

Introduction to cPanel

Thank you for hosting your domain with Sierra Tel Internet. In order to provide modern and efficient service, we are housing your website's files on a server running the Linux operating system. An adjunct control panel application called cPanel will enable you or your web designer to control many aspects of website administration while providing many additional features.

This introduction describes the basics of cPanel management and provides references to complete documentation. Topics include:

- [How to Access cPanel](#)
- [Getting Started Wizard and Video Tutorials](#)
- [The cPanel Home Page](#)
- [Home Button](#)
- [Site Statistics](#)
- [FTP Connection Information](#)
- [File Manager](#)
- [Email Accounts](#)
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- [Spam Assassin](#)
- [Forwarding Domain Email](#)
- [WordPress Installation](#)
- [Subdomains, Add-on and Parked Domains](#)
- [Additional Reference Material](#)

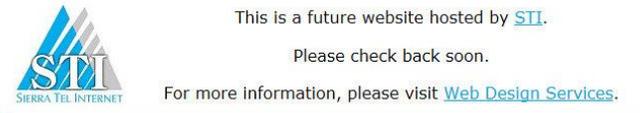
This document assumes the following:

1. You have registered one or more domain names through Sierra Tel Internet or your own preferred domain name registrar (such as GoDaddy).
2. Each domain has been set to the following DNS (domain name servers):
hns1.sti.net
hns2.sti.net
3. STI has set up web hosting services for your primary domain on an active account, and provided you with a cPanel username and password.

For the purposes of this document, *mydomain.com* will represent the primary domain name you are hosting with STI. *Mydomain1.com* will be an additional domain you have registered and wish to host with STI on the same account. *Me@mydomain.com*, *info@mydomain.com*, etc. will represent domain emails you want to associate with your domain name.

How to Access cPanel

1. Open a web browser and type *mydomain.com* into the address box. If you see an STI placeholder page such as this, your website space has been set up on STI's web hosting server.



2. To access the cPanel login box, add */cpanel* to the domain name in the address window or type *mydomain.com/cpanel*. You may also access the login box by browsing to <https://cpanel1.sti.net:2083/>.



3. Type your username and password in the appropriate boxes. Click the Log in button.
4. The cPanel interface will open. If this is your first time here, you will see the Welcome New User pop-up box which is one way to access the Getting Started Wizard.



Getting Started Wizard and Video Tutorials

1. The Getting Started Wizard provides fundamental information which is useful if you are new to web design or cPanel-enabled websites. Click on the Get Started Now button to access the wizard. [Note the link to video tutorials, also accessible by clicking on the Video Tutorials icon under the Preferences heading on the cPanel home page.]
2. Set your preferred language. English is selected as the default. Click on the Continue button.
3. Read the Introduction to Web Hosting pages, clicking on the Next Step buttons when you're ready to move on.
4. You may skip the Web Disk Accounts step at this time. Click on the Skip this Step button.
5. You may skip the New Email Account Setup at this time.
6. Set Default Address allows you to decide how an email will be handled if it is sent to a non-existent address on your domain. Select "Discard with error to sender (at SMTP time)" and fill in the reject reason if you want these messages to go nowhere. Select "Forward to email address" and type a valid email address if you want these messages to be forwarded somewhere. Click on the Change button. Review the Default Address Maintenance page and click on Next Step.

Set Default Address

The default email address will "catch" any mail that is sent to an invalid email address for you. To forward mail to the main mail account, type the username of your cPanel account into the "Forward to" field.

Send all unrouted email for:
monkeycowgirl.com

Discard with error to sender (at SMTP time)

Failure Message (seen by sender):

Forward to email address

Forward to email address:

[Advanced Options »](#)

7. Webmail will be covered later on, but for now, follow the instructions in the Webmail section to drag the Access cPanel Webmail shortcut link to your desktop.
8. Fill out your Contact Information & Preferences.
9. Select a different cPanel Style if you want to or skip this step to finish the wizard. Click the Home icon in the top left corner to access the main cPanel interface. You may return to this wizard by clicking the Getting Started Wizard icon.

The cPanel Home Page

The cPanel application has features for web designers and developers at every level. This document provides a summary of the topics that are circled below.

cPanel X - Main

The screenshot shows the cPanel Home Page for the account 'monkeycowgirl.com (sti5970)'. The interface is divided into several sections:

- Switch Theme:** x3
- Switch Account:** monkeycowgirl.com (sti5970)
- Notices:** Empty section.
- Find:** Search bar.
- Frequently Accessed Areas:** Email Accounts, Webmail, File Manager, Branding Editor, FTP Accounts.
- Stats:** Main Domain: monkeycowgirl.com, Home Directory: /sites/sti5970, Last login from: 64.118.98.9, Disk Space Usage: 95.71 / 14.65 GB, Monthly Bandwidth Transfer: 273.37 / 195.31 GB, Email Accounts: 2 / 100, Subdomains: 1 / 5, Parked Domains: 0 / 19, Addon Domains: 1 / 19, FTP Accounts: 2 / 10, Mailing Lists: 0 / 2, All SQL Databases: 1 / 1, MySQL Databases: 1, MySQL Disk Space: 1.8 MB, Mailing List Disk Space: 0 MB, Hosting package: WH 3, Server Name: cpanel1.
- Preferences:** Getting Started Wizard, Video Tutorials, Change Password, Update Contact Info, Branding Editor, Change Style, Change Language, Shortcuts.
- Mail:** Email Accounts, Webmail, SpamAssassin Spam Assassin™, Forwarders, Auto Responders, Default Address, Mailing Lists, Account Level Filtering, User Level Filtering, Email Trace, Import Addresses/Forwarders, Email Authentication, MX Entry.
- Files:** Backups, Backup Wizard, File Manager, Legacy File Manager, Disk Space Usage, Web Disk, FTP Accounts, FTP Session Control.
- Logs:** Latest Visitors, Bandwidth, Webalizer, Webalizer FTP, Raw Access Logs, Error Log, Awstats.
- Security:** Password Protect Directories, IP Deny Manager, SSL/TLS Manager, HotLink Protection, Leech Protect, GnuPG Keys.
- Domains:** Empty section.

Red circles highlight the following features: Home icon, Getting Started Wizard, Video Tutorials, Stats, Email Accounts, Webmail, Forwarders, File Manager, FTP Accounts, and Awstats.

cPanel X - Main

cPanel Version 11.40.1 (build 11)
Theme x3
Apache version 2.2.25
PHP version 5.4.19
MySQL version 5.5.35-cll
Architecture x86_64
Operating system linux
Shared IP Address 64.118.96.140
Path to sendmail /usr/sbin/sendmail
Path to Perl /usr/bin/perl
Perl version 5.8.8
Kernel version 2.6.32-431.5.1.el6.x86_64
cPanel Pro 1.0 (RC1)
collapse stats

Subdomains Addon Domains Parked Domains Redirects Simple DNS Zone Editor Advanced DNS Zone Editor

Databases MySQL Databases MySQL Database Wizard phpMyAdmin Remote MySQL

Software/Services Site Software

Advanced Apache Handlers Image Manager Index Manager Error pages Network Tools Virus Scanner WebHost Manager

lite graphics | hide icons | reset all interface settings | reveal all boxes | reset box order

Home Trademarks **Help** Documentation Contact Logout

Stats	
Main Domain	mydomain.com
Home Directory	/sites/sti5970
Last login from	64.118.98.9
Disk Space Usage	95.74 / 14.65 GB
Monthly Bandwidth Transfer	279.45 / 195.31 GB
Email Accounts	2 / 100
Subdomains	1 / 5
Parked Domains	0 / 19
Addon Domains	1 / 19
FTP Accounts	2 / 10
Mailing Lists	0 / 2
All SQL Databases	1 / 1

Home Button

The little house icon in the top left corner takes you back to this cPanel home screen from whatever screen you're in.

Site Statistics

The left side of the cPanel screen has several interesting features including a theme toggle, a search box, a list of places you've visited in the site, and a statistics bar. The Stats box displays an overview of your hosted domains, including the amount of disk space you're using, monthly bandwidth transfer, and the number of domain email accounts.

In cPanel, all of your hosted resources (website files, email, databases, etc.) draw from the same pool of server space so this information may come in handy as content and domain emails accumulate over time.

[Note that cPanel also includes a statistics utility that keeps track of visitors to your website. Access the Advanced Web Stats by clicking on the Awstats icon under the Logs heading in the main part of the cPanel window.]

FTP Connection Information

File Transfer Protocol (FTP) is used to transfer files from your computer to the website server. By default, an FTP account has been created for your STI hosted website. Therefore, if you already have a favorite FTP client, you may connect to the server without accessing cPanel at all.

1. You will need the following information (provided by STI when the account is set up):
 - Connect using: **SFTP** (Note: this is a change from Windows hosting!)
 - Host: <ftp.mydomain.com> (or use *cpanel1.sti.net* if there are issues with *ftp.mydomain.com*)
 - Username: *st#####* (where ##### is your STI account number)
 - Password: *password* (this may be changed if your existing website was moved to cPanel)
 - Remote directory: *public_html*
2. You may set up additional FTP connections through the cPanel interface. Click on the FTP Accounts icon under the Files heading and fill in the desired Login and Password. The Directory automatically creates a subdirectory which you can remove if you want to connect to the root directory. Click on Create FTP Account to complete the set-up.

Add FTP Account

Login: @mydomain.com

Password:

Password (Again):

Strength (?):

Directory: /sites/sti5970/

Quota: 2000 MB Unlimited

File Manager

cPanel includes an FTP client to transfer files from your computer to the server.

