



42golSP Documentation

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III Customer Manual

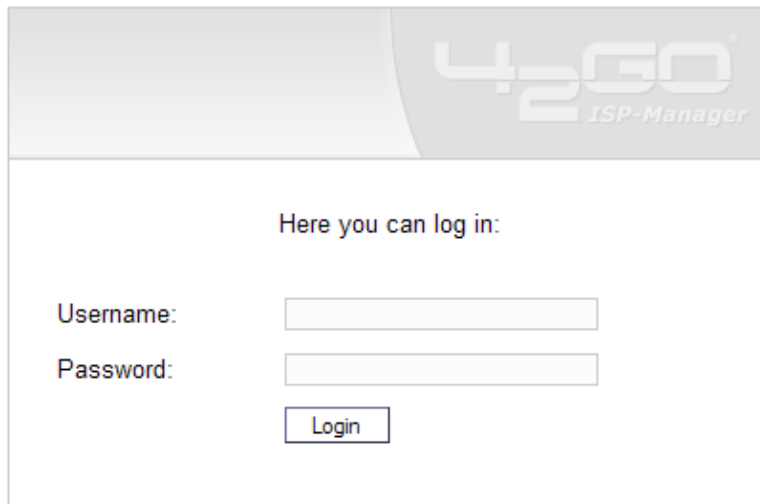
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II Reseller Manual

1 General

1.1 Login and Password

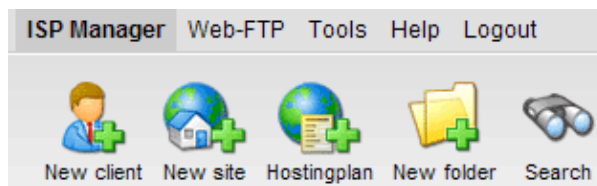
After you have got the url of the 42goISP system and your login data from your administrator you can login. Please go to the URL of your 42goISP system (e.g. <https://www.domain.tld:81> ; replace "www.domain.tld" appropriately) with your Browser and enter your user name and your password into the form "Login". Confirm by clicking on "Login".



- **Forgot your password?** If you forgot your password please ask the 42goISP administrator to help you.

1.2 Interface for Resellers

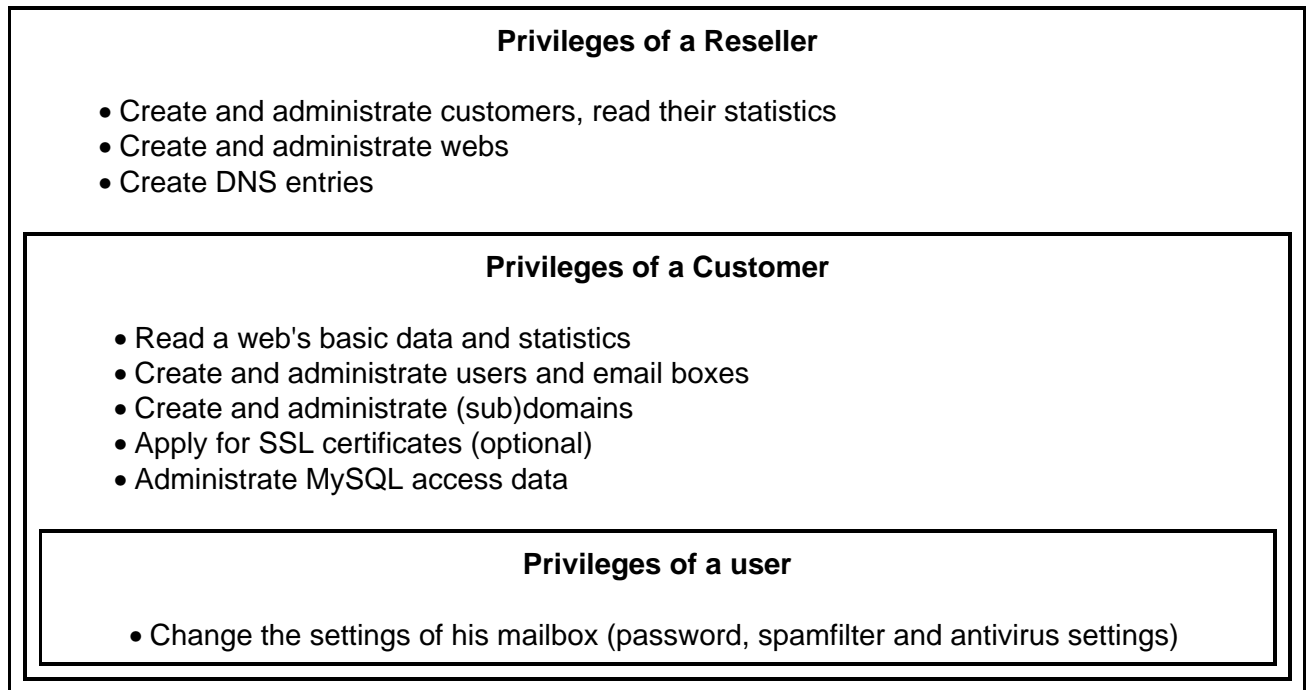
The interface for resellers consists of the following sections:



- **Menubar** with the menus "ISP Manager", "Web-FTP", "Tools", "Help" and "Logout".
- **Buttons:** Directly beneath the menubar you can find the buttons "New client", "New site", "New folder" and "Search".
- **Structure Tree:** The structure tree is the storage system of the 42goISP system. It manages all the sites and customers. By clicking on "expand" (next to "ISP Manager") all folders are opened. By clicking on "collapse" the tree is closed. Sites can be assigned to customers (folder "Clients") but do not have to be. Then you can find the sites in the customer independent folder "Sites".

1.3 42goISP Privileges for Resellers

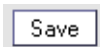
The privileges of a reseller in 42goISP include those of a customer:



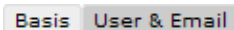
1.4 Saving

The 42goISP system offers you two possibilities to save data you enter into a form:

- **"Save"-Button:** Click onto the "Save"-button to save your entries. The information will be submitted, and the structure tree as well as the start page will be reloaded in your browser.

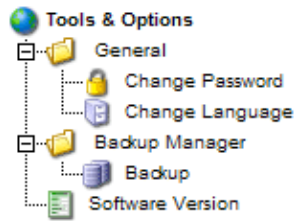


- **Change the tab:** If a form consists of more than one tab you can simply change the tab to save your data. The data of the old tab will be saved, and the new tab will be loaded, whereas the structure tree will not be reloaded. This technique of saving data allows you to process forms with more than one tab in one pass and is one of the main characteristics of the 42goISP Manager.



1.5 Changing the 42goISP Password

You can edit your 42goISP password under *"Tools"* -> *"Change Password"*.

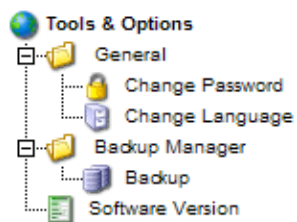


Please enter your current and your new password (2x) into the form "Change Password" and click on "Save".

The 'Change Password' dialog box contains three text input fields: 'old password:', 'new password:', and 'confirm new password:'. At the bottom, there are 'Save' and 'Cancel' buttons.

1.6 Language Settings

You can set the language of your 42goISP system under "Tools" -> "Change Language".



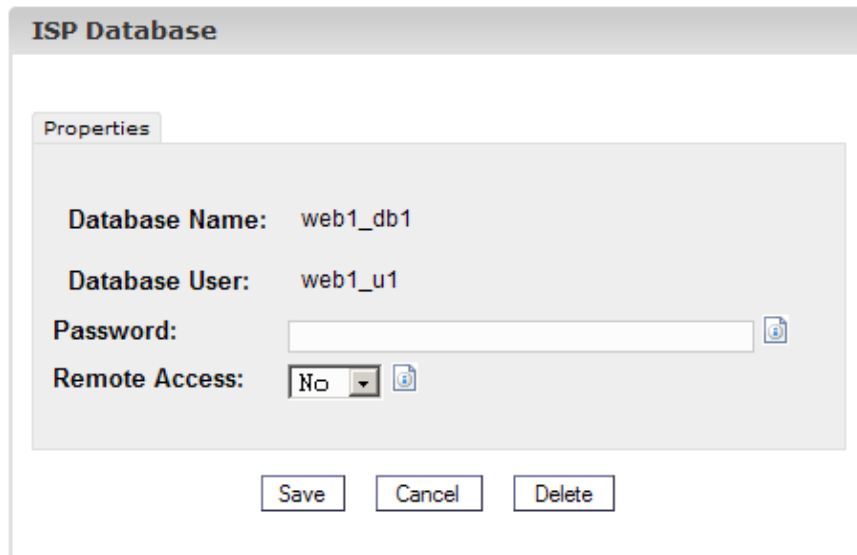
In the form "Change Language" select the language the system should use for you and click on "Save".

The 'Change Language' dialog box shows a 'Language (ISO):' label next to a dropdown menu. The dropdown menu is open, showing a list of language codes: en, de, en, es, it, nl, pl, se. A 'Cancel' button is visible to the right of the dropdown.

Please note: The language setting only affects your own account. Other users of the 42goISP system (other resellers or customers) can select their language individually.

1.7 Display of Passwords in the 42goISP System

Passwords that you entered in the 42goISP system (e.g. reseller or customer passwords for accessing the 42goISP system; passwords for customers' MySQL databases) will **not** be displayed in the 42goISP system for security reasons after they were saved! Thus, an empty password field in a 42goISP form does not mean that no password was entered before.



