

USING THE LOGS

Once you've set your server up, you'll start to get visitors. Having visitors means administering your server: keeping tabs on who's saying, downloading, and uploading what, and making decisions based on what you find.

The server log tells you the names and IP addresses of anyone who connects or disconnects from your server, downloads or uploads files, and has been automatically kicked off for spamming. The logs are tab delimited, and can be imported into any spread sheet application.

1 Study the logs.

Open the log window by clicking the **Log** button on the **Server Toolbar**. Get familiar with the format of the log. Every line represents a server event. Each line lists, from left to right: the date, the time, the name or IP of the person doing the action, and the action. Each connection will look like this:

11/29/1999 11:21:27 A 216.155.193.161	Connection established
11/29/1999 11:21:27 A helewis	Login successful

In it, someone at **216.94.193.161** connected, and then logged in with the name **helewis**. Usually, these two lines will occur together. If a large number of people are connecting at exactly the same second, it would look like this:

11/29/1999 11:21:27 A 98.94.193.161	Connection established
11/29/1999 11:21:27 A 216.94.194.92	Connection established
11/29/1999 11:21:27 A 216.219.123.155	Connection established
11/29/1999 11:21:27 A helewis	Login successful
11/29/1999 11:21:27 A MrStinky	Login successful
11/29/1999 11:21:27 A kelly_green	Login successful

In this case, you can probably connect **98.94.123.155** with **kelly_green**. Later, you may see the following entry:

11/29/1999 11:34:09 A kelly_green	Autobanned for Chat Spam
11/29/1999 11:34:09 A kelly_green	Connection closed

Based on the **Connection established** log line, you have the necessary information to ban **kelly_green**.

2 Make rules, and use the log to enforce them.

Using the logs has as much to do with the rules you establish for your server as it does understanding the log format. You need to decide what behavior is acceptable on your server; will people who send offensive private messages be permanently banned? What about people who download excessively, or upload inappropriate or illegal files?

Once you decide what the rules are, you can use the logs to enforce your rules. For example, if you find an offensive .jpg in your server's drop box, you can search the logs for the name and IP of the uploading user. The log line will look like this:

11/29/1999 11:04:02 A shoe-bop	Upload <<offensive.jpg>>
11/29/1999 11:04:02 A 216.94.162.2	Upload connection established
11/29/1999 11:04:02 A 216.94.162.2	Upload complete

You can double-check the connection for **shoe-bop**, to make sure that 216.94.162.2 is the correct IP address. You can then use the IP address to ban users from this IP address.

USING THE STATISTICS

Click the **Statistics** button on the **Server Toolbar** to open the **Statistics** window. The Statistics window has information about connections and file transfers. All of the statistics in the window are only valid for the current session. If you stop and restart the server, the statistics from before the server was stopped will no longer be part of the totals.

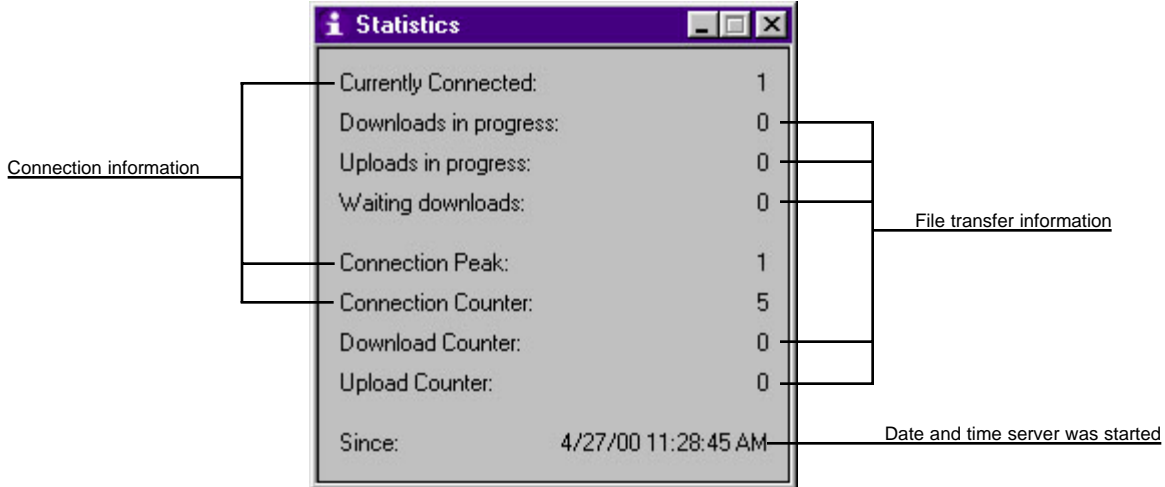
1 Connection information

Connection information includes how many people are connected, how many connections there have been since the server started, and the number of people connected at the peak of connections.

2 File transfer information

The file transfer information includes in progress and waiting transfers and the number of transfers since the server started.

You may want to look at the window before shutting down the server, in case anyone is connected.

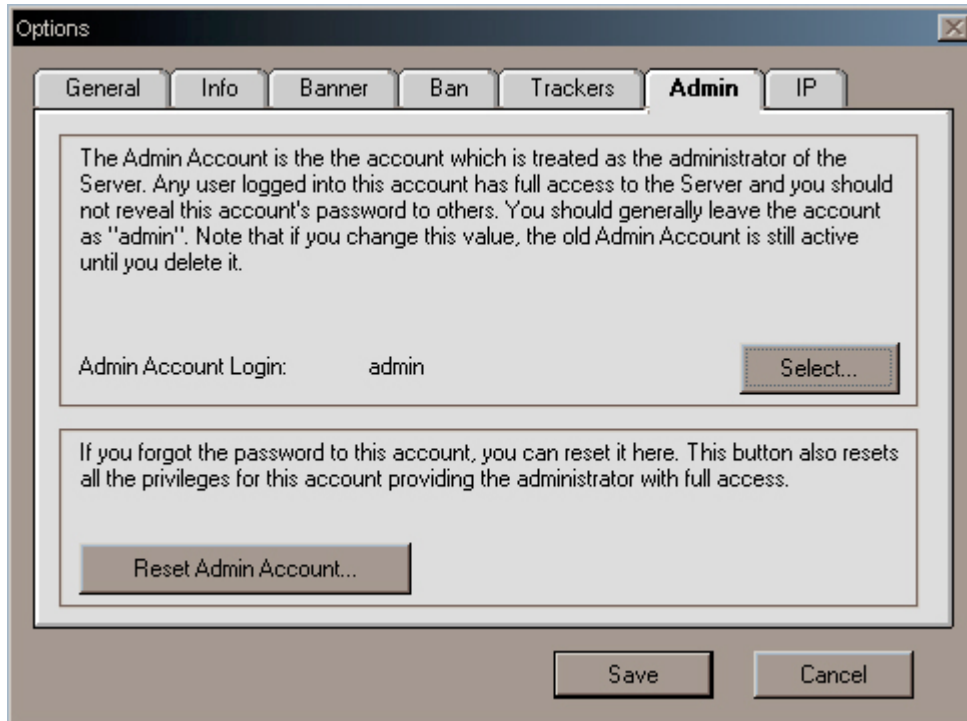


CHANGE THE HEAD ADMIN ACCOUNT

You can now designate any account on your server as the head admin account. This account will have all privileges enabled.

