
SwHosting.ie Knowledgebase

All Articles in All Categories

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How do I cancel my account?

Follow these simple steps to cancel your hosting account to prevent further billing.

Go to <https://support.swhosting.ie>
Open a ticket under "Cancellations"
Include your Client Id, Domain and the time you want the account cancelled.

With all this info included in the ticket, a staff member will read the ticket, process the request and respond in a timely manner.

If there is not enough information in the ticket, the staff member will move on to the next valid ticket and come back to your ticket to request more details.

If you send cancellation requests to any other department other than the cancellations department, they will be ignored.

IP Subnet Cheat Sheet

Subnet Cheat Sheet

HostsNetmaskAmount of a Class C

/30
4
255.255.255.252
1/64

/29
8
255.255.255.248
1/32

/28
16
255.255.255.240
1/16

/27
32
255.255.255.224
1/8

/26
64
255.255.255.192
1/4

/24
256
255.255.255.0
1

/23
512
255.255.254.0
2

/22
1024
255.255.252.0
4

/21
2048
255.255.248.0
8

/20
4096
255.255.240.0
16

/19
8192
255.255.224.0
32

/18
16384
255.255.192.0
64

/17
32768
255.255.128.0
128

/16
65536
255.255.0.0
256

Guide to sub-class C blocks

/25 -- 2 Subnets -- 126 Hosts/Subnet

Network #IP RangeBroadcast

.0
.1-.126

.127

.128
.129-.254
.255

/30 -- 64 Subnets -- 2 Hosts/Subnet

Network #IP RangeBroadcast

.0
.1-.2
.3

.4
.5-.6
.7

.8
.9-.10
.11

.12
.13-.14
.15

.16
.17-.18
.19

.20
.21-.22
.23

.24
.25-.26
.27

.28
.29-.30
.31

.32
.33-.34
.35

.36
.37-.38
.39

.40
.41-.42
.43

.44
.45-.46
.47

.48
.49-.50
.51

.52
.53-.54
.55

.56
.57-.58
.59

.60
.61-.62
.63

.64
.65-.66
.67

.68
.69-.70
.71

.72
.73-.74
.75

.76
.77-.78
.79

.80
.81-.82
.83

.84
.85-.86
.87

.88
.89-.90
.91

.92
.93-.94
.95

.96
.97-.98
.99

.100
.101-.102
.103

.104
.105-.106
.107

.108
.109-.110
.111

.112
.113-.114
.115

.116
.117-.118
.119

.120
.121-.122
.123

.124
.125-.126
.127

.128
.129-.130
.131

.132
.133-.134
.135

.136
.137-.138
.139

.140
.141-.142
.143

.144
.145-.146
.147

.148

.149-.150

.151

.152

.153-.154

.155

.156

.157-.158

.159

.160

.161-.162

.163

.164

.165-.166

.167

.168

.169-.170

.171

.172

.173-.174

.175

.176

.177-.178

.179

.180

.181-.182

.183

.184

.185-.186

.187

.188

.189-.190

.191

.192

.193-.194

.195

.196

.197-.198

.199

.200

.201-.202

.203

.204
.205-.206
.207

.208
.209-.210
.211

.212
.213-.214
.215

.216
.217-.218
.219

.220
.221-.222
.223

.224
.225-.226
.227

.228
.229-.230
.231

.232
.233-.234
.235

.236
.237-.238
.239

.240
.241-.242
.243

.244
.245-.246
.247

.248
.249-.250
.251

.252
.253-.254
.255

/26 -- 4 Subnets -- 62 Hosts/Subnet

Network #IP RangeBroadcast

.0
.1-.62
.63

.64
.65-.126
.127

.128
.129-.190
.191

.192
.193-.254
.255

/27 -- 8 Subnets -- 30 Hosts/Subnet

Network #IP RangeBroadcast

.0
.1-.30
.31

.32
.33-.62
.63

.64
.65-.94
.95

.96
.97-.126
.127

.128
.129-.158
.159

.160

.161-.190
.191

.192
.193-.222
.223

.224
.225-.254
.255

/28 -- 16 Subnets -- 14 Hosts/Subnet

Network # IP Range Broadcast

.0
.1-.14
.15

.16
.17-.30
.31

.32
.33-.46
.47

.48
.49-.62
.63

.64
.65-.78
.79

.80
.81-.94
.95

.96
.97-.110
.111

.112
.113-.126
.127

.128
.129-.142

.143

.144
.145-.158
.159

.160
.161-.174
.175

.176
.177-.190
.191

.192
.193-.206
.207

.208
.209-.222
.223

.224
.225-.238
.239

.240
.241-.254
.255

/29 -- 32 Subnets -- 6 Hosts/Subnet

Network #IP RangeBroadcast

.0
.1-.6
.7

.8
.9-.14
.15

.16
.17-.22
.23

.24
.25-.30
.31

.32
.33-.38
.39

.40
.41-.46
.47

.48
.49-.54
.55

.56
.57-.62
.63

.64
.65-.70
.71

.72
.73-.78
.79

.80
.81-.86
.87

.88
.89-.94
.95

.96
.97-.102
.103

.104
.105-.110
.111

.112
.113-.118
.119

.120
.121-.126
.127

.128
.129-.134
.135

.136

.137-.142

.143

.144

.145-.150

.151

.152

.153-.158

.159

.160

.161-.166

.167

.168

.169-.174

.175

.176

.177-.182

.183

.184

.185-.190

.191

.192

.193-.198

.199

.200

.201-.206

.207

.208

.209-.214

.215

.216

.217-.222

.223

.224

.225-.230

.231

.232

.233-.238

.239

.240

.241-.246

.247

.248
.249-.254
.255

Options ExecCGI is off with 403 Forbidden Error?

Im getting a 403 Forbidden Error message when I visit my website. When I look at my error logs in cPanel I see the following error message: Options ExecCGI is off in this directory

To fix this particular error you need to place the following line in your .htaccess file in your "public_html" folder or the directory you get this error:

```
Options +ExecCGI
```

Colocation

How do I request a reverse DNS/PTR entry for my server?

Problem:

I need to make changes to the PTR record (reverse DNS) for one or more of my servers' IP addresses.

Solution:

To have a reverse DNS entry setup for your server, please submit a request at the following URL:

<https://support.swhosting.ie>

Fill out all of the information fields and we will then make the appropriate changes to the PTR record for your IP address. RDNS requests are completed within 24 hours of submission if all pertinent information is submitted with original request. You will be notified when your request is complete.

We currently do not allow the delegation of reverse DNS to our clients' DNS servers. Any needed changes for reverse DNS will need to be requested via our ticket system.

Local DNS Resolvers

Here are the current local resolver IPs for resolv.conf

```
nameserver 4.2.2.1  
nameserver 64.191.1.2  
nameserver 10.1.1.15
```

Control Panels

There are no articles in this category.

cPanel

Invalid License File

Can not log into cPanel, Invalid License File

Check your main server IP at <http://verify.cpanel.net/> to verify your license is valid. If it is, issue the command `/usr/local/cpanel/cpkeyclt` in SSH as root user which will reset the license file on the server. This should fix your problem. If it doesn't, open a helpdesk ticket and we will look into the problem for you.

How do I access cPanel?

How can I access the cPanel control panel for my site?

There are two ways:

1. Secure SSL - <https://sitename.com:2083>
2. Regular - <http://sitename.com:2082> or <http://yourdomain.com/cpanel>

Use the username and password given to you when the site was created.

Still have problems?

Open a support ticket including your client id number and account domain for assistance.

How do I access WHM?

How do I access WHM?

You can access WHM in one of two ways:

1. Secure SSL https://main_server_ip:2087
2. Regular http://main_server_ip:2086 and http://your_domain.com/whm

Where `main_server_ip` is the main IP address of the server. You need to have the root password for the server for this access; or your reseller username and password if you have a cPanel reseller account.

Still having Problems?

Open a support ticket including your client id number and account domain for assistance.

Perl Errors on cPanel server

Occasionally the automatic cPanel updates perl incorrectly which corrupts perl extensions and certain modules. These can be fixed by running a few commands.

First, try to run
`/usr/local/cpanel/bin/checkperlmodules` If this gives you an MD5 error; run the clean md5 script:
`/scripts/cleanmd5` Then, run the perl modules script again:
`/usr/local/cpanel/bin/checkperlmodules`

If you are still receiving 500 Internal Server Errors after one of these updates, you can run this command to rebuild the rpm database and make all necessary updates:

/scripts/updatenow

/scripts/rpm

Still having problems?

Open a support ticket including your client id number and account domain for assistance.

How to compile Apache/PHP modules

There are several common functions that are used by hosting providers that are not provided in the default cPanel apache installation. Examples of these are curl (ssl), GD, and others. These can be installed by running the buildapache script.

1. Log into WHM.
2. Go to the Software area, and click on the "Update Apache" link.
3. Select the modules you need installed, but do not click them all off, because some packages will make apache not compile if the prerequisites on the server are not met, or if they are incompatible with each other. Select only the modules you need to be installed on the server.
4. Click Build

In 5-10 minutes, you should have a new Apache build running. If the script returns an error, you can try to fix the error or return to the build script, and try a different featureset.

You can also run /scripts/easyapache in SSH as root user to compile Apache/PHP. Choose option "6" to add certain php modules. It will take about 15 minutes to install the modules.

Still having problems?

Open a support ticket including your client id number and account domain for assistance.

What is the path to php.ini file?

The configuration file for php, php.ini, is located in /usr/local/lib/php.ini

If you have Zend optimizer installed, the location will be /usr/local/Zend/etc/php.ini

Still having problems?

Open a support ticket including your client id number and account domain for assistance.

How do I set up nameserver in cPanel?

To add a new nameserver in cPanel/WHM, go to the "Manage Nameserver IPs" tab, in Server setup, in WHM. Add the name for your name server (for example, ns.somedomain.com) and click add. It will add the nameserver to the next available IP on your server.

Note that you must have free IPs in your IP pool to add a nameserver to your server.

The second way to do this, is to create a reseller and assign that reseller a nameserver IP.

Third way,

Nameservers are stored in the file /etc/nameserverips . You can add the nameservers in this file next to an IP address. Then in WHM, add a DNS zone for each nameserver with the IP listed next to the nameserver in the /etc/nameserverips file.

