a SSL Certificate:

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage SSL**.
3. From the tool bar, click **Assign**.
4. On the List of SSL certificate page you can view:
  - **Domain Name:** Displays the name of the site/ domain for which the SSL certificate is issued.
  - **Certification Authority:** Displays the name of the SSL certificate issuing authority.
  - **Valid From Date:** Displays the date on which the SSL certificate was issued.
  - **Valid Till Date:** Displays the date on which the SSL certificate expires.
  - **Action:** Displays the actions that can be performed on the SSL certificate.Click  from the action column to assign a listed certificate to your site.

## Uninstalling SSL certificates

You can uninstall an SSL certificate to permanently delete it from the server.

To uninstall an SSL Certificate:

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage SSL**.
3. From the tool bar, click **Uninstall**.
4. Select the certificate to be uninstalled from the list of certificates. Click  from the **Action** column.
5. The SSL certificate is deleted completely.

 You will need to generate a new SSL certificate or install another existing

 If you uninstall an assigned SSL certificate from the Web site, the certificate is completely removed and cannot be retrieved.


## Customizing error pages

## Customizing error pages


When a user attempts to connect to the Web site and a HTTP error occurs, a message is sent to the client browser with a brief description of the error that occurred while serving the request.

This page is the interface used, to customize the HTTP errors that are sent to the clients when a Web server error occurs.

For example, if a user attempts to connect to a Web site that has reached the maximum connection capacity, an HTTP error is displayed in the form of a HTML page. This error contains the statement "Too many users." Using this interface you can customize the HTTP errors that are sent to clients when such Web server errors occur.

 If the custom error file specified is outside inetpub\wwwroot, then server will display the default custom error message.

### Configuring a custom error

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage Custom Errors**.
3. On the List of HTTP Errors page, click , from the **Action** column.
 

**Select Type of Error Page**
  - **Web Server Default:** Returns the default HTTP 1.1 error to the client browser.
  - **Custom Error File:** Returns the content of this file to the client browser.
  - **URL:** Directs the request to the specified URL within domain.
  - **Error Page Path:** The URL or the custom error file path.
4. Click **Save** to commit the changes made to the Custom Error.

### Uploading an error file

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Custom Errors**.
3. Click **Upload Error File**.
4. Provide the following information
  - **Local File Name:** Click **Browse** to locate the name of the file to be uploaded.
  - **Save Remove File As:** Enter a name by which the file should be saved.
5. Click **Upload** to upload the error file.


 The uploaded file is located at \inetpub\wwwroot\CustomErrorFiles

## Viewing Web logs

This page displays a list of all the log files which IIS Web Service has generated for the Web site. The log files are located in the LogFiles directory under the domain's file system.


To view the Web site logs:

1. Go to the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **View Log Files**.
3. The IIS Web log directory in [File Manager](#) displays all the IIS Web log files.

 The File Manager Service has to be enabled for the organization to view the IIS Web logs. If not, you have to create a virtual directory to view the log files.

To create a virtual directory for viewing logs:

1. Open the Organization Administrator Home page.
2. In the **IIS Web Service** area, click **Manage Virtual Directories**.
3. Click **Add Virtual Directory**. The Create Virtual Directory form is displayed.
4. On the Create Virtual Directory page, provide the following information:
  - Enter a name in the **Virtual Directory** text box.
  - Enter \LogFiles in the **Home Directory** text box.
5. Click **Add**. The virtual directory is added.
6. Browse <http://yourdomain.com/virtual directory name>.  
For example, if you have created a virtual directory named 'Logs' in domain 'mydomain.com', then browse <http://mydomain.com/Logs>.
7. Provide the organization administrator user name and password.


 If '403 forbidden' error is reported, then read access is not provided to the Log Files. Read access is granted to the user daily at 1:00 am.

8. Click the **w3svc** folder to view IIS Web log files and **msftpsvc** folder to view IIS FTP log files.

## IIS FTP service

### About IIS FTP service

IIS FTP Service is a part of the Microsoft Internet Information Server (IIS) that manages File Transfer protocol (FTP) service. FTP includes functions to log on to the FTP site, list directories, upload and download files.

 If you connect to a Name Based FTP site, without specifying the FTP port, you are logged on to the default IIS FTP site. To connect to a Name Based FTP site, select the port number displayed on the [IIS FTP overview page](#).

The following features are available:

[Managing Virtual Directories](#)

[Viewing FTP Logs](#)

## IIS FTP service overview page

IIS FTP Server is a part of the Microsoft Internet Information Server (IIS) that manages File Transfer protocol (FTP) service.

On this page you can view the following information:

### General Information

- **URL:** The URL of your FTP site.

### Feature Configurations

- **Allow Anonymous Connections:** Denotes that an anonymous users has access to the IIS FTP site. When this check box is not selected, users will need to enter valid Organization user names and passwords to log on to the FTP site. If this option is selected and a valid account does not exist, the user can log on using an anonymous user name.
- **Maximum Number of Connections Allowed:** Represents the number of simultaneous connections allowed at any given point in time for a site.
- **Server Connection Timeout:** The time (in seconds) to disconnect an inactive user from the server.
- **Enable FTP Site Logging:** This enables FTP site logging.
- **Select Log Type**
  - **Microsoft IIS Log File Format:** Is a fixed (non-customizable) ASCII format. It records more items of information than the NCSA Common format.
  - **ODBC Logging:** Is a record of a fixed set of data fields in an ODBC-compliant database, such as Microsoft Access or Microsoft SQL Server.
  - **W3C Extended Log File Format:** Is a customizable ASCII format with a variety of different fields.
- **Port Number:** The FTP port number represents the port on which the service is running.