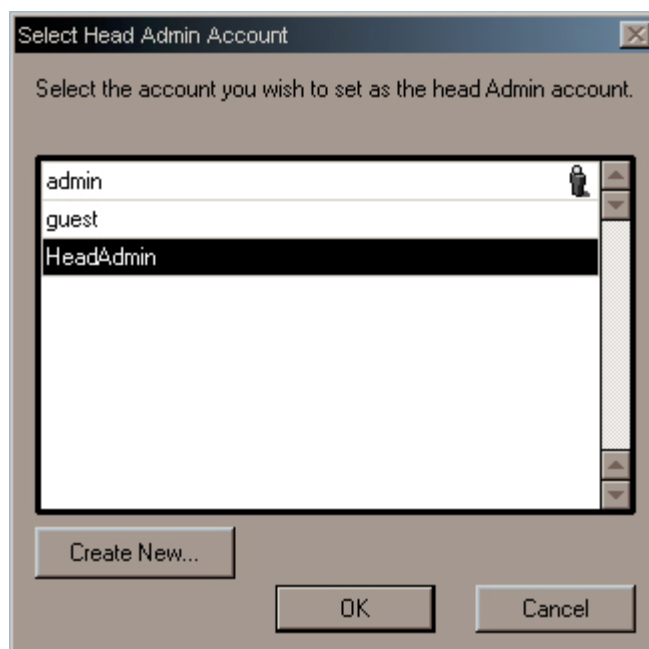
1 Click the Select button on the Admin tab in the Options window

Click the Options button on the server Toolbar. Click the **Admin** tab. The window displays the currently selected head admin account. To change it, click the **Select** button. The **Select Head Admin Account** window opens.



2 Select the account and click OK

In the list, click the account that you want to set as the head admin account. Click the **OK** button. A window opens and asks you to reset the privileges on the account. Confirm the upgrade and the window closes.



Option: Create and select a new account

If you want to create a new account that will be the new head admin account, click the **Create New...** button. The **Create New Admin Account** window opens. Type the **Login** and **Password**, verify the password, and click the **Create** button. The new account will automatically be set as the head admin account.

RESET THE ADMIN ACCOUNT'S PRIVILEGES

If you need to reset the head admin account's privileges, you no longer need to download a new UserData file for the account. You can now do it from the server program.

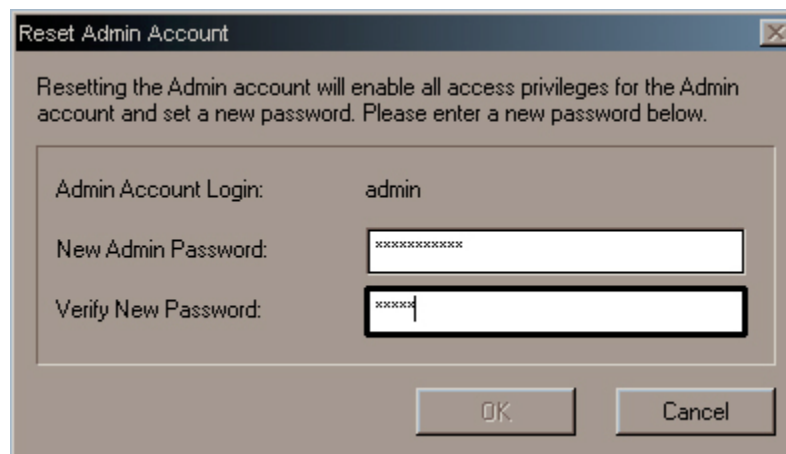
1 Open the Admin tab on the Options window.

Click the **Options** button on the Server Toolbar. The **Options** window opens. Click the **Admin** tab.



2 Click the Reset Admin Account button

The **Reset Admin Account** window opens. You must type and verify a new admin password. (This can be the same as the old password.)



3 Click the OK button

Click the **OK** button to confirm the new password and reset the privileges on the account. All of the account's privileges will be enabled. Click the **Save** button in the **Options** window.

Note:

You can now log into the head admin account by clicking the **Connect as Admin** button on the server Toolbar. On PCs, a new Client will open and connect to the admin account. On Macs, the currently running Client will connect to the server. Otherwise, a new client will open and connect.

ADDING USER ACCOUNTS

People connect to servers using accounts; the account a user logs into determines what they can do on the server. More than one person can connect using an account; for example, on the majority of servers most users connect using the Guest account. However, people may request an account so that they can do more than guests can, or be given special access to certain files. You may choose to not give out accounts, or you may choose to remove the Guest account, and only allow connections by people you have given accounts to.

1 Log into your server with the Client

Click the **Servers** button on the **Client Toolbar** and connect to your server. (If you don't have your server bookmarked yet, you should do that now. See **Create a bookmark for a server not listed in the Server window** in *HL Client Advanced.pdf*) You should log into the Admin account.



2 Click the New Account button



Open the **New Account** window by clicking the **New Account** button (a yellow man with a "+" beside his head). The **New Account** window has login and access information for the new account. There will be a default password in the **Password** field.

3 Set the login information and privileges.

Type the name and login for the account. The name can be the real name of the account owner, or something you make up. The name will not appear anywhere else, unless you turn off the **Can use any name** privilege. If you turn off this privilege, the name, rather than the user's chosen nickname, will appear in the **User** list in the Client. The login is what the user logs into the server with, and what you open the account with to administer it. You can give the user the default password, or change it. The default password is a random series of letters and numbers generated whenever you make a new account,

Once you've set the login information, you should decide on the privileges that the account holder will have. See **Hotline Account Privileges**. When you're done, click the **Save** button.

New Account

Name:

Login:

Password:

Access:

File System Maintenance

- Can Download Files
- Can Download Folders
- Can Upload Files
- Can Upload Folders
- Can Upload Anywhere
- Can Delete Files
- Can Rename Files
- Can Move Files

Cancel Save

HOTLINE ADMINISTRATOR: ADDING A USER ACCOUNT

You can easily create an account with the **Hotline Administrator** window. You can only use the window to create new accounts if your account has both the **Can Read Users** and **Can Create Users** privileges enabled. Open the **Hotline Administrator** window by clicking the **Administer Accounts** button on the Toolbar.

1 Click the New Account button

The **New Account** window will open. The **New Account** window allows you to set the login information for the new account. There will be a default password in the Password field.

2. Type the Name, Login and Password and click the Save button

Type the name and login for the user. The login is what the user will log into the server with. You can give the user the default password, or change it. After you click the **Save** button, the new user will appear in the left pane, with wavy lines around its icon.

The 'New Account' dialog box contains the following information:

Name:	Jumpy
Login:	jumpers
Password:	singingcat

Buttons: Save, Cancel

3. Select the account and choose the account's privileges

When you select the account, the privileges that apply to a new account by default will display in the right pane. Once you've set the login information, you should decide on the privileges that the account holder will have. See **Hotline Account Privileges**. Click a privilege to enable or disable it. When you're done, click the **Save** button. If you are finished creating users, click the **Close** button.

The 'Hotline Administrator' window displays the following account list:

Login	Name
All Accounts	
Admin	administrator
Guest	Guest
jumpy	Jumpers

The 'File System Maintenance' privileges list includes:

- Can Download Files
- Can Download Folders
- Can Upload Files
- Can Upload Folders
- Can Upload Anywhere
- Can Delete Files
- Can Rename Files
- Can Move Files
- Can Comment Files
- Can Create Folders
- Can Delete Folders

Buttons: Save, Revert, Close

Note:

You can undo changes that have not yet been saved. Click the **Revert** button. A confirmation window will open. Click the **Revert** button in the confirmation window. You can then continue modifying accounts.