Still having problems?

Open a support ticket including your client id number and account domain for assistance.

How to generate your CSR in cPanel

NOTE: SSL Certificates require a dedicated IP address! If you are using a shared IP address or are in any doubt please contact your webhosting provider before continuing.

First login to cPanel your usual way eg www.yourdomain.com/cpanel. You should see a button or link called "SSL Manager"; if you do not see this button then you will need to contact your web hosting provider and ask for advice.

If you do see this button, click it! You will then be taken to a page that has 3 buttons "Private Keys", "Certificate Signing Requests"; and "Certificates";

1. First you will need to generate a private key for the certificate so click the button called "Private Key";

a. Scroll down the resulting page until you see "Generate a New Key"; enter the host you wish to generate the Certificate for. It is important to specify the correct host as we can not change the host, cancel or issue refunds on SSL Certificates that have been issued. So with that in mind enter your host. If you want visitors to be secure as soon as they visit your site its important to enter www.yourdomain.com **NOTICE THE www.** SSL certificates can be issued to sub domains, for example we use secure.swhosting.ie for our secure pages where our account management and order forms are located.

b. Once you have entered the correct host (DO NOT enter <http://> or <https://>) click the generate button

2. Next we have to generate the CSR so back to the SSL Manger page, and click on the Certificate Signing Request (CSR) button

a. The Host drop down box should be automatically filled with the host you entered during the last step (if not something has gone wrong and you should go back and repeat step 1)

b. Enter 'GB' in the country code, not 'UK' if you are a British company/website

c. The rest of the fields are quite straight forward, all must be filled out.

d. Once done click the generate button

3. Still in the Certificate Signing Request (CSR) page scroll down to where it says View and click the view button

a. You will then see something similar to this

```
-----BEGIN CERTIFICATE REQUEST-----
MIICDCCAY0CAQAwgasxCzAJBgNVBAYTAkdCMRUwEwYDVoQIEwvQZWWibGVzc2hp
cmUxFDASBgNVBAcTC1dlc3QgTGludG9uMRgwFgYDVoQKEw9Gcm96ZW5XZWluY28u
dWsxZjAMBgNVBAAsTBVNhbGVzMR8wHQYDVoQDEExZzZWN1cmUuZnJvemVud2ViLmNv
LnVrMSQwlgYjKoZihvcNAQkBFhVqYW1lc0Bmcm96ZW53ZWluY28udWswgZ8wDQYJ
KoZihvcNAQEBOADgY0AMIGJAoGBAORHBHsKgWC6KtKjS9e9XM24TzHlGLPmtjkd
wG1/SfNVpA+S6u4mdZuhurwMgXsd/lbCYjWIOSzTehj6pGb7FGV9SUZ82XWftwRo
HLk+q6ntrPJFAlef15L6qeD4Uofd+ZvXTfPX2tNnayndEVti4mAnH0uBnnP18I5/
rrH7GsH7AgMBAAGgODAWBgkqhkiG9w0BCQcxCRMHZXdpbmcmzMAeBgkqhkiG9w0B
CQIxERMPRnjvemVuV2ViLmNvLnVrMA0GCSqGSIb3DQEBAUAA4GBAIIKXFTsNuvt
CiS18RU+Qk65nbNA4TUGvTC3s2izmRcul3UPNqKPGqTzjFj4kXS8+aOUedC/0kv9
ctjLasBikDX8Ht7iqshxPmWJFMqE7R5DNj9tKqGX4dqp2AIN4VtaGNA+IW6T3sKU
bMBwtqRRNqn3V+vBpNHijTeTcvDCSb
-----END CERTIFICATE REQUEST-----
```

How To Install RvSkins in cPanel?

If you purchased a Rvskins license for your cPanel server or VPS you can follow the instructions below to install it.

Installation

SSH as root to server that was registered while purchasing the license and run

```
mkdir /root/rvadmin; cd /root/rvadmin; wget
http://download.rvglobalsoft.com/download.php/download/rvskin-auto/saveto/rvauto.tar.bz2;
bunzip2 -d rvauto.tar.bz2; tar -xvf rvauto.tar; perl /root/rvadmin/auto_rvskin.pl
```

Answer a couple of questions on your shell, and wait until it finishes. □ First installation will take 2- 5 minutes to install. Installer will create a new hosting account 'rvadmin'. □ Don't terminate it. It will be used for internal RVSkin configuration management.

Log in to RVSkin Manager. Both root and reseller are able to access RVSkin Manager in WHM / Add-ons (at the bottom left menu). □ If you cannot find the RVSkin Manager menu, please close WHM and open it again.

If there is no messages display on the skin, please run this command on your SSH.

```
rm -f /usr/local/cpanel/Cpanel/rvversion
perl /root/rvadmin/auto_rvskin.pl
```

In RVSkin Manager:

Set global configuration

Set default language

Create default feature list for user and for reseller

Set tweak setting, reseller feature control, body links, top links, help, tutorial links, and etc.

Test configuration setting in 2 hosting accounts.

rvadmin: this account can consider to be account belong to root manager. If it is not
reseller's client: this account will reflect setting from reseller skin
configured, it will remain anonymous

Change user cPanel to RVSkin themes

Change default theme to RVSkin theme (ex: rvblue, rvgreen, rvteal, rvolive, rvlightblue, rvlightmaroon, and etc.). In WHM / Server Setup / Edit Setup search for ' default cpanel skin ', and change the text field to your desired theme.

Change RVSkin theme to be the default for each hosting package, and change current hosting accounts theme to RVSkin theme. There are 2 ways:

Changing in WHM:

In WHM / Packages / Edit Packages and modify hosting account theme for hosting package one by one. After change cPanel will try to update current hosting accounts using this package to the new theme. If you have a large number of accounts on the server, you will get an equal number of email notifications from cPanel.

Changing in SSH:

Change default theme for hosting packages - This way you will not get email notification (It works only for changing theme, if you want to change others such as disk quota, don't do this). Run this command:

```
cd /var/cpanel/packages
  replace CPMOD=x CPMOD=rvblue -- *
  replace CPMOD=x2 CPMOD=rvblue -- *
  replace CPMOD=???? CPMOD=rvblue -- *
```

Do it for all the existing themes you want to convert to rvskin.

Change theme for current hosting accounts - Use our free script to convert user themes. Run this command:

```
perl /root/rvadmin/convert_theme.pl
```

convert_theme.pl is a Generic Theme Converter with the following options:
- Convert theme based on owner of the account (root, or reseller name) or current theme
- Convert all themes in the server to the new theme or selective theme to the new theme
- Convert all accounts of a selective reseller or all resellers to the new theme
- Support all themes including X, X2, Xskin and any themes listed in /usr/local/cpanel/base/frontend/

Change cPanel language to the new language

```
perl /root/rvadmin/convert_lang.pl
```

convert_lang.pl is a Generic Language Converter with the following options:
- Convert language based on owner of the account (root, or reseller name) or current language
- Convert all languages in the server to the new language or selective language to the new language
- Convert all accounts of a selective reseller or all resellers to the new language

How Do I add a FTP account in cPanel?

How To Add A MYSQL Database in cPanel

Here you can see how to create a mysql database in cpanel control panel

How To Create a Sub Domain in cPanel

Below you can see how to create a sub domain in cPanel Control panel

How To Add a Domain To my cPanel Account

Below you can see how to add a domain to your cpanel hosting account

How To Create an Autoresponder in cPanel

Below you can see how to create an autoresponder in cpanel

How To Create backup files?

Below you can see how to manage backups in cPanel.

How to change cpanel password

Below you can see how to change your cPanel password.

How to setup cron jobs in cPanel

Below you can see how to create cron jobs in cPanel.

How to set a default email address

Below you can see how to setup a default email address.

Block IP from accessing your website

Below you can see how to block an IP address from accessing your website.

How to add an email filter

Below you can see how to add an email filter in cPanel.

How to add an email forwarder

Below you can see how to add an email forwarder in cPanel

How to create error pages

Below you can see how to add an error page in cPanel

How to use the filemanager

Below you can see how to use the filemanager in cPanel

How to manage frontpage extensions

Below you can see how to manage front page extensions in cPanel

How to manage FTP accounts

Below you can see how to manage FTP accounts in cPanel

How to add hot link protection

Below you can see how to add hot link protection in cPanel

How to install cPaddon scripts

Below you can see how to install cPaddon scripts in cPanel

How to password protect a directory

Below you can see how to password protect a directory in cPanel

How to add an email account

Below you can see how to add an email account in cPanel

How to add a subdomain redirect

Below you can see how to add a subdomain redirect in cPanel

How to add and remove a url redirect

Below you can see how to add and remove a url redirect in cPanel

"php_value" and "php_flag" lines in .htaccess files

PHP Begins generating internal server errors after compiling with PhpSuExec.

Solution For servers with PhpSuExec installed, having config lines in your .htaccess file to configure PHP doesn't work any longer.

You should remove the lines that begin with "php_value" and "php_flag", these will need to be moved to a new file that we're going to create, called:

php.ini

In php.ini, there is a different format to define your PHP settings. All lines are in the following format:

setting_name = setting_value

So, this means if you move the settings from .htaccess to php.ini, you must convert the format. Let's say you have the following line in your .htaccess file:

php_value register_globals 0

the corresponding php.ini format is as follows:

register_globals = Off

Notice how the value 0 becomes Off (without quotes) and 1 becomes On. Now if your php_value has quotes like the following, for example:

php_value include_path "./:/home/user/lib"

The corresponding php.ini format is:

include_path = "./:/home/user/lib"

Once you have converted your .htaccess file to a php.ini, please upload it to your server into public_html.

Then, add the following line into the .htaccess file in your public_html:

suPHP_ConfigPath /home/username/public_html

Where "username" is your cPanel user name.

How to rebuild Apache/PHP with cPanel

Problem:

You would like to rebuild Apache to include support for additional modules like GD,cURL,Mcrypt or PHP4, PHP5 support.

Solution:

First login as 'root' via ssh to your server. Then run the following commands...

```
/scripts/easyapache
```

You should then see a menu appear asking you which options you would like built into your apache install. Select a number from 1 - 4 and then wait a few minutes while the script downloads and rebuilds your apache. Once it has completed it will automatically restart Apache for you and you will then be able to use the new features.

