



Talk Internet User Guides
Controlgate Administrative User Guide



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Accessing the Controlgate Interface

To access the Controlgate interface, you must use your web browser to navigate to the address supplied to you when your server was setup. You will be presented with a login page similar to the one below:



Enter your username and password; these details will have been supplied to you when your server was setup by Talk Internet.

Once logged in you will be presented with the Domains overview page for your server. This section lists all the domains which are currently setup on your server, along with a brief overview of the services currently setup and associated with each domain.

Hosting Management					
Logged in as: controlgate					- Logout
Search					
<input type="text"/>					Search
Domains					
Domain	Web	FTP	Mail		[Add]
br.au.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	SMTP Feed, AV Filtered [Manage][Re-Configure]	[Edit] [Del]	
ca.us.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	SMTP Feed, AV Filtered [Manage][Re-Configure]	[Edit] [Del]	
de.eu.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	50 User, Global Redirect, AV Filtered, SMTP Authentication [Manage][Re-Configure]	[Edit] [Del]	
fr.eu.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	50 User, Global Redirect, AV Filtered, SMTP Authentication [Manage][Re-Configure]	[Edit] [Del]	
ny.us.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	SMTP Feed, AV Filtered [Manage][Re-Configure]	[Edit] [Del]	
sy.au.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	SMTP Feed, AV Filtered [Manage][Re-Configure]	[Edit] [Del]	
talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	50 User, Global Redirect, AV Filtered, SMTP Authentication [Manage][Re-Configure]	[Edit] [Del]	
tk.jp.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	SMTP Feed, AV Filtered [Manage][Re-Configure]	[Edit] [Del]	
uk.eu.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	50 User, Global Redirect, AV Filtered, SMTP Authentication [Manage][Re-Configure]	[Edit] [Del]	
[Add]					

Adding a new domain

For the purpose of this documentation we will setup all services for the following domain name: **"talktinternet.co.uk"** Please note this is not a live domain name.

Before you can setup any services you need to add your new domain to the Controlgate interface. To do this, simply click on the "[Add]" button, located to the top right, or the lower right of the Domains overview page.

Add New Domain

Domain Name	
Password	

Specify the domain name you would like to add, along with a password. These details can be used by your customer to login to the Controlgate interface to modify any POP3 accounts on their domain. If you don't setup mail under your domain these details won't apply.

Once completed you should be presented with the Domains overview page again, now with your new domain added to the list. Also notice towards the top of the page, you should have a notice displaying "Domain added successfully".

Hosting Management

Logged in as: **controlgate**
- Main Menu
- Logout

notice: Domain added successfully.

Search

Domains [Add]

Domain	Web	FTP	Mail		
br.au.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	SMTP Feed, AV Filtered [Manage] [Re-Configure]	[Edit]	[Del]
ca.us.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	SMTP Feed, AV Filtered [Manage] [Re-Configure]	[Edit]	[Del]
de.eu.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	50 User, Global Redirect, AV Filtered, SMTP Authentication [Manage] [Re-Configure]	[Edit]	[Del]
fr.eu.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	50 User, Global Redirect, AV Filtered, SMTP Authentication [Manage] [Re-Configure]	[Edit]	[Del]
ny.us.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	SMTP Feed, AV Filtered [Manage] [Re-Configure]	[Edit]	[Del]
sy.au.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	SMTP Feed, AV Filtered [Manage] [Re-Configure]	[Edit]	[Del]
talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	50 User, Global Redirect, AV Filtered, SMTP Authentication [Manage] [Re-Configure]	[Edit]	[Del]
talktinternet.co.uk	[Setup Website Hosting]	[Setup FTP Users]	[Setup Email]	[Edit]	[Del]
tk.jp.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	SMTP Feed, AV Filtered [Manage] [Re-Configure]	[Edit]	[Del]
uk.eu.talkanytime.co.uk	[Setup Website Hosting]	[Setup FTP Users]	50 User, Global Redirect, AV Filtered, SMTP Authentication [Manage] [Re-Configure]	[Edit]	[Del]

[Add]

Congratulations, you have added a new domain. You may now begin setting up services on this domain.

Setup Website Hosting

This section allows the configuration of Website Hosting under the selected domain name. This section is only available to the Controlgate administrator.

For the purpose of this documentation, as previously mentioned we will setup Website Hosting for the following domain: **"talkinternet.co.uk"** Please note this is not a live domain name.