HOTLINE ADMINISTRATOR: ADDING MULTIPLE ACCOUNTS WITH THE SAME PRIVILEGES

The **Hotline Administrator** window allows you to create multiple accounts and give them all the same privileges. You can only use the **Hotline Administrator** window to create new accounts if your account has both the **Can Read Users** and **Can Create Users** privileges enabled. Open the **Hotline Administrator** window by clicking the **Administer Accounts** button on the Toolbar.

1 Create each new account

Click the **New Account** button. The **New Account** window will open. Set the login information for the new account. Click the **Save** button. The new account will appear in the left pane. Create as many accounts as you require.

New Account

Name:

Login:

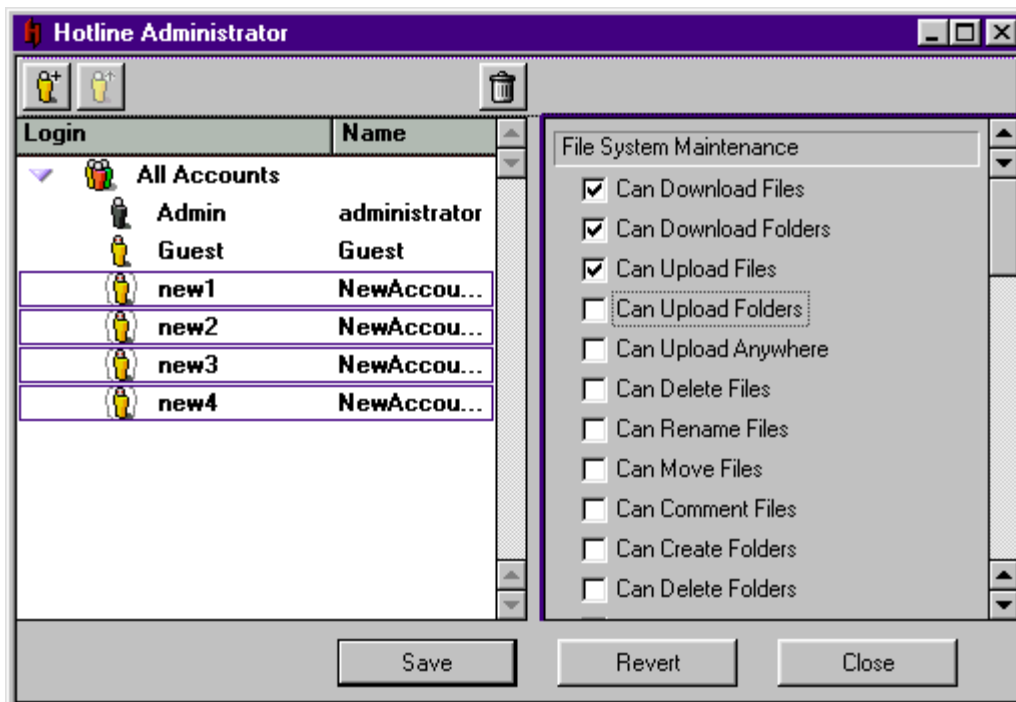
Password:

2 Select the users and choose the account privileges

Select the accounts you want to set the privileges for. You can select some or all of the accounts you just created. When you select the users, the privileges that apply to a new account by default will display in the right pane. Click a privilege to enable or disable it.

3 Click the Save button

After you click the **Save** button, the wavy lines around the accounts' icons will disappear. The window will remain open. You can continue to create users. If you are finished creating users, click the **Close** button.



Note:

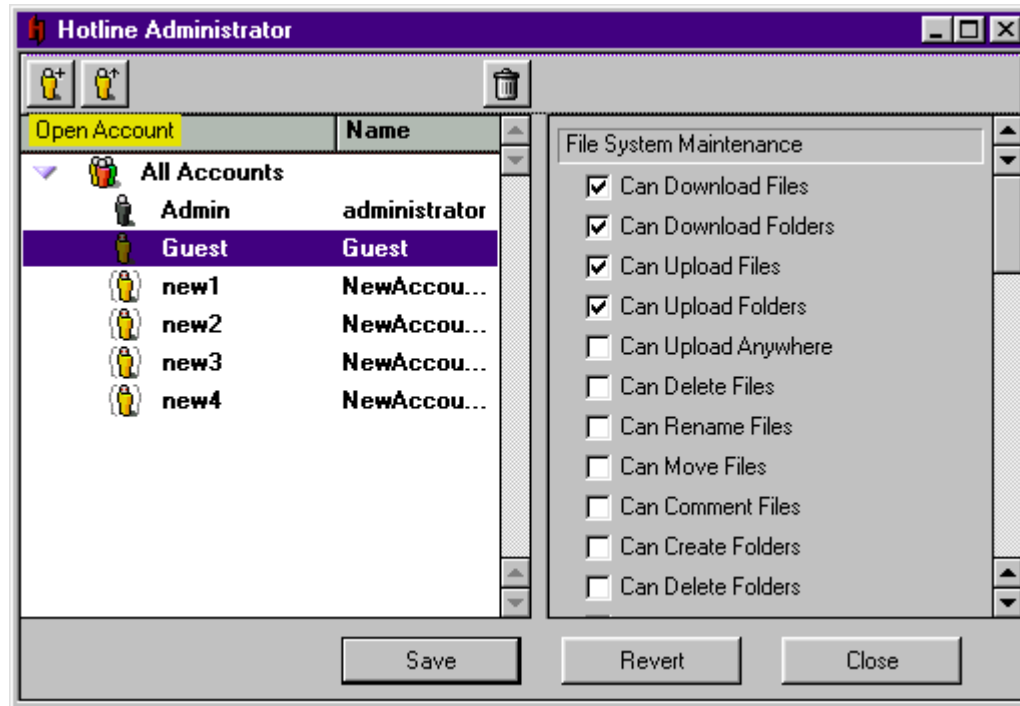
You can undo changes that have not yet been saved. Click the **Revert** button. A confirmation window will open. Click the **Revert** button in the confirmation window. You can then continue modifying accounts.

HOTLINE ADMINISTRATOR: EDIT AN ACCOUNT'S LOGIN AND PASSWORD

The **Hotline Administrator** window allows you to edit an account's login information separately from the privileges. You can only edit an account's login information if you have the **Can Read Users** and **Can Modify Users** privileges enabled.

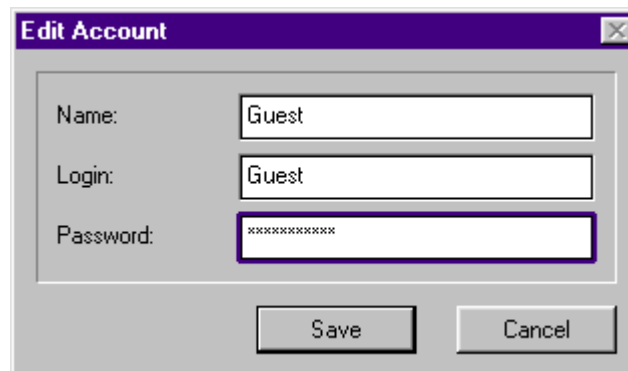
1 Select the account and click the Open Account button

Unlike the privileges, you can only edit the login information for one account at a time. Select the account you want to modify by clicking the account in the list in the left pane. Click the **Open Account** button. The **Edit Account** window will open. (Double-clicking a name in the list will also open the **Edit Account** window for the account.)