If Apache fails to restart you can check the config file for errors with this command:

```
service httpd configtest
```

If a "syntax error" is present you will need to edit the config file and fix it

```
nano -w /etc/httpd/conf/httpd.conf
```

```
CTRL+X to save and exit
```

How to install Fantastico in cPanel

Run the following commands in SSH as root user to install the WHM interface.

```
cd /usr/local/cpanel/whostmgr/docroot/cgi
wget -N http://files.betaservant.com/files/free/fantastico_whm_admin.tgz
tar -xzf fantastico_whm_admin.tgz
rm -rf fantastico_whm_admin.tgz
```

After this you can finish the installation inside WHM -> Plugins -> Fantastico

DirectAdmin

Enable ImageTTFText(TTF) in Directadmin servers

ERROR: Fatal error: Call to undefined function imagettftext()

This article shows how to install True Type Font (TTF) with GD on a CentOS/RH/Fedora Server with Directadmin.

Compile Freetype2 from source.

```
Code:
cd /usr/local/directadmin/customapache/
wget http://savannah.nongnu.org/download/freetype/freetype-2.1.10.tar.gz
tar xzf freetype-2.1.10.tar.gz
cd freetype-2.1.10
./configure
make
make install
```

My Freetype libs are located in /usr/local/lib, check your system and see where they are.

Edit the build file and search for "doGD"

```
nano -w build
```

In the configure line, change --without-freetype to:

```
Code:
--with-freetype=/usr/local/lib
```

```
nano -w configure.php
Edit configure.php file and Add:
```

```
Code:
[]--with-freetype \
[]--with-freetype-dir=/usr/local/lib \
```

Make sure to include the trailing \. Note my directory where my Freetype libs are, change yours

accordingly if needed.

then do:

```
Code:  
./build clean  
./build php
```

Answer 'y' when asked if you want to compile GD again.

```
Then restart HTTPD.  
service httpd restart
```

Open up a phpinfo file and you'll see Freetype support listed now.

Plesk 8 for Linux

How do I install a SSL Cert in Plesk?

Log into PSA and choose the domain in which you are installing the SSL certificate.

Access the domain's SSL section by clicking on the 'certificate' button. (If the 'certificate' button is grayed-out, this means the domain is set up for name-based hosting. If you want a domain to utilize all of the SSL capabilities available, that domain must be configured for IP-based hosting.)

When a CSR (certificate signing request) is generated there are two different text sections, the RSA Private Key (which will have been emailed to you by Plesk) and the Certificate Request. When installing a certificate, the RSA Private Key text needs to be pasted into the block preceding the web server certificate.

Example:

```
-----BEGIN RSA PRIVATE KEY-----  
[[ENCODED BLOCK OF TEXT]]  
-----END RSA PRIVATE KEY-----  
-----BEGIN CERTIFICATE-----  
[[ENCODED BLOCK OF TEXT]]  
-----END CERTIFICATE-----
```

Paste the Private Key with the Certificate text into the Enter Certificate Text: text box

Apache - Web Server

How can I set up a domain alias in Plesk?

For a specific domain you are going to set an alias, you will need to do the following:

1. Enter the `$HTTPD_VHOSTS_D/domain.tld/conf/`
2. Create `vhost.conf` and `vhost_ssl.conf` files there and add the required alias records into them:

```
ServerAlias alias1.domain.tldServerAlias alias2.domain.tld
```

3. In order for the new files to take effect you should rebuild Apache configuration with the following command:

```
# $PRODUCT_ROOT_D/admin/sbin/websrvmng --reconfigure-vhost --vhost-name=
```

Note: `$PRODUCT_ROOT_D` and `$HTTPD_CONF_D` paths are defined in `/etc/psa/psa.conf`

I receive wrong certificate when open any domain via HTTPS?

Look into `/etc/httpd/conf.d/ssl.conf` for the line like:

If it exists you have to delete/comment out (#) this default SSL virtual host starting from "" line and ending with "".

Then restart Apache.

I started receiving emails about certificate expired?

I receive messages like:

```
##### SSL Certificate Warning #####
```

```
Certificate for plesk, in '/usr/local/psa/var/certificates/certX4i2yTS':
```

```
The certificate needs to be renewed; this can be done  
using the 'genkey' program supplied with Red Hat  
Enterprise Linux.
```

```
Browsers will not be able to correctly connect to this  
web site using SSL until the certificate is renewed.
```

```
#####  
##
```

```
Generated by certwatch(8)
```

The `certwatch` program is run daily by `crond` from the file `/etc/cron.daily/certwatch` to warn about the imminent expiry of SSL certificates configured for use in the Apache HTTP server. This warning can be disabled by adding the line:

```
NOCERTWATCH=yes
```

to the file `/etc/sysconfig/httpd`.

What is the default document root directory for http://SERVER_IP or

an unexistent domain?

The default Plesk server page is placed in `/$HTTPD_VHOSTS_D/default/htdocs`. For example for RedHat Operating systems it is `/home/httpd/vhosts/default/htdocs`.

Apache uses 'Prefork MPM' by default. Can I change this to 'Worker MPM'?

These modules are compiled statically into Apache. Usually 'httpd' RPM contains two 'httpd' binaries:

```
rpm -ql httpd | grep /usr/sbin/httpd | xargs ls -al
-rwxr-xr-x 1 root root 314900 Jul 1 2004 /usr/sbin/httpd
-rwxr-xr-x 1 root root 324284 Jul 1 2004 /usr/sbin/httpd.worker
```

So, you can use one of them as you wish.

I get "Forbidden error" when try to access a site?

In general this error means that 'httpd' process cannot access some file/directory because of the user 'httpd' is running under has no read permissions on it. Also it can be caused by settings in htaccess files or if there is no Index page in the directory or this page is not listed in DirectoryIndex directive, so please check it.

If you see the error like below in Apache error_log:

```
[Thu Aug 03 14:47:28 2006] [crit] [client 123.123.123.123] (13)Permission
denied:/home/httpd/vhosts/DOMAIN/httpdocs/test/htaccess pcfg_openfile:unable to check
htaccess file, ensure it is readable
```

First of all find the user Apache is run under. You can see the user with `'ps -axu | grep httpd'` command or it can be found in `httpd.conf` with 'User' directive.

When you found the user, make sure that it has permissions to access the page/folder.

If there is a htaccess file in the root directory, try temporarily removing any lines in it and checking if the error goes away.

If the problem persists, please open a support ticket for assistance.

How to create a subdomain with www prefix?

To create www prefix for subdomains you need to do the following steps:

1) Create vhost.conf file in the

/home/httpd/vhosts/domain.com/subdomains/subdomain/conf directory with the following content:

```
ServerAlias www.subdomain.domain.com
```

2) Add appropriate A record to the DNS zone of the domain in Server->Domains->domain.com->DNS

(specify this domain's IP address instead of 123.123.123.123):

```
www.subdomain.domain.com.      A      123.123.123.123
```

3) Run webservmng utility to apply changes.

```
# /usr/local/psa/admin/sbin/webservmng -v -a
```

Is it possible to upgrade Apache RPM to the latest version from OS update?

Plesk uses its own Apache for the Control Panel and the Apache which serves user websites is a part of the operating system distributive and can be updated freely. After Apache RPM installation you have to replace the default Apache /usr/sbin/suexec with the Plesk one:

```
# cp $PRODUCT_ROOT_D/suexec/psa-suexec /usr/sbin/suexec
```

make sure that permissions are:

```
# ls -la /usr/sbin/suexec  
-r-s--x--- 1 root apache 18720 Aug 24 13:29 /usr/sbin/suexec
```

Note: in Plesk older than 7.5.4, psa-suexec is located in /usr/sbin/psa-suexec.

I installed a new certificate, but i still see old one on the domain.

First of all make sure that a certificate was assigned to a domain's IP but not just added to domain's 'Certificates' repository.

Try to restart Apache. If you make several changes in domains' configuration, Apache is not restarted every time to apply new settings. It will be restarted only once in "Apache restart interval" with can be configured on the "Server->Server Preferences" page in Plesk CP. If you wish Apache to be restarted immediately if you make any changes, you can set this value to zero. But it is not recommended, because it will be considerable downtime if several customers make Apache related changed in Plesk CP.

Apache eats a lot of CPU. How do I find the reason?

Please enable this section in httpd.conf :

```
#  
# Allow server status reports, with the URL of  
http://servername/server-status  
# Change the ".your-domain.com" to match your domain to enable.  
#  
# ExtendedStatus on  
#  
# SetHandler server-status  
# Order deny,allow  
# Deny from all  
# Allow from .your-domain.com  
#
```

and it will show what CGI script produces a high load.

Also, you can get more information here:

http://httpd.apache.org/docs-2.0/mod/mod_status.html

You can make it password protected:

```
ExtendedStatus on  
  
SetHandler server-status  
AuthType basic  
AuthName "Apache status"  
AuthUserFile /etc/httpd/conf/server-status_htpasswd  
Require valid-user
```

Then restart apache.

What permissions do my CGI scripts require?

Plesk utilizes Suexec as a CGI wrapper for security. The Suexec wrapper prevents the CGI script from having permissions set over 755. The script should run fine with 755 permissions.

You can read more about suexec limitations at:
<http://httpd.apache.org/docs/suexec.html#model>

Where is the default placeholder (index.html) page located?

Default placeholder (index.html) page is taken from default skeleton. You can find it in the `/VHOSTS_DIR/.skel/0/httpdocs/`

The default placeholder page for secure documents is in the `../httpsdocs/` directory.

Backup/Restore Utility

There are no articles in this category.

MySQL Server

There are no articles in this category.

PHP

There are no articles in this category.

Plesk Control Panel

How to set 777 file permissions with Windows?

You cannot set permissions on files and folders through FTP with Windows servers. Instead you add permissions in the Plesk Filemanager.

Login to your Plesk for Windows management area at <https://72.232.42.106:8443/>

Click on the domain you wish to manage

Click the File manager button

Locate the file/folder you wish to change permissions on

Click the gold lock icon opposite

the file/folder on the right of the page.

