Using Services on a Site

This chapter describes the functions that site users can perform on the RaQ 4. As a site user, you can change your user name and password, set email options, monitor the use of disk space in your directory, back up and restore your files, send and receive email, and create and upload Web pages and other files.

Managing Your Personal Profile

You manage your directory using any standard browser. Access your directory by typing the URL http://<sitename> /personal/ into your browser. You must enter your user name and password.

When you access your directory, the **Personal Profile** screen appears with the Modify User table; see Figure 53. The management functions available on the **Personal Profile** screen are described in the sections that follow.

Figure 53. Modify User table

Modify site user

You can change your full name and password. To modify your settings:

1. On the **Personal Profile** screen, click **Modify User**. The Modify User table appears. See Figure 53.

2. Change the settings.

> ✎ *Note:* The RaQ 4 supports long passwords through the UI. For guidelines on choosing a password, see "Password guidelines" on page 27.

3. Click **Confirm Modify**.

Email

The email section allows you to select email options.

Figure 54 shows the Email Settings table for a site user.

Figure 54. Email Settings table

To set your email options:

1. On the **Personal Profile** screen, click **Email** on the left. The Email Settings table appears. See Figure 54.

2. In the Email Settings table, select the options that are described in the next two sections.

3. Click **Save Changes**.

Forward email to

You can forward your RaQ 4 email to another email account.

In the Email Settings table, enter the destination email address in the Forward Email To field. Click **Save Changes**.

Vacation reply

You can create a vacation-reply message that is automatically sent to each person who sends you email. This feature is useful when you know that you will not be reading or responding to incoming email messages for a period of time.

A vacation-reply email is sent only once a week to each sender.

To set up a vacation reply:

1. Click the Vacation Reply check box to enable the function.

2. In the scrolling field, type the text of the message you want to send to users while you are away.

3. Click **Save Changes**.

Usage data

The Usage Data section displays a Disk Usage table showing information on your disk usage.

To view the Disk Usage table:

1. On the **Personal Profile** screen, click **Usage Data** on the left. The Disk Usage table appears. See Figure 55.

2. The Disk Usage table displays the following information:

    •   the amount of disk space used (MB)

    •   the amount of disk space free (MB)

    •   the amount of disk space allowed (MB)

    •   a usage bar showing how much space has been used (percentage)

Figure 55 shows the Disk Usage table for a site user.

Figure 55.   Disk Usage table
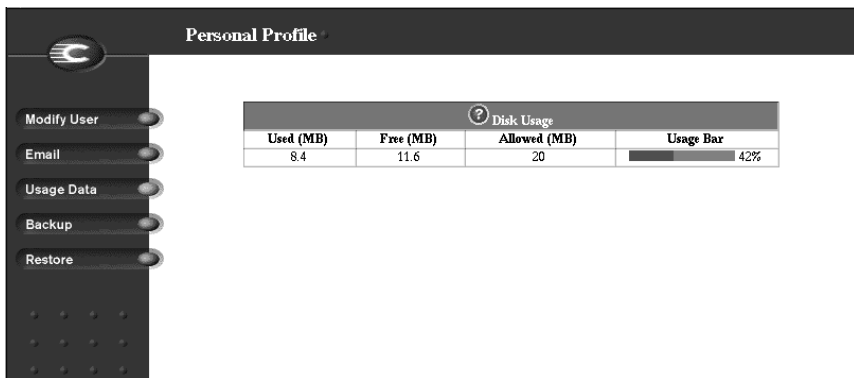
Backup

As a site user, you can back up your files. When you click "Backup My Files", your Web browser provides a default filename and path. This file contains all of your backup data, including your home directory files, your email inbox and your vacation autoresponder message. It does NOT back up the settings for your virtual site.

You can change the path or the filename, but the file MUST have the extension .raq in order for the Restore function to work properly.

⚠   *Caution:* A backup captures data only (for example, email messages stored on the server or Web files). It does NOT back up the settings for virtual sites or users.

⚠   *Caution:* Do not interrupt or cancel the backup process. If you do, or if the file transfer fails for any other reason, delete the partial backup file stored on your personal computer and try again. If you attempt to use a partial file to restore data, you risk corrupting the data already stored on the server.