The screenshot shows a dialog box titled "ISP Database" with a "Properties" tab. The fields are:

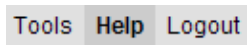
- Database Name: web1_db1
- Database User: web1_u1
- Password: [Empty text box with a lock icon]
- Remote Access: No (dropdown menu with a lock icon)

Buttons at the bottom: Save, Cancel, Delete.

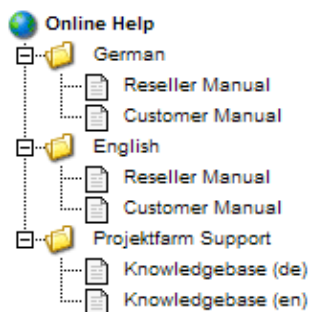
An existing password does not get displayed after the reload of the respective form.

1.8 Help


Click onto the menu item "Help".



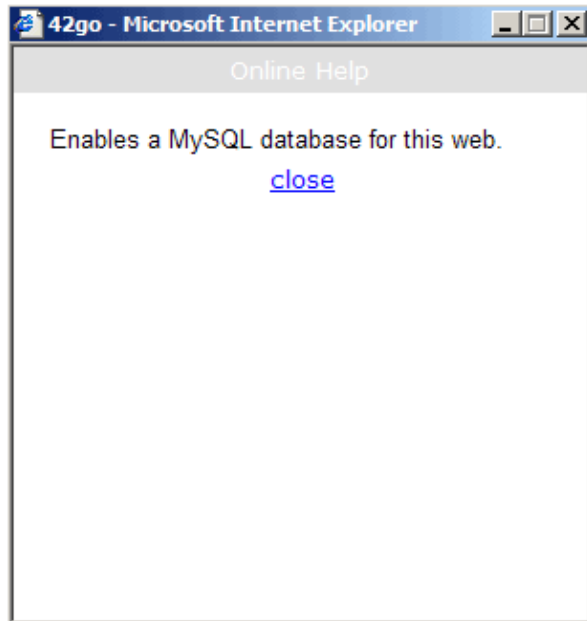
Here you will find the reseller- and customer-manual in English and German in PDF format as well as links to the [knowledgebase on the Projektfarm website](#).



In addition to that you can find a question mark next to many input fields in the 42goISP system:

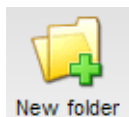
MySQL: 

If you click on the question mark a small pop-up window with context-sensitive help will open.



2 Customers

Customer management is done via the structure tree. The default folder is the folder „Clients“. There you can save customers but you may also create new subfolders (e.g. „Customers A–K“, „Customers L–Z“) (see chapter II–4.1.1).



Folder	
Group:	<input type="text" value="Reseller Sample plc."/> ▾
Surname:	<input type="text"/>
in Folder:	<input type="text" value="Reseller Sample plc."/> ▾ <input type="text" value="Reseller Sample plc."/> <input checked="" type="text" value="Clients"/> <input type="text" value="Sites"/>

2.1 Add a Customer

A customer can be added as follows:

1. Step: Open the form "ISP Reseller".

Click on the button "New Client".



The form "ISP Client" with the opened tab "Master Data" appears.

ISP Client

Group:

Title:

Folder:

Master Data
Site Management
Login Data
Bill
Statistics

Client No.: Is assigned automatically.

Company:

Title:

First Name:

Surname:

Street:

Postal code:

Town:

Province:

Country:

Telephone:

2. Step: Assign title, folder and master data

- **Title:** This is the title for the customer in the structure tree.
- **Folder:** Select the folder "Customers". Alternatively you can create your own folders for customers. These folders will appear in the drop down menu. The creation of folders is described in chapter II-4.1.1.
- **Master Data:** Enter the master data of your customer. Some of the fields are optional.
- **Save Customers:** By clicking on "Save" the customer is saved and appears in the structure tree under the title you provided. Click on the newly created customer to carry out further

tasks. OR: By clicking on the button "Limits" you can go directly to the next step. The master data is saved, but the structure tree does not get updated yet. The update happens when you click on "Save" or on "ISP Manager" in the menubar.

3. Step: Add / Manage Sites

Under the tab "Site Management" a customer's sites can be controlled. You can also add new sites. Sites can also be added subsequently.

4. Step: Assign Access Data

Go to the tab "Enter information ".

- **User Name:** A customer's username should be unique.
- **Password:** Enter the customer's password for logging in to the 42goISP system. As soon as you click on "Save" the password becomes invisible in the password field. If a customer forgets his password you can reset it here.

5. Step: Enter Billing Information (Optional)

On the tab "Bill" you can enter the information required for billing (address, invoice amount, billing intervals, payment arrangements). This information is optional.

6. Step: Save

Click on "Save".

2.2 Edit Customer Data

In the structure tree of the ISP Manager open the folder "Clients" and click on the customer you want to edit. Make the desired changes in the form "ISP Client" and click on "Save".

- **Change Title:** In some cases it might be necessary to change the title of a customer, e.g. if a second customer with the same name (such as Miller) has registered.
- **Change a Customer's Master Data:** If the address, telephone number etc. of a customer change, you can update the customer in the tab "Master Data" and click on "Save".
- **Change Password:** A new password can be set simply by filling out the field "Password".
- **Billing Information:** Click on the section "Billing Information" to edit a customer's information.
- **Add / Edit Sites:** See chapter II-3.
- **Delete a Customer:** Open the customer's form and click on "Delete".
Please note: A customer can only be deleted if no sites are assigned to him.

3 Sites

Site management can be handled in two ways: customer dependent and customer independent.

- **Customer dependent Site Management:** The tab "Site Management" in the customer's

form lists a customer's sites . By clicking on "New" you can add new sites for the customer (see chapter II–3.1). By clicking on the IP address of a site you can see the site's details and make changes if necessary.

- **Customer independent Site Management:** In the folder "Sites" you can find customer independent sites. This assignment is done in the form header of the respective site in the field "Folder". The customer independent management of sites allows sites to be ordered by criteria such as the size of a site.

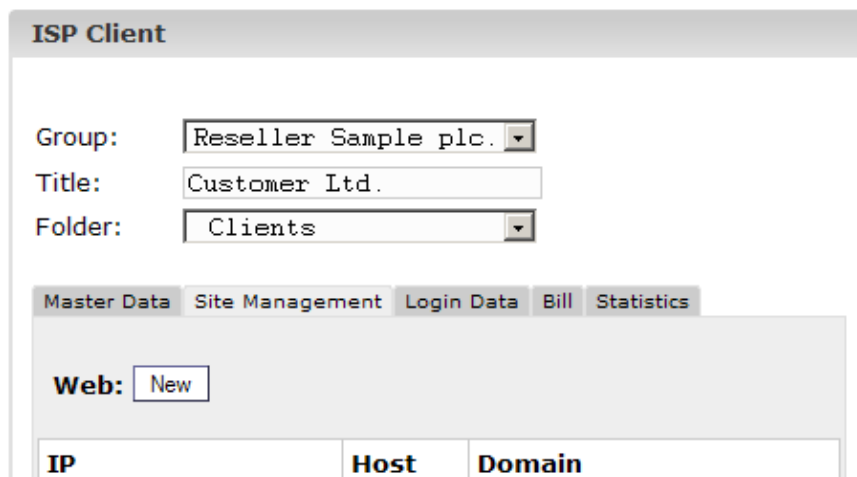
3.1 Adding a Site

A site is added as follows:

1. Step: Open the form "ISP Sites".

In the structure tree of the menu "ISP Manager" click on the customer to whom you want to assign the site. (If you want to add a site for a new customer, please add the customer first as described in chapter II–2.1.)

The form "ISP Client" shows up. Click on the tab "Site Management".



The screenshot shows the 'ISP Client' form. At the top, there is a header 'ISP Client'. Below it, there are three fields: 'Group' with a dropdown menu showing 'Reseller Sample plc.', 'Title' with a text input field containing 'Customer Ltd.', and 'Folder' with a dropdown menu showing 'Clients'. Below these fields, there is a tabbed interface with five tabs: 'Master Data', 'Site Management', 'Login Data', 'Bill', and 'Statistics'. The 'Site Management' tab is selected. Below the tabs, there is a 'Web:' label followed by a 'New' button. At the bottom, there is a table with three columns: 'IP', 'Host', and 'Domain'.

Click on the button "New".

If you have created hostingplans before (over the button "Hostingplan"), then select the appropriate hostingplan for the new site now, otherwise select "Individual Settings".

New site

Reseller:

Customer:

Hostingplan:

The form "ISP Site" appears.

ISP Site

Group:

Title:

Folder:

Basis User & Email Co-Domains Statistics Options

Server:

Hostname:

Domain:

IP Address:

Create DNS:

Space MB:

Max. User:

Max. Domain:

Shell Access:

2. Step: Assign title, folder and basic information.

- **Title:** This is the title under which the site will appear in the structure tree.
- **Folder:** Select the folder "Sites". Alternatively you have the possibility to create a new folder for the sites which you then can select here. Learn how to create folders in chapter II-4.1.1.
- **Server:** Select the server that will host the site.
- **Hostname:** Enter the hostname (e.g. www).
- **Domain:** Enter the domain of the site (e.g. mydomain.com).

- **IP Address:** Enter the IP address of the site.
- **Create DNS:** Click on "Create DNS" to create a DNS entry for the current site. After you have provided the other information for the site and have clicked on "Save" the DNS entry is created and can be edited by the administrator if necessary.

3. Step: Limit webspace, users and domains.

- **Space MB:** Enter the amount of MB that should be available to the site ("-1" means "Unlimited").
- **Max. User:** Enter the maximum number of users with email boxes that can be assigned to the site ("-1" means "Unlimited").
- **Max. Domains:** Enter the maximum number of co-domains that can be set up for the site ("-1" means "Unlimited").