Website Configuration	
Note: * indicates a required field.	
* Server Name The actual address of the website. (without the http://)	<input type="text" value="www.talkinternet.co.uk"/>
* Server Admin The website administrator's email address	<input type="text" value="support@talkinternet.co.uk"/>
Server Aliases Space separated	<input type="text"/>
DocumentRoot	<input type="text" value="/home/talkinternet.co.uk"/>
Access Log	<input type="text" value="/usr/weblogs/websites-access-talkinternet.co.u"/>
Access Log Format Note: Advanced users only	<input type="text" value="combined"/>
Error Log	<input type="text" value="/usr/weblogs/websites-error.log"/>
Enable CGI? Warning: DocumentRoot MUST be set	<input type="checkbox"/>
Enable SSL?	<input type="checkbox"/>
SSL Certificate File (.crt)	<input type="text"/>
SSL Certificate Key File (.key)	<input type="text"/>
SSL Access Log	<input type="text" value="/usr/weblogs/websites-access.log"/>
SSL Access Log Format Note: Advanced users only	<input type="text" value="combined"/>
SSL Error Log	<input type="text" value="/usr/weblogs/websites-error.log"/>
Other Enter any extra lines for the VirtualHost container here.	<input type="text"/>
<input type="button" value="Setup"/>	

On the Website Configuration page you will initially notice that most fields are automatically filled in for you, in fact, for a basic website setup you only need to complete **one** field. This field is named **"DocumentRoot"**, this is where all the files for this particular website will be stored on your server. You can specify practically anywhere on your server where you would like to store the files, however as a general hosting rule the default path is **"/var/www/html/*website-name*"**. In this instance use **"/var/www/html/*talkinternet.co.uk*"** for this domain name.

You may also wish to customise the Access Log and Error Log. These are the files to investigate when things go wrong, if a script isn't working as it should or a webpage is generating strange errors you can usually find some clues to the source of the problem in these log files. Generally there is no reason to change them.

Server Aliases

Server Aliases allow you to have several domains pointing to the same web site, this is particularly useful when your customers have multiple domain names for their company. You may enter them into the Server Aliases field, each entry must be separated by a space.

Enable CGI?

"**C**ommon **G**ateway **I**nterface" is usually made available by default from most respectable Web Hosting companies and commonly used for server-side website scripts. Enabling this option will automatically generate a "cgi-bin" folder within the root of the website folder and automatically assign the correct execute permissions ready for compatible scripts.

Enable SSL?


"**S**ecure **S**ocket **L**ayer" is the mechanism used for sending private information, such as credit card or bank account information, over the Internet in a format that nobody can eavesdrop on. Generally this section isn't touched by yourself or your customers, this is an optional extra which can be activated by Talk Internet. Talk Internet will complete all the related fields (SSL Certificate File and SSL Certificate Key File) once SSL has been requested on the specific domain name.

If you have any additional requirements which need to be handled by Apache on your server you can enter them into the "Other" box at the very bottom of the Website Configuration page.

Once you are happy with the configuration of the website click the "Setup" button towards the bottom right hand corner of the page. Please allow up to **2** minutes for the website to become live on the server itself.

Setup FTP Users

This section allows you to add, remove and modify FTP users who have access to your server. **F**ile **T**ransfer **P**rotocol is a popular method of transferring files from one machine to another over the Internet, FTP users can be setup through the Controlgate interface to have access to specific folders on your server, specifically the folders where your websites are hosted to enable your customers to update their files where and when they want to.



Hosting Management	
Logged in as: controlgate	- Main Menu - Logout
Add New FTP User for talkinternet.co.uk	
Username	<input type="text"/>
Password	<input type="password"/>
Home Directory	<input type="text"/>
<input type="button" value="Add"/>	

For the purpose of this documentation, as previously mentioned we will setup an FTP user for the following domain: "**talkinternet.co.uk**" *Please note this is not a live domain name.*

Enter a username and a password for a new user, usernames are generally the same as the domain name, in this case "**talkinternet.co.uk**". Enter a password which is generic so it's hard to guess.

Now, specify the home directory which this FTP user will have access to. For this example we will use the Home Directory of "/var/www/html/**talkinternet.co.uk**" as previously specified when the website was setup in the previous section.

Once you are happy, click the "Add" button. New users will be added instantly.

Setup Email

This section allows the configuration of mail under the selected domain name. For the purpose of this documentation, as previously mentioned we will setup mail for the following domain: **"talkinternet.co.uk"** Please note this is not a live domain name.

Setup Email for talkinternet.co.uk	
Domain	talkinternet.co.uk
Type	<input type="radio"/> Local Delivery <input type="radio"/> SMTP Feed
No. Email Accounts	1
Global Redirect Allowed?	<input type="checkbox"/>
SMTP Authentication Allowed?	<input type="checkbox"/>
SMTP Feed Host	<input type="text"/>
Anti-Virus (mail-x) Filtered?	<input type="checkbox"/>
<input type="button" value="Finish"/>	

Specify whether you want to have "Local Delivery" accounts (POP3) where mail is stored on the server until your customer collects the mail via their email client. Or, you can specify to use an SMTP feed, this directs the customers email directly to a remote server, usually Microsoft Exchange.

For Local Delivery (POP3) accounts, you must specify the following:

- Number of accounts allowed to be setup
- Whether a global redirect is allowed ("anything"@talkinternet.co.uk)
- Is SMTP authentication allowed? (Allows the user to send mail from any Internet host)
- Is this domain filtered by Talk Internet's Antivirus & Content filtering service?

For SMTP Feed delivery, you must specify the following:

- The "SMTP Feed Host" where mail will be sent to
- Is this domain filtered by Talk Internet's Antivirus & Content filtering service?