### Site Visitors Permissions

- **Allow File Download (Read):** Denotes that the users can download files and list directories.
- **Allow File Upload (Write):** Denotes that the users can upload files.

### FTP User Information

- **Number of FTP Users:** The maximum number of FTP users that can be created.

### Site Message Settings


- **Welcome Message Text:** The message displayed when the user logs on to the FTP Server.

- **Exit Message Text:** The message displayed when the users logs off from the FTP Server.
- **Message Text on Exceeding Maximum Connections:** The message displayed when the limit for the maximum number of client connections to the FTP service is reached.

## Changing IIS FTP service information

The IIS FTP Service Edit form displays the settings that can be changed by the organization administrator. You can change IIS FTP service information any time after you add it.

To change the IIS FTP service Settings:

1. Open the Organization Administrator Home page.
  2. In the **IIS FTP Service** area, select **Overview**.
  3. On the IIS FTP Service Overview page, click **Edit**.
  4. On the IIS FTP Service Edit page, provide the following information:
  5. Specify the following information in the Feature Configurations area:
    - In the **Server Connection Timeout** text box, enter the time (in seconds) that an unused client connection remains in the open.
    - Check the **Enable FTP Site Logging** option to enable FTP site logging..
    - **Select Log Type.**
      - **Microsoft IIS Log File Format:** Microsoft IIS format is a fixed (non-customizable) ASCII format. It records more items of information than the NCSA Common format.
      - **ODBC Logging:** ODBC logging format is a record of a fixed set of data fields in an ODBC-compliant database, such as Microsoft Access or Microsoft SQL Server.
      - **W3C Extended Log File Format:** W3C Extended format is a customizable ASCII format with a variety of different fields.
  6. Specify the following information in the Site Visitors Permissions area:
    - Check the **Allow File Download (Read)** box to provide read access. This allows users to read and download the files.
    - Check the **Allow File Upload (Write)** box to provide write access. This allows users to upload the files and change the contents.
-  **Site Visitors permissions settings override the individual user's settings.**
7. Specify the following information in the Site Message Settings area:
    - Change the existing **Welcome Message**. This message is displayed when the user logs on to the FTP Server.
    - Change the existing **Exit Message**. This message is displayed when the users logs off from the FTP Server.
    - Change existing the **Maximum Connections Message**. This message is displayed to each new client trying to connect to the site, when limit for the maximum number of client connections to the FTP service is reached.
  8. Click **Save** to commit the changes made to the IIS FTP service.

## Viewing the FTP virtual directory list

The view virtual directories list displays virtual directory names, home directory path for the virtual directory and actions that can be performed on the virtual directories.

To view the FTP virtual directory list:



1. Open the Organization Administrator Home page.
2. In the **IIS FTP Service** area, click **Manage Virtual Directories**.

The virtual directories added at the time of organization creation are:

- **Anonymous:** This virtual directory is mapped to a folder under the working folder, established for the anonymous users. This is the directory an anonymous user logs on to.
- **Log:** This virtual directory points to \LogFiles directory, which contains the FTP log files.
- **wwwroot:** This virtual directory points to \Inetpub\wwwroot, which contains the published content of the Web site. This virtual directory helps you manage your published Web content using FTP.

On the FTP virtual directory list page you can:

Find information by searching, sorting, or using page controls.

- Click , to remove the FTP virtual directory.
- Click , to change the FTP virtual directory.

## Adding an FTP virtual directory

A virtual directory is created to publish from any directory not contained within your home directory. A virtual directory is a directory that is not contained in the home directory but is displayed to client browsers as though it were.


To add an FTP virtual directory:

1. Open the Organization Administrator Home page.
2. In the **IIS FTP Service** area, click **Manage Virtual Directories**.
3. Click **Add Virtual Directory**. The Create Virtual Directory form is displayed.
4. On the Create Virtual Directory page, provide the following information:
  - Enter a name in the **Virtual Directory Name** text box.
  - Enter a name in the **Home Directory** text box, which should be in the domain file system and relative to your FTP folder.
  - Check the **Read** box to provide read access. This allows users to download files.
  - Check the **Write** box to provide write access. This allows users to upload files.
5. Click **Add**. The FTP virtual directory is added and is displayed on the Manage Virtual Directories page.

## Changing an FTP virtual directory

You can change FTP virtual directory information any time after you add it.


To change an FTP virtual directory properties:


1. Open the Organization Administrator Home page.
2. In the **IIS FTP Service** area, click **Manage Virtual Directories**.
3. On the List of Virtual Directories page, click , from the **Action** column.
4. On the Edit Virtual Directory page, provide the following information
  - **Home Directory:** Enter the name of the new home directory with the relative path from "/".
  - **Read:** Check the **Read** box to provide read access. This allows users to download files.
  - **Write:** Check the **Write** box to provide write access. This allows users to upload files.
5. Click **Save** to commit the changes made to the FTP virtual directory.

