# SWSOFT SITEBUILDER™

# SWsoft Sitebuilder 4.0 for Linux/Unix

## Site Owner's Guide

**(revision 1.0)**

**SW**SOFT™

# Contents

C HAPTER 1

# Preface

## About Sitebuilder

Sitebuilder consists of two parts: the Wizard and the Administrator Panel.

The Wizard is a web application enabling its users to create web sites and publish them on the Internet.

The Administrator Panel is a tool for managing Sitebuilder system-wide preferences and maintaining web sites created in the Wizard.

## About This Guide

This guide instructs you how to manage and maintain your web sites created in Sitebuilder.

## Who Should Read This Guide

This guide is intended for users who manage and maintain web sites created in Sitebuilder using a site owner account.

## Typographical Conventions

The following kinds of formatting in the text identify special information.

| Formatting convention | Type of Information | Example |
|---|---|---|
| **Special Bold** | Items you must select, such as menu options, command buttons, or items in a list. | Go to the **QoS** tab. |
| | Titles of chapters, sections, and subsections. | Read the **Basic Administration** chapter. |

| *Italics* | Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value. | The system supports the so called *wildcard character* search. |
|---|---|---|
| `Monospace` | The names of style sheet selectors, files and directories, and CSS fragments. | The license file is located in the `httpdocs/common/license` directory. |
| Preformatted | On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages. | `# ls -al /files`<br>`total 14470` |
| Preformatted Bold | What you type, contrasted with on-screen computer output. | `# cd /root/rpms/php` |

# Feedback

# Getting Started

If you have found a mistake in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback to [userdocs@swsoft.com](mailto:userdocs@swsoft.com). Please include in your report the guide's title, chapter and section titles, and the fragment of text in which you have found an error.

This chapter guides you through the initial steps that should be taken to start using Sitebuilder.

# Logging in to Sitebuilder

After you log in, you are taken to the Sitebuilder Wizard where you can create your first site. For instructions on working with the Sitebuilder Wizard, refer to *Sitebuilder 4.0 for Linux/Unix Wizard User's Guide* (http://www.swsoft.com/en/products/sitebuilder/docs/).

➢ *To log in to Sitebuilder:*

1  Open your Internet browser.

2  Enter the URL you have received from your Sitebuilder provider into the address bar of your browser.

   For example, `http://[Sitebuilder_host]/Login`

3  Press ENTER.

4  Enter your user name in the **User name** field.

5  Enter your password in the **Password** field.

6  Select the language of Sitebuilder interface from the **Interface language** list.

7  Click **Log in.**

You can change your password at any time (see section **Changing Your Password and Updating Personal Information** (on page 17)).

To access your Administrator Panel, click the 📊 **Go to Admin Panel** shortcut in the upper part of the Sitebuilder Wizard screen.

# Recovering Forgotten Password

➢ *To recover your forgotten password:*

**1** In your browser's address bar, enter the URL to your Sitebuilder Administrator Panel:

`http://[Sitebuilder_host]/Login`

**2** Press ENTER.

**3** Click **Forgot Your Password?**

**4** On the **Reset Password** screen, enter your user name and e-mail address registered in the system.

**5** Click **Send**.

After your e-mail address is received, the system checks if it is stored in the database and sends the password recovery link and instructions to your e-mail address.

**6** Click the password recovery link in the automatic message you receive from Sitebuilder.

**7** On the **Change Password** screen, enter and confirm your new password.

**8** Click **Change**.

# Learning Sitebuilder Administrator Panel Interface

Read the following section to learn the basic principles of working with Sitebuilder interface.

## Navigating in Sitebuilder

The Sitebuilder Administrator Panel interface enables you to use two ways of navigation through the application: *desktop view* and *standard view*.

The standard view is a customary view of the control panel divided into two main areas: the navigation pane on the left and the work area, where operations are performed, on the right.
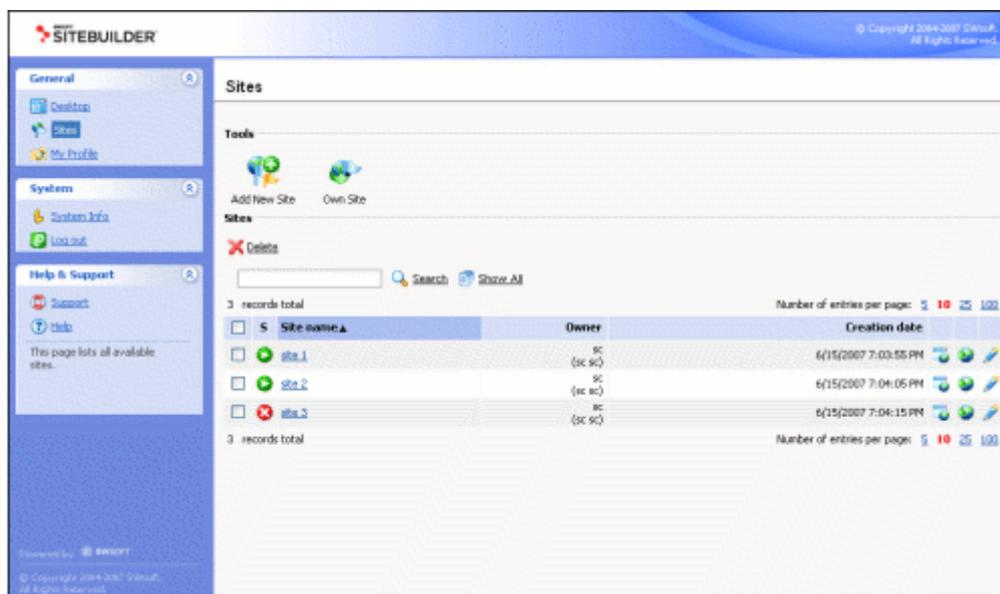