2 Edit the account's information and click the Save button

Change the name, login, or password. For example, you could set a password for the Guest account if you wanted to limit guest logins. Click the **Save** button. The **Edit Account** window will close.



3 Click the Save button in the Hotline Administrator window

The changes will not take effect until you save them in the main **Hotline Administrator** window. If you are finished editing users, click the **Close** button.

Note:

You can undo changes that have not yet been saved. Click the **Revert** button. A confirmation window will open. Click the **Revert** button in the confirmation window. You can then continue modifying accounts.

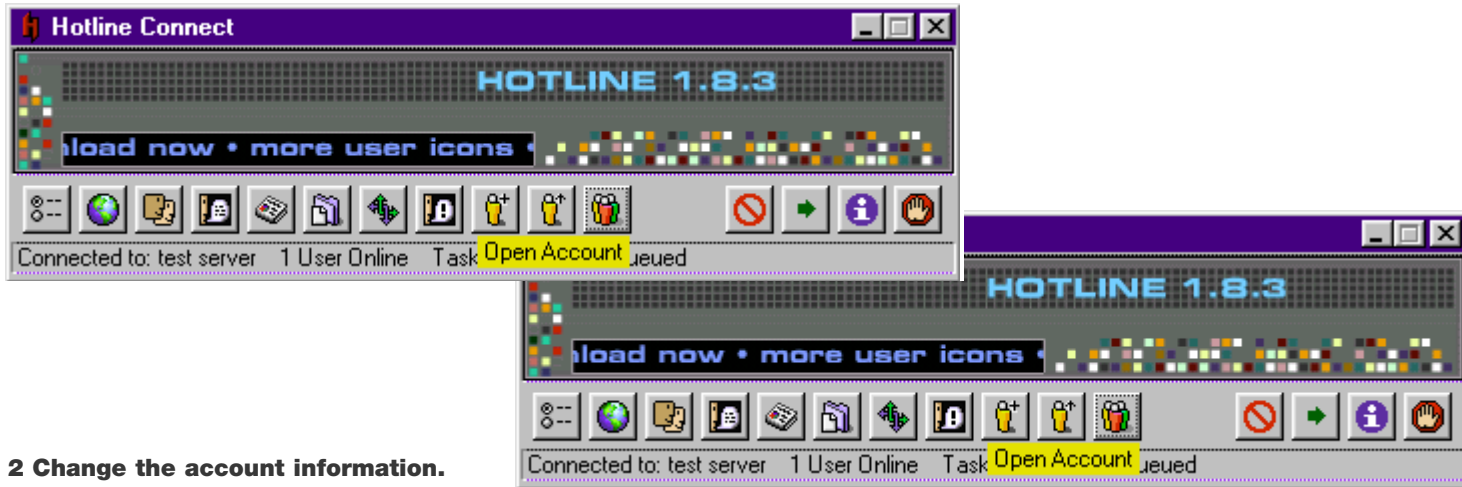
CONFIGURE A USER'S ACCOUNT

You can add or remove privileges, or change an account's logon and password after you've created the account. You can also delete an account.

1 Open the user account.



You must be logged in as the Admin to edit an account. Click the **Open Account** button (a yellow man with an up arrow beside his head). The **Open Account** window will open. Type the login for the user account, and click the **Save** button. The **Edit Account** window will open.

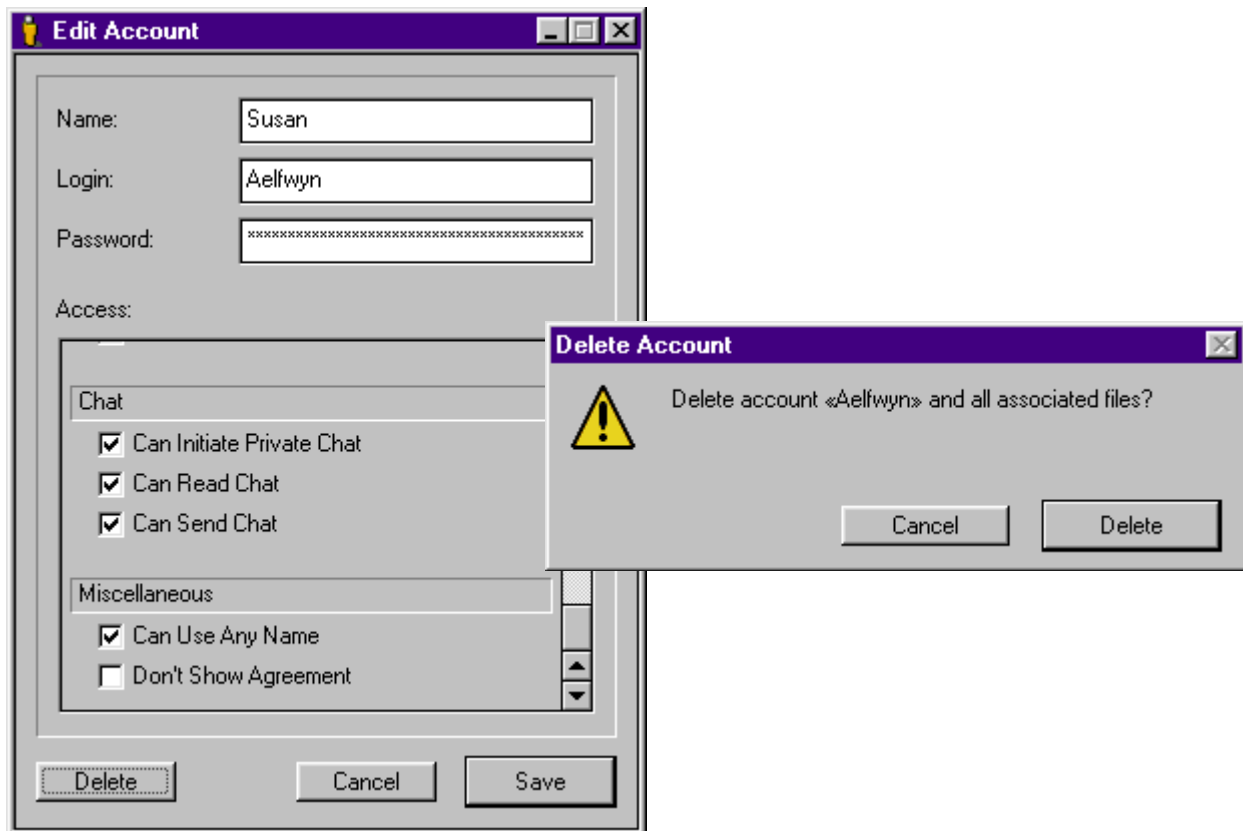


2 Change the account information.

Change the name, login, or password, or add or delete privileges. Click the **Save** button.

Option: Delete the account.

If you want to delete the account, click the **Delete** button. A confirmation window will open. Click the **Delete** button in the confirmation window. The account is then deleted.