## Removing FTP virtual directories

You can remove a virtual directory to permanently delete it from the database.

To remove an FTP virtual directory:

1. Open the Organization Administrator Home page.
2. In the **IIS FTP Service** area, click **Manage Virtual Directory**.
3. On the List of Virtual Directories page, click , from **Action** column.
4. Click **OK** to confirm. The FTP virtual directory is removed from the list.

 Deleting a virtual directory does not delete the corresponding physical directory or files.

## Viewing FTP logs

This page displays a list of all the log files, which IIS FTP has generated for the FTP site. The log files are located in the **LogFiles** directory under the domain's file system.

The **View IIS FTP Service Log files** page enables you to view the FTP logs.

To view the FTP logs:

1. Open the Organization Administrator Home page.
2. In the **IIS FTP Service** area, click **View Logs**.
3. You can view the log files from the File Manager page.  
The [File Manager](#) page displays all the FTP log files.





The File Manager Service component has to be enabled for the organization to view the IIS FTP logs. If not, you have to [create a virtual directory using IIS Web Service](#)

## File Manager

### About File Manager

File Manager provides Web-based interface using, which the users manage files and folders in their domains. File Manager enables you to create, delete, upload, and rename files and directories that are stored on your site. Using File Manager users can set security permissions for files and folders. This service eliminates the need to use a separate FTP program.

### File Manager service overview page

File Manager provides file management user interface using, which customers can access, create, and remove files and directories in their domains.



To use File Manager, the following options need to be enabled: **Allow Scripts only** or **Allow Scripts and Executables (CGI)**, and **Allow Site Browsing (Read)**.

If **Allow Site Browsing** is disabled or if **Disallow Scripts and Executables** is enabled, File Manager will not function.

On this page you can view the following information:

**Tool Bar:** Actions you can perform to manage File Manager.

**Shortcut Bar:** The folder you wish to go to directly.

For example: RootFolder, WebFolder, FTPFolder, WebLogFolder, FTPLogFolder.

**Navigation History:** A hierarchy of the navigated directories.

**Left Pane:** The navigation tree, which displays the list of files and folders existing in the current directory.

**Right Pane:** The contents of the selected folder or file in the left pane. You can also create files and folders, change files, set permissions and upload files.

On the File Manager overview page you can:

[Set security permissions for files and folders](#)  
[Perform folder operations](#)

### Security settings for files and folders

You can set permissions to files and folders for organization users.

To set permissions for the files:


1. Open the Organization Administrator Home page.

2. In the **File Manager** area, click **Manage your files and folders**.
3. Click **Security** from the tool bar.
4. This page displays the list of users and their permissions for the selected file or folder.
5. To change permissions of the user for the file/folder:
  - Users: Displays the list of users that belongs to the organization.
  - Select the **Read** check box, to allow or deny read permissions of the file or folder.
  - Select the **Write** check box, to allow or deny write permissions of the file or folder.
  - Select the **Execute** check box, to allow or deny execution permissions of the files and folders.
  - Select the **Full Control** check box, to allow Read, Write and Execute permissions.
6. Click **Apply** to set the security settings to the file or folder.

## Changing an existing file's content

On this page you can change the contents of any of the files displayed in the left pane.

To change the file contents:


1. Open the Organization Administrator Home page.
2. In the **File Manager** area, select **Manage Files and Folders** option.
3. Select  next to the file name, whose content you wish to change.
4. Change the content in the right pane.
5. Click **Save**. The changes are updated immediately.

## Downloading an existing file

On this page you can download a file displayed in the left pane.

To download a file:

1. Open the Organization Administrator Home page.
2. In the **File Manager** area, select **Manage Files and Folders** option.
3. In the left pane, select the file name you wish to download.
4. Click **Save** to download the file.
5. Specify the location where you want to save the file.


 By default the file name is 'Download.aspx'. You can change the file name before downloading the file.

## Setting default permissions


File Manager provides a way to reset file permissions on your domain files.

To set default file permissions:

1. Open the Organization Administrator Home page.
2. In the **File Manager** area, click **Set Default Permissions**.
3. On the Set default file permissions page, select **Apply** to set permissions.
4. Resetting the default permission on your domain files the domain provides:
  - Full Control to the entire domain will be provided to all the administrators of the domains (with Inheritance)
  - The Web Visitor will be granted Read and Execute permissions on the Web Folder of the parent domain (with Inheritance)
  - The FTP Visitor (if FTP is enabled) will be granted Read and Execute permission on FTP Root folder (No Inheritance) and
  - The FTP Visitor is granted Read and Execute permission on FTP \anonymous folder (with Inheritance)

 However if FTP users were added prior to this operation then they will not have necessary rights to perform FTP operations. You need to assign permissions explicitly.

If you face problems with file permissions, then you can reset all the permissions using Set Default Permissions feature.


 However, by doing so the following information will be lost:

- Any custom changes made to file permissions through File Manager
- Permissions related to FTP users that are added to your domain
- Web Visitor may lose read permissions on subdomains.

However, you can redo these operations using File Manager.

Below is an example, to be performed for each FTP user. Suppose the FTP user name is usr1@mydomain.com.