To back up your files:

1. On the **Personal Profile** screen, click **Backup** on the left. The File Backup table appears. See Figure 56.

2. Follow the on-screen instructions. You can change the path or the filename, but the file MUST have the extension .raq in order for the Restore function to work properly.

3. When you are ready to perform the backup, click **Backup My Files**.

Figure 56 shows the File Backup table for a site user.

Figure 56. File Backup table
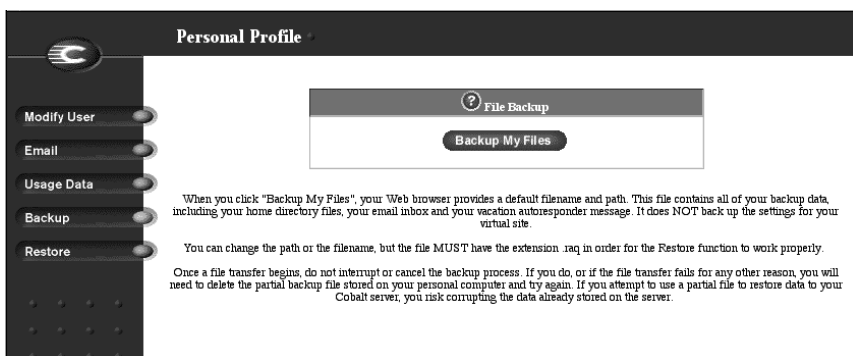
Restore

Restore allows you to restore all files and subdirectories in your home directory from a .raq backup file.

> ⚠️ **Caution:** The system restores data only (for example, email messages stored on the server or Web files). It does NOT restore virtual sites or site users to a RaQ 4.

To restore the backed-up files (from your local disk to your RaQ 4 home directory):

1. On the **Personal Profile** screen, click **Restore** on the left. The File Restore table appears. See Figure 57.

2. Click **Browse** and select the .raq backup file to restore onto the RaQ 4.

3. If you want to restore only some of the files, check **Selective Restore** and select those files.

4. Click **Restore a Backup File**.

Archive restores are not possible with Microsoft Internet Explorer version 3. If you experience problems uploading an archive, use a newer version of browser.

Do not interrupt an archive restore because this can corrupt data. If the restore process is interrupted, the user can try to restore again.

Figure 57 shows the File Restore table for a site user.

Figure 57. File Restore table

Using email on the RaQ 4

To use all of the email capabilities on the RaQ 4, the RaQ 4 Administrator must correctly set the parameters for the email server; see "Email server" on page 53.

The user must also configure the email client to send email to and retrieve email from the RaQ 4. Ensure the following information is entered into the email client:

1. **Email address** The format is:

   <username>@hostname.domainname

   (for example, myname@raq4.cobalt.com) where:

   - <username> is the user ID assigned to you (for example, myname)

   - <hostname> is the name assigned to the RaQ 4 (for example, raq4)

   - <domainname> is either the official domain name (for example, cobalt.com) that is registered with a name registrar accredited by the Internet Corporation for Assigned Names and Numbers (ICANN) or an intranet domain name specific to your network. Obtain this information from your network administrator.

     For more information on ICANN, visit the ICANN Web site at http://www.icann.org.

2. **SMTP server** The format is hostname.domainname (for example, raq4.cobalt.com).

3. **POP3 server** The format is hostname.domainname (for example, raq4.cobalt.com).

4. **IMAP server** The format is hostname.domainname (for example, raq4.cobalt.com).

5. **APOP server** The format is hostname.domainname (for example, raq4.cobalt.com).

> *Note:* Occasionally, an email application asks for an *incoming* mail server. The incoming mail server is the POP3 server.

Developing Web pages

You can create complex Web pages using any of the standard HTML editors and the HTML publishing capabilities of many popular desktop productivity applications.

You can create and link the Web pages on your desktop computer, and then move them to the appropriate subdirectory in the RaQ 4 through an FTP-based application; see "Publishing Web pages using FTP" on page 146.

CGI scripts

The RaQ 4 supports common gateway interface (CGI) scripts, such as those written in Perl, C or other languages. If CGI is enabled for your site (see the Site Settings section of the **Site Management** screen), you can add CGI scripts to work with your Web content.