4. Step: Activate site features.

- **Shell Access:** Allows the customer to use the linux shell. This is a security risk and should therefore only be granted in exceptional cases. Shell access includes FTP access.
- **CGI Scripts:** Allows the web server to execute cgi scripts in a certain directory (cgi-bin).
- **PHP Scripts:** Allows the web server to execute PHP scripts (file extensions .php, .php3, .php4).
- **SSI:** Activates Server Side Includes (SSI) (file extension .shtml).
- **FTP Access:** Allows the users assigned to a site to access the site or the users' directories via ftp.
- **MySQL:** Enables the creation of a database which is assigned to the site. If you supply a user name and password for the MySQL database in the tab "Other" the database will be created automatically.
- **SSL Certificate:** Enables the creation of an SSL certificate for the site. You still have to fill out the section "SSL" and select "Create Certificate" in that section to create the certificate. Learn more about applying for an SSL certificate in chapter III-2.4.1. If this field is not activated the tab "SSL" is not shown!
Please note: There can be only one SSL-capable site per IP address!
- **Anonymous FTP:** Activate this to create an Anonymous-FTP account for this site.
Please note: There can be only one Anonymous-FTP account per IP address!
- **Anon. FTP MB:** Please specify the storage space in MB that should be available for the Anonymous-FTP account. "-1" means "Unlimited". If "Anonymous FTP" is not activated this field is ignored.
- **Apache Direktives (Optional):** This field is available to you as a reseller only if the 42golSP administrator has activated it for you. It offers you the opportunity to write additional Apache directives into the site's virtual host container manually. These directives will undergo a syntax check. If the syntax check gives back an error the directives will be commented out automatically so that the Apache web server cannot die.

5. Step: User administration.

On the tab "User & Email " in the form "ISP Site" new users are added / existing ones are managed.

Learn more on how to add users in chapter III-2.2.1.

6. Step: Domain administration.

On the tab "Co-Domains" new co-domains are added / existing ones are managed.

Learn more on how to add co-domains in chapter III-2.3.1.

7. Step: Save.

Click on "Save".

3.2 Edit Sites

In order to edit a site you have to open the corresponding site form first. This can be done in two ways:

- **Customer dependent:** In the structure tree click on the customer whose site you want to edit. Then click on the folder "Sites" and select the site you wish to edit.
- **Customer independent:** In the structure tree click on the folder "Sites" and select the site which is to be edited.

The form "ISP Site" is loaded. Enter your changes and click on "Save".

- **Change Title/Folder:** In some cases it might be useful to change the title of a site and/or to move it to another folder. Simply enter a new title and/or select the new folder.
- **Change Basic Data:** Here you can change the basic data (host, domain, IP address).
- **Change Limits (WebSPACE, Users, Domains):** The shown limits can be changed by entering new values. "-1" means "Unlimited".
- **Create DNS Entry:** Check "Create DNS" and click on "Save".
- **Change Access Data of a Site:** As a reseller you are allowed to change the access information of a site (customers are not). To do so, go to the section "Access Data" and enter the username and the password.
- **Add/Edit Co-Domains/Users:** See chapters III-2.2 and III-2.3.
- **Extend/Restrict Site Features:** Features can be activated/deactivated with hindsight. Simply select/deselect the corresponding checkboxes in the tab "Basis".
- **Delete Sites:** Click on the button "Delete". The site will then be moved to the recycle bin. There you have two possibilities: restore the site or delete it finally (see chapter II-4.3).

3.3 Hostingplans

By clicking on the button "Hostingplan" you can create hostingplans (e.g. package "Professional" with 200 MB webspace, CGI, PHP, 3 MySQL databases, etc.). If you create a new site, you can select one of your previously defined hostingplans. The form for creating a new site will then show the properties of the selected hostingplan. If you do not want to use a hostingplan to create a site you can select "Individual Settings".

4 General Management Functions

The general management functions aim at sorting and managing customers and sites. This includes the handling of folders, the search function and the recycle bin.

4.1 Folders

The 42golSP system allows the creation of new folders to provide a better overview of customers and sites. This allows you to sort your customers and sites alphabetically, by size etc.

4.1.1 Adding a New Folder

Creating a new folder is done as follows:

Click on the button "New folder".

Enter a title for the folder (e.g. "Customers A–K").

In the field "Folder" select the superior folder for the new folder (i.e. the parent folder).

Click on "Save".

Now you can see the new folder in the structure tree by opening its parent folder.

4.1.2 Moving a Site or Customer to another Folder

This is done as follows:

In the structure tree click on the corresponding document (site or customer).

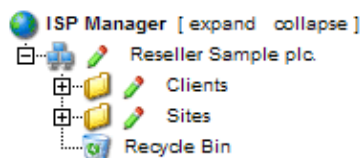
In the field "Folder" select the new folder.

Click on "Save".

4.1.3 Editing Folders

This is how to move a folder:

- **Move a Folder:** In the structure tree click on the **pen** next to the folder you want to move.



If necessary change the name of the folder. In the field "in Folder" select the folder where the current folder should move to. Click on "Save".

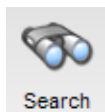
- **Delete a Folder:** In the structure tree click on the "B" next to the folder you want to delete. Then click on "Delete".
Please note: The whole contents of the folder will be deleted too (i.e. the folder and its contents will be moved to the recycle bin from where you can restore/delete everything).

4.2 The Search Function

You can search for customers or sites on the basis of specific criteria.

This can be done as follows:

Click on the button "Search".



Specify what you are looking for (sites or customers) and click on "Next" (>>).

- **Site Search:** The search criteria for sites are: host, domain, IP address and webspace.
- **Customer Search:** The search criteria for customers are: company, last name, first name, street, postal code and town.

Enter your search criteria and click on "Search".

You can edit or delete each result by clicking on "edit" or "delete".

4.3 Recycle Bin

You can find all deleted customers, sites, users and domains in the recycle bin.

The recycle bin can be found at the bottom of the structure tree and can be opened by clicking on it.



- **Empty Recycle Bin:** By clicking on "Empty recycle bin" all documents in the recycle bin are deleted permanently.

Restore documents:

- **Restore Customers:** If you restore a customer all documents related to that customer (e.g. sites, domains and users) will also be restored.
- **Restore Sites:** If you restore a site all documents related to that site (e.g. domains and users) will be restored, too.
- **Restore Domains:** A domain can only be restored if the site to which it is assigned is not in the recycle bin.
- **Restore Users:** See above ("Restore Domains").

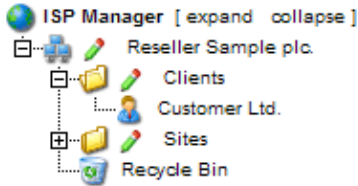
Please note: Domains and users use different symbols.

5 Statistics

The 42goISP statistics contain information about the usage of storage space and about the traffic.

5.1 Customer Statistics

As a reseller you can find information about the server traffic caused by your customers by selecting the corresponding customer in the structure tree.



The form "ISP Client" is loaded. In the tab "Statistics" you can find statistics about the web-, email- and FTP-traffic of the respective customer.

ISP Client

Group:
 Title:
 Folder:

Master Data | Site Management | Login Data | Bill | **Statistics**

Traffic overview (in MB):

Month	Web	FTP	Mail	Overall
customer-ltd.com				
06/2003:	291.42	62.04	47.89	401.34
another-customer-website.com				
06/2003:	196.05	29.14	38.68	263.88
06/2003	487.48	91.18	86.57	665.22
Overall:	487.48	91.18	86.57	665.22

5.2 Web Statistics

In the form "ISP Site" you can find statistics about the corresponding site (web statistics).

The web statistics contain the following elements:

- **Storage Space and Usage:** Information about the total storage space for the site and the actual usage of the storage space. The storage space limit can be edited on the tab "Basis".

ISP Site

Group:
 Title:
 Folder:

Basis **User & Email** **Co-Domains** **Statistics** **Options**

Storage space:	10 MB
used:	2.27M
/web	2.0M
/user	128k
/log	24k
/cgi-bin	4.0k
/ssl	4.0k
/phptmp	4.0k
DB::MySQL	70.5k

- **Traffic:** You can see the traffic of the current month (web, email, FTP) as well as the traffic of the last four years (if available).

Traffic overview (in MB):				
Month	Web	FTP	Mail	Overall
06/2003:	291.42	62.04	47.89	401.34
Overall:	291.42	62.04	47.89	401.34
Traffic in the last 4 years (in MB):				
Year	Web	FTP	Mail	Overall
2003:	291.42	62.04	47.89	401.34
2002:	0.00	0.00	0.00	0.00
2001:	0.00	0.00	0.00	0.00
2000:	0.00	0.00	0.00	0.00

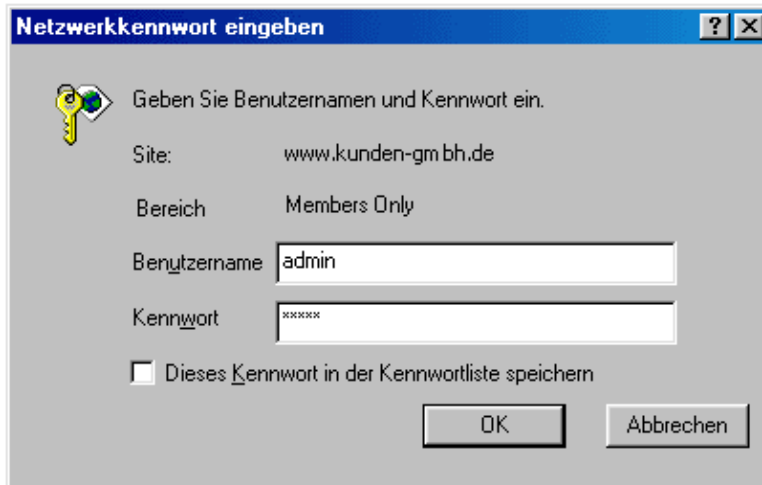
5.3 Webalizer Statistics

If the statistics software "Webalizer" is installed on the server, the Apache log files of the sites on the server are analysed once a night, and new statistics are created. You can see them in the folder

"stats" of the respective site, e.g. <http://www.domain.tld/stats/>.