1. Open the Organization Administrator Home Page.
2. In the **File Manager** area, select **Manage Files and Folders** option.
3. At the domain root locate the folder usr1@mydomain.com. This is the home directory of the FTP user.
4. Click on **permissions** and permit **Read, Write, Execute** or **Full Control** permissions (depending upon the requirement) to usr1@mydomain.com
5. Go to **FTP Folder** and permit **Read** and **Execute** permissions to usr1@mydomain.com

 If the home directory of the subdomain is set outside "Inetpub\wwwroot" you will not be able to browse them. This problem occurs because the Web Visitor has no **Read** and/or **Execute** permissions on those folders.

In this case perform the following actions for all the subdomains:

1. Identify the home directory of the sub domain. It has to be a subdirectory of \Inetpub\wwwroot.
2. Using File Manager go to the home directory of the sub domain and select **Permission**.
3. Set **Read** (at the least) and **Execute** (if there are CGI programs) and **Write** (if needed to modify content) permissions for the Web Visitor.

Any custom changes can be made using File Manager. File permissions are very important for the security of your Web/FTP sites. Contact your Service Provider for further assistance.

### Managing folders and files

Folder operations is a feature that enables you to manage the files and folders you use with Windows Web Hosting.


Using folder operations you can:

[Upload files](#)  
[Create files](#)  
[Create folders](#)  
[Delete folders](#)  
[Rename folders](#)  
[Edit files](#)

#### Uploading files

To upload files:

1. Go to the folder operations section of the File Manager.
2. Click **Upload files**.
3. Select the folder to which you want to upload files.
4. Click **Browse** to locate the files you want to upload.

 You can upload up to five files at once, provided their total size does not exceed 3.5 MB.

4. In the **Save As** text box, enter a file name.
5. Click **Upload**.

**Status** displays the size of the uploaded file.

A message is displayed, regarding the status of the performed action. The uploaded file is displayed in the left pane on the File Manager page.

#### Creating files

To create a file:

1. Go to the folder operations section of the File Manager.
2. Select the folder in which you want to create the new file.
3. Click **New File**.
4. Enter a name for the file in the right pane.
5. Enter content to the file.
6. Click **Save**.

A message is displayed, regarding the status of the performed action.

#### Creating folders

To create a folder:

1. Go to the folder operations section of the File Manager.
2. Select the folder in which you want to create a new file.
3. Click **New Folder**.
4. Enter the name for the folder.
5. Click **Create New Folder**.

The folder is added and displayed in the left pane.

A message is displayed, regarding the status of the performed action.

#### Deleting files and folders

To delete a file or folder:

1. Go to the folder operations section of the File Manager.
2. Click **Delete** from the tool bar.
3. Select the files and folders you want to delete.
4. Select the **Delete all selected files and folders** option.
5. Select the check box **Delete selected files directories** to delete files or folders recursively.

A message is displayed regarding the status of the performed action.

#### Renaming files and folders

To rename a file or folder:

1. Go to the folder operations section of the File Manager.
2. Click **Rename** from the tool bar.
3. Select the file or folder you want to rename.
4. Enter a new name for the folder or file.
5. Click **Rename**.

A message is displayed, regarding the status of the performed action. The changed name is displayed in the left pane.

#### Editing files

To edit a file:

1. Go to the folder operations section of the File Manager.
2. Click **Edit** from the tool bar.
3. Select the file you want to edit.
4. Edit the file
5. Click **Save**.

A message is displayed, regarding the status of the performed action.

### ODBC data service

## Data source overview page

Open DataBase Connectivity (ODBC) is a standard database access method that allows you to access and modify data from any application, regardless of which database management system is handling the data.

The data to be accessed needs an interpreter (driver), which understands the format of the stored data, and a connection manager that determines how the connection needs to be made.

All this information is stored in a Data Source Name (DSN). For Access database, we use Access DSN and for SQL Database we use SQL DSN.

The types of Data sources supported are:

- SQL Data Sources

- Access Data Sources

## Viewing the list of data sources



The List Data sources page displays a list of all the data sources added to and managed by your organization.

To view the data source list:

1. Open the Organization Administrator Home page.
2. In the **ODBC Data Source** area, click **List ODBC Data Sources**.
3. A list of all data sources is displayed. If the list is empty, there are no data sources.

On the data source list page you can:

Find information by searching, sorting, or using page controls.


- Click , to remove the data source.
- Click , to change the data source.

## Adding an Access data source

Open Database Connectivity (ODBC) is a standard database access method that allows you to access and modify data from any application, regardless of which database management system is handling the data.

To add a Microsoft Access data source:


1. Open the Organization Administrator Home page.
2. In the **ODBC Data Source** area, click **Add Access Data Source**.
3. The Add Access Data Source form displays.
4. On the Data Source Add form, provide the following information:
5. Specify the following information in the Database Section area
  - In the **Data Source Name (DSN)** text box, enter the name your script uses to connect to the source database.