You can add permissions for the Plesk IIS user and Plesk IIS WP user by clicking on the user on the left and ticking the "Allow" boxes on the right.

Set allow "full control" for 777 permissions.

Click the "ok" button at the bottom to save your changes.

Plesk Migration Manager

There are no articles in this category.

ProFTPd - FTP Server

There are no articles in this category.

Qmail - Mail Server

There are no articles in this category.

Spamassassin

There are no articles in this category.

Tomcat/Java

There are no articles in this category.

Web Stats

There are no articles in this category.

Webmail/Horde

There are no articles in this category.

Plesk for Windows

High Disk Usage in Plesk for Windows?

Your Plesk account may be filling up with Log files. Please make sure you have the Log Rotation enabled in your Plesk for Windows hosting account.

Login to your Plesk control panel at <https://spyderzwebz.us:8443/>
Click the Log Manager button
Click the Log Rotation button
If you see an Enable button, click it to enable log rotation.

You should have the following options setup in log rotation manager.

Log rotation condition *

by size KB
 by time
Daily
Weekly
Monthly

Maximum number of log files

Compress log files

Send processed log files to e-mail

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the file/folder on the right of the page.

You can add permissions for the Plesk IIS user and Plesk IIS WP user by clicking on the user on the left and ticking the "Allow" boxes on the right.

Set allow "full control" for 777 permissions.

Click the "ok" button at the bottom to save your changes.

What is the path to my files for Windows hosting?

Please use the following template for constructing the path to your httpdocs folder.

C:\inetpub\vhosts\yourdomain.com\httpdocs

Replace "yourdomain.com" with your hosting account domain name.

How do I install a SSL Cert in Plesk?

Log into PSA and choose the domain in which you are installing the SSL certificate.

Access the domain's SSL section by clicking on the 'certificate' button. (If the 'certificate' button is grayed-out, this means the domain is set up for name-based hosting. If you want a domain to utilize all of the SSL capabilities available, that domain must be configured for IP-based hosting.)

When a CSR (certificate signing request) is generated there are two different text sections, the RSA Private Key (which will have been emailed to you by Plesk) and the Certificate Request. When installing a certificate, the RSA Private Key text needs to be pasted into the block preceding the web server certificate.

Example:

```
-----BEGIN RSA PRIVATE KEY-----  
[[ENCODED BLOCK OF TEXT]]  
-----END RSA PRIVATE KEY-----  
-----BEGIN CERTIFICATE-----  
[[ENCODED BLOCK OF TEXT]]  
-----END CERTIFICATE-----
```

Paste the Private Key with the Certificate text into the Enter Certificate Text: text box

Plesk Error with Subdomains - WebServerManager::getSubDomainPerformance() failed

Product versions this article applies to:

SYMPTOMS

When you try to enter into management page for a sub domain or delete a sub domain you get an error:

Unable to create SubDomainManager object: Unable to create SubDomainPerformance object: WebServerManager::getSubDomainPerformance() failed: Unable to parse current performance.
CAUSE

Sub domain is not configured in IIS.

RESOLUTION

It’s needed to be re-configured. You can do it using Plesk tool:

```
"%plesk_bin%\webservmng.exe" --update-subdomain --vhost-name= --subdomain=
```

Example:

subdomain.domain.com has problems. To re-configure it:

```
"%plesk_bin%\webservmng.exe" --update-subdomain --vhost-name=domain.com --subdomain=subdomain
```

WHM

How to rebuild Apache/PHP with cPanel

Problem:

You would like to rebuild Apache to include support for additional modules like GD,cURL,Mcrypt or PHP4, PHP5 support.

Solution:

First login as 'root' via ssh to your server. Then run the following commands...

```
/scripts/easyapache
```

You should then see a menu appear asking you which options you would like built into your apache install. Select a number from 1 - 4 and then wait a few minutes while the script downloads and rebuilds your apache. Once it has completed it will automatically restart Apache for you and you will then be able to use the new features.

If Apache fails to restart you can check the config file for errors with this command:

```
service httpd configtest
```

If a "syntax error" is present you will need to edit the config file and fix it

```
nano -w /etc/httpd/conf/httpd.conf  
CTRL+X to save and exit
```

Dedicated Servers

How To Install RvSkins in cPanel?

If you purchased a Rvskins license for your cPanel server or VPS you can follow the instructions below to install it.

Installation

SSH as root to server that was registered while purchasing the license and run

```
mkdir /root/rvadmin; cd /root/rvadmin; wget
http://download.rvglobalsoft.com/download.php/download/rvskin-auto/saveto/rvauto.tar.bz2;
bunzip2 -d rvauto.tar.bz2; tar -xvf rvauto.tar; perl /root/rvadmin/auto_rvskin.pl
```

Answer a couple of questions on your shell, and wait until it finishes. □ First installation will take 2-5 minutes to install. Installer will create a new hosting account 'rvadmin'. □ Don't terminate it. It will be used for internal RVSkin configuration management.

Log in to RVSkin Manager. Both root and reseller are able to access RVSkin Manager in WHM / Add-ons (at the bottom left menu). □ If you cannot find the RVSkin Manager menu, please close WHM and open it again.

If there is no messages display on the skin, please run this command on your SSH.

```
rm -f /usr/local/cpanel/Cpanel/rvversion
perl /root/rvadmin/auto_rvskin.pl
```

In RVSkin Manager:

Set global configuration
Set default language
Create default feature list for user and for reseller
Set tweak setting, reseller feature control, body links, top links, help, tutorial links, and etc.
Test configuration setting in 2 hosting accounts.

rvadmin: this account can consider to be account belong to root manager. If it is not
reseller's client: this account will reflect setting from reseller skin
configured, it will remain anonymous

Change user cPanel to RVSkin themes

Change default theme to RVSkin theme (ex: rvblue, rvgreen, rvteal, rvolive, rvlightblue, rvlightmaroon, and etc.). In WHM / Server Setup / Edit Setup search for ' default cpanel skin ', and change the text field to your desired theme.

Change RVSkin theme to be the default for each hosting package, and change current hosting accounts theme to RVSkin theme. There are 2 ways:

Changing in WHM:

In WHM / Packages / Edit Packages and modify hosting account theme for hosting package one by one. After change cPanel will try to update current hosting accounts using this package to the new theme. If you have a large number of accounts on the server, you will get an equal number of email notifications from cPanel.

Changing in SSH:

Change default theme for hosting packages - This way you will not get email notification (It works only for changing theme, if you want to change others such as disk quota, don't do this). Run this command:

```
cd /var/cpanel/packages
replace CPMOD=x CPMOD=rvblue -- *
replace CPMOD=x2 CPMOD=rvblue -- *
replace CPMOD=???? CPMOD=rvblue -- *
```

Do it for all the existing themes you want to convert to rvskin.

Change theme for current hosting accounts - Use our free script to convert user themes. Run this command:

```
perl /root/rvadmin/convert_theme.pl
```

convert_theme.pl is a Generic Theme Converter with the following options:
- Convert theme based on owner of the account (root, or reseller name) or current theme
- Convert all themes in the server to the new theme or selective theme to the new theme
- Convert all accounts of a selective reseller or all resellers to the new theme
- Support all themes including X, X2, Xskin and any themes listed in
/usr/local/cpanel/base/frontend/

Change cPanel language to the new language

```
perl /root/rvadmin/convert_lang.pl
```

convert_lang.pl is a Generic Language Converter with the following options:
- Convert language based on owner of the account (root, or reseller name) or current language
- Convert all languages in the server to the new language or selective language to the new language
- Convert all accounts of a selective reseller or all resellers to the new language

My Dedicated Server is Down, how do I reboot it?

If you cannot access your Dedicated Server you can reboot it by doing the following:

Login to the MyServer Portal and click the Request Reboot button ONCE. The server will be rebooted by a technician as soon as possible (15 minutes usually)

If the server does not come back up within 45 minutes, please open a Support ticket at <https://support.swhosting.ie> and include your client id number and server ip address.

Note: If you click the Reboot button more than once we will ignore the request and suspend the account.

How to test apache (httpd.conf) for errors

To test apache for errors run this from inside SSH as the root user:

```
/usr/local/apache/bin/apachectl configtest
```

or

```
service httpd configtest
```

If you see a message that says "Syntax OK" at the bottom of the result, then there should not be any fatal configuration errors in the file.

"php_value" and "php_flag" lines in .htaccess files

PHP Begins generating internal server errors after compiling with PhpSuExec.

Solution For servers with PhpSuExec installed, having config lines in your .htaccess file to configure PHP doesn't work any longer.

You should remove the lines that begin with "php_value" and "php_flag", these will need to be moved to a new file that we're going to create, called:

php.ini

In php.ini, there is a different format to define your PHP settings. All lines are in the following format:
setting_name = setting_value

So, this means if you move the settings from .htaccess to php.ini, you must convert the format. Let's say you have the following line in your .htaccess file:
php_value register_globals 0

the corresponding php.ini format is as follows:
register_globals = Off

Notice how the value 0 becomes Off (without quotes) and 1 becomes On. Now if your php_value has quotes like the following, for example:
php_value include_path "./home/user/lib"

The corresponding php.ini format is:
include_path = "./home/user/lib"

Once you have converted your .htaccess file to a php.ini, please upload it to your server into public_html.

Then, add the following line into the .htaccess file in your public_html:
suPHP_ConfigPath /home/username/public_html

Where "username" is your cPanel user name.

How do I request a reverse DNS/PTR entry for my server?

Problem:

I need to make changes to the PTR record (reverse DNS) for one or more of my servers' IP addresses.

Solution:

To have a reverse DNS entry setup for your server, please submit a request at the following URL:

<https://support.swhosting.ie>

Fill out all of the information fields and we will then make the appropriate changes to the PTR record for your IP address. RDNS requests are completed within 24 hours of submission if all pertinent information is submitted with original request. You will be notified when your request is complete.

We currently do not allow the delegation of reverse DNS to our clients' DNS servers. Any needed changes for reverse DNS will need to be requested via our ticket system.