HOTLINE ADMINISTRATOR: EDIT AN ACCOUNT'S PRIVILEGES

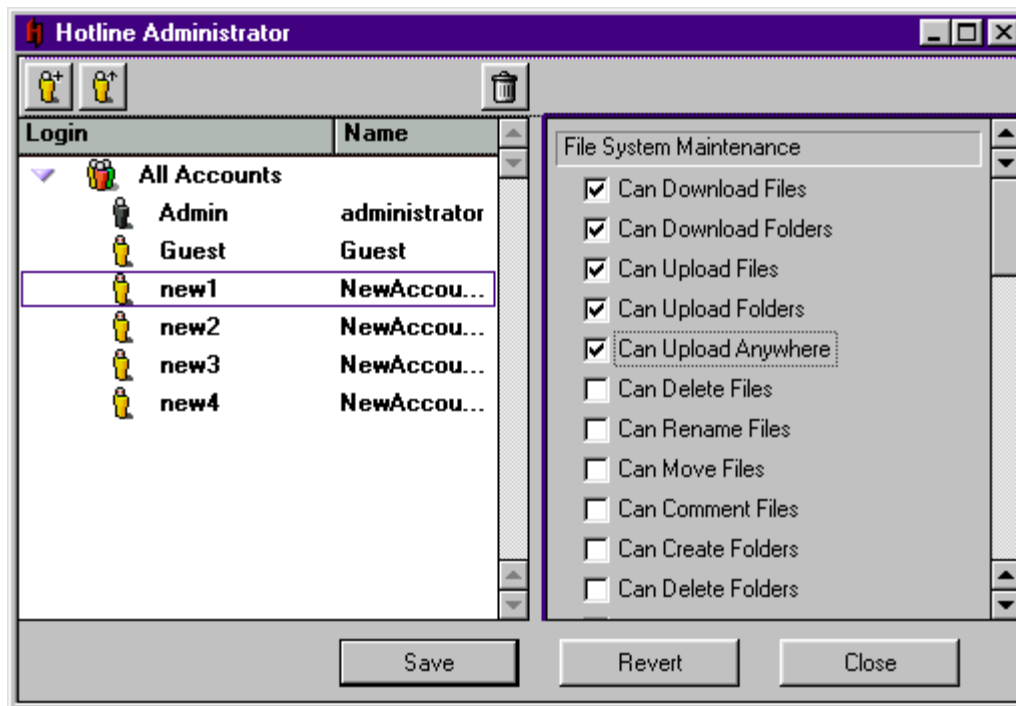
You can easily edit an individual account's privileges using the **Hotline Administrator** window. You must have the **Can Read Users** and **Can Modify Users** privileges enabled

1 Select the account

Click the account that you want to modify the privileges for. The privileges that are currently enabled for the account will be checked in the right pane.

2 Choose the privileges

Choose which privileges you want to enable or disable. See **Hotline Account Privileges** for a description of each of the privileges. Click a privilege to enable or disable it.



3 Click the Save button

The changes will not take effect until you save them. The window will remain open after you click the **Save** button. If you are finished editing users, click the **Close** button.

Note:

You can undo changes that have not yet been saved. Click the **Revert** button. A confirmation window will open. Click the **Revert** button in the confirmation window. You can then continue modifying accounts.

HOTLINE ADMINISTRATOR: EDIT A GROUP OF ACCOUNTS' PRIVILEGES

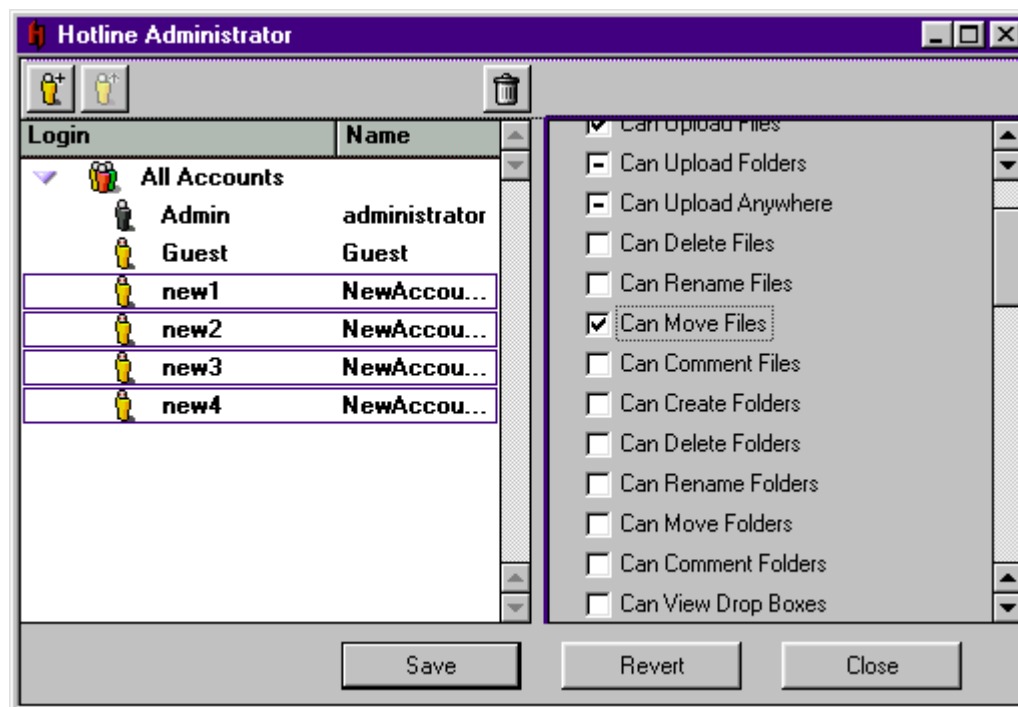
Using the **Hotline Administrator** window, you can now edit multiple accounts at the same time. You must have the **Can Read Users** and **Can Modify Users** privileges enabled

1 Select the account

Select the user accounts you want to edit the privileges for. If you want to modify all the accounts, select **All Accounts**.

2 Choose the privileges

When you select the accounts, the current state of the selected accounts' privileges will display in the right pane. Privileges that are not enabled for any of the selected accounts are unchecked. Privileges that are enabled for all of the selected accounts are checked. Privileges that are enabled for some of the selected accounts are mixed (marked by a dash). Click a privilege to toggle between the states.



3 Click the Save button

The changes will not take effect until you save them. The window will remain open after you click the **Save** button. If you are finished editing users, click the **Close** button.

Note:

You can undo changes that have not yet been saved. Click the **Revert** button. A confirmation window will open. Click the **Revert** button in the confirmation window. You can then continue modifying accounts.

HOTLINE ADMINISTRATOR: DELETE ACCOUNTS

You can delete users one at a time or multiply using the **Hotline Administrator** window. You can only use the **Hotline Administrator** window to delete accounts if your account has both the **Can Read Users** and **Can Delete Users** privileges enabled.