- In the **ODBC Driver Name** text box, Microsoft Access Driver is the default driver.
  - In the **DSN Description** text box, enter the description of the data source.
  - In the **Local Database File Name** text box, enter the full name for the database file.
6. Specify the following information in the ODBC Driver Configurations area
- In the **Page Timeout For Data Caching (1 - 65535)** text box, enter the period of time (in tenth of a second) that an unused page remains in the buffer. The default value for the Microsoft Access driver is 0.5 seconds. This option applies to all data sources that use the Microsoft Access driver.
  - In the **Maximum Data Transfer Buffer Size** text box, enter the size of the internal buffer (in kilobytes) that is used by Microsoft Access to transfer data to and from the disk. The value entered is rounded off to the nearest multiple of 256. The default buffer size is 2048 KB, displayed as 2048.
  - Select the **Allow Exclusive Access** check box to not allow shared updates.
-  The database opens in exclusive mode. This limits access to one user at a time and thus improves performance. If this option is not selected, the database opens in Shared mode and can be accessed simultaneously by multiple users.
- Select the **Allow Read only access (Prohibits Database Updates)** check box to designate the database as read-only. This safeguards the database from any updates.
7. Specify the following information in the Authorization Section area
- In the **Connection string Login Name** text box, enter the login name required to access the database.
  - In the **Password**, enter the password required to access the database.
8. Specify the following information in the Advanced Configurations area
- In the **Maximum Number of Background Threads** text box, enter the number of background threads that the engine will use. The default value is 3, but you can increase this value if the database has a large amount of activity.
  - In the **Maximum Number of Rows to be Scanned (1-16)** text box, enter the number of rows to be scanned when setting a column's data type based on existing data. The default value is 8, but you can choose a number from 1 to 16. If this value is set to 0, all rows are scanned.
  - Select the **Allow Implicit Transaction Commit** check box to specify how you want changes made outside of a transaction to be written to the database.
  - Select the **Allow User Transaction Commit** check box to specify whether the Microsoft Access driver should perform explicit user-defined transactions asynchronously. The default is "Yes", meaning that the Microsoft Access driver will wait for commits in a user-defined transaction to be completed.
9. Click **Add**. The Access data source is added and is displayed on the List ODBC Data Source page.

## Changing Access data source information

You can change the Access Data Source information any time after you add it.

To change the Access data source:

1. Open the Organization Administrator Home page.
2. In the **ODBC Data Source** area, click **List of Data Sources**.
3. On the List of Data Sources page, click the Microsoft Access Data Source you want to change.
4. Click , in the **Action** column.
5. Specify the following information in the Database Configurations area.
  - In the **DSN Description** text box, change the description of the data source.
  - In the **Local Database File Name** text box, change the full name for the database file.
6. Specify the following information in the ODBC Driver Configurations area.
  - In the **Page Timeout For Data Caching (1 - 65535)** text box, enter the period of time (in tenth of a second) that an unused page remains in the buffer. The default value for the Microsoft Access driver is 0.5 seconds. This option applies to all data sources that use the Microsoft Access driver.
  - In the **Maximum Data Transfer Buffer Size** text box, enter the size of the internal buffer (in kilobytes) that is used by Microsoft Access to transfer data to and from the disk. The value entered is rounded off to the nearest multiple of 256. The default buffer size is 2048 KB, displayed as 2048.
  - Select the **Allow Exclusive access** check box to prohibit shared updates.
  - Select the **Allow Read only access (Prohibits database updates)** check box to designate the database as read-only. This safeguards the database from any updates.
7. Specify the following information in the Authorization Section area.
  - In the **Connection string Login Name** text box, change the existing login name required to access the database.
  - In the **Password** text box, change the existing password to access the database.
8. Specify the following information in the Advanced Configurations area.
  - **Maximum Number of Background Threads:** The number of background threads that the engine will use. The default value is 3, but you can increase this value if the database has a large amount of activity.
  - **Maximum Number of Rows to be Scanned (1-16):** The number of rows to be scanned when setting a column's data type based on existing data. The default value is 8, but you can choose a number from 1 to 16. If this value is set to 0, all rows are scanned.
  - **Allow Implicit Transaction Commit:** Check this box to specify how you want changes made outside of a transaction to be written to the database.
  - **Allow User Transaction Commit:** Specifies whether the Microsoft Access driver will perform explicit user-defined transactions asynchronously.
9. Click **Save** to commit the changes made to the Access Data source.

## Adding SQL server data sources



Open DataBase Connectivity (ODBC) is a standard database access method that allows you to access and modify data from any application, regardless of which database management system is handling the data.


To add a Microsoft SQL Server Data Source:

1. Open the Organization Administrator Home page.
2. In the **ODBC Data Source** area, click **Add SQL Server Data Source**.
3. The Add SQL Data Base form displays:
  - In the **Data Source Name (DSN)** text box, enter the name your script uses to connect to the source database.
  - In the **ODBC Driver Name** text box, the SQL Server is the default driver.
  - In the **DSN Description** text box, enter the description of the data source.
  - In the **Associated SQL Server** text box, enter the **SQL Server** name, which is the host name of the remote/local SQL Server.
  - In the **Default Database Name** text box, enter the name of the default database to be used, if database name was not provided in the ODBC connection.
4. Click **Add**. The SQL Server data source is added and is displayed on the List ODBC Data Source page.

## Changing SQL server data source information

You can change the SQL Server data source information any time after you add it.