Local DNS Resolvers

Here are the current local resolver IPs for resolv.conf

```
nameserver 4.2.2.1
nameserver 64.191.1.2
nameserver 10.1.1.15
```

***BSD**

How to add IP addresses to *BSD based servers

First login to your FreeBSD host as a 'non-root' user. You should have an account in the 'wheel' group that you can do this with. Once you have logged in run the following commands to switch users to 'root'

```
su -
Password:
server#
```

The prompt should have a # in it now meaning you are the 'root' user.

Now run these commands.

```
ee /etc/rc.conf
```

Using 192.168.1.3 - 192.168.1.6 as an example

```
ifconfig_fxp0="inet 192.168.1.2 netmask 255.255.255.248"
ifconfig_fxp0_alias0="inet 192.168.1.3 netmask 255.255.255.255"
ifconfig_fxp0_alias1="inet 192.168.1.4 netmask 255.255.255.255"
```

```
ifconfig_fxp0_alias2="inet 192.168.1.5 netmask 255.255.255.255"  
ifconfig_fxp0_alias3="inet 192.168.1.6 netmask 255.255.255.255"
```

Note that changes to the '_aliasNN' and also the 'netmask' changes to '255.255.255.255' from '255.255.255.248'. The IP's will not work unless you use a '255.255.255.255' netmask for the alias IP's.

Once you have added the entries to your file you need to press 'ESC' and then select the 'Save File' option. You can then reboot the server and the IP's will be bound and ready to use.

You can also use 'ifconfig' on the command line to add them without a reboot.

Please see the following man pages for more information.

```
man ifconfig  
man rc.conf  
man netstat
```

FreeBSD

There are no articles in this category.

Linux

There are no articles in this category.

Maintenance

Updating servers Kernel using YUM

Upgrading Kernel via Yum

First we'll edit the yum configuration file and make sure kernel is not in the exclude list.

```
nano -w /etc/yum.conf
```

Remove: kernel* from the exclude list if it exists.

Save and exit the file

Ctrl & x

Now we can upgrade the kernel if there is an update available.

For single processor servers we will update kernel or for Dual processor servers we will update kernel-smp

Check which is currently installed

```
uname -a
```

Now update your kernel, we will update kernel-smp here

```
yum upgrade kernel-smp
```

If there is an update available it will ask you to download and install it.

After it has been installed, check your grub.conf file if it has the new kernel displayed first with a 0 beside it.

Example of /etc/grub.conf file

```
#####  
# grub.conf generated by anaconda  
#  
# Note that you do not have to rerun grub after making changes to this file  
# NOTICE: You have a /boot partition. This means that  
# all kernel and initrd paths are relative to /boot/, eg.  
# root (hd0,0)  
# kernel /vmlinuz-version ro root=/dev/sda5  
# initrd /initrd-version.img  
#boot=/dev/sda default=0 timeout=5  
#splashimage=(hd0,0)/grub/splash.xpm.gz hiddenmenu title  
  
CentOS (2.6.9-42.0.3.ELsmp) root (hd0,0) kernel /vmlinuz-2.6.9-42.0.2.ELsmp ro root=LABEL=  
console=tty0 console=ttyS1,19200n8 initrd /initrd-2.6.9-42.0.2.ELsmp.img
```

```
#####
```

Reboot the server into the new kernel

```
reboot
```

And replace the kernel* in your /etc/yum.conf after you have verified the upgrade was successful.

Check if new kernel version was booted

```
uname -a
```

You should perform this operation every month to keep your kernel updated.

Security

How to secure /tmp directory?

How-To: Secure your temp directories

Every system needs temporary folders that any user is able to read and write BUT these directories should not be able to execute programs or scripts. Though this will only protect you from somebody running the script directly it will help with a large portion of the automated rootkits and trojans that script kiddies use. They will still be able to put the files on the system but they will be unable to execute them and create the back door. One of the biggest problems is php injection via apache in which people will have apache download and then run an exploit. Securing the temp directories is probably the single biggest thing you can do towards securing your server.

This guide will work fine with cPanel, ensim, plesk, and of course with no control panel. It is designed for Redhat but should work on any linux variant.

The first step is to check if /tmp is already secure. Some datacenters do not create a /tmp partition while others do.

```
-----command-----  
df -h |grep tmp  
-----command-----
```

If that displays nothing then go below to create a tmp partition. If you do have a tmp partition you need to see if it mounted with noexec.

```
-----command-----  
cat /etc/fstab | grep tmp  
-----command-----
```

If there is a line that includes /tmp and noexec then it is already mounted as non-executable. If not follow the instructions below to create one without having to physically format your disk. Ideally you would make a real partition when the disk was originally formatted, that being said I have not had any trouble create a /tmp partition using the following method.
Create a ~800Mb partition

```
-----command-----  
cd /dev/; dd if=/dev/zero of=tmpMnt bs=1024 count=800000  
-----command-----
```

Format the partion

```
-----command-----  
mke2fs /dev/tmpMnt  
-----command-----
```

When it asks about not being a block special device press "Y"

Make a backup of the old data

```
-----command-----  
cp -Rp /tmp /tmp_backup  
-----command-----
```

Mount the temp filesystem

```
-----command-----  
mount -o loop,noexec,nosuid,rw /dev/tmpMnt /tmp  
-----command-----
```

Set the permissions

```
-----command-----  
chmod 1777 /tmp  
-----command-----
```

Copy the old files back

```
-----command-----  
cp -Rp /tmp_backup/* /tmp/  
-----command-----
```

Once you do that go ahead and restart mysql and make sure it works ok. We do this because mysql places the mysql.sock in /tmp which needs to be moved. If not it might have trouble starting. If it does you can add this line to the bottom of the /etc/fstab to automatically have it mounted:

Open the file in pico:

```
-----command-----  
pico -w /etc/fstab  
-----command-----
```

Now add this single line at the bottom:

```
/dev/tmpMnt /tmp ext3 loop,noexec,nosuid,rw 0 0
```

While we are at it we are going to secure /dev/shm. Look for the mount line for /dev/shm and change it to the following:

```
none /dev/shm tmpfs noexec,nosuid 0 0
```

Umount and remount /dev/shm for the changes to take effect.

```
-----command-----  
umount /dev/shm  
mount /dev/shm  
-----command-----
```

Next delete the old /var/tmp and create a link to /tmp

```
-----command-----  
rm -rf /var/tmp/  
ln -s /tmp/ /var/  
-----command-----
```

If everything still works fine you can go ahead and delete the /tmp_backup directory.

```
-----command-----  
rm -rf /tmp_backup  
-----command-----
```

Your /tmp, /var/tmp, and /dev/shm are now mounted in a way that no program can be directly run from these directories. Like I have said in other articles there are still ways in but this is one of the many layers of security you should have on your system.

What is mod_security and what exactly does it block?

In order to help keep your VPS more secure and to help stop several very common types of attacks on your server, we install mod_security for each of our customers. mod_security integrates with Apache to stop attackers from being able to issue commands to the server through vulnerable scripts and software packages you might have installed.

By default, the following terms are blocked from being called from within a URL:

```
wget  
lynx  
curl  
tar  
uname  
g++  
gcc  
nmap  
.bash_history  
/etc/passwd  
/bin/ps  
/usr/bin/id  
/bin/kill  
/usr/bin/gcc  
/bin/mail  
/bin/ping  
/bin/ls  
lsof  
perl  
0a.pl  
"img src=javascript"  
/~nobody  
/~root  
/~ftp  
formmail.cgi
```

```
formmail.pl
formmail.php
/modules/My_eGallery
telnet.pl
telnet.cgi
shell.pl
shell.cgi
shell.php
```

Again, this list does not mean you cannot use features like "tar" in your programs. You just can't include "tar" in the URL bar.

To modify your mod_security configuration file, you would want to:

```
Login to your server as root.
Open the file /usr/local/apache/conf/mod_security.conf
pico -w /usr/local/apache/conf/mod_security.conf
Search for any directive you might want to remove (such as "tar") and put a "#" at the start
of the line. This will "comment" that directive out where the server will essentially ignore it. If
you wish to add a directive, just scroll to the bottom of the file and use:
SecFilter "phrasetoblock"
Save your changes and restart Apache.
service httpd restart
```

Contact support if you have questions about mod_security or if you need help with how to add/remove an allowed directive from your server.

Windows

How To Add IPs to Windows Server

The below steps are provided for an example of adding an IP to your Windows server....

1. Start -> Settings -> Control Panel -> Network Connections
2. Right click and go to properties of the enabled/active NIC
3. Highlight on TCP/IP and click on properties
4. Select " Use the following IP address "
5. Enter your IP information for the server.
6. Click on Advanced
7. Click Add on the IP Settings tab.
8. Enter the usable IP range along with the netmask. (ie 255.255.255.0)
9. Click OK.

Domains

How To Enable Whois Privacy on Domains?

SwHosting.ie now offer Free Whois Privacy on all domains registered or transferred with us.

To enable this on your domain, please do the following:

-
1. Login to your Domain Control Panel
 2. Navigate to the IdProtect Order Page and submit your request.

The whois privacy will be enabled on your domain within 12-24 hours.

How does ID Protect work?

Shielding your private information

Your private contact information is not exposed. It is held in confidentiality and protected by the Domain Privacy Protection Service. Their contact information is displayed to provide you with the highest level of protection against spammers and identity theft.

Dynamic eMail System which stops spammers dead in their tracks

Without Privacy ID, spammers can obtain your email address from harvesting and then use it for spamming purposes and redistribution to marketing firms. Your email address can stay on file with various spammers and marketing firms for years. Due to the dynamic email system, the visible email address is constantly changing, so while it is being harvested and redistributed, it will change and the previous address will no longer work for the spammer. The Domain Privacy Protection Service secures and maintains your real email address on file so you receive important information regarding your domain.

Offering your complete control

You retain full legal ownership and control over your domain name. You can sell, renew, transfer and change settings to your domain name just the same as before. Your domain control panel provides you real-time access to easily manage your domain name.

How Do I Change My DNS or Domain Nameservers?

If you have just registered a domain with us and purchased hosting you will need to check that your domain is pointing to the correct server.

After you order a hosting account you will receive a welcome email with your nameservers to use (ns1.server1.com, ns2.server1.com)

To check what nameservers your domain currently has set you can run a check at <http://dnsreport.com>

To change your domain nameservers please do the following:

1. Login to your control area at <https://secure.swhosting.ie>
2. Select "Manage Domains" in the dropdown menu.
3. Click the "M" image next to your domain.
4. Click "Change Nameservers" link.
5. Enter your nameservers and click submit.