1 Select the account

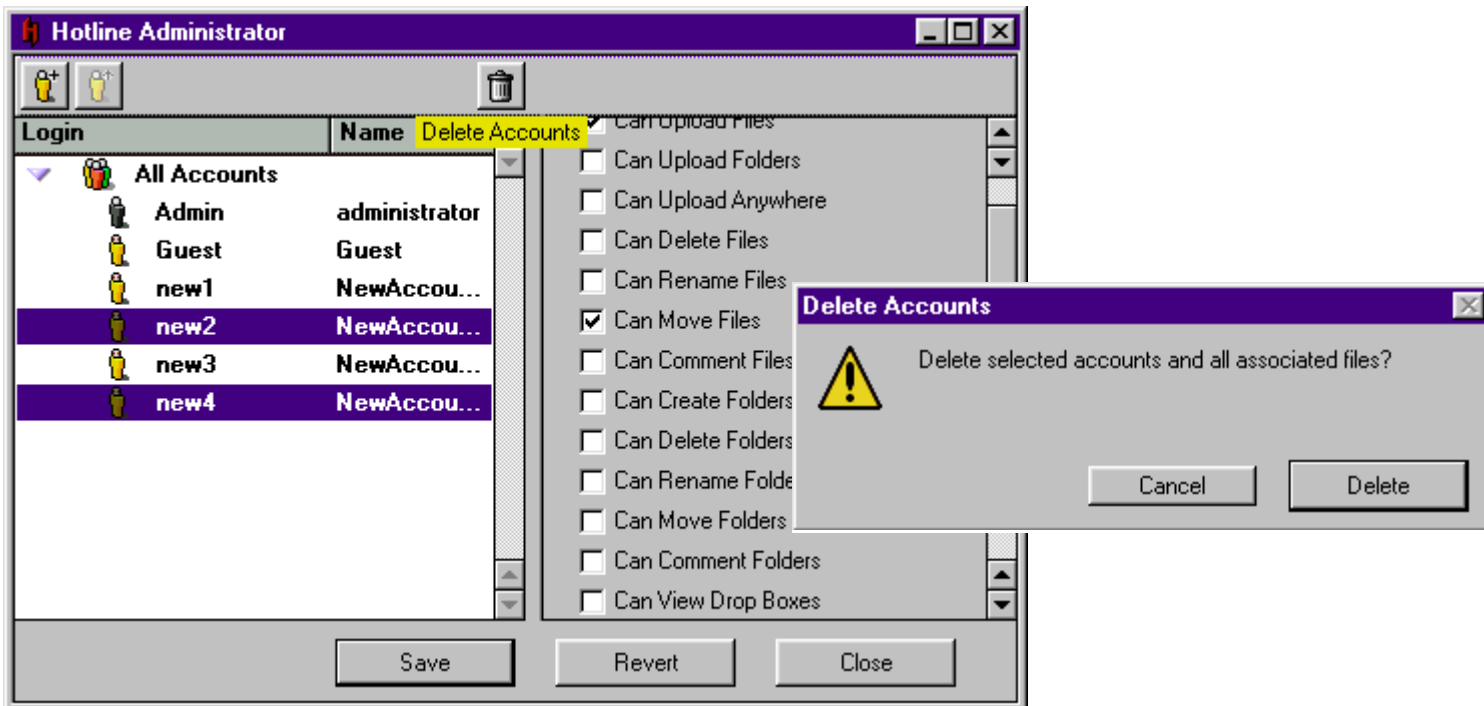
Click the account or accounts you wish to delete once.

2 Click the Delete Accounts button

After you click the **Delete Accounts** button a confirmation window will open. Click the **Delete** button in the confirmation window. The account is then deleted.

3 Click the Save button

The changes will not take effect until you save them. The window will remain open after you click the **Save** button. If you are finished editing users, click the **Close** button.



Note:

You can undo changes that have not yet been saved. Click the **Revert** button. A confirmation window will open. Click the **Revert** button in the confirmation window. You can then continue modifying accounts.

HOTLINE ACCOUNT PRIVILEGES

When setting up accounts, be very careful about to whom you grant access privileges beyond those set as the default for guests. Like access to your home, only grant access to people you are sure you can trust, or that you know personally.

File System Maintenance

Can Download Files	Allows the user to download files from any folders they have access to on the server. This option is on by default in the guest account.
Can Download Folders	Allows the user to download folders that they have access to on the server. This option is on by default in the guest account.
Can Upload Files	Allows the user to upload files to any folders they have access to. If Can Upload Anywhere is turned off, the user will only have access to Upload and Drop Box folders. Can Upload Files is on by default in the guest account.
Can Upload Folders	Allows the user to upload folders to any area of the files section that they have access to. If Can Upload Anywhere is turned off, the user will only have access to Upload and Drop Box folders. Can Upload Folders is on by default in the guest account.
Can Upload Anywhere	Allows the user to upload to any folder on the server, rather than just to Upload and Drop Box folders. For this privilege to work, Can Upload Files must also be turned on.
Can Delete Files	Allows the user to delete files.
Can Move Files	Allows the user to move files from one folder to another.
Can Comment Files	Allows the user to attach comments to files, using the Get Info window. <i>Note: Comments only work on servers running on Macs.</i>
Can Create Folders	Allows the user to create folders on the server.
Can Delete Folders	Allows the user to delete folders on the server.
Can Rename Folders	Allows the user to rename folders on the server.
Can Move Folders	Allows the user to move folders from one location to another.
Can Comment Folders	Allows the user to attach comments to folders, using the Get Info window. <i>Note: Comments only work on servers running on Macs.</i>
Can View Drop Boxes	Allows the user to view the contents of Drop Boxes. Users without this privilege will only see incomplete files in the Drop Box.
Can Make Aliases	Allows the user to create alias (or shortcut) files and folders on the server. (See Setting up your file system in Server Configuration for information about alias/shortcuts.)

User Maintenance

Can Create Accounts	Allows the user to create accounts. The user will only be able to grant privileges that his or her account has. So, for example, if "Helper" doesn't have the privilege Can Delete Articles , no account he created could have access to the privilege Can Delete Articles .
Can Delete Accounts	Allows the user to delete accounts.
Can Read Accounts	Allows the user to open the Edit Account window for user accounts. The user must know the login for the account he or she wishes to read. Unless Can Modify Accounts is turned on, the user cannot change the settings of an account.
Can Modify Accounts	Allows the user to change the settings of accounts on the server. <i>Note: Can Read Accounts must also be turned on for the user to access the settings.</i>
Can Get User Info	Allows the user to access the information window for a user connected to the server. This information includes the nick, name, login, IP address, and server activities of the user.
Can Disconnect Users	Allows the user to disconnect, temp ban, or permanently ban users connected to the server. Users with this privilege will appear in red with a red admin icon beside their name on the User list.
Cannot be Disconnected	Protects the user from being disconnected by another user with the Can Disconnect Users privilege. <i>Note: This privilege does not protect the user from being disconnected if the server goes down or if the connection between the user's computer and the server fails.</i>

HOTLINE ACCOUNT PRIVILEGES (CONT.)

Messaging

Can Send Messages	Allows the user to send private messages to other users connected to the server. This option is on by default in the guest account.
Can Broadcast	Allows the user access to the Broadcast feature of the Client Toolbar.

News

Can Read Articles	Allows the user to read news articles contained in bundles that he or she has access to. This option is on by default in the guest account. <i>Note: The user may not have access to all of the news on the server if you have set up separate news folders for some of your accounts.</i>
Can Post Articles	Allows the user to post news articles in categories that he or she has access to. This option is on by default in the guest account.
Can Delete Articles	Allows the user to delete news articles in categories that he or she has access to.
Can Create Categories	Allows the user to create categories in the bundles that he or she has access to.
Can Delete Categories	Allows the user to delete categories in the bundles that he or she has access to.
Can Create News Bundles	Allows the user to create bundles
Can Delete News Bundles	Allows the user to delete bundles that he or she has access to.