To change the SQL Server data source:

1. Open the Organization Administrator Home page.
2. In the **ODBC Data Source** area, click **List of Data Sources**.
3. On the List of Data Sources page, click the SQL data source you want to change.
4. Click , in the **Action** column.
  - In the **DSN Description** text box, enter the description of the data source.
  - In the **Associated SQL Server** text box, enter the SQL Server name, which is the host name of the remote/local SQL Server.
  - In the **Default Database Name** text box, enter the name of the default database to be used.
5. Click **Save** to commit the changes made to the SQL Server data source.

## Removing data sources

You can remove a data source to permanently delete it from the database.

To remove a data source:

1. Open the Organization Administrator Home page.
2. In the **ODBC Data source** area, click **List of Data Sources**.
3. On the List of Data Sources page, click , from the **Action** column.
4. Click **OK**. The data source is removed from the list.

## FrontPage Server Extensions 2002

### About FrontPage

Microsoft® FrontPage Server Extensions 2002 is a group of files installed on an HTTP service. This provides special Microsoft FrontPage functionality using which the users can view and manage a Web site. The users can also create, change, and post Web pages to IIS remotely.

### FrontPage overview page

When the FrontPage Server Extensions 2002 are installed on a Web server, FrontPage-extended Web authoring and administering functionality are available from any computer that has the FrontPage client.

To view the Front Page server Extensions properties:

1. Open the Organization Administrator Home page.
2. In the **FrontPage Server Extensions 2002** area, click **Overview FrontPage**.

On this page you can view the following information:

#### FrontPage Status

- **Status:** Provides information on the current Frontpage Server Extensions 2002 installation status.

#### FrontPage Properties

- **Authoring Enabled:** This represents that the administrator can log on through FrontPage. If authoring is not enabled, the account is disabled, and it cannot be used to log on.
- **Require Secure Communication (HTTPS):** If selected it requires HTTPS connection for authorization.
- **Email Form Recipient's Address:** The email address that users must write to if they have problems. The address you enter will appear in email messages sent by certain components in FrontPage, such as email forms.
- **Email Form Sender's Address:** The email address that you want to appear in the From line of email messages sent by certain components in FrontPage, such as email forms.
- **SMTP server for Email Forms [ Host:Port ]:** The name of the SMTP host that FrontPage email forms will use to send emails. By default, SMTP service uses port 25.

### Checking FrontPage status

You can check the status of Microsoft FrontPage Server Extensions 2002 on the server and view the result of the check.

To check FrontPage Status:

1. On the overview FrontPage page, click **Check FrontPage**.

2. On the FrontPage status form, click **Check**.

**Status.** Provides information on the current FrontPage status.

**Delivered message from server.** Provides a detailed message delivered from the server stating that FrontPage is enabled.

## Changing FrontPage properties

The Configure FrontPage Server Extensions 2002 properties form displays the FrontPage Server Extensions 2002 settings that can be changed by the organization administrator.

To change FrontPage Server Extensions 2002 Properties:

1. Open the Organization Administrator Home page.
2. In the **FrontPage overview** area, click **Configure FrontPage**.
3. On the Configure FrontPage Server Extensions 2002 properties form, provide the following information
  - Check **Authoring Enabled** to allow the administrator to log on through FrontPage. If authoring is not enabled, the account is disabled, and it cannot be used to log on.
  - Check **Require Secure Communication (HTTPS)** if FrontPage requires HTTPS connection for authorization. Set this option, if your Web site is enabled with SSL certificate.
  - In the **Email Form Recipient's Address** text box, change the Email contact address of the recipient.
  - In the **Email Form Sender's Address** text box, change the Email contact address of the sender.
  - In the **SMTP server for Email Forms [ Host:Port ]** text box, enter the name of the SMTP host that FrontPage email forms will use to send emails. By default, SMTP service use port 25.
4. Click **Save** to commit the changes made to the FrontPage properties.

## Setting FrontPage security

FrontPage provides administrative tools using which you can set permissions and limit access to Web sites created and edited on a Web server. FrontPage security is based on the security mechanism used by the Web server and its operating system.


FrontPage provides tools using which you add users/ user groups to the Web's users list, who can access Webs in FrontPage. You can also specify the type of access to be provided to the user.

The users can have one of the following types of permission:

Browse- You can browse the files in the Web.

Author- You can browse and change the files in a Web.

Administer- You can browse and change the files in the Web and also administer the Web by adding and removing users.

 Notify the user of the user name and password you assigned to the account. The user types this user name and password when they open the Web in FrontPage.  
For more information on adding/ removing users or user groups, and setting security permissions in FrontPage, see the FrontPage documentation.

## Urchin

### About Urchin

Urchin® Web Analytics Software is a Web analytics software package. It analyzes cookie-fortified Web server log files, puts the relevant information in a database, and delivers dynamically generated browser-based reports.

Urchin crunches log files, updates current report data, and create detailed online reports. It can be configured to process anywhere from a single log file up to multiple log files residing across a network of Web servers.

### Viewing Urchin reports


The View Urchin reports page displays information using which the user can log on to Urchin and view detailed reports.

To view Urchin reports:


1. Open the Organization Administrator Home page.
2. In the **Urchin** area, click **View Urchin Reports**.
3. Log on to **Urchin**. The user name is 'the administrator user name + N', where 'N' is an integer assigned by Windows Web Hosting. The password is the administrator's user name.


 The user name is displayed on the "View Urchin Reports" page.