The statistics are password protected. To login there are the following possibilities:

1. If no user has been created for the site (on the tab "User & Email"), you can login with the user name "admin" and the password "stats".



The screenshot shows a Windows-style dialog box titled "Netzwerkkenwort eingeben". It contains a key icon and the text "Geben Sie Benutzernamen und Kennwort ein.". Below this, there are several fields: "Site:" with the value "www.kunden-gm bh.de", "Bereich" with "Members Only", "Benutzername" with "admin", and "Kennwort" with "*****". At the bottom, there is a checkbox labeled "Dieses Kennwort in der Kennwortliste speichern" which is unchecked, and two buttons: "OK" and "Abbrechen".

2. If users have been created for the site, you can login with every valid user name/password combination.

Please note: If you have created a new site, the Webalizer statistics are not yet available because Webalizer is run only once a night. After 24 hours at the latest the first statistics should have been created.

6 Web-FTP/Password Protection of Directories (.htaccess/.htpasswd)

Web-FTP and password protection of directories are treated in chapter III-4.

7 Salutatory Emails and Standard Index Pages

Under Tools -> Welcome Mail you can create salutatory emails for new customers. Salutatory emails will be sent automatically when a new customer is created and if the field "email" in the customer's master data contains a valid email address. This way you can send new customers information about their new accounts automatically.

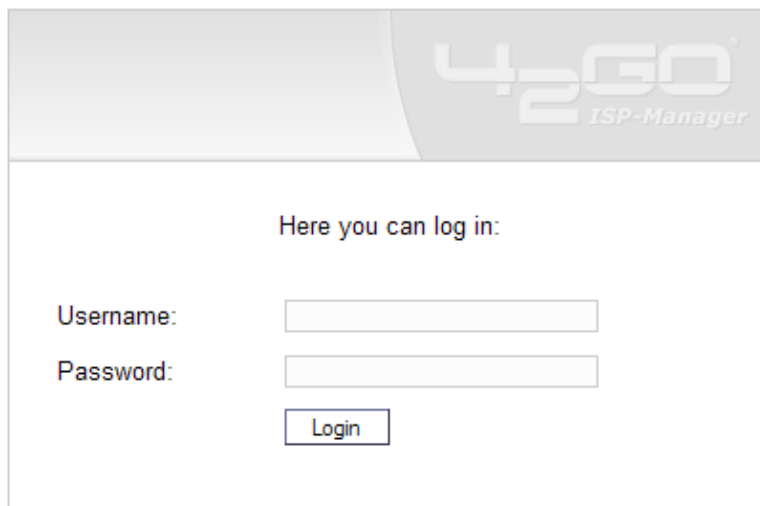
Under Tools -> Standard Index you can specify HTML code for standard index pages with your own corporate identity, for example. The standard index pages will be created when a new site is created.

III Customer Manual

1 General

1.1 Login and Password

After you have received your user name and password and the url of the 42goISP system from your reseller you can login. Please go to the URL of the 42goISP system (e.g. <https://www.domain.tld:81> ; "www.domain.tld" has to be replaced appropriately) with your browser and enter your user name and password in the form "Login". Confirm by clicking on "Login".



42GO
ISP-Manager

Here you can log in:

Username:

Password:

- **Forgot your Password?** Please contact your hosting company to help you.

1.2 Customer Interface

The customer interface consists of the following sections:

[Web-Manager](#) [Web-FTP](#) [Tools](#) [Help](#) [Logout](#)

- **Menubar** with the menus "Web-Manager", "Web-FTP", "Tools", "Help" and "Logout".
- **Structure Tree:** The structure tree is the storage system of the 42goISP system. The sites are managed here. By clicking on "expand" all folders are opened. By clicking on "collapse" the tree is closed.
- **Information Field for Customers**

1.3 42goISP Privileges for Customers

As a 42goISP customer you can do the following tasks:

Privileges of a Customer

- Read a web's basic data and statistics
- Create and administrate users and email boxes
- Create and administrate (sub)domains
- Apply for SSL certificates (optional)
- Administrate MySQL access data

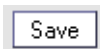
Privileges of a user

- Change the settings of his mailbox (password, spamfilter and antivirus settings)

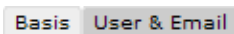
1.4 Saving

The 42goISP system offers you two possibilities to save data you enter into a form:

- **"Save"-Button:** Click onto the "Save"-button to save your entries. The information will be submitted, and the structure tree as well as the start page will be reloaded in your browser.

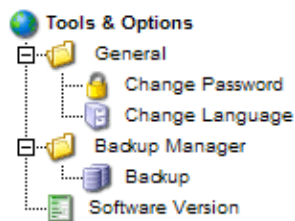


- **Change the tab:** If a form consists of more than one tab you can simply change the tab to save your data. The data of the old tab will be saved, and the new tab will be loaded, whereas the structure tree will not be reloaded. This technique of saving data allows you to process forms with more than one tab in one pass and is one of the main characteristics of the 42goISP Manager.

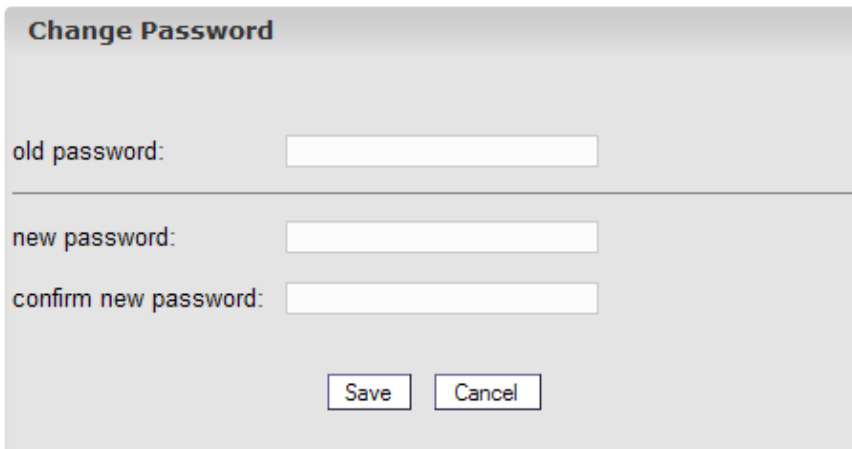


1.5 Changing the 42goISP Password

You can edit your 42goISP password under *"Tools" -> "Change Password"*.



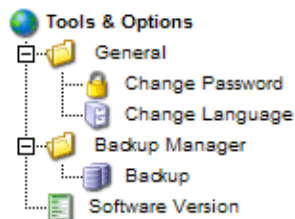
Please enter your current and your new password (2x) into the form "Change Password" and click on "Save".



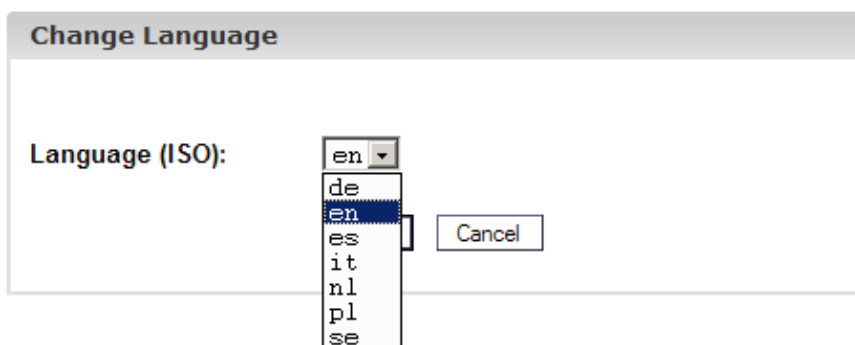
The image shows a 'Change Password' dialog box. It has a title bar with the text 'Change Password'. Below the title bar, there are three input fields: 'old password:', 'new password:', and 'confirm new password:'. At the bottom of the dialog, there are two buttons: 'Save' and 'Cancel'.

1.6 Language Settings

You can set the language of your 42goISP system under "Tools" -> "Change Language".



In the form "Change Language" select the language the system should use for you and click on "Save".



The image shows a 'Change Language' dialog box. It has a title bar with the text 'Change Language'. Below the title bar, there is a label 'Language (ISO):' followed by a dropdown menu. The dropdown menu is open, showing a list of language codes: 'en', 'de', 'en', 'es', 'it', 'nl', 'pl', and 'se'. A 'Cancel' button is located to the right of the dropdown menu.

Please note: The language setting only affects your own account. Other users of the 42goISP system (other customers) can select their language individually.

1.7 Display of Passwords in the 42goISP System

Passwords that you entered in the 42goISP system (e.g. reseller or customer passwords for accessing the 42goISP system; passwords for customers' MySQL databases) will **not** be displayed in the 42goISP system for security reasons after they were saved! Thus, an empty password field in a 42goISP form does not mean that no password was entered before.

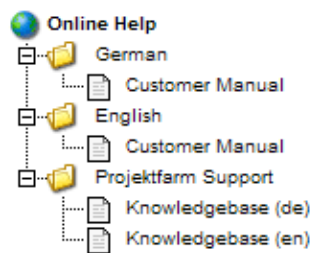
An existing password does not get displayed after the reload of the respective form.