You can develop CGI scripts on your desktop machine and then transfer them to the RaQ 4 by means of any FTP-based application that allows permission bits to be set to *executable*.

Use FTP to upload .cgi and .pl files; use ASCII mode to upload CGI files. Once the file is on the RaQ 4, use your FTP program to make the script executable. You can also use the telnet command:

```
chmod 775 <filename>.cgi.
```

In order for users (other than the RaQ 4 Administrator) to add CGI files, CGI must be enabled for the user's virtual site (see the Site Settings section of the **Site Management** screen). CGI scripts must use .pl or .cgi filename extensions in order to be executed by the Web server.

Server-side scripting languages

The RaQ 4 supports both the Active Server Pages (ASP) and PHP scripting languages. These features are enabled on a per-site basis (see the Site Settings section of the **Site Management** screen).

Like CGI scripts, you can develop ASP and PHP scripts on your desktop machine and then transfer them to the RaQ 4 by means of an FTP-based application. Unlike CGI scripts, ASP and PHP do not require execute permissions to work correctly. However, ensure that the Web server process can read the scripts; you can use the telnet command:

```
chmod 664 <filename>.asp or <filename>.php
```

For the Web server to run the scripts correctly, ASP scripts must use the .asp filename extension and PHP scripts must use the .php filename extension.

Publishing Web pages using FTP

Note: For more information about the directory structure on the RaQ 4, see "Directory structure" on page 175.

After creating your Web pages, you can publish them on the RaQ 4 using an FTP-based application.

Make sure you have the following information:

- the host name or the IP address of your RaQ 4

- your user name and password

- a filename of your choice to save as your main page (the default is index.html)

Launch your FTP software and establish an FTP link to the RaQ 4. Upload your HTML files. If you need help, consult the instructions for your FTP application.

By default, the files you upload using an FTP-based application are stored in your personal directory; the directory path is:

    /home/sites/<sitename>/users/<username>

where <sitename> is the fully qualified domain name of your site and <username> is your user name.

Note to Site Administrators: To post Web pages for your site, you must upload to the directory /home/sites/<sitename>/web.

Only Site Administrators or the RaQ 4 Administrator can upload to this directory. If you do not specify this directory, your Web pages are stored in your personal directory which is not accessible from the Web.

The Site Administrator can access and edit the site root content in the directory `/web` during an FTP session. The site web root is accessible on the Web at http://<sitename>/.

Site Administrators can edit their personal Web pages in the directory `/users/<username>/web` during an FTP session. Personal Web sites are accessible on the Web at

- http://<sitename>/users/<username>/

- http://<sitename>/~<username>/

Users who are not Site Administrators can edit their personal Web sites in the directory `/web` during an FTP session.

Publishing Web pages with FrontPage for User Webs only

If FrontPage Server Extensions are enabled on a site, a Site Administrator can enable FrontPage User Webs.

To publish a Web page using FrontPage:

1. Using FrontPage Explorer on a personal computer, select **Open Web**.

2. In the Folder Name field, enter the following:

   http://<exactvirtualsitename>/~<username>/

   For example, the user Jason Paez would enter

   http://test130.cobalt.com/~jpaez/

3. Click **OK**. An authentication dialog appears.

4. Enter your user name and password assigned to you on the RaQ 4.

5. Click **OK**.

For FrontPage and FrontPage Web information and technical support, see http://www.microsoft.com/frontpage/ and http://www.rtr.com/.

Using telnet

!

Caution to the RaQ Administrator: You can seriously affect your RaQ 4 if you modify the system configuration files. Only advanced users of Linux should perform this operation.

See your RaQ 4 warranty card for more details.

!

Caution: Direct root logins are not allowed on the RaQ 4. To obtain a root shell, telnet to the server and log in as the user *admin*. From the command prompt, type **su -** and press **Enter**. Enter the administrator's password at the password prompt. Only the RaQ 4 Administrator can **su -** to root.

Telnet access is available to run shell scripts or use shell commands but only advanced users should use telnet. An advanced user is someone who is proficient in the internal workings of the Unix operating system.

The RaQ 4 Administrator can enable the telnet feature for a virtual site. If the telnet feature has been enabled, the Site Administrator can then enable telnet access for individual site users; see "User management" on page 97.