For example: If the organization is 'myorg.net' and the organization administrator is 'myorgadmin@myorg.net' then the Urchin user name is 'myorgadminN' and password is 'myorgadmin'.

 Urchin by default sets the administrator name as the password. It is strongly recommended that the user changes the password after logging on to Urchin.

4. After logging on to Urchin, the Urchin Web based User Interface can be used to view Web site statistics.

 Urchin will only run logs that are in the "W3C Extended Log File Format". Even though Microsoft IIS allows system administrators to choose among many different logging formats, Urchin does not support any other log format besides "W3C Extended Log File Format".

 Urchin can only analyze Web logs. Urchin does not supported FTP Logs.

## Windows SharePoint

## About Windows SharePoint

Windows SharePoint is a service that enables you to easily create functional SharePoint Web sites for your organization. Using these sites, you and your organization's users can share information and collaborate on documents.

SharePoint sites provide places to capture and share ideas, information, communication, and documents. The sites facilitate team participation in discussions, shared document collaboration, and surveys. Site content is accessible from both a Web browser and through clients that support Web Services. The document collaboration features allow for easy check in, check out, and document version control.

SharePoint site managers can customize the content and layout of sites to ensure that site members can access and work with important and relevant information. Members' participation can also be monitored and moderated when necessary. Security and task responsibilities are both flexible and easily accessible. Well-designed lists and entire sites can be saved as templates and reused by individuals, teams, or business units across an organization.

## Windows SharePoint options for users and templates


You choose Windows SharePoint options for users when you [add a user template](#), [add a user account](#), or [change a user's service settings](#).

| User options for Windows SharePoint |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Option or Resource Type             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Roles                               | <p>The role to which the user is assigned. The user's role determines what the user can do when using SharePoint. Roles and permissions include:</p> <p>Guest</p> <p>Has limited rights to view pages and specific page elements. This role gives users access to a particular page, or list, without granting them rights to view the entire site.</p> <p>Reader</p> <p>Has rights to view items, view pages, and create a top-level Web site using Self-Service Site Creation. Readers can only read a site; they cannot add content. Note that when readers create a site using Self-Service Site Creation, they become the site owner and a member of the Administrator site group for the new site.</p> |

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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## Accessing SharePoint

You can access the SharePoint user interface through the organization administrator and user administrator control panel using links on the Home page.

 To use the Web site features of Windows SharePoint, your computer must be running Microsoft Internet Explorer 6.0 or later or Netscape Navigator 6.2. Internet Explorer 6.0 or later produces the best results.

## Glossary

### A

**action log:** A record of the actions performed on the system by administrators.

**Address Book:** A program that displays recipient names (in the form of mailboxes, aliases, and distribution lists) in the directory. The Address Book can contain one or more address lists.

### B

**bandwidth:** The transmission capacity of a network or computer system. Bandwidth is stated in Megabytes (MB). Generally, a higher bandwidth number indicates faster data-transfer capability.

### C

**capacity:** On a hosting server, the amount of disk space available to run services that can be sold to organizations or reserved for resellers. Capacity is determined when the service is installed on the server and the server is added to the system.

**collaboration:** A feature that provides enterprises with Web-based Exchange solutions to enable users to easily manage their email and personal calendars, address lists, public folders, schedule meetings, manage contacts, and access shared applications on the Exchange 2000 Server.

**Comma Separated Value files:** see CSV.

**CSV:** Comma Separated Value files. ASCII text formatted values with a very simple syntax. They are readable by virtually any database or spreadsheet program (MS Access, MS Excel, Lotus 1-2-3, SPSS, and SAS).

**CSV report:** Comma separated value reports. CSV report information is displayed in a comma-separated format. Each value, such as the number of services and the number of components, is separated by a comma. Service providers and resellers can download and import CSV report information into spreadsheets.

### D

**data source:** A data source is the source of the data and the necessary connection information.

**distribution lists:** A group of mailboxes used to circulate topic discussions within the Organization. When a message is sent to a distribution list, it is automatically forwarded to all members in the list. Distribution lists allow access to multiple mailboxes using a single source.

### E

**external contacts:** The people and business associates external to an organization.

## F

**File Manager:** File Manager provides file managements tools with which customers can access, create, and remove files and directories in their domains. File Manager enables you to manage files and directories that are stored on your site. This service eliminates the need to use a separate FTP program.

**FrontPage Server extensions 2002:** When the FrontPage Server Extensions 2002 are installed on a Web server, FrontPage-extended Web authoring and administering functionality are available from any computer that has the FrontPage client. This functionality is available, whether the computer is on the Internet or on an intranet. The browse-time functionality of the server extensions is available from any Web browser.

## H

**host header:** A host header is one of the 3 ways to uniquely identify a Web domain. The other two are the domain's IP address and port number. For example, the host header name for the URL `http://www.ensim.com` is `www.ensim.com`. The browser uses the root Web domain as the host header if no host header name is specified.

## I

**IIS:** Internet Information Server, a Microsoft Web server.

**IIS FTP Service:** IIS FTP Service is a part of the Microsoft Internet Information Server (IIS) that manages File Transfer protocol (FTP) service. FTP includes functions to log on to the domain, list directories, upload and download files.