Once completed you should be presented with the Domains overview page with a notice "Domain Setup successfully". For this example, the domain **"talkinternet.co.uk"** has been setup for POP3 delivery with a 10 user mailbox quota.

Hosting Management			
Logged in as: controlgate		- Main Menu - Logout	
notice: Domain Setup successfully.			
Email Management for talkinternet.co.uk Currently using 0 out of 10 mailboxes			
Mailboxes			
Username	Password	Holiday Message	
			[Add]

This domain is now ready for collecting mail. You may now proceed to setting up the POP3 accounts, optional domain aliases and user aliases, then configure the customers email clients to collect mail from these accounts.

Domain Aliases

Domain aliases allow you to have multiple domains pointing to the same mailboxes. This is particularly useful when you have multiple domain names for your company.

Domain Aliases	
Alias	
talk-internet.co.uk	[Delete]
[Add]	

To add a new domain alias, click the "[Add]" button, then enter the domain name that you wish to map onto the account. To remove a domain alias, click the "[Delete]" button next to the domain name you wish to remove.

There is no limit to the number of domain aliases you can add, you must ensure that all entered domain names are registered to you and that DNS is correctly setup and pointing to your server.

Email Mailboxes

Email mailboxes are the actual accounts from which your customers will be collecting mail from.

Mailboxes					
Username	Password	Holiday Message			
dick@talktinternet.co.uk	pig	[Setup]	[View Mailbox]	[Modify Password]	[Delete]
harry@talktinternet.co.uk	cat	[Setup]	[View Mailbox]	[Modify Password]	[Delete]
tom@talktinternet.co.uk	cow	[Setup]	[View Mailbox]	[Modify Password]	[Delete]
[Add]					

From the Email Management screen you have a clear overview of all accounts currently setup, from here you have the option to add a new account, setup a holiday message, view the individual mailboxes, modify the password associated with the account, and delete the account.

Adding a new mail account:

To add a new mail account, click on the "[Add]" button, this will take you another page similar to the one detailed below:

Add New Mailbox for talktinternet.co.uk	
Username	<input type="text"/> @talktinternet.co.uk
Password	<input type="password"/>
[Add Mailbox]	

Enter the local part of the email address, for example, if you want to add a new account like: john@**talktinternet.co.uk** you will simply enter "john" into the Username field.

You also need to specify a password for this account, something generic which nobody will guess. To edit the password for the account, you can click the 'Modify Password' link to the right-hand side of the email account on the Email Management page.

To delete the email mailbox, click the "Delete" link, and then click OK to confirm.

WARNING: This will delete ALL mail in the account, including saved messages within Webmail.

To view the mailbox, click the "View Mailbox" link on the Mail Management page. This will automatically log you in to the Webmail system as the selected user.

Email Aliases:

An email alias is an alternative name for an email address.

For example, to point emails for thomas@**talkinternet.co.uk** to the mailbox tom@**talkinternet.co.uk**, you would add an alias for "thomas"

User Aliases			
From	To		
thomas@talkinternet.co.uk	tom@talkinternet.co.uk	[Edit]	[Del]
			[Add]

To add an alias, click the "[Add]" button, this will take you to another page similar to the one detailed below:

Add new User Alias for talkinternet.co.uk	
From Use * to map all emails to an address (Global Redirect)	<input type="text"/> @talkinternet.co.uk
To	<input type="text"/>
<input type="button" value="Add"/>	

Enter the alternative name in the From field. Then enter the destination. The destination must be the full email address and does not have to be a local address. (I.e. can be an email address elsewhere). For a Global Redirect place a Asterisk symbol (*) in the From field, and enter the full destination email address into the To field. More information on Global Redirects is detailed below.

To modify an existing alias, click the "Edit" button next to the Alias you wish to change on the Mail Management page. Make your modifications, then click the "update" button. To remove an alias click the "Del" link.



An explanation about Global Redirects

Global Redirects allow you to direct all mail for any address @**talktinternet.co.uk**, with the exception of any existing accounts that you have. It is often known as a "catch all" mailbox.

For example, you have 1 mailbox for **sales@talktinternet.co.uk**, another for **info@talktinternet.co.uk**, and any address @**talktinternet.co.uk** to go into the **info@talktinternet.co.uk** mailbox.

Your domain must be setup with the "Global Redirects" option enabled for this to work. If not already enabled you can enable this option from the Domains overview page and clicking the "Re-Configure" button next to the related domain name.

An explanation about Holiday Messages

A new feature to Talk Internet's Controlgate Interface, you can now setup Holiday Messages on individual POP3 accounts. Very useful if your customers are out the office for a long period of time, they can simply login and setup a custom message which will automatically be forwarded to anyone that emails you, whilst the original email is still retained in your Inbox for collection when you return.

To setup a holiday message you need to click the "Setup" button under the Holiday Message section, located on the Email Management page. You will be presented with another page, simply type your customized message and click the "Set Holiday Message" button. The "Setup" button will be replaced with a "Remove" button on the Email Management page once a message is setup. Click the "Remove" button to discard the message.