*Figure 1: Sitebuilder Standard View*

The desktop view displays system statistics and shortcuts to the main functionalities of the Administrator Panel.
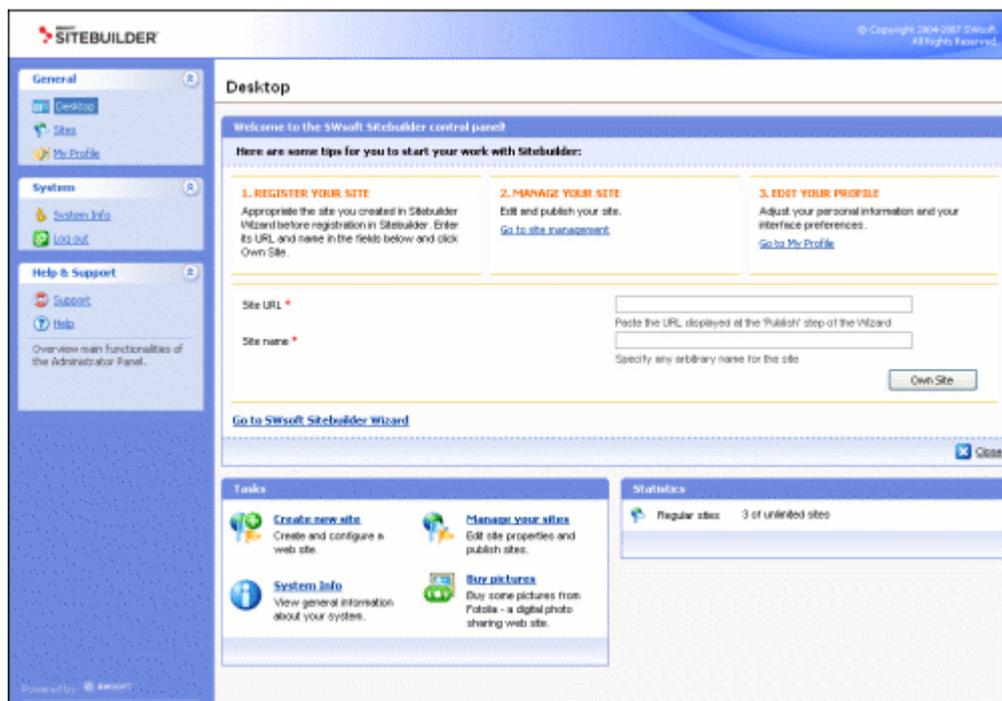
*Figure 2: Sitebuilder Desktop View*

On second- and deeper-level screens, there is a path bar to help you navigate back to the main screen.

## Using Navigation Pane

The navigation pane is located in the left part of the Sitebuilder screen.
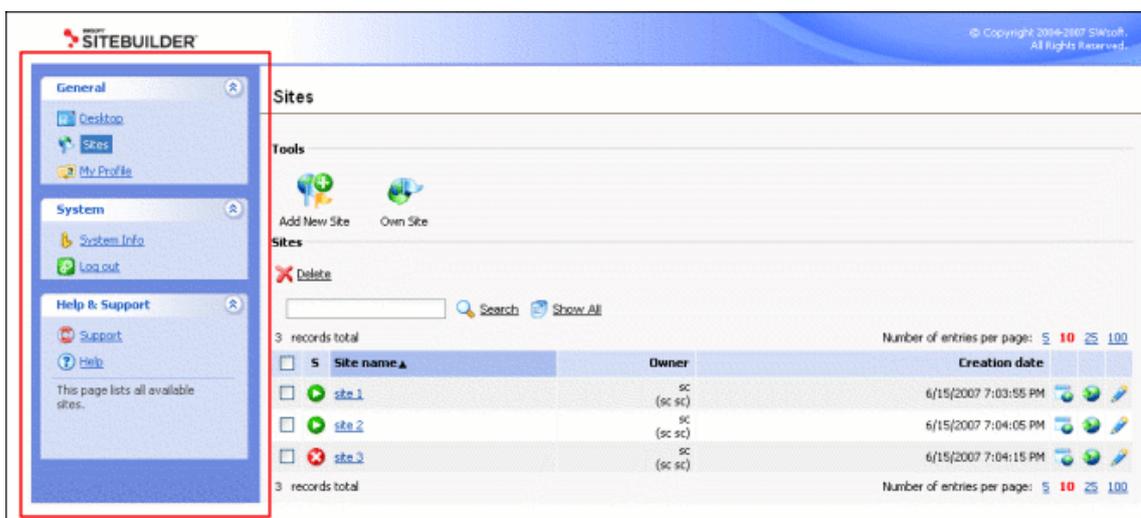


*Figure 3: Sitebuilder Navigation Pane*

The navigation pane gives you access to the following functions:

- **Sites**. Enables you to add and manage sites.
- **My Profile**. Enables you to configure your account parameters.

- **System Info**. Enables you to view information about the Sitebuilder program and the limits and permissions of your service plan.

- **Log out**. Finishes the current session with the Sitebuilder Administrator Panel.

- **Support**. Enables you to submit a request to your technical support representative.

- **Help**. Provides the online version of this guide.