Chat

Can initiate private chats	Allows the user to send private chat requests to other users connected to the server. This option is on by default in the guest account.
Can Read Chat	Allows the user to read the contents of public and private chats. When this is turned off, chat text will not appear in the user's chat window. This option is on by default in the guest account.
Can Send Chat	Allows the user to type chat text in private and public chats. When this is turned off, users will not see the chat text, and cannot issue private chat invitations. This option is on by default in the guest account.

Miscellaneous

Can Use Any Name	Allows the user to use the nickname that they set in their Client. If this is turned off, the contents of the Name field in the Edit Account window will be the user's nick.
Don't Show Agreement	Allows the user to log onto the server without seeing the Agreement.

KICKING USERS OFF

If a user has broken the rules of your server (been insulting in chat, sent offensive messages to other users, etc), you may want to disconnect him or her.

1 Decide what you will disconnect users for.

Before you disconnect people, you generally need to know why you're doing it. You can do it on a case by case basis (for example, when a user's behavior becomes annoying, which is subjective) or according to pre-set rules.

2 Open the Users window.

You must be logged onto your server as the Admin to disconnect a user. If your **Users** window is closed, click the **Users** button on the **Toolbar**. Once the window is open, locate the offending user on the list.

3 Select the user from the list and click the Disconnect button.



Select the user by clicking the name once. (If you double-click, the **Private Message** window will open.) Click the **Disconnect** button in the **Users** window.

The user will get a message that they have been disconnected. To ban a user from connecting for 30 minutes, hold down the Option (Mac) or Alt (PC) key while clicking the **Disconnect** button. To ban a user permanently, see **Banning Users**.



BANNING USERS

If you want to prevent a user from ever connecting to your server, you need to add their IP address to the ban list. You first need to decide what actions you'll ban people for. People are often banned for offensive or illegal behaviour, spamming or flooding the server, or breaking the rules of the server.

You can only ban people by their IP address, so you run the risk of inadvertently banning other people from that IP address. Permanent ban only works on users who are connecting from a static IP address. If the user connects from a dynamic IP address, they will be using a different IP address the next time they log on to their ISP, and the ban will not work.

1 Open the Options window Ban tab.

Click the **Options** button in the **Server Toolbar**. The **Options** window will open. Click the **Ban** tab. The Ban tab has a list of banned addresses with two fields at the bottom. The left field is for the IP address, and the right field is for the name of the banned user.

2 Type IP address and name.

In the left field, type the IP address of the user. (You can get this from the logs.) In the right field, type the name of the user. This field does not affect users, but is only a way to help you remember why you banned the user. (So if you ban "Bob" at IP address 157.189.255.58, no one else logging on with the nickname Bob will be affected.)

3 Click the Add button.

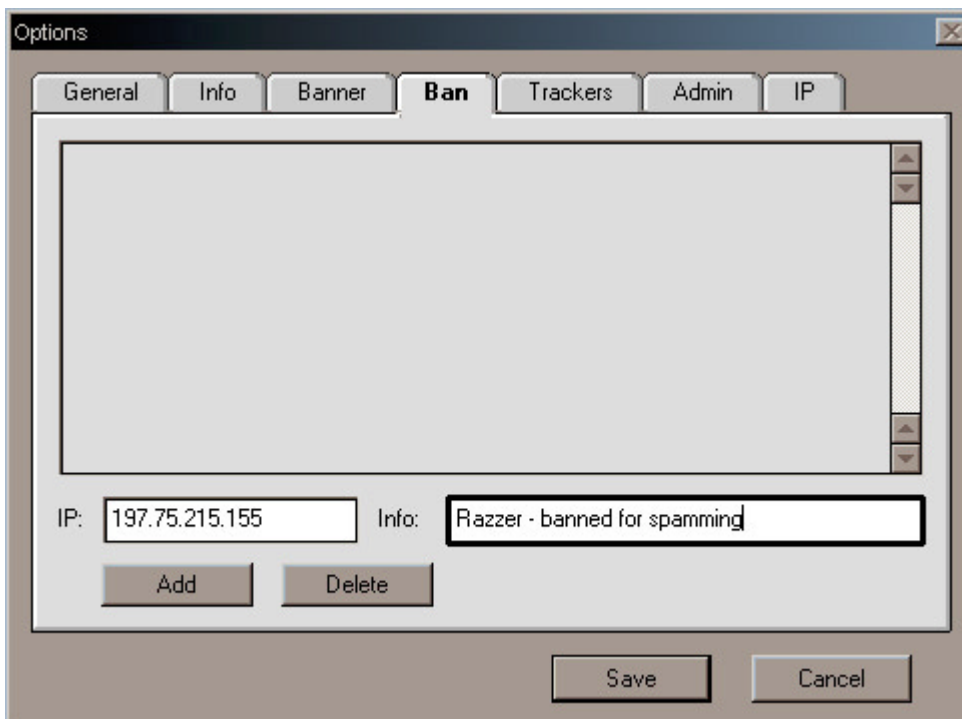
After you've typed the IP address and name, click the **Add** button. The newly banned IP address will appear in the top field. It will list the date and time of the ban, and will have a checkbox beside it. To modify the ban listing, click it once; the information will appear in the bottom fields, where you can edit it. When a banned user tries to connect, they will see a message that says **You are permanently banned from this server**.

Note:

You can also permanently ban a user from the **Client Users** window. You must be logged on as the Administrator. Select the person you want to ban.

Mac: hold down the **Ctrl** key while you click the **Disconnect** button.

Windows: hold down the **Ctrl** key while you click the **Disconnect** button.



TEMPORARILY LIFTING THE BAN ON A USER

If you want to allow a banned user to connect, without deleting the ban, you can turn off the ban. You might want to allow a user a second chance, for example. If the user breaks the rules again, you still have the option of reinstating the ban without having to create it all over again.

1 Open the Ban tab in the Options window.

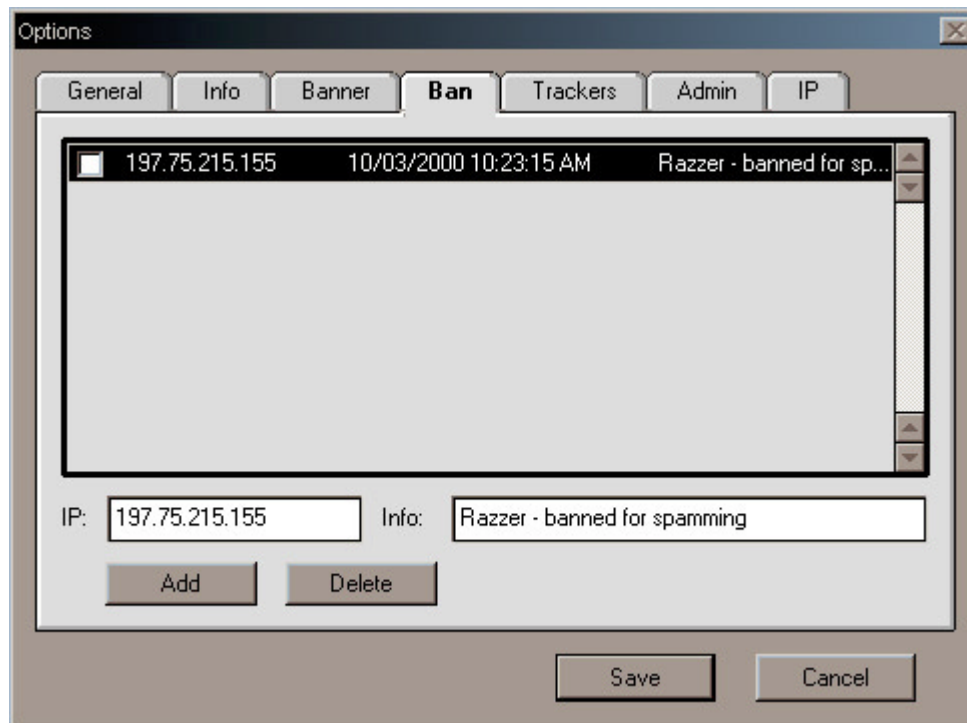
Click the **Options** button in the **Server Toolbar**. The **Options** window will open. Click the **Ban** tab. The **Ban** tab has a list of banned addresses; find the user in the list. If you have filled in the name or a description, finding the user will be easier.