You must allow 24-72 hours for these changes to update across the internet.

How Do I Create Personal Nameservers?

If you have a reseller account, VPS or Dedicated server, you can create your own nameservers to use(ns1.yourdomain.com, ns2.yourdomain.com)

Example:

Your VPS Hostname: server

Your VPS IP: 12.12.12.12

Your Secondary IP: 12.12.15.15

Your Domain: mydomain.com

Then you would create the following:

Hostname: server.mydomain.com -> 12.12.12.12

DNS1: ns1.mydomain.com -> 12.12.12.12

DNS2: ns2.mydomain.com -> 12.12.15.15

Follow these steps to complete this:

1. Login to your control area at <https://domains.swhosting.ie>
2. Select "Manage Domains" in the dropdown menu.
3. Click the "M" image next to your domain.
4. Click "Nameserver Registration"
5. Enter the nameserver and IP in the "Add new nameserver" box and click submit.

Do this for both nameservers and the hostname if you need one.
(Hostnames are only required for VPS and Dedicated Servers)

You will now set your domain to use these newly created nameservers.

6. Click the "My Account" link in the top navigation.
7. Select "Manage Domains" in the dropdown menu
8. Click the "M" image next to your domain.
9. Click "Change Nameservers" link.
10. Enter your nameservers and click submit.

You have now created and updated your nameservers.

General

How do I contact Support?

Follow these simple steps to contact a support tech for assistance with any technical errors.

Go to <https://support.swhosting.ie>
Open a ticket under "Support"
Include your Client Id, Domain or Server IP and the Exact Error messages you are receiving.

With all this info included in the ticket, a support tech will read the ticket, fix the error and then respond to the ticket with the resolution in a timely manner.

If there is not enough information in the ticket, the support tech will move on to the next valid ticket and come back to your ticket to request more details.

If you send support requests to any other department other than the support department, they may not receive a reply.

How do I contact Billing Staff?

Follow these simple steps to contact an Accounts Department staff member for assistance with any billing errors.

Go to <https://support.spyderzwebz.com>
Open a ticket under "Accounts"
Include your Client Id, Domain and the Exact Billing Error you are experiencing.

With all this info included in the ticket, a staff member will read the ticket, fix the error and then respond to the ticket with the resolution in a timely manner.

If there is not enough information in the ticket, the staff member will move on to the next valid ticket and come back to your ticket to request more details.

If you send billing requests to any other department other than the accounts department, they will be ignored.

How do I cancel my account?

Follow these simple steps to cancel your hosting account to prevent further billing.

Go to <https://support.swhosting.ie>
Open a ticket under "Cancellations"
Include your Client Id, Domain and the time you want the account cancelled.

With all this info included in the ticket, a staff member will read the ticket, process the request and respond in a timely manner.

If there is not enough information in the ticket, the staff member will move on to the next valid ticket and come back to your ticket to request more details.

If you send cancellation requests to any other department other than the cancellations department, they will be ignored.

What payment methods are accepted?

SwHosting.ie, as of 25/11/06, currently accept the following payment methods for all products.

Credit Card payments through 2checkout.com - VISA, MASTERCARD
PayPal.com payments are accepted
Moneybookers.com payments are accepted
E-gold.com payments are accepted

SwHosting.ie, upon approval, may also accept postal cheques in some cases where the customer is unable to use any of the above preferred methods.

All payments incur a 6.6% processing fee

I get a 500 Internal Server Error when I visit my website?

There are a few things that can cause this error to appear. If you look in your error logs in cPanel you may find a better clue as to what may be causing it.

Try the following to fix this 500 error message

1. Remove any "php_flag" lines from your .htaccess file if you have any.
2. Change all folders in your public_html folder to 755. Do not set any to 777 and do not change your public_html folder permissions.

If you are still having the same error and do not know the cause, please open a ticket under Support Department at our Helpdesk making sure to include your domain and client id number.

Options ExecCGI is off with 403 Forbidden Error?

Im getting a 403 Forbidden Error message when I visit my website. When I look at my error logs in cPanel I see the following error message: Options ExecCGI is off in this directory

To fix this particular error you need to place the following line in your .htaccess file in your "public_html" folder or the directory you get this error:

```
Options +ExecCGI
```

What is the path to GPG?

Path to GPG is /usr/bin/gpg

What is the path to ffmpeg?

path: /usr/local/bin/ffmpeg

```
ffmpeg -formats  
ffmpeg version 0.4.9-pre1, build 4718, Copyright (c) 2000-2004 Fabrice Bellard  
built on Mar 29 2007 11:14:23, gcc: 3.4.6 20060404 (Red Hat 3.4.6-3)
```

File formats:

```
E 3gp  
D 4xm  
D RoQ  
DE ac3  
DE alaw  
DE asf  
E asf_stream  
DE au  
DE audio_device  
DE avi  
E crc  
DE dv  
D dv1394  
DE ffm  
D film_cpk  
D flic  
DE flv  
DE gif  
D h261  
DE h263  
DE h264  
D idcin  
DE image  
DE imagepipe  
D ipmovie  
DE m4v  
D matroska  
DE mjpeg  
E mov  
D mov,mp4,m4a,3gp  
E mp2  
D mp3  
E mp4  
DE mpeg  
E mpeg1video  
DE mpegts  
D mpegvideo
```

E mpjpeg
DE mulaw
E null
DE nut
D psxstr
DE rawvideo
D redir
DE rm
E rtp
D rtsp
DE s16be
DE s16le
DE s8
D sdp
E singlejpeg
E svcd
DE swf
DE u16be
DE u16le
DE u8
E vcd
D video4linux
D vmd
E vob
DE wav
D wc3movie
D wsaud
D wsvqa
DE yuv4mpegpipe

Image formats:

D pnm
E pbm
E pgm
E ppm
DE pam
DE pgmyuv
DE yuv
DE png
DE jpeg
DE gif
DE sgi

Codecs:

D V 4xm
D V D 8bps
EA ac3
DEA adpcm_4xm
DEA adpcm_adx
DEA adpcm_ea
DEA adpcm_ima_dk3
DEA adpcm_ima_dk4
DEA adpcm_ima_qt
DEA adpcm_ima_smjpeg
DEA adpcm_ima_wav
DEA adpcm_ima_ws
DEA adpcm_ms
DEA adpcm_xa
DEV D asv1
DEV D asv2
D V D cinepak
D V D cljr
D V D cyuv
DEV D dvvideo
DEV D ffv1
D A flac
D V D flic
DEVSD flv

DEA g726
D V T h261
DEVSDT h263
D VSD h263i
EV h263p
D V DT h264
DEVSD huffyuv
D V D idcinvideo
D V indeo3
D A interplay_dpcm
D V D interplayvideo
EV ljpeg
D A mace3
D A mace6
D V D mdec
DEV D mjpeg
D V D mjpegb
DEA mp2
D A mp3
DEVSDT mpeg1video
DEVSDT mpeg2video
DEVSDT mpeg4
D VSDT mpegvideo
DEVSD msmpeg4
DEVSD msmpeg4v1
DEVSD msmpeg4v2
D V D msrle
D V D msvideo1
D V D mszh
DEA pcm_alaw
DEA pcm_mulaw
DEA pcm_s16be
DEA pcm_s16le
DEA pcm_s8
DEA pcm_u16be
DEA pcm_u16le
DEA pcm_u8
D V D qtrle
DEV rawvideo
D A real_144
D A real_288
D A roq_dpcm
D V D roqvideo
D V D rpza
DEV D rv10
D V D rv20
D V D smc
D V D sp5x
DEV D svq1
D VSD svq3
D V theora
D V D truemotion1
D V D vcr1
D A vmdaudio
D V D vmdvideo
D V vp3
D V D vqavideo
D A wmv1
D A wmv2
DEVSD wmv1
DEVSD wmv2
D A xan_dpcm
D V D xan_wc3
DEV D zlib

Supported file protocols:
file: pipe: udp: rtp: tcp: http:
Frame size, frame rate abbreviations:

ntsc pal qntsc qpal sntsc spal film ntsc-film sqcif qcif cif 4cif

Motion estimation methods:

zero(fastest) full(slowest) log phods epzs(default) x1

Note, the names of encoders and decoders dont always match, so there are several cases where the above table shows encoder only or decoder only entries even though both encoding and decoding are supported for example, the h263 decoder corresponds to the h263 and h263p encoders, for file formats its even worse

How to create an email account in Eudora

Below you can see how to create an email account in Eudora

"php_value" and "php_flag" lines in .htaccess files

PHP Begins generating internal server errors after compiling with PhpSuExec.

Solution For servers with PhpSuExec installed, having config lines in your .htaccess file to configure PHP doesn't work any longer.

You should remove the lines that begin with "php_value" and "php_flag", these will need to be moved to a new file that we're going to create, called:

php.ini

In php.ini, there is a different format to define your PHP settings. All lines are in the following format: setting_name = setting_value

So, this means if you move the settings from .htaccess to php.ini, you must convert the format. Let's say you have the following line in your .htaccess file:

```
php_value register_globals 0
```

the corresponding php.ini format is as follows:
register_globals = Off

Notice how the value 0 becomes Off (without quotes) and 1 becomes On. Now if your php_value has quotes like the following, for example:

```
php_value include_path "./home/user/lib"
```

The corresponding php.ini format is:
include_path = "./home/user/lib"

Once you have converted your .htaccess file to a php.ini, please upload it to your server into public_html.

Then, add the following line into the .htaccess file in your public_html:
suPHP_ConfigPath /home/username/public_html

Where "username" is your cPanel user name.