## Using Desktop Interface

Sitebuilder Desktop looks as follows:
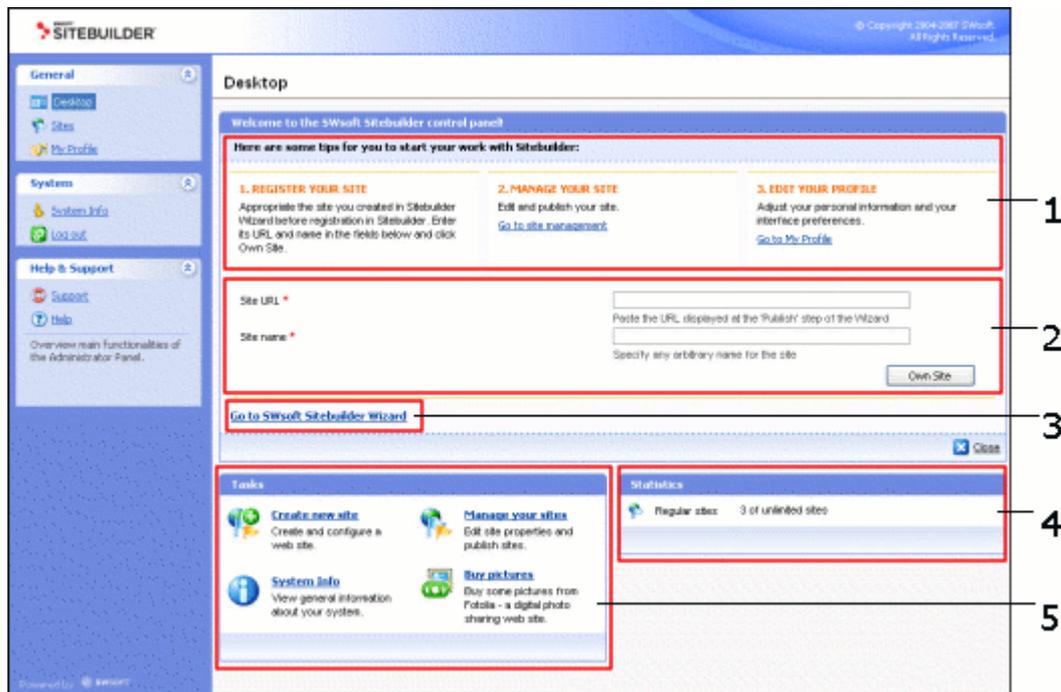


*Figure 4: Sitebuilder Desktop Interface Structure*

The **Desktop** screen is logically divided into the following parts:

**1**   Short tips describing basic management options of the Sitebuilder Administrator Panel, and shortcuts to these options.

**2**   An area where you can appropriate a trial site created in the Sitebuilder Wizard, if you have created one before getting a Sitebuilder account. To register a trial site and assign it to your account:

- Specify the trial site URL in the **Site URL** field. You can take this URL from the **Publish** screen of this site in the Wizard.

- Enter any arbitrary name for the site in the **Site name** field.

- Click **Own Site**.

**3**   Shortcut to the Sitebuilder Wizard. The Wizard opens on the **Overview** page, where you can select which of your sites you want to edit. If you wish to create a new site, refer to **Registering Site in System** (on page 20), further in this guide, for details. Information about working with the Sitebuilder Wizard is provided in the *Sitebuilder 4.0 for Linux/Unix Wizard User's Guide* (http://www.swsoft.com/en/products/sitebuilder/docs/).

If you do not want these options to be displayed ever again, click ⊠ **Close** in the bottom right corner of this additional section. When you log in to Sitebuilder next time, this section is not displayed.

**4**   **Statistics** section, which displays the following statistical data:

- **Regular sites**. The number of created sites, the total number of sites permitted for creation by your service plan, and the number of sites still available for creation.

**5** **Tasks**. This section shows shortcuts to the frequently performed operations.

When working in Sitebuilder, you can access the desktop by clicking 📰 **Desktop** on the top of the navigation pane.

## Using Path Bar

To work with the second- and deeper-level screens of the application, use a path bar: a chain of links that appears in the upper-left part of the work area, above the screen title. Use a corresponding path bar link to return to the main screen, or to one of the intermediate screens.



*Figure 5: Navigating in Sitebuilder Using Path Bar and "Up Level" Button*

You can also use the 🍃 **Up level** icon in the upper-right corner of the screen to return to the previous screen.

# Working with Lists

On the management pages of various system objects (sites, registered site visitors, etc.), information is present in the form of object lists.

In such a list, each object record is a table row displaying the object name, status, and relevant parameters of the object (for example, for each site, the owner and creation date is shown). Above and below each list, the total number of items contained in the list is displayed. Below the list, you can adjust the number of items to be displayed per page (**5**, **10**, **25** or **100**). In multi-page lists, you can navigate between the pages by clicking the page number shortcuts above and below the list. To go to the first/last page of the list, click **First Page** or **Last Page**, accordingly.

In lengthy lists, you can find items using the search function, or sort items by one of available parameters. To find an item, type a search criterion into the input box above the list, and click **Search**. The list will show the items matching the search criterion. To return back to viewing all items, click **Show All**.



*Figure 6: Searching for Objects*

To sort list items by a certain parameter in ascending or descending order, click the parameter's title in the column heading. The order of sorting will be indicated by a small triangle displayed next to the parameter's title.



*Figure 7: Sorting Objects*

To choose an object for further operation, select the check box on the left of the object's name.



*Figure 8: Selecting Particular Objects in a List*

To choose all objects in the list, select the check box at the head of the column.



*Figure 9: Selecting All List Objects at Once*

To perform operations with objects in a list, select the required items and click the group operation shortcut above the list (for example, **Delete**, **Activate**, **Add to plan**, etc.).
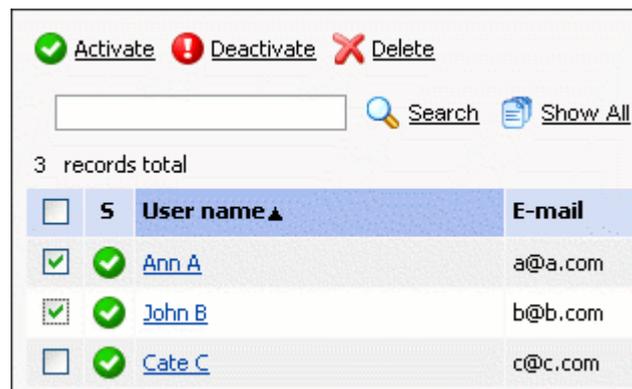


*Figure 10: Performing Operations on Objects*

To proceed to editing a list item, click its name in the list. The non-editable items (for example, built-in Sitebuilder page sets) are not clickable.