1.8 Help

Click onto the menu item "Help".

Tools **Help** Logout

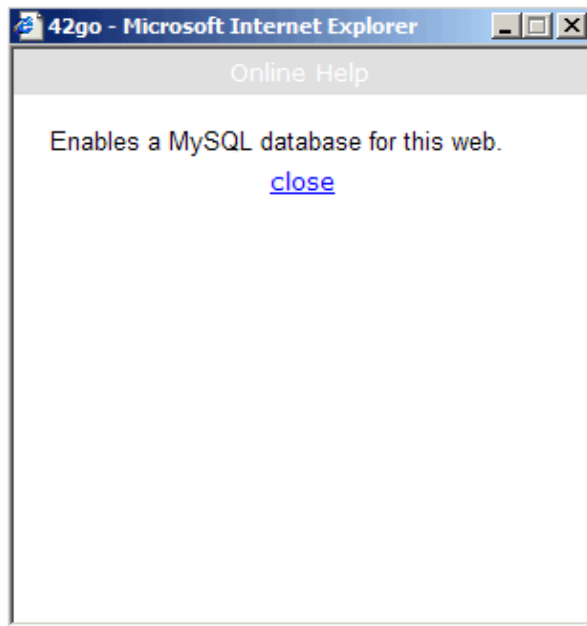
Here you will find the customer manual in English and German in PDF format as well as links to the knowledgebase on the Projektfarm website.



In addition to that you can find a question mark next to many input fields in the 42goISP system:

MySQL:

If you click on the question mark a small pop-up window with context-sensitive help will open.



2 Sites

All sites you manage with 42goISP appear in the structure tree. By clicking on the title of a site you can see its details and edit some of its data.

2.1 Basic Data of a Site

The basic data – visible on the tab "Basis" – can only be edited by your hosting company and the 42goISP administrator.

ISP Site

Basis
User & Email
Co-Domains
Statistics
Options

Server:	Server 1
Hostname:	www
Domain:	customer-ltd.com
IP Address:	192.168.0.100
Create DNS:	0

Space MB:	10
Max. User:	10
Max. Domain:	-1

CGI Scripts:	1
Standard CGIs:	0
PHP Scripts:	1
PHP Safe Mode:	1
SSI:	1
FTP Access:	1

The basic data contains the following information:

Basic Data:

- **Server:** Shows the name of the server which hosts your site.
- **Hostname:** The hostname of your site (e.g. www).
- **Domain:** The domain of your site (e.g. yourname.com).
- **IP Address:** The IP address of your site.

Information about the limits:

- **Space MB:** Shows the amount of MB available for your site.
- **Max. User:** The maximum number of users with email boxes that can be assigned to the site.
- **Max. Domains:** The maximum number of co-domains that can be assigned to the site.

To see the current usage of your site (webspace, number of users and domains) go to the section "Statistics" (see chapter III-3).

Information related to site features:

The value "1" indicates that the feature is activated.

- **Shell Access:** If turned on you have access to the shell of the server.
- **CGI Scripts:** If turned on your site can execute cgi scripts (if located in the directory "cgi-bin" of your site).
- **PHP Scripts:** If turned on your site can execute PHP scripts (file extensions: .php, .php3, .php4).
- **SSI:** If turned on Server Side Includes (SSI) can be executed (file extension: .shtml).
- **FTP Access:** If turned on all users assigned to the site can access their user directories via FTP.
- **MySQL:** If active and if you provide a MySQL password in the tab "Other" a database will be set up for the site (see chapter III 2.5). The database will not be created if you do not provide a password. If the name of the database is shown on the tab "Other" the database exists which means that a password has been provided before.
- **SSL:** Enables the creation of an SSL certificate for the site. You still have to fill out the tab "SSL" and select "Create Certificate" on that tab to create the certificate. Learn more about applying for an SSL certificate in chapter III-2.4.1.
- **Anonymous FTP:** Indicates if an Anonymous-FTP account has been created for this web..
- **Anon. FTP MB:** Shows the storage space in MB which is available for this Anonymous-FTP account. "-1" means "Unlimited". If "Anonymous FTP" is not activated this field is ignored.

2.2 Users & Email

The management of a site's users and email boxes is done via the form "ISP Site". To add or edit a user click on the corresponding site in the structure tree and in the form that opens go to the tab "User & Email".

The screenshot shows a web interface titled "ISP Site". At the top, there are five tabs: "Basis", "User & Email", "Co-Domains", "Statistics", and "Options". The "User & Email" tab is selected. Below the tabs, there is a "User" label followed by a "New" button. Below this is a table with the following columns: "User", "Surname", "Email", "Admin", and "CatchAll". The table is currently empty. At the bottom of the interface, there are three buttons: "Save", "Cancel", and "Delete".

2.2.1 Adding a User with an Email Box

Adding a user is done in 6 steps:

1. Step: Open new form "ISP User".

In the structure tree click on the site to which you want to assign the new user.

Go to the tab "User & Email".

Click on the button "New".

ISP User

User & Email | Advanced Settings | Spamfilter & Antivirus

Real Name:

Email Address: @customer-ltd.com

Username: web1_

Password:

WebSpace MB:

MailSpace MB:

Administrator:

Save Cancel Delete

2. Step: Provide a name, user name and password.

- **Real Name:** Enter the first and last name of the user.
- **Email Address:** Enter the desired email address for the user. **Please note:** Insert only the part which is in front of the "@"!
- **Username:** Enter a unique user name. After saving it the user name cannot be changed anymore. The email address username@domain.tld is created in addition to the email address entered above.
- **Password:** Enter a password for the user. After saving it the password becomes invisible, i.e. you cannot see it anymore in the form. If a user forgets his password you can assign him a new one here.

3. Step: Limit storage space of the user.

This is recommended if the overall web space is low. In the field "Disk Space MB" enter the amount in MBs you want to assign to the new user. "-1" means "Unlimited".

- **WebSpace MB:** Enter the size of the web space that should be available to the user.
- **MailSpace MB:** Enter the size of the mailbox of the user.

See appendix 1 "Correlation Webquota <-> Mailquota" for information about the correlation

between "WebSpace MB" and "MailSpace MB".

4. Step: Options.

The options can be selected now or later.

- **Administrator Privileges:** Check "Adminstrator" if the user should have administrator privileges for the site. If FTP access has been activated for this site the administrator has access to all directories of the site via FTP. A "normal" user has access only to his home directory in the directory "user".
Please note: There can only be one administrator per site. If you want to change the site administrator you first have to deactivate administrator privileges for the old administrator; then you can activate administrator privileges for the new administrator.
- **Shell Access:** A user can only be granted shell access if the whole site has shell access. Therefore shell access has to active in the tab "Basic Data" (value „1“). If this is not the case the check box "Shell Access" is ignored (see also chapter III–2.2.6).
- **Email Forwarding:** Go to the tab "Advanced Settings". In the field "Forward to:" enter one or more email addresses (one address per line) to which incoming mails should be forwarded (see chapter III–2.2.2).
- **Local Copy:** In conjunction with email forwarding this field causes a copy of incoming emails to be sent to the local mailbox (in addition to the email addresses specified under "Forward to:"). If no email forwarding is configured this field is ignored.
- **Email Alias:** Enter additional email aliases for this email account (one per line). Example: You have created the email box info@domain.tld and want emails to contact@domain.tld also to arrive in that mail box. To achieve this you can enter "contact" (only the part before the "@") into the field "Email Alias" (see chapter III–2.2.3).
- **catchAll–Email:** If you want all emails to your domain that are addressed to non–existing mail boxes to arrive in this email box activate this checkbox. Example: You have configured the email address info@domain.tld. Someone sends an email to abc@domain.tld which does not exist. If info@domain.tld is a catchAll–Email address the email arrives here. If there is no catchAll–Email address for this domain the sender of the mail to abc@domain.tld gets back an error message ("error: no such user here"). **Please note:** Per domain there can be only one catchAll–Email address.
- **MailScan:** Activate this field if you want your emails to be scanned for viruses or javascript code (in HTML emails) on the server. You can find further information about this feature in our FAQ.

5. Step: Save.

Click on "Save" to save the new user, click on "Reset" to abort the process.

2.2.2 Email Forwarding

The creation of an email forward is useful if the user of the mailbox already owns an email address and does not want to have another one.

Click on the name of the user on the tab "User & Email".

Go to the tab "Advanced Settings" and enter the email address to which incoming mails should be forwarded in the field "Forward:".

Click on "Save".

2.2.3 Email Alias – Different Spellings

The creation of an email alias makes sense for example if many emails do not arrive because the sender used another spelling of the email address.

On the tab "User & Email" click on the name of the user.

Go to the tab "Advanced Settings". In the field "Email Alias" enter your desired aliases (e.g. different spellings like "meyer", "maier") (one per line). An alias is the part in front of the „@“ so you need not enter something like „@mycompany.com“.

Click on "Save".

2.2.4 Email Autoresponder

With the autoresponder you have the possibility to automatically send replies to incoming mails (e.g. if you are on holidays).

Check "Autoresponder" and enter your autoresponder message in the field "Message" below. To deactivate the autoresponder, simply uncheck "Autoresponder".

2.2.5 Virus– and Spam–Protection

On the tab "Spamfilter & Antivirus" you can enable virus and spam protection for a user's inbox.