**IIS Web service:** The IIS Web Service is a part of the Microsoft Internet Information Server (IIS) that manages Web services. IIS is available on the Microsoft Windows 2000 operating system, and implements HTTP 1.1 and Secure Sockets Layer (SSL) 3.0. SSL is a protocol that securely transmits private documents through the Internet. SSL creates a secure connection between a client and a server over which any amount of data can be sent without compromising security.

**IMAP:** Internet Mail Access Protocol. A protocol used to access email from a central mail server. It allows users to access email on the mail server like it were on a local hard drive; however the email is actually left on the server.

**Internet Mail Access Protocol:** see IMAP.

## M

**mailboxes:** A private repository for email that is created within an Organization and resides on the Exchange 2000 server. All users must have a mailbox to send and receive messages.

**MAPI:** Messaging Application Programming Interface. A system built into Microsoft Windows that enables different -mail applications to work together to distribute mail. As long as both applications are MAPI-enabled, they can share mail messages with each other.



**messaging:** A feature that provides enterprises with anywhere, anytime access to their mailbox using Microsoft Outlook® Web Access (OWA).

**Messaging Application Programming Interface:** see MAPI.

## O

**ODBC:** Open Database Connectivity (ODBC) is a vendor-neutral way for an application to access data stored in different formats and database engines. ODBC is based on the X/Open SQL Access Group's Call Level Interface (CLI) specification.

**Outlook:** Microsoft's premier email and collaboration client. It allows users to easily manage their email and personal calendars, schedule meetings, and manage contacts. It is used primarily by customers who rely on the Microsoft Exchange Server for advanced messaging, calendaring, and custom collaboration applications within their Organization. Outlook works with any communication system that supports MAPI.

**Outlook Express:** Microsoft Outlook Express, available with Microsoft Internet Explorer 5.0 and later, offers standard email and news access and is designed for use with any mail server that supports POP3 and IMAP. Outlook Express supports most email, news, and directory standards, and offers more features than other basic email packages.

**Outlook Web Access:** see OWA.

**OWA:** Outlook Web Access. A Microsoft server-side application used to retrieve email from a mail server. OWA allows users to access email, calendar information, and shared applications through a Web browser.

## P

**plug-in:** A small program included in a larger application to provide additional functionality.

**POP:** Post Office Protocol. A protocol used to retrieve email from a mail server. POP3 downloads email from the server and stores it on the local machine.

**Port:** A port is a distinct location on the web server at which point two-way communications can take place. Every type of network communication uses a specific port, including http, ftp, email, etc. Ports allow multiple protocols of communication to exist simultaneously on the same computer.

**Post Office Protocol:** see POP.

**public folder permissions:** Permissions that determine the right to access, create, and modify the public folder and its contents.

**public folder role:** A role determines the permissions to access, create, and modify the public folder and its contents.

**public folders:** Folders that store messages or information that is shared with users within an organization.

## R

**reseller:** The individuals or companies who purchase resources and services from service providers or resellers and offer those resources or services for sale to others.

**resource:** The amount of a resource available to resource types, such as bandwidth, required for services.

**resource type:** The type of service or a service component that requires resources. Resource types include service settings such as bandwidth, number of mailboxes, and disk space.

## S

**Server Side Includes:** Server Side Includes (SSI) are directives placed in HTML pages and are evaluated on the server side dynamically, when the page is accessed.

**service component:** The software elements that compose a service.

**SMTP:** Simple Mail Transfer Protocol, a messaging protocol used in TCP/IP networks.

**SSL:** Secure Sockets Layer (SSL) is a security protocol that enables private and reliable communication on a TCP/IP connection.

**SSL certificate:** Secure Sockets Layer (SSL) is a protocol that is used to transmit private documents through the Internet. SSL creates a secure connection between a client and a server over which any amount of data can be sent securely. SSL works by using a private key to encrypt data transferred over the SSL connection. The addresses (URLs) of Web pages that require a SSL connection start with https: rather than the conventional http:.

**subdomain:** A subdomain appears as follows: www.<subdomain>.<domain name>A subdomain is a sub-directory (or folder) located under the primary Domain account. This Domain account is a fully operating Web site with its own username and password. The subdomain does not require a domain name registration and fee payment associated with a domain name.

## T

**TCP / IP:** Transmission Control Protocol / Internet Protocol are standards developed by the Department of Defense (DOD) to connect different networks (designed by different vendors) into the Internet. TCP ensures the delivery of the data from the source to the destination. This is a reliable protocol. IP is responsible for moving data packets between networks.

**template:** A guide you can use when creating entities such as resellers, organizations, and email messages.

## U

**Urchin:** Urchin is a web analytics software package. In essence, it analyzes cookie-fortified web server log files, puts the relevant information in a database, and delivers dynamically-generated browser-based reports. With the introduction of the Urchin Tracking Module (UTM®) in Urchin 4, it is the most accurate unique visitor tracking system available, more so than any outsourced (ASP-type) analytics solution.

**V**

**Verisign:** Verisign Inc. is a provider of digital trust services that enable businesses and consumers to engage in secure communications on the Internet. For more information visit <http://www.verisign.com/>.

**virtual directory:** The term virtual directory applies to the mechanism to hide the physical location of a Web resource under different path which user agents use to retrieve it.

**W**

**Web logs:** Web logs are personal Web sites consisting of a series of date-related postings.



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