In all major Sitebuilder lists, the status of an item is indicated by a status icon in the **Status** (**S**) column ( or ). For sites, their status (published or unpublished), is indicated by or icons.

In some lists, individual operation shortcuts are displayed for each item. For example, for each site on the **Sites** screen, there is a  **Preview** icon, a  **Publish** icon, and an  **Edit** icon.

## Using Context Help

Below the **Help** icon, there is a context help tip area. It provides a brief description of the current screen and the operations available from it. When you place the mouse pointer over a system element or status icon, additional information about this element is displayed.
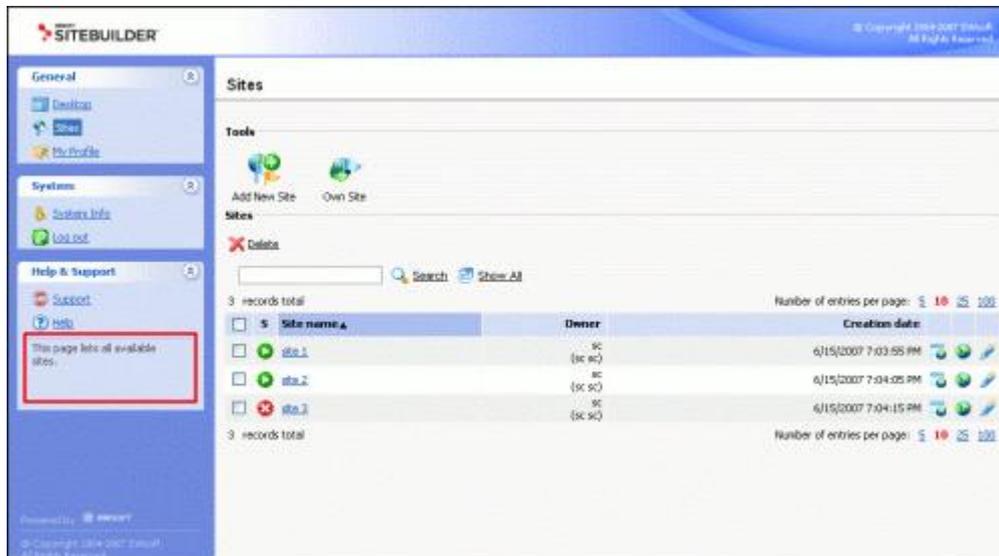


*Figure 11: Using Context Help*

# Getting Help

The Sitebuilder help system has been created to assist you in solving problems you might encounter when creating your site. To find the information you need, you can do the following:

- Use on-screen context-sensitive help. It is the easiest and quickest way to get instant help with your immediate tasks. At the bottom of the navigation pane, you can find short instructions on the operations that are available on the current page.

- Use FAQ. For the fastest way to solve your problems with Sitebuilder, check out the **Sitebuilder FAQ page** (http://faq.swsoft.com), which provides instant access to solutions for a variety of issues. Select the Sitebuilder category and view the list of FAQs related to Sitebuilder.

- Go to online forum. If you failed to solve your problem using the FAQs published on SWsoft site, join our **online forum** (http://forum.swsoft.com/). Here, all users can post questions, exchange ideas, and troubleshoot common problems. Note that SWsoft does not provide official support through this forum.

- Contact technical support. If you have any problems or questions that are not covered in the user documentation or FAQs, you can click  **Support** located on the navigation pane and submit your problem to your technical support representative.

You can also access an online version of this guide by clicking  **Help** on the navigation pane.

C H A P T E R  2

# Configuring Settings Related to Your Account

This chapter describes how to set up and customize your Sitebuilder Administrator Panel.

## In this chapter:

# Changing Your Password and Updating Personal Information

➢ *To change your password:*

1  On the navigation pane, click  **My Profile**.

2  On the **Personal Info** tab, click **Change Password**.

3  Type your old and new passwords in the respective fields.

> **Note:** The password can contain only Latin alphanumeric characters, no special symbols or national characters are supported. Make sure the input language is the same as at registration and the Caps Lock is off.

4  Click **OK**.

➢ *To update your personal information:*

1  On the navigation pane, click  **My Profile**.

2  On the **Personal Info** tab, you can update your first, last name and e-mail address in the corresponding fields.

3  Click **OK**.

# Choosing Language, Skin and Number of Items to be Shown Per Page

> ➢ *To customize your Administrator Panel interface:*

**1**  On the navigation pane, click  **My profile**.

**2**  Go to the **Interface** tab.

**3**  Select a language from the **Language** list.

**4**  Select a skin from the **Skin** list.

**5**  Enter a number of items (sites, users, and so on) to be displayed per one page in the **Items per page** field.

# Viewing Information about Your Copy of Sitebuilder and Service Plan Limitations

> ➢ *To view information about the Sitebuilder program and the limits and permissions set in your plan:*

**1**  On the navigation pane, click  **System Info**.

**2**  Switch between the tabs to view the respective information.

CHAPTER 3

# Managing Sites

There are two types of sites in Sitebuilder:

- *Trial* sites - sites created by anonymous users in the Sitebuilder Wizard. These sites are stored on the Sitebuilder server and cannot be published until upgraded to regular (for more details, read **Assigning Trial Site to Your Account** (on page 22)). After the specified life-time period expires, a trial site is destroyed.
- *Regular sites* - sites added to the system by registered users. Regular sites can be published on the Internet and do not have a life-time period. For details on managing regular sites, read the following subsections.