The screenshot shows a web-based configuration window titled "ISP User". It has three tabs: "User & Email", "Advanced Settings", and "Spamfilter & Antivirus". The "Spamfilter & Antivirus" tab is active. The configuration options are as follows:

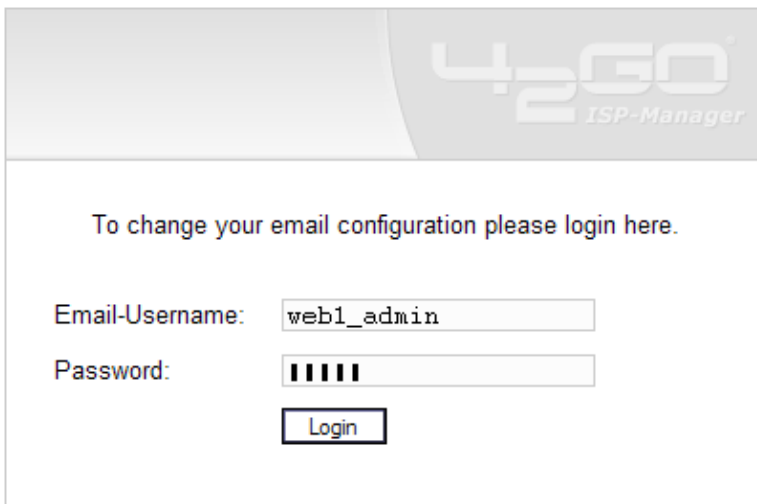
- Spamfilter:**
- Antivirus:**
- Spam Strategy:**
- Spam Hits:**
- Rewrite Subject:**
- Subject:**

At the bottom of the window are three buttons: "Save", "Cancel", and "Delete".

- **Spam-Filter:** Activate this field if you want your emails to be checked for spam on the server. If you do not enable the spam filter you do not have to pay attention to the fields "Spam Strategy", "Spam Hits", "Rewrite Subject" and "Subject".
- **Antivirus:** Activate this field if you want your emails to be checked for viruses on the server. If a virus is found the affected email is deleted, and a notification is sent to the "Antivirus-Admin" (see chapter I-2.1). The antivirus software used here is ClamAV (<http://clamav.elektrapro.com/>); the virus signature database is updated automatically.
- **Spam Strategy:** If the spamfilter is active for this account you can select here how emails that are identified as spam should be handled. "accept" means the spam mail will be accepted so that you can sort your emails with the help of your email client (e.g. Outlook). This strategy is recommended in the first stage until you are sure that the spamfilter identifies your emails correctly. Then you can switch to "discard" which means that all emails identified as spam will be deleted on the server.
- **Spam Hits:** The spamfilter runs a number of tests on incoming emails and assigns points for each test that will be accumulated. If the sum reaches or surpasses the value "Spam Hits" the email is categorised as spam and will be handled according to "Spam Strategy". Default value: 5.0
- **Rewrite Subject/Subject:** Will only be considered if the spam strategy is "accept". If "Rewrite Subject" is activated the subject lines of all emails identified as spam get the prefix in the field "Subject" (default value: "****SPAM**") so that you can sort your emails with the help of your email client (e.g. Outlook) according to the subject line.

2.2.6 Mailuser Login

If the Mailuser Login is activated for a site (tab "Basis"), a user can make changes himself to his email settings (password, spamfilter and antivirus settings) by logging in under <https://www.domain.tld:81/mailuser> or. <http://www.domain.tld:81/mailuser>:



42GO
ISP-Manager

To change your email configuration please login here.

Email-Username:

Password:

2.2.7 Delete Users and Email Boxes

In the structure tree select the site to which the user you want to delete is assigned.

In the form "ISP Site" go to the tab "User & Email" and select the user to be deleted.

Click on "Delete".

2.2.8 Activate Shell Access

Since this feature is a security risk it will only be granted in exceptional cases by server administrators.

This feature is active if you find the value "1" next to "Shell Access" on the tab "Basis". If this is the case this privilege can be given to users of the site.

To do this go to the tab "User & Email".

Select a user.

Check "Shell Access" in the form of the user and click on "Save".

2.2.9 Home Directory of a User

Every user of a site has his own home directory in the folder "user". For example, the user "testuser" has the home directory "user/testuser". If FTP access is allowed for the site a user (if he is not the site administrator, see chapter III-2.2.1) will find himself in his home directory after the FTP login (thus "user/testuser").

In every home directory you can find the folder "web" whose contents can be reached through the internet via

`http://www.domain.tld/~testuser/`

or

`http://www.domain.tld/users/testuser/` ,

where "testuser" and "www.domain.tld" have to be replaced appropriately..

2.3 Co-Domains

The administration of domains is done on the tab "Co-Domains" of a site. Here you can add new domains and configure forwards.

2.3.1 Add a Co-Domain

You can add a new co-domain as follows:

1. Step: Open form.

In the structure tree select the site to which you want to assign a new domain.

Go to the tab "Co-Domains".

ISP Site

Group: ▾

Title:

Folder: ▾

Basis **User & Email** **Co-Domains** **Statistics** **Options** **Invoice**

Domains

IP	Hostname	Domain
192.168.0.100		customer-ltd.com

Click on the button "New".

2. Step: Enter host and domain name.

- **Hostname:** E.g. www2, demo, etc.
- **Domain:** The name of the domain.

3. Step: Save.

Click on "Save" to save the information or on "Reset" to abort the process.

2.3.2 Forwarding

The option "Forward" is useful if you want domains to point to another URL or to another folder of the site than the Document Root.

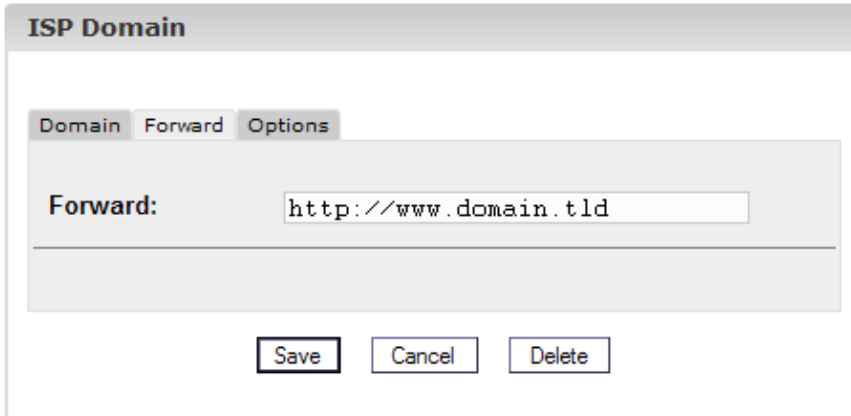
A forward is created as follows:

Click on the corresponding site in the structure tree.

Go to the tab "Co-Domains".

Click on the IP address of the domain.

Click on the tab "Forward". Here you can specify the target of the forward, e.g. another URL or a path to a directory of your site.

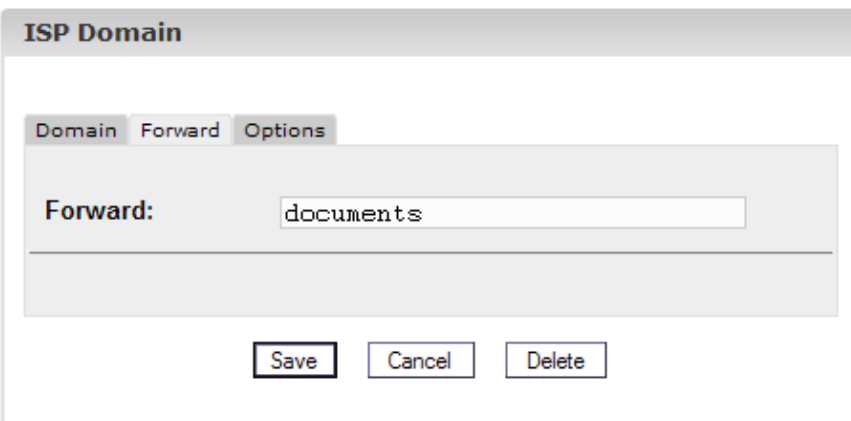


ISP Domain

Domain Forward Options

Forward:

Forward to a URL



ISP Domain

Domain Forward Options

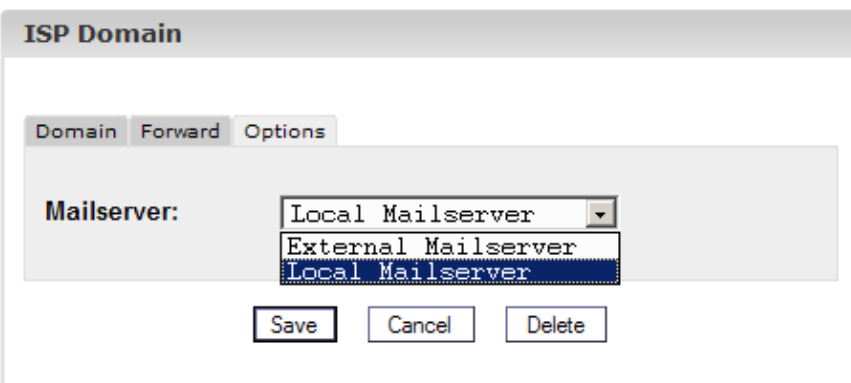
Forward:

Forward to the folder "documents" in the folder "web" of the site

Click on "Save".

2.3.3 Options

Under "Options" you can select if the local server is responsible for emails targeted to this co-domain ("Local Mailserver", default value) or not (the emails are treated by an external mail server).



ISP Domain

Domain Forward Options

Mailserver:

Background: May an external mail server be responsible for the domain domain.tld. You are logged in on the local server (e.g. with a webmail interface) and want to send an email to another mailbox of domain.tld which means that this mail has to be sent to the external mail server because it is responsible for emails to domain.tld. If you have selected "Local Mailserver" under "Options" the local mail server will feel responsible for this email which means the email will not leave the local server and arrive the correct mail box. For such cases you have to select "External Mailserver" (see chapter III–2.6).