2 Select the user you want to temporarily unban.

Click the entry in the list. The window will display the IP address and name for the selected item.

3 Click the checkbox to turn off the ban.

After you turn the ban off, click the **Save** button. If you need to turn the ban back on, open the **Ban** tab, select the user, and click the checkbox to reinstate the ban.



REMOVING A BAN ON A USER

You may want to permanently remove a ban on a user, if the reason for the ban is no longer valid. If you don't think you'll need to reinstate it at a future date, you can delete it.

1 Open the Ban tab in the Options window

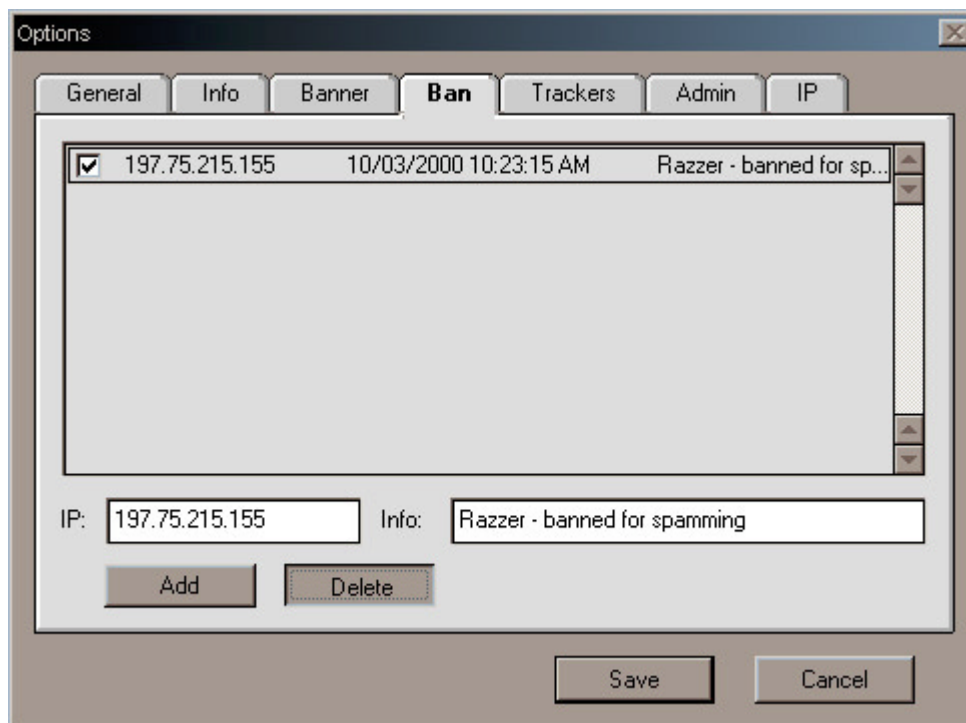
Click the **Options** button in the **Server Toolbar**. The **Options** window will open. Click the **Ban** tab. Find the user in the list if banned users. If you have filled in the name or a description, finding the user will be easier.

2 Select the user you want to unban

Click the entry in the list. The window will display the IP address and name for the selected item.

3 Click the Delete button

Once you click the **Delete** button, the entry will be gone. If you need to reinstate the ban, you'll need to go through the ban process again. Click the **Save** button.



TRANSFERRING UPLOADED FILES FROM THE DROP BOX

Once people start connecting to your server, they may upload files for you to make available. If you have configured your server so that some users can only upload into a drop box folder, you will periodically need to go through the drop box and clear it out.

1 Open the drop box folder.

You can do the drop box maintenance from the client or the Windows Explorer/Mac Finder. If you are using the computer that runs the server, the Explorer/Finder may be the better choice; you won't have to download all of the non-viewable files to review them.

If you use the Client, you need to log onto your server as the administrator.

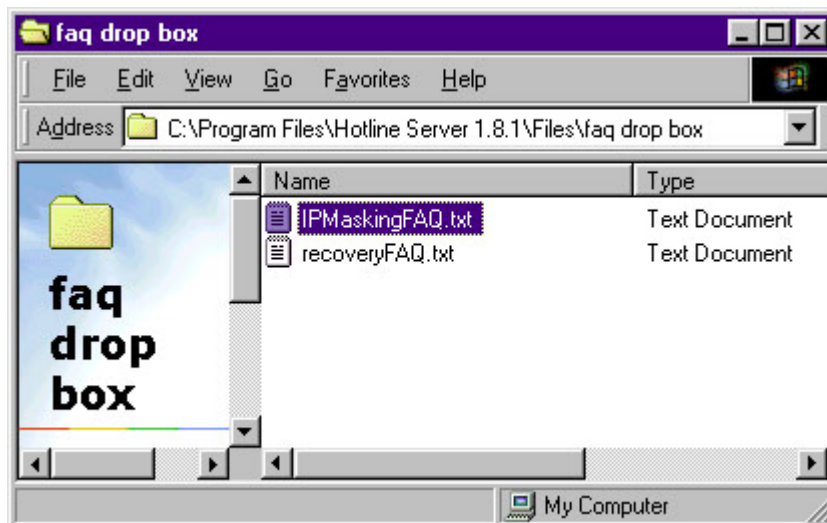


2 Review the files.

Look through all of the files. If you have a server that distributes both Mac and PC files, you may need two different computers to review all of the files. You can delete anything that's not suitable for your server, and sort the rest.

3 Move files to appropriate folders.

Once you've reviewed the files, you can move them where you want them. Once you move them out of the drop box folder, they will be available to everyone connected to your server. You can just drag the files between Hotline folders to make them available.



SENDING MESSAGES TO ALL CONNECTED USERS

You may want to let everyone connected to your server know that you've just put a file in the files section. Or, you may want to tell everyone to read the news. Not everyone connected to your server will have chat open, and it's time consuming to send a private message to everyone. By using the broadcast function, you can send one private message, and have it appear to everyone.

1 Click the Broadcast button.

You can broadcast by using either the **Client Toolbar** or the **Server Toolbar**. If you use the **Server Toolbar**, the message will go to everyone, including you. If you use the **Client Toolbar**, the message will go to everyone but you.



2 Type your message.

Your message can be up to 4096 characters long. On the window that user sees, the message will be cut off after the limit has been reached.

3 Click the Send button.

After you send the message, everyone connected will see it. If you have used the Server broadcast, you will also see a copy of the message.