To access the sites management functions, click  **Sites** on the navigation pane. For information on how to operate with list objects, refer to section **Working with Lists** (on page 13).

## In this chapter:

# Registering Site in System

➢ *To register a site:*

**1** On the navigation pane, click 🍄 **Sites**.

**2** Click 🍄 **Add New Site**.

**3** On the **General** tab, provide any arbitrary name for the site in the **Site name** field.

The name is used to identify the site in Sitebuilder.

**Important**: Your Sitebuilder administrator may disallow you to modify site publishing settings. In that case, the **Publishing Settings** tab is missing on the site management page.

If you do not see the **Publishing Settings** tab, click **OK** to register your site.

**4** Click the **Publishing Settings** tab.

**Important**: Your Sitebuilder administrator may disallow you to modify site publishing settings. In that case, the **Publishing Settings** tab is missing on the site management page.

If you do not see the **Publishing Settings** tab, just click **OK** to register your site, and do not read the rest of the procedure.

**5** Select a publishing mode: FTP, VPS, or XCOPY.

**Important:** The list of available publishing modes is configured by the Sitebuilder administrator in your service plan.

**6** If you select **FTP** publishing mode, provide the following parameters:

- In the **Host** field, enter the IP address or domain name (without the *http://* prefix) of the server to which you want to publish the site.

  - If the maximum number of hosts allowed by your plan is limited, select a host from the list. This list contains hosts specified in your plan.

  - If the number of hosts allowed by your plan is unlimited, you can specify any FTP server you have at your disposal (make sure that the server meets the **requirements** (see page 25)).

    For information about the allowed number of hosts (limited or unlimited), contact your Sitebuilder administrator.

- In the **Login** and **Password** fields, provide your FTP server access credentials.

- In the **Working directory** field, specify the path on the server where the files of the site will be stored after publication.

- In the **Web site URL** field, enter the web address where the site is available after publication.

  **Note:** Make sure that the **URL** and the **Working directory** settings point to the same publishing location. For example, to publish site with URL http://mydomain.tld/myfolder, specify working directory *myfolder*.

**7**  If you select **VPS** publishing mode:

- In the **Host** field, enter the IP address or domain name of your Virtuozzo Service VE..

- In the **VPS ID** field, specify an integer number by which the virtual server is identified it on the physical server.

- In the **User** field, enter the VPS owner login.

- In the **Group** field, specify the VPS owner group.

- In the **Working directory** field, specify the absolute path on the virtual server to the folder where the site files will be stored after publication.

- In the **Web site URL** field, enter the web address where the site is available after publication.

  **Note:** Publishing in this mode is available to SWsoft HSPc-running servers only.

**8**  If you select **XCOPY** publishing mode:

- In the **Working directory** field, enter the name of a directory (with full path) where the files of your site will be stored after publication. For example, `/var/www/yoursite`.

- In the **Web site URL** field, specify the web address where the site will be available after publication.

**9**  Click **Verify Location**.

In order for the published sites to work properly, the location you specify for publishing a site should be checked for Sitebuilder consistency. During this check, the system verifies whether the specified publishing parameters are valid and the publishing location meets all the requirements. This verification may take several minutes; the results are displayed on the same screen.

If you see errors or warning messages, review the site publishing settings for consistency. If the problem is not resolved, see section **Requirements to Publishing Location (on page 25)** and make sure that all requirements to the publishing location are met. For details about typical Sitebuilder publishing issues and their resolution, see **Appendix. Troubleshooting Sitebuilder** (on page 34). If you find no answers to your question in these sections, contact your Sitebuilder administrator.

**10** Click **OK**.

# Assigning Trial Site to Your Account

If before getting a Sitebuilder account, you have created a trial site in the Wizard, you can assign this site to your account and upgrade it to a regular site. To do so, you need the site's URL which was displayed at the **Publish** step of the Wizard.

➢ *To assign a site to your account:*

1 On the navigation pane, click  **Sites**.

2 Click  **Own Site**.

3 In the **Site URL** field, specify the URL of the site you want to appropriate.

4 In the **Site name** field, provide any arbitrary name for the site.

5 Click **OK**.

# Renaming Site

➢ *To rename a site:*

1 On the navigation pane, click  **Sites**.

2 Click the name of the site you want to rename.

3 On the **General** tab, provide the new name for the site in the **Site name** box.

   This can be any arbitrary name you will use to identify the site.

4 Click **OK**.

# Editing Site Publishing Settings

Your Sitebuilder administrator may disallow you to modify site publishing settings. In that case, the **Publishing Settings** tab is missing on the site management page.

If the **Publishing Settings** tab is present, you can edit these settings as described below.

➢ *To change the publishing settings of a site:*

**1** On the navigation pane, click 🏴 **Sites**.

**2** Click the name of the site you want to change the publishing settings for.

**3** On the **Publishing Settings** tab, edit the settings as desired.

For detailed instructions on inputting the settings, refer to **Registering Site in System** (on page 20).

**4** Click **OK**.

# Publishing Site

You can publish the sites listed on the **Sites** screen directly from the Administrator Panel. The ⬤ icon indicates that a site has been published on the Internet, the ⬤ icon indicates a not published site.

Prior to publishing a site, make sure that the publishing location meets all the **requirements** (see page 25).

➢ *To publish a site:*

**1** On the navigation pane, click **Sites**.

**2** Click the corresponding 🌐 **Publish** icon.

The system will check whether the publishing parameters of the site are valid and the specified location meets all the requirements. If all the parameters are correct, the publishing process will start. After successful publishing, the ⬤ icon is displayed against the site name in the list.