IP Subnet Cheat Sheet

Subnet Cheat Sheet

HostsNetmaskAmount of a Class C

/30
4

255.255.255.252
1/64

/29
8
255.255.255.248
1/32

/28
16
255.255.255.240
1/16

/27
32
255.255.255.224
1/8

/26
64
255.255.255.192
1/4

/24
256
255.255.255.0
1

/23
512
255.255.254.0
2

/22
1024
255.255.252.0
4

/21
2048
255.255.248.0
8

/20
4096
255.255.240.0
16

/19
8192
255.255.224.0
32

/18
16384
255.255.192.0
64

/17
32768
255.255.128.0
128

/16
65536
255.255.0.0
256

Guide to sub-class C blocks

/25 -- 2 Subnets -- 126 Hosts/Subnet

Network #IP RangeBroadcast

.0
.1-.126
.127

.128
.129-.254
.255

/30 -- 64 Subnets -- 2 Hosts/Subnet

Network #IP RangeBroadcast

.0
.1-.2
.3

.4
.5-.6
.7

.8
.9-.10
.11

.12
.13-.14
.15

.16
.17-.18
.19

.20
.21-.22
.23

.24
.25-.26
.27

.28
.29-.30
.31

.32
.33-.34
.35

.36
.37-.38
.39

.40
.41-.42
.43

.44
.45-.46
.47

.48
.49-.50
.51

.52
.53-.54
.55

.56
.57-.58
.59

.60
.61-.62
.63

.64
.65-.66
.67

.68

.69-.70
.71

.72
.73-.74
.75

.76
.77-.78
.79

.80
.81-.82
.83

.84
.85-.86
.87

.88
.89-.90
.91

.92
.93-.94
.95

.96
.97-.98
.99

.100
.101-.102
.103

.104
.105-.106
.107

.108
.109-.110
.111

.112
.113-.114
.115

.116
.117-.118
.119

.120
.121-.122
.123

.124
.125-.126
.127

.128
.129-.130
.131

.132
.133-.134
.135

.136
.137-.138
.139

.140
.141-.142
.143

.144
.145-.146
.147

.148
.149-.150
.151

.152
.153-.154
.155

.156
.157-.158
.159

.160
.161-.162
.163

.164
.165-.166
.167

.168
.169-.170
.171

.172
.173-.174
.175

.176
.177-.178

.179

.180
.181-.182
.183

.184
.185-.186
.187

.188
.189-.190
.191

.192
.193-.194
.195

.196
.197-.198
.199

.200
.201-.202
.203

.204
.205-.206
.207

.208
.209-.210
.211

.212
.213-.214
.215

.216
.217-.218
.219

.220
.221-.222
.223

.224
.225-.226
.227

.228
.229-.230
.231

.232
.233-.234
.235

.236
.237-.238
.239

.240
.241-.242
.243

.244
.245-.246
.247

.248
.249-.250
.251

.252
.253-.254
.255

/26 -- 4 Subnets -- 62 Hosts/Subnet

Network #IP RangeBroadcast

.0
.1-.62
.63

.64
.65-.126
.127

.128
.129-.190
.191

.192
.193-.254
.255

/27 -- 8 Subnets -- 30 Hosts/Subnet

Network #IP RangeBroadcast

.0
.1-.30
.31

.32
.33-.62
.63

.64
.65-.94
.95

.96
.97-.126
.127

.128
.129-.158
.159

.160
.161-.190
.191

.192
.193-.222
.223

.224
.225-.254
.255

/28 -- 16 Subnets -- 14 Hosts/Subnet

Network #IP RangeBroadcast

.0
.1-.14
.15

.16
.17-.30
.31

.32
.33-.46
.47

.48
.49-.62
.63

.64
.65-.78
.79

.80
.81-.94
.95

.96
.97-.110
.111

.112
.113-.126
.127

.128
.129-.142
.143

.144
.145-.158
.159

.160
.161-.174
.175

.176
.177-.190
.191

.192
.193-.206
.207

.208
.209-.222
.223

.224
.225-.238
.239

.240
.241-.254
.255

/29 -- 32 Subnets -- 6 Hosts/Subnet

Network #IP RangeBroadcast

.0
.1-.6
.7

.8
.9-.14
.15

.16
.17-.22
.23

.24
.25-.30
.31

.32
.33-.38
.39

.40
.41-.46
.47

.48
.49-.54
.55

.56
.57-.62
.63

.64
.65-.70
.71

.72
.73-.78
.79

.80
.81-.86
.87

.88
.89-.94
.95

.96
.97-.102
.103

.104
.105-.110
.111

.112
.113-.118
.119

.120
.121-.126
.127

.128
.129-.134
.135

.136
.137-.142
.143

.144
.145-.150
.151

.152
.153-.158
.159

.160
.161-.166
.167

.168
.169-.174
.175

.176
.177-.182
.183

.184
.185-.190
.191

.192
.193-.198

.199

.200
.201-.206
.207

.208
.209-.214
.215

.216
.217-.222
.223

.224
.225-.230
.231

.232
.233-.238
.239

.240
.241-.246
.247

.248
.249-.254
.255

Email

Squirrelmail sending messages from "@yourdomain.com"?

If you have a cPanel hosting account with us and you use Squirrelmail, you will need to set your domain otherwise emails you send will be sent from "@yourdomain.com".

1. Login to Squirrelmail at <http://yourdomain.com/webmail>
2. Click "Options" tab on the top navigation
3. Click "Personal Information"
4. Fill in the "E-mail Address" field and save.

E-mail messages will be sent from this email address and replied to this email address. This email address must be the email address you logged into Squirrelmail with.

F.A.Q Frequent Questions

What payment methods are accepted?

Swhosting.ie accept the following forms of payment for all services.

Credit Cards through 2checkout.com

Bank Wire through Moneybookers.com

Paypal.com

Moneybookers.com

E-gold.com

If you would like to pay in another form, please email us

Do you allow IRC services?

No, we do not allow IRC services on our network.

Do you allow Investment websites?

No, we do not allow investment websites on our network.

Can I get a refund from swhosting.ie?

Yes, if you paid by Credit card or Paypal, you can cancel your account and claim a refund within the first 30 days of service if you are not satisfied.

The following are non refundable:

Dedicated Servers

Colocation Services

SSL Certificates

Software Licenses

E-gold Payments

Moneybookers Payments

Setup Fee's

KVM Rentals

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SSL Certificates

There are no articles in this category.

Validation

What type of documents do I need for validation?

InstantSSL Validation

When you have enrolled for your SSL Certificate you will be provided with an Order Number and instructions on what to do next. These instructions will also be emailed to you.

Summary of what we need to do: if we already have a record of your company and domain name(s) in the IdAuthority, the largest company directory on the web, we will be able to expedite your SSL application. In most cases, this means that validation of your application and issuance of your SSL Certificate may only take a few minutes.

If we do not already hold sufficient information on your company and domain name(s), or your application data does not completely match the IdAuthority entry for your website, we may require additional information. These informational requirements will be provided during the enrollment process and via email.

We may request your Business License, Articles of Association or DUNS information (depending on your country and incorporation status). If you are a non-incorporated business or use a trading name please contact us for further instructions.

Contact Details:

If you are emailing validation documentation please send to docs@swhosting.ie stating your order number within the email.

You can fax your validation documentation to the below number stating your order number on the pages:

US Fax for validation docs: +1 866 906 7983
Europe Fax for validation docs: +44 (0) 208 099 7266

Please note that you will only be required to submit either or both of the below if requested during the enrollment process.

For an update on the progress of your application please email docs@swhosting.ie stating your Order Number and requesting an update.

Acceptable corporate documentation

- 1) Articles of Incorporation (with address)
- 2) Business License (with address)

If you do not have access to the above documentation, we would ask that you supply:

- 1) Trading License (with address)
- 2) Copy of utilities bill/bank statement/ cheque containing your company name and address
- 3) DUNs Number

If you do not have access to ANY of the above documentation, we would ask that you supply documentation of your trading name and address and whom you are - this could be a combination of your driving license or passport and a bank statement addressed to you as your fictitious/trading name, or similar combinations.

If the documents are not in English, we would ask you to please supply a copy of the original documents and an English translation signed and with the following statement on it "I hereby declare this translation to be true and accurate".

How do I get an update on the status of my SSL order that is awaiting validation?

To get an update on the status of an SSL order that is awaiting validation please send an email to docs@swhosting.ie with the order number.

The validation team will then respond with the reason for the delay in issuing or validating the SSL certificate.

What standards do certification authorities have to comply with?

Generally, in order to be accepted by a browser supplier, a certification authority must meet standards set either by the AICPA/CICA or by ETSI. The AICPA/CICA standard is called 'WebTrust for CAs' and the ETSI standard is called 'ETSI TS 101456 Policy requirements for certification authorities issuing qualified certificates'.

These audit schemes impose requirements on the certification authority's systems, personnel and procedures. But, they don't prescribe the methods used by the certification authority to validate the identifying information that is to be included in the certificate.

With the introduction of extended validation certificates, WebTrust will be augmented to audit the certification authority's conformance with the extended validation guidelines.

How long will it take to issue my certificate?

If we already have a record of your company and domain name(s) in the IdAuthority, the largest company directory on the web, we will be able to expedite your SSL application. In most cases, this means that validation of your application and issuance of your SSL Certificate may only take a few minutes.

If we do not already hold sufficient information on your company and domain name(s), or your application data does not completely match the IdAuthority entry for your website, we may require additional information. In this instance you should allow up to 2 days for us to validate your application.

I have ordered a certificate from you before. Do I need to send my documentation again?

If you order subsequent certificates, through your existing account, we don't need you to re-send your documentation unless you have changed your account details. If we have any queries, we will contact you via the administrators email address on the account and request documentation if required. If you order subsequent certificates without using your existing account, we will require and request documentation from you.

Are my documents secure?

We take the issue of confidentiality very seriously. All documentation received is kept securely; hard (paper) copies are filed in a secure cabinet and electronic copies are stored on a secure server. Both the secure cabinet and server have restricted access policies in place, which prevents any unauthorised personnel from having access to your documentation.

For more information concerning the processes that we need to follow in order to maintain our annual Webtrust certification, please visit <http://www.webtrust.org/overview.htm> or click on the 'Certification Authorities Webtrust KPMG' icon on our websites.

How do I send you my documentation?

We are happy to accept documentation via email, fax or post:

Email: docs@swhosting.ie (Accepted formats: .gif, .jpg, .bmp, .pdf, .efx, .tif.)
Fax #: 1-866-906-7983 (US and Canada), +44 208 099 7266 (UK and Europe)
Post: SouthWest Technologies, Coolard, Listowel, Co. Kerry, Rep. of Ireland.