2.3.4 Delete a Co–Domain

A co–domain is deleted as follows:

Select the corresponding site in the structure tree.

Go to the tab "Co–Domains".

Click on the IP address of the domain.

Click on "Delete".

2.4 SSL Certificate

An SSL certificate is useful to encrypt the data transfer between your site and the internet. You can only apply for a certificate if your reseller or the admin has activated this feature for you. In this case you will find the value "1" next to "SSL" on the tab "Basic Data" of your site.

2.4.1 Apply for an SSL Certificate

1. Step: Open tab / enter basic data.

Go to the section "SSL" of the site you need an SSL certificate for. **Please note:** The tab "SSL" is only visible after the feature "SSL" has been activated and saved on the tab "Basic Data".

- **Basic Data:** Enter the information of the company which is requesting the certificate (country, state, town, company, department).
- **Duration of Validity:** Enter the number of days the certificate should be valid. The default value is 365.

2. Step: Apply for the certificate.

In the field "Action" select "Create Certificate".

Click on "Save".

Now the SSL Certificate and the SSL Request are generated and loaded into the respective fields in the form. Copy the SSL Request and send it to your Certificate Authority (CA). After a while (depending on your CA) you will get your signed certificate via email from your CA.

After you got your certificate from your CA:

3. Step: Load certificate.

Copy the new certificate from the email you got from your CA and paste it into the field "SSL Certificate".

In the field "Action" select "Save Certificate".

4. Step: Save.

Click on "Save".

2.4.1 Delete SSL Certificate

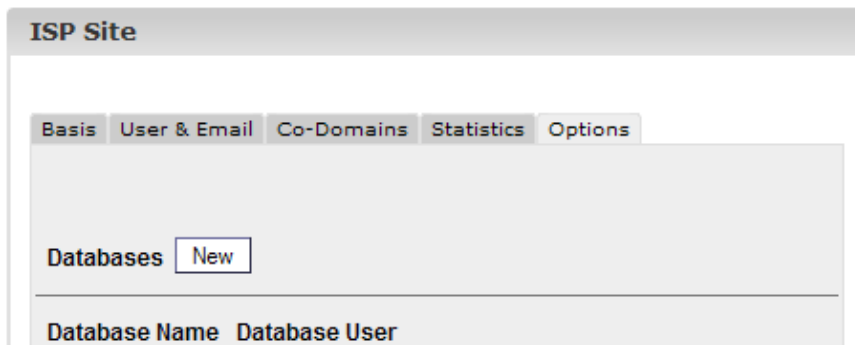
On the tab "SSL" select "Delete Certificate" in the field "Action".

Click on "Save".

2.5 MySQL Database

If you find the value "1" next to "MySQL" on the tab "Basic Data" then a MySQL database is available for the virtual site. If you want to use it you should protect it with a password:

Go to the tab "Options".



Click on "New".

ISP Database

Properties

Database Name: web1_db1

Database User: web1_u1

Password: [Masked]

Remote Access: No

Save Cancel Delete

In the field "Password" enter your MySQL password.

Please note: A database is created only after a password has been entered for the first time! If a database exists (which means a password has been provided before) it looks like this:

ISP Site

Basis User & Email Co-Domains Statistics Options

Databases [New](#)

Database Name	Database User
web1_db1	web1_u1

The password is not visible for security reasons. But it can be changed at any time simply by writing a new password into the field "Password".

- **MySQL Remote Access:** If you want the database to be accessible from the outside (e.g. by an application running on your local desktop) you should activate this checkbox.

Click on "Save" to save this information. Click on "Reset" to abort the process.

2.6 Options

Apart from the details referring to the MySQL database you can find the following fields on the tab "Options":

ISP Site

Basis User & Email Co-Domains Statistics Options

Databases

Database Name	Database User
web1_db1	web1_u1

Frontpage Password:

Mailserver:

Logsize:

DirectoryIndex:

400 Error (Invalid Syntax):

- **Frontpage Password:** If Frontpage is activated for this site you can enter the password here which is necessary to connect to the server via Frontpage. Once a password has been entered it is not visible in the 42goISP interface anymore.
- **Mailserver:** Please select if the local mail server or an external mail server is responsible for treating emails addressed to the host + main domain of the site (e.g. www.domain.tld) (see chapter III-2.3.3).
- **Logsize:** Please specify the max. size of Apache log files. Valid are entries in percent (of the storage space available for the site) or absolute numbers (e.g. "5" for "5 MB"). The default value is 30%. Please bear in mind the entries in percent make no sense for a web with unlimited storage space!
- **DirectoryIndex:** Please specify the files (one per line) that the web server will show by default if no file is specified in the URL. Example: the URL http://www.domain.tld/documents/ is accessed. According to the figure above the web server would search the file "index.html" in the directory "documents"; if it cannot find that file it would search "index.htm", then "index.php", etc.
- **Individual Error Pages:** If individual error pages are activated for the site, you can enter the HTML code for your error pages in the appropriate fields. If you leave the fields blank, the standard error pages will be used.

3 Customer Statistics

3.1 Site Statistics

On the tab "Statistics" you can find statistics covering the following areas:

- **Storage Space and Usage:** The storage space available for this site and the actual usage of this storage space. The storage space limit can be edited on the tab "Basic Data" by your hosting company.

ISP Site	
Basis User & Email Co-Domains Statistics Options	
Storage space:	10 MB
used:	2.27M
/web	2.0M
/user	128k
/log	24k
/cgi-bin	4.0k
/ssl	4.0k
/phptmp	4.0k
DB::MySQL	70.5k

- **Traffic:** You can see the traffic of the current month (web, email, FTP) as well as the traffic of the last four years (if available).

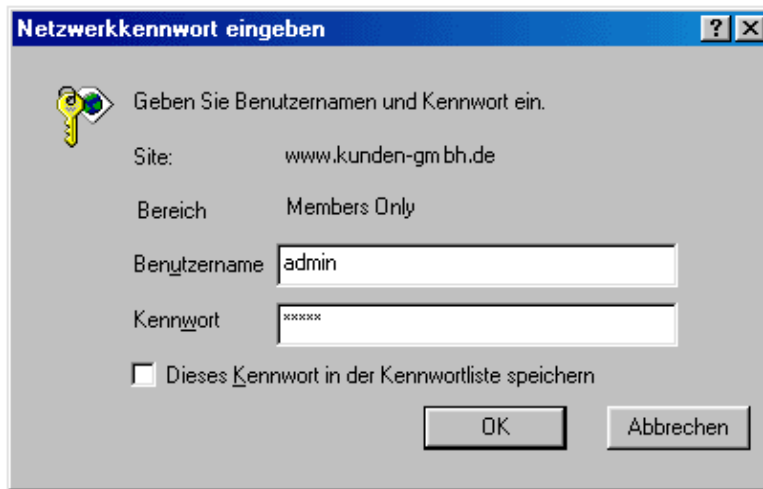
Traffic overview (in MB):				
Month	Web	FTP	Mail	Overall
06/2003:	291.42	62.04	47.89	401.34
Overall:	291.42	62.04	47.89	401.34
Traffic in the last 4 years (in MB):				
Year	Web	FTP	Mail	Overall
2003:	291.42	62.04	47.89	401.34
2002:	0.00	0.00	0.00	0.00
2001:	0.00	0.00	0.00	0.00
2000:	0.00	0.00	0.00	0.00

3.2 Webalizer Statistics

If the statistics software "Webalizer" is installed on the server, the Apache log files of the sites on the server are analysed once a night, and new statistics are created. You can see them in the folder "stats" of the respective site, e.g. <http://www.domain.tld/stats/>.

The statistics are password protected. To login there are the following possibilities:

1. If no user has been created for the site (on the tab "User & Email"), you can login with the user name "admin" and the password "stats".



2. If users have been created for the site, you can login with every valid user name/password combination.

Please note: If you have created a new site, the Webalizer statistics are not yet available because Webalizer is run only once a night. After 24 hours at the latest the first statistics should have been created.

4 Web-FTP/Password Protection of Directories (.htaccess/.htpasswd)

If you do not have an FTP client or do not like to use it the 42goISP system offers you the possibility to use FTP functionality via your browser.

The following functionality is offered by Web-FTP:

- File Upload
- Edit file permissions
- Delete files
- Create folders
- Edit folder permissions
- Delete folders
- Password protection of directories (.htaccess/.htpasswd)

To use Web-FTP please select the respective site under "Web-FTP":

Web Selection

Select Web:

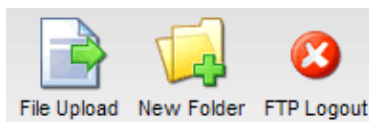
Username:

Password:

After your selection the file system of the corresponding site is shown in the structure tree.



Below the menubar you can find the three buttons "File Upload", "New Folder", and "FTP Logout".



4.1 Show Directory Contents

To see the contents of a folder click on the corresponding folder in the structure tree.

You will then be shown the contents of the directory.

Folder:			
	Name	Size	Date
<input type="checkbox"/>	error	4096	Mar 3 20:48 [X]
<input type="checkbox"/>	favicon.ico	3.23 KB	Jan 11 00:24 [X]
<input type="checkbox"/>	index.html	1.18 KB	Mar 4 13:37 [X]

4.2 File Properties

To edit file properties please click on the name of the file. You will then be shown the properties of the file.

File

Name:

Folder:

Owner Read Write Execute

Group Read Write Execute

All Read Write Execute

You can now rename the file, move it to another folder or change its permissions.







4.3 Directory Properties

To see the properties of the site's basic directories "web", "user", "log", "cgi-bin" and "ssl" click on "/" in the structure tree.



If you click on a folder in the structure tree its subfolders will be shown.