In case of an error, go to the **Publishing Settings** tab of the site and make necessary corrections in the publishing settings - or contact your Sitebuilder administrator.

**Important**: Your Sitebuilder administrator may disallow you to modify site publishing settings. In that case, the **Publishing Settings** tab is missing on the site management page.

For details about typical Sitebuilder publishing issues and their resolution, see **Appendix. Troubleshooting Sitebuilder** (on page 34).

# Requirements to Publishing Location

The requirements imposed upon a publishing server depend on the type of sites to be published on this server: static or dynamic.

In Sitebuilder, a static site is a site which does not contain any modules, just static HTML pages created with the help of WYSIWYG editor. The only exceptions are the Script and Flash Intro modules, which do not require database connection. There are no special requirements to a host used for static sites publishing.

A dynamic site is a site with dynamic pages: a site containing at least one Sitebuilder module (except for the mentioned Script and Flash Intro).

For dynamic sites to work correctly, the publishing server must meet the following requirements:

- PHP version 4.2.1 or later is installed on the publishing server.
- PHP supports:
  - The ionCube PHP Loader 3.1.15 or later
  - DOM XML with XSLT support or PHP XSLT extension (Sablotron)
  - Multibyte string functions (mbstring extension)
  - Zlib compression functions (zlib extension)
  - Session handling functions support (session extension)
  - SQLite 2.x with UTF-8 encoding support
  - GD library 2.0.1 or later
- In `php.ini` the following directives are installed:
  - `magic_quotes_runtime = Off`
  - `magic_quotes_gpc = Off`
  - `safe_mode = Off`
  - `default_charset = "UTF-8"`

**Note:** Make sure that all extensions you have installed are listed in the extensions directory and in the `php.ini` file.

Having installed and configured all the necessary components, you can check publishing availability by clicking **Verify Location** on the **Publishing Settings** tab in the settings of a particular site.

When you publish a dynamic site to a server which supports only static sites publication, one of the following things happen:

- If the site contains dynamic content besides the Sitebuilder modules, this content is automatically converted into statics and published.
- If the site contains Sitebuilder modules, publishing fails and an error message is displayed.

For a list of publication errors related to general settings of the published sites, see section **General Publishing Issues** in **Appendix. Troubleshooting Sitebuilder** (on page 34).

For information about typical issues occurring in software components installed on the publishing server, see section **Known Issues with Third Party Components** in **Appendix. Troubleshooting Sitebuilder** (on page 34).

# Previewing and Editing Site

➢ *To preview a site:*

**1** On the navigation pane, click 🏴 **Sites**.

**2** Click the 🌐 **Preview** icon for the appropriate site in the list.

➢ *To edit a site in the Sitebuilder Wizard:*

**1** On the navigation pane, click 🏴 **Sites**.

**2** Click the 🖊 **Edit** icon for the appropriate site in the list.

**3** Make the necessary changes and publish them as described in the *Sitebuilder 4.0 for Linux/Unix Wizard User's Guide* (http://www.swsoft.com/en/products/sitebuilder/docs/).

# Managing Registered Site Visitors

Sitebuilder users can set up a number of site visitor accounts on their sites by adding the **Registration** page to their sites. The **Registration** module does not provide access to any restricted resources (such as, for example, member areas), it just helps to facilitate usage of the site for site visitors. Registered visitors do not have to enter their contact and other details when, for example, writing to a forum or guestbook on the site, or submitting an order to the online store.

**Note**: This option is available on published sites only.

## Viewing Site Visitor Accounts

All site visitor accounts registered on the site are immediately displayed in the Administrator Panel.

 ➢ *To view site visitor accounts registered on a site:*
1    On the navigation pane, click 🌱 **Sites**.
2    Click the name of the desired site in the list of sites.
3    Click 🧑 **Site Users**.

The list of registered site visitors is displayed. For information on how to operate with list objects, refer to section **Working with Lists** (on page 13).

## Adding Site Visitor Account

If you want to provide visitors of a site with ready accounts, you can register them in your Administrator Panel and then give the site visitors their credentials for authenticating on the site.

 ➢ *To add a site user account:*
1    On the navigation pane, click 🌱 **Sites**.
2    Click the name of your site.
3    Click 🧑 **Site Users**.
4    Click 🧑 **Add New Account**.
5    Specify the contact and login information.
6    Click **OK**.

# Changing Site Visitor Account Information

You may need to modify site visitor accounts if, for example, a site visitor forgets his or her password or specifies wrong e-mail.

➢ *To modify a site visitor account:*

**1** On the navigation pane, click 🌏 **Sites**.

**2** Click the name of your site.

**3** Click 👥 **Site Users**.

**4** Click the name of the site visitor whose account you want to modify.

**5** Make necessary changes.

**6** Click **OK**.

## Suspending and Unsuspending Site Visitor Account

By default, all created site users accounts are active. If an account is activated, the site user can access the site by entering his login and password. If, due to some reasons, you want to prohibit a site visitor from authenticating on a site, you can suspend their account.

➢ *To deactivate a site visitor account:*

**1** On the navigation pane, click 🌱 **Sites**.

**2** Click the name of your site.

**3** Click 🔧 **Site Users**.

**4** Select the site visitor account you want to suspend.

**5** Click 🔴 **Deactivate**.

Suspended site visitor accounts are indicated with the 🔴 sign.

➢ *To activate a site visitor account:*

**1** On the navigation pane, click 🌱 **Sites**.

**2** Click the name of your site.

**3** Click 🔧 **Site Users**.

**4** Select the suspended site visitor account you want to unsuspend.

**5** Click 🟢 **Activate**.

Unsuspended site visitor accounts are indicated with the 🟢 sign.