SSL FAQ

What does the Warranty actually mean?

We believe it is important to protect the end user. If we were to mis-issue a certificate to a fraudulent site, and that fraudulent site has an SSL link with an end user and as a result of this the end user loses money. The end user had what they thought was a "trusted session". Comodo should never have provided the fraudster with the ability to engineer this situation. Hence, we have taken out insurance to pay out money to the end user. How can we do this?

We value the end customer. We believe the insurance provided greater peace of mind hence allows the merchant to sell more products. Most importantly, we value our validation techniques (delivered through the IDAuthority). We pre-validate customers and provide validation that is far higher than the majority of other SSL providers. Some CA's have very weak validation hence they decide NOT to offer insurance! Finally, it is worth pointing out, that we offer high validation, but not at the compromise of speed. You can still obtain SSL instantly.

Why do you ask for documentation when I apply for a certificate?

Both Swhosting.ie and Comodo recognizes that strong validation is essential for the continuing growth of ecommerce. Before issuing a certificate we validate both that the applicant owns, or has legal right to use, the domain name featured in the application and secondly that the applicant is a legitimate and legally accountable entity. To do this we need to have access to documentation which verifies these two factors.

HackerGuardian

Do I need to allow the HackerGuardian scanning IP address?

In order for the HackerGuardian scan to be successful your firewall must be set to allow the IP address the scan is coming from.

The IP address that we scan from is 216.126.201.143

Is there a User Manual for HackerGuardian?

There is an online manual at the following location:

<http://hackerguardian.com/help/manualmainpage.html>

Daily service - how do I start scanning on my webserver?

Documentation for this can be found at:

http://www.hackerguardian.com/help/starting_up_daily_scan.html

I am an existing Comodo account holder (eg SSL) - can I use my existing Username and password during purchase?

You should use the existing customer option during signup, you can then use your Comodo account password and username as your hackerguardian username and password.

I have obtained a daily scan licence but I have not received my hackerguardian trustlogo

You need to sign in and set the domain you wish to scan by clicking on the set options button and entering the domain.

Where can I get the Hackerguardian Logo installation javascript?

The Hackerguardian Logo installation javascript is available at the following location:

<http://www.hackerguardian.com/logo.html>

VPS

How to change time/timezone on your vps

We manage the vps time via ntp on the hardware node and it does not need changing.
For changing your timezone, you can setup the correct symlink to the timezone you want to /etc/localtime

For example for GMT, add the following symlink:

```
In -sf /usr/share/zoneinfo/GMT /etc/localtime
```

How to test apache (httpd.conf) for errors

To test apache for errors run this from inside SSH as the root user:

```
/usr/local/apache/bin/apachectl configtest
```

or

```
service httpd configtest
```

If you see a message that says "Syntax OK" at the bottom of the result, then there should not be any fatal configuration errors in the file.

How do I install GMP on my VPS?

We have had a few clients enquire about GMP. The install of apache/php that comes with cpanel does not have GMP enabled and cpanel itself does not support the compilation of GMP into PHP.

You can however manually install GMP and re-compile PHP with GMP enabled.

You can download the GMP library from <http://www.swox.com/gmp/>. This site also has the GMP manual available.

****NOTE****

We do not support or carry out GMP installation as it means that every time apache/php needs upgrading you would always have to manually recompile PHP. You would also no longer be able to rely upon the 'rebuild apache' utility in WHM. Anytime you need to upgrade/recompile PHP you would have to do it manually to add GMP support.

To recompile php with GMP support you need to do the following:

```
Login to shell as root and issue these commands:  
cd /home/cpapachebuild/buildapache/php-4.3.8  
rm /home/cpapachebuild/buildapache/config.cache  
php -i | grep ./configure
```

Now cut and paste that to a text file so you can add the GMP part. The final configure command should look something like this:

```
./configure '--with-apxs=/usr/local/apache/bin/apxs' '--with-xml' '--enable-bcmath' '--enable-calendar' '--enable-ftp' '--with-gd' '--with-jpeg-dir=/usr/local' '--with-png-dir=/usr' '--with-xpm-dir=/usr/X11R6' '--enable-magic-quotes' '--with-mysql=/usr' '--enable-discard-path' '--with-pear' '--enable-sockets' '--enable-track-vars' '--enable-versioning' '--with-zlib' '--with-gmp'
```

****do not use the above use your own as the above will not work it's just an example****

Now type: ./configure --with-gmpetc....etc.... (the configure line above)

Run the following command:
make

Run the following command:

make install

Finally restart Apache
service httpd restart

How can I tell what system resources are being used by my VPS?

There are several ways of seeing your system's resource usage. The best place to get a "live" view of usege would be your Power Panel.

To view your resource useage from your PowerPanel:

Login to your VPS' Power Panel at <https://1.2.3.4:4643>
(Be sure to replace 1.2.3.4 with your VPS' main IP)

Under the VPS Management section on the left hand side of the screen click on the "Resources" link.

You should be able to get a basic overview now of your CPU and Memory usagee.

Click on the Extended button just above those stats.

The Extended results will show you exact resource limits and usage. If you click on the "Primary UBC Parameters", "Secondary UBC Parameters", and "Auxiliary UBC Parameters" links, you will have a better idea of what limits are being reached. Anything highlighted in yellow or red are areas you should be concerned about.

If the problem is not happening at the time you check your Power Panel, you can check over the alert logs to see if your VPS hit any limits earlier. These are your "QoS Alerts" (Quality of Service Alerts).

To view your QoS Alerts:

Login to your Power Panel (see directions above)

Under the Logs section on the left hand side of the screen click on "QoS Alerts".

You should see a list of recent events that might have hurt your VPS' performance. It should looks something like:

Time (Descending)
Type
Parameter

Apr 14, 2005 11:13:51PM
Green zone
privvmpages

Apr 14, 2005 11:08:41 PM
Black zone
privvmpages

Apr 14, 2005 05:19:51 PM
Green zone
privvmpages

Apr 14, 2005 05:14:41 PM
Black zone
privvmpages

There are 4 zones possible in order of good to bad to worst possible. They are: green, yellow, red, and black.

The above would mean that on April 14, 2005 at 5:14 PM, the VPS hit it's memory resource limits. On April 14, 2005 at 5:19 PM it's memory useage returned to normal. This VPS also hit it's memory limit at 11:08 PM and it returned to normal at 11:13 PM.

To check your server's status from within your VPS:

Login to your VPS using SSH as the root user.
Type in "top" and press enter.
You can see the current system system load by looking at the "load average" and the memory usage in the "Mem" section.

Please note: The memory display inside of your VPS shows the memory usage for the entire hardware node you are on, not just your memory usage. Please check the Power Panel for only your memory usage.

"php_value" and "php_flag" lines in .htaccess files

PHP Begins generating internal server errors after compiling with PhpSuExec.

Solution For servers with PhpSuExec installed, having config lines in your .htaccess file to configure PHP doesn't work any longer.

You should remove the lines that begin with "php_value" and "php_flag", these will need to be moved to a new file that we're going to create, called:

php.ini

In php.ini, there is a different format to define your PHP settings. All lines are in the following format: setting_name = setting_value

So, this means if you move the settings from .htaccess to php.ini, you must convert the format.

Let's say you have the following line in your .htaccess file:

```
php_value register_globals 0
```

the corresponding php.ini format is as follows:

```
register_globals = Off
```

Notice how the value 0 becomes Off (without quotes) and 1 becomes On. Now if your php_value has quotes like the following, for example:

```
php_value include_path "./home/user/lib"
```

The corresponding php.ini format is:

```
include_path = "./home/user/lib"
```

Once you have converted your .htaccess file to a php.ini, please upload it to your server into public_html.

Then, add the following line into the .htaccess file in your public_html:

```
suPHP_ConfigPath /home/username/public_html
```

Where "username" is your cPanel user name.

How do I request a reverse DNS/PTR entry for my server?

Problem:

I need to make changes to the PTR record (reverse DNS) for one or more of my servers' IP addresses.

Solution:

To have a reverse DNS entry setup for your server, please submit a request at the following URL:

<https://support.swhosting.ie>

Fill out all of the information fields and we will then make the appropriate changes to the PTR record for your IP address. RDNS requests are completed within 24 hours of submission if all pertinent information is submitted with original request. You will be notified when your request is complete.

We currently do not allow the delegation of reverse DNS to our clients' DNS servers. Any needed changes for reverse DNS will need to be requested via our ticket system.

Local DNS Resolvers

Here are the current local resolver IPs for resolv.conf

```
nameserver 4.2.2.1
nameserver 64.191.1.2
nameserver 10.1.1.15
```

Maintenance

There are no articles in this category.

Security

What is mod_security and what exactly does it block?

In order to help keep your VPS more secure and to help stop several very common types of attacks on your server, we install mod_security for each of our customers. mod_security integrates with Apache to stop attackers from being able to issue commands to the server through vulnerable scripts and software packages you might have installed.

By default, the following terms are blocked from being called from within a URL:

```
wget
lynx
curl
tar
uname
g++
gcc
nmap
.bash_history
/etc/passwd
/bin/ps
/usr/bin/id
/bin/kill
/usr/bin/gcc
/bin/mail
/bin/ping
/bin/ls
lsOf
```

```
perl
 0a.pl
"img src=javascript"
/~nobody
/~root
/~ftp
formmail.cgi
formmail.pl
formmail.php
/modules/My_eGallery
telnet.pl
telnet.cgi
shell.pl
shell.cgi
shell.php
```

Again, this list does not mean you cannot use features like "tar" in your programs. You just can't include "tar" in the URL bar.

To modify your mod_security configuration file, you would want to:

```
Login to your server as root.
Open the file /usr/local/apache/conf/mod_security.conf
pico -w /usr/local/apache/conf/mod_security.conf
Search for any directive you might want to remove (such as "tar") and put a "#" at the start
of the line. This will "comment" that directive out where the server will essentially ignore it. If
you wish to add a directive, just scroll to the bottom of the file and use:
SecFilter "phrasetoblock"
Save your changes and restart Apache.
service httpd restart
```

Contact support if you have questions about mod_security or if you need help with how to add/remove an allowed directive from your server.