The form "Folder" is loaded:

Folder:			
	Name	Size	Date
<input type="checkbox"/>	 ssl	4096	Mar 3 20:48 [X]
<input type="checkbox"/>	 log	4096	Mar 4 12:58 [X]
<input type="checkbox"/>	 user	4096	Mar 4 11:18 [X]
<input type="checkbox"/>	 cgi-bin	4096	Mar 3 20:48 [X]
<input type="checkbox"/>	 web	4096	Mar 4 13:41 [X]
<input type="checkbox"/>	 phptmp	4096	Mar 3 20:48 [X]

To see the properties of a folder please click on its name.

Folder	
Name:	<input type="text" value="web"/>
Folder:	<input type="text" value="/"/>
Owner	<input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Write <input checked="" type="checkbox"/> Execute
Group	<input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Write <input checked="" type="checkbox"/> Execute
All	<input checked="" type="checkbox"/> Read <input type="checkbox"/> Write <input checked="" type="checkbox"/> Execute
Directory Protection	<input type="button" value="Protect Directory"/>
<input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Cancel"/>	

You can now edit the folder's properties.

4.3.1 Password Protection of Directories

You can protect a directory in a way that its contents is accessible in a browser only after a valid user name/password combination has been entered (see chapter III–3.2, "Webalizer Statistics").

Click on "Protect Directory".

Enter a user name and a password and click on "Save".

If a directory is password–protected the button "Protect Directory" is replaced by the button "Edit" in the form with the directory properties. If you click on this button existing users will be listed, and you can edit their passwords. In addition to that you can add new users.

Overview of .htaccess Users	
Username [Add]	
test	[Edit] [Delete]

4.4 File Upload

To upload files to the server click on the button "File Upload". The form "File" is loaded.

File Upload

File:

Folder:

Owner Read Write Execute

Group Read Write Execute

All Read Write Execute




Select the file to be uploaded from your local hard disk as well as the folder where the file should be saved on the server, and specify the permissions of the file. Then click on "Save".

4.5 Create a Folder

To create a folder click on the button "New Folder". The form "Folder" is loaded where you can specify its name, path and permissions.

4.6 Delete Files and Folders

To delete a file or a folder please click on the "X" on the right side of its name.

Folder:				
	Name	Size	Date	
<input type="checkbox"/>	 error	4096	Mar 3 20:48	[X]
<input type="checkbox"/>	 favicon.ico	3.23 KB	Jan 11 00:24	[X]
<input type="checkbox"/>	 index.html	1.18 KB	Mar 4 13:37	[X]

Please note: A directory has to be empty before it can be deleted!

5 Additional Software

The following additional software is available for the 42goISP system:

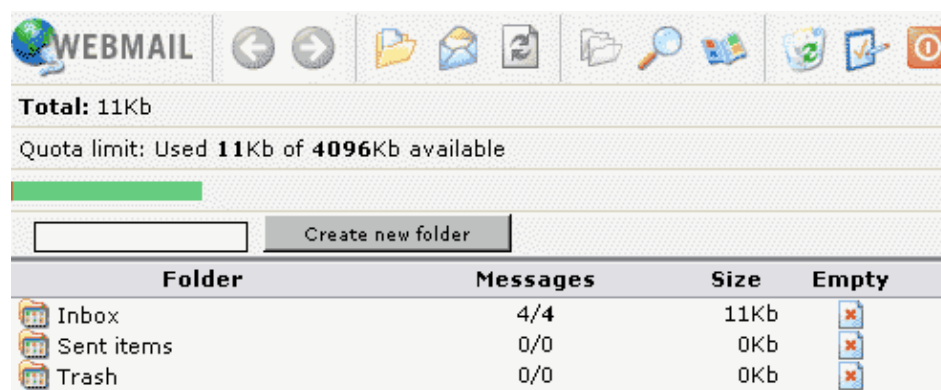
- Webmail: A browser interface for email boxes.
- phpMyAdmin: A browser interface for the administration of your MySQL databases.

If the 42goISP administrator has installed these applications you can find links for them under "Tools".

5.1 Webmail

The application used as email interface is called "Uebimiau". Further information can be found on the website of the Uebimiau project: <http://uebimiau.sourceforge.net/>.

The application can be accessed via the link under "Tools" or via the folder "webmail" which is located in the web of the 42golSP system, thus <https://www.domain.tld:81/webmail/> where [www.domain.tld](https://www.domain.tld:81/webmail/) has to be replaced appropriately.

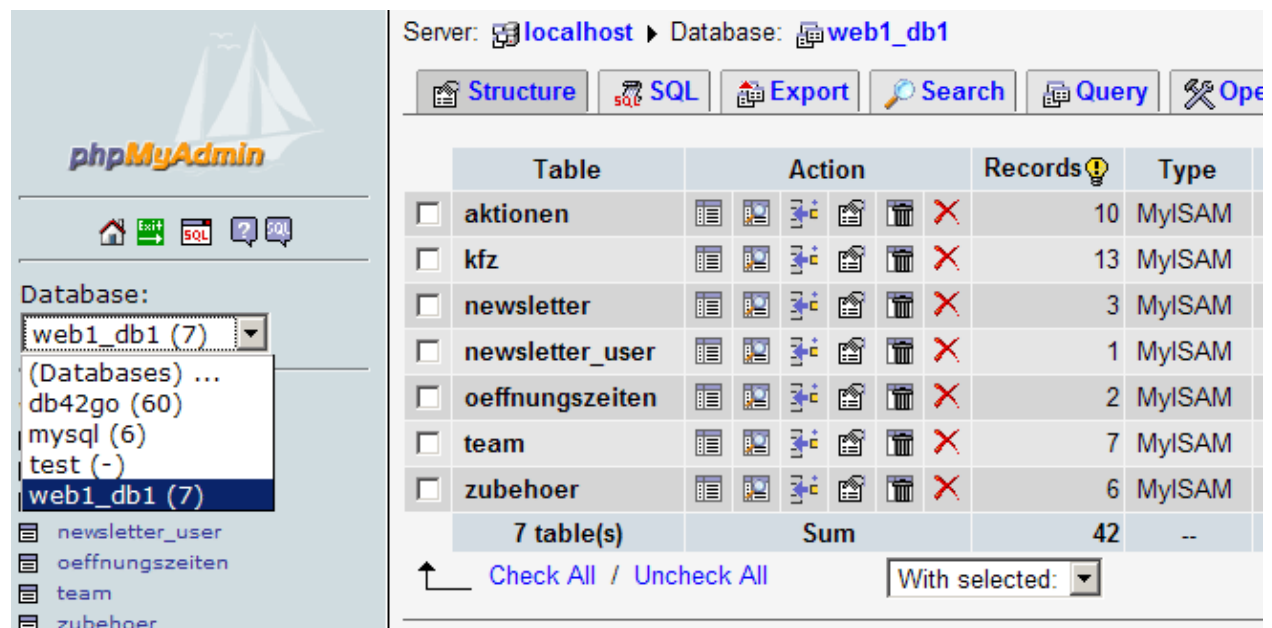


Folder	Messages	Size	Empty
Inbox	4/4	11Kb	<input type="checkbox"/>
Sent items	0/0	0Kb	<input type="checkbox"/>
Trash	0/0	0Kb	<input type="checkbox"/>

5.2 phpMyAdmin

Further information about phpMyAdmin can be found under <http://www.phpmyadmin.net/>.

The application can be accessed via the link under "Tools" or via the folder "phpmyadmin" which is located in the web of the 42golSP system, thus <https://www.domain.tld:81/phpmyadmin/> where [www.domain.tld](https://www.domain.tld:81/phpmyadmin/) has to be replaced appropriately.



Server: localhost Database: web1_db1

Structure SQL Export Search Query Open

Table	Action	Records	Type
<input type="checkbox"/> aktionen		10	MyISAM
<input type="checkbox"/> kfz		13	MyISAM
<input type="checkbox"/> newsletter		3	MyISAM
<input type="checkbox"/> newsletter_user		1	MyISAM
<input type="checkbox"/> oeffnungszeiten		2	MyISAM
<input type="checkbox"/> team		7	MyISAM
<input type="checkbox"/> zubehoer		6	MyISAM
7 table(s)	Sum	42	--

Check All / Uncheck All With selected:

Appendix

1 Correlation Webquota <--> Mailquota

The following correlation exists between webquota and mailquota (see chapter III-2.2.1):

There are two possible scenarios:

1. The hard disk is partitioned RedHat like, i.e., quota is enabled on the /home partition; on the other partitions there is no quota. Then "WebSpace MB" specifies the real web space available to the user; his mail box is not included in this storage space because it is under /var/spool/mail. The size of the email box is then specified by "MailSpace MB".
2. The hard disk is partitioned SuSE like, i.e., there is one big partition with quota enabled on it. Then "WebSpace MB" specifies the whole storage space including the mail box which is available for the user. The mail box is included because the directory /var/spool/mail is also on the partition where quota is enabled.

"MailSpace MB" then specifies the size which the mail box can have in ideal case, i.e., if the user has enough unused space. Example: You give the user "testuser" 10 MB under "WebSpace MB" and 5 MB under "MailSpace MB". "testuser" has used 1 MB of his 10 MB in his home directory, i.e., 9 MB are still available. Nevertheless his mail box cannot become bigger than 5 MB because that is the value specified under "MailSpace MB". But if "testuser" has used 7 MB in his home directory only 3 MB are left unused which means that his mail box cannot become bigger than 3 MB. The mail box size in the second scenario is the minimum of the two values "MailSpace MB" and "unused storage space".

The storage space used by all users of a web cannot become bigger than the value specified under "Space MB" on the tab "Basis" of a site.