# Processing Orders Submitted Through Online Store

If you have set up online store(s) on your site, you can view and process all the submitted orders from your Administrator Panel.

**Note**: This option is available only for published sites.

➢ *To process the orders submitted through your online store:*

**1** On the navigation pane, click 🌱 **Sites**.

**2** Click the name of your site.

**3** Click 💲 **eShop Orders**.

**4** To modify an order, click the ✏️ **Edit** icon beside the order.

**5** To change the status of the order, select a new status from the **Status** list.

E-shop orders can have the following statuses:

- **New.** This status is automatically assigned to all new unpaid orders in the system.
- **Paid.** The status is used for new paid orders. This status is assigned to an order upon receiving payment notification from a payment system.

  **Note:** For offline payment options (**Cash on Delivery** and **Cash/Money Order**) you need to specify this status manually.

- **Processed.** The status is used for orders being processed at the time.
- **Backorder.** The status is used for deferred orders.
- **Completed.** The status is used for orders which have been completed and delivered to the customers.
- **Cancelled.** The status is used for order canceled by the customers.
- **Failed.** The status is used for orders which cannot be processed for some reason.

**6** To filter the orders by status, use the **Status** list.

**7** To delete an order, select it and click ✖ **Delete**.

**8** Click **OK**.

# Promoting Site and Tracking Site Popularity

To make it easy to find a site on the Internet, the best option is to submit the site to a popular search engine. In Sitebuilder, you can submit sites to MSN and Google search engines.

As a part of maintaining a published site you can enable the statistics count on the site and therefore accumulate and analyze the site attendance statistics, which helps to track the popularity of the site. Besides, you can turn on and configure a counter on sites, so that the total number of site visitors would be displayed for all comers.

**Note**: This option is available only for published sites.

## Submitting Site to Search Engines

➢ *To submit a site to a search engine:*

1   On the navigation pane, click 🟦 **Sites**.

2   Click the needed site in the list of sites.

3   Click 🔍 **Search Engine Submit**.

4   To submit the site to MSN search engine, click the **Submit your site to MSN search engine** link.

   A new window will open providing you with further instructions.

5   To submit the site to Google search engine, click the **Submit your site to Google search engine** link.

   A new window will open saying that the site has been successfully submitted to the Google search engine.

The data submitted to search engines are configured on the **Edit** step of the Sitebuilder Wizard:

▪   The query keywords by which the search engine will find and display the page - in the **Page keywords** field.

▪   The page description displayed below your site URL in search results - in the **Page description** field.

# Tracking Visits to Sites

> ➤ *To enable statistics count on a site:*

1 On the navigation pane, click 🌿 **Sites**.

2 Click the needed site in the list of sites.

3 Click 📊 **Statistics Settings**.

4 Select the **Statistics is turned on** check box.

5 To enable counter and configure its settings:

  ▪ Select the **Counter is turned on** check box.

  ▪ Enter a number that will be a starting point for the counter in the **Initial value** field.

  ▪ Select the appearance of the counter from the **Counter style** list.

6 Click **OK**.

> ➤ *To view statistics about site attendance:*

1 Click 🌿 **Sites** on the navigation pane.

2 Click the needed site in the list of sites.

3 Click 📊 **Site Statistics**.

**Note:** The 📊 **Site Statistics** button appears on the site management page only after the statistics count is enabled for the site.

# Buying Pictures from Fotolia

In Sitebuilder, you can buy images from **Fotolia** (http://www.fotolia.com/swsoft/) - the first worldwide social marketplace for royalty free stock images, directly from the Sitebuilder Wizard, to use them on your web sites. You can use these images for creating the graphic design elements on your sites. As an SWsoft customer, you can a get 20% discount on Fotolia pictures.

> ➤ *To purchase images from Fotolia:*

1 Go to 📋 **Desktop**.

2 On the **Desktop**, click the 🖼 **Buy pictures** shortcut in the **Tasks** area.

3 Follow the instructions provided on Fotolia web site to purchase images.

# Removing Site from Sitebuilder

If you remove your site, you won't be able to edit and publish it through Sitebuilder any longer. If your site has already been published, it still remains available on the Internet.

➢ *To remove your site:*

**1** On the navigation pane, click 🌐 **Sites**.

**2** Select your site.

**3** Click ❌ **Delete**.

CHAPTER 4

# Appendix. Troubleshooting Sitebuilder

## In this chapter:

# Typical Site Publishing Errors

During the site publishing process the specified publication settings are being checked by Sitebuilder against the publishing requirements. Here we will outline typical errors which may occur during site publication, describe their reasons and provide possible solutions and workarounds.

If on the publishing server:

- There is no GD library (version 2.0.1 or above)
- There is no Multibyte string functions (`mbstring` extension)
- There is a directive "`magic_quotes_runtime = On`"

- a user will see only general error messages in his or her Administrator Panel.

# General Publishing Issues

**Some of the typical publishing errors are:**

- **Site publishing settings have been changed. Some data stored at the published site may be lost.**

  This error occurs when you try to publish a site containing modules to another publishing location. The modules data is stored on the published site. Therefore, if you choose to publish the site to another host, this data will not be available any more.

- **Cannot copy the site files to the specified site location. It is possible that you do not have enough permissions for writing, or there is not enough free disk space on the server.**

  This happens when:

  - The provided publication settings (FTP/XCOPY/VPS) are incorrect.
  - FTP connection is not possible due to some reasons. If may be the firewall issue or something else.

  Check out the connection settings of the target server and the publication settings of the site (from the site management page, click the site name and go to the **Publishing Settings** tab).

- **Cannot publish to the specified host via [*FTP, VPS, or XCOPY*]. Authorization failed.**

  This most probably means that FTP user name or password specified on the publishing server and in the site publication settings do not match. This may happen if, for example, the FTP user name and password have been updated on the server, and haven't been updated in site publication settings of the site. Check out the FTP credentials on the publishing location and in the site publication settings (from the site management page, click the site name and go to the **Publishing Settings** tab).

- **Cannot connect to the specified site URL.**

  The specified site URL cannot be reached. The site may be down due to a variety of reasons. Check the site publication settings and try publishing the site again after some time.

- **Cannot find site files at [*site URL*]. The specified site URL does not match the [*FTP, VPS, or XCOPY*] settings.**

  The specified URL does not correspond to the specified settings (FTP/XCOPY/VPS).

  For example, the address http://test.url.com/ corresponds to the following FTP folder:

  Host (IP address or DNS name): 123.123.23.23

  Working directory: /

  Login: test

  Password: test

  In this case the "/" working directory is the site root folder (DocumentRoot). If you are trying to publish with the working directory specified as "/myFolder", then the URL http://test.url.com/ does not correspond to the specified publication settings.

The correct URL for publishing in "/myFolder" working directory is
http://test.url.com/myFolder/.

Otherwise, if you publish to /myFolder with the URL http://test.url.com/, an error is
displayed.

Sometimes users experience difficulties with specifying the path. The path should
be specified in relation to the directory the user is in after logging in to the FTP
server.

For example, the user's home directory with SSH access is `/var/www/test`. The
`DocumentRoot` of the web server is the `/var/www/test/httpdocs` directory.
Upon providing their credentials and logging in to the FTP server, users find
themselves in the `/var/www/test` directory.

If the user wants to publish the site directly in `DocumentsRoot`, the working
directory should be `/httpdocs`.

If the user wants to publish the site to a myFolder subdirectory, then the working
directory should be `/httpdocs/myFolder`.

# Known Issues with Third Party Components

Some issues may also occur due to the specifics of third party components necessary
for site publishing and operation on the target server. A list of all required components
is provided in section **Requirements to Publishing Location (on page 25)**, earlier in this guide.
If some of these necessary components are missing, you will see the corresponding
notifications in your Sitebuilder panel.

Below you will find the additional information about these components, as well as the
configuration and troubleshooting instructions.

Before you start publishing sites to a target server, make sure that:

▪ **SQLite version 2.x is installed on the target server.**

Sitebuilder supports SQLite versions 2.x.

SQLite 3.x is currently not supported.

▪ **PHP has SQLite support included.**

  ▪ On **PHP 4.x**, use one of the following options to enable SQLite:

    ▪ If the publishing server runs Plesk version 8.x or later, use the special
      "Sitebuilder publishing support for Plesk" component (`sb-publish`) shipped
      by SWsoft. This component is installed during automatic installation of Plesk;
      it is also applied when VZ template `psa-sb-publish` is used. If the
      component has not been installed or applied (in case of manual installation,
      for example), find this component it in the `thirdparty-` directory of Plesk
      distributive and install it on your Plesk publishing server.

    ▪ Recompile PHP with `--enable-sqlite` option and add the `sqlite.so`
      extension to the `php.ini` file.

    ▪ Find, download and install a ready third-party SQLite 2.x package for PHP
      4.x. You may look for such packages on the **RPMfind.net server**
      (http://rpmfind.net) and other similar resources.

- On **PHP 5.x**, SQLite support is enabled by default, unless you have disabled it by compiling PHP with the `--without-sqlite` option on purpose. In this case, recompile PHP with the `--with-sqlite` option and add the `sqlite.so` extension to the `php.ini` file.

  If this doesn't work, find, download and install a third-party SQLite 2.x package for PHP 5.x. You may look for such packages on the **RPMfind.net server** (http://rpmfind.net) and other similar resources.

- **UTF8 support is included for SQLite.**

  To enable UTF8 support, recompile PHP with `--enable-sqlite-utf8`.

- **DOM XSLT or PHP XSLT extension (Sablotron) is installed on the target server.**

  In case it is not installed, install one of the following components on the target server:

  - DOM with XSLT support

  - PHP XSLT extension (Sablotron)

**Note:** 1. With PHP 5.x installed on the target server, it is necessary to compile PHP with the following options: `-with-dom-xslt=/usr`; `-with-dom-exslt=/usr`; `-with-dom=shared` and `-with-xsl`.

2. Make sure that all extensions you have installed are listed in the extensions directory and in the `php.ini` file.

- **SAFE_MODE is disabled on the remote publishing server.**

  The problem typically occurs when the publishing server runs Plesk. By default, `safe_mode` is enabled for all Plesk sites (domains, in Plesk terminology). This makes it impossible to publish sites to Plesk server directly from Sitebuilder.

  To disable `safe_mode` for a certain site (domain) in Plesk:

  - in Plesk for Linux/UNIX 8.x, go to Plesk interface ( **Domains** > domain name > **Setup**), deselect the **PHP safe_mode** option and click **OK**.

  - in older Plesk versions, set up an event handler `'/usr/local/psa/bin/domain --update <new_domain_name> -php_safe_mode false'` in Plesk.

**Note:** By setting up this event handler, you disable `safe_mode` by default for all newly created Plesk domains.

For information about using event handlers in Plesk, see *Plesk for Linux/Unix Administrator's Guide* (http://www.swsoft.com/en/products/plesk/docs/) for the appropriate Plesk version.

The problem may as well occur on non-Plesk servers, therefore we recommend to check this parameter in any case.

- **ionCube PHP Loader (v 3.1 or newer) is installed at the target server.**

  Download an appropriate version of ionCube Loader from the **ionCube, Ltd. official web site** (http://www.ioncube.com/loaders.php). For detailed installation instructions, refer to the **Loader Installation page** (http://www.ioncube.com/loader_installation.php) on the ionCube, Ltd. web site.