1. Click on the File Manager icon under the Files heading.
2. Select Web Root (*public_html/www*) as the directory to open. The File Manager interface allows you to manage, upload, and download files on the web server. Full documentation is available at <http://docs.cpanel.net/twiki/bin/view/AllDocumentation/CpanelDocs/FileManager>.

Email Accounts

A domain email is an email address that uses your domain name after the @ sign. For example: *me@mydomain.com*. Managing your own domain email addresses is one of the main features of cPanel. Domain email addresses are not mandatory; however, they add professionalism to your business website while providing conforming addresses for different departments or individuals. For

example, you may want to set up domain email addresses such as *info@mydomain.com*, *contact@mydomain.com* and *sales@mydomain.com*. This you can do through cPanel.

1. If you simply want a domain email address to forward to another valid email address, please jump ahead to the [Forwarding Domain Email](#) section.
2. To access webmail through cPanel, you will need to set up a domain email account. Click on the Email Accounts icon under the Mail heading. Type in the new username in the Email: box. Type in a password or use the Password Generator to create a valid password. Click on the Create Account button.

Email Accounts
In this area you can manage the email accounts associated with your domains.

Email: @ mydomain.com
Password:
Password (again):
Strength (why?):
Mailbox Quota: 250 MB Unlimited

3. This screen also allows you to manage your domain email addresses, and provides one way to access the Webmail interface. Click on the More button to the right of an address, then click on Access Webmail in the drop-down menu.
4. Clicking on the Configure Email Client link in the drop-down menu to the right of the email address will provide you with the information you need to set up the email client on your computer to receive domain emails.

ACCOUNT @ DOMAIN	USAGE / QUOTA / %	ACTIONS			
info@mydomain.com	0 / 250 MB	Change Password	Change Quota	Delete	<input type="button" value="More v"/>
sales@mydomain.com	0 / 250 MB	Change Password	Change Quota	Delete	<input type="button" value="More v"/>

Access Webmail
Configure Email Client

5. If you experience trouble sending or receiving domain emails, you may want to change your email client settings using the information in the Configure Email Client screens shown below.

HOME ? HELP LOGOUT



CPanel 11

✉ Mail Client Configuration for "info@mydomain.com"

When you access an email account through a desktop email application such as "Windows Live Mail®", the email application will require specific information about your email account. You can use the auto-configure options below to attempt to automatically configure your email application. If the available options are not compatible with your application, use the **Manual Settings** information.

Automatic Configuration Scripts

The available mail client autoconfiguration scripts are listed below. Select the script for your mail client and operating system.

APPLICATION	PROTOCOLS
Microsoft Outlook 2010® for Windows®	AutoDiscovery
Windows Live Mail® 	IMAP over SSL/TLS POP3 over SSL/TLS IMAP POP3 (Post Office Protocol v3)
Microsoft Outlook 2007® for Windows®	AutoDiscovery
Microsoft Outlook 2000® for Windows®	IMAP over SSL/TLS POP3 over SSL/TLS IMAP POP3 (Post Office Protocol v3)
Microsoft Outlook Express® for Windows®	IMAP over SSL/TLS POP3 over SSL/TLS IMAP POP3 (Post Office Protocol v3)
MacOS® Mail.app® for versions prior to Lion (10.4+) 	IMAP over SSL/TLS IMAP
MacOS® Mail.app® for Lion (10.7+) 	IMAP over SSL/TLS IMAP
Postbox®	AutoConfig (Automatic Configuration)
iOS for iPhone/iPad/iPod and MacOS® Mail.app® for Mountain Lion (10.8+)	IMAP over SSL/TLS IMAP
Mozilla Thunderbird®	AutoConfig (Automatic Configuration)
KDE Kmail	AutoConfig (Automatic Configuration)

Manual Settings

If you do not see an automatic configuration script for your client in the list above, you can use the settings below to manually configure your mail client:

Secure SSL/TLS Settings (Recommended)	
Username:	info@mydomain.com
Password:	<i>Use the email account's password.</i>
Incoming Server:	cpanel1.sti.net IMAP Port: 993 POP3 Port: 995
Outgoing Server:	cpanel1.sti.net SMTP Port: 465
Authentication is required for IMAP, POP3, and SMTP.	

Non-SSL Settings (This is NOT recommended.)	
Username:	info@mydomain.com
Password:	<i>Use the email account's password.</i>
Incoming Server:	mail.mydomain.com IMAP Port: 143 POP3 Port: 110
Outgoing Server:	mail.mydomain.com SMTP Port: 25
Authentication is required for IMAP, POP3, and SMTP.	

Notes:

- IMAP email access coordinates between the server and your mail application. Messages that you have read, deleted, or replied to will show up as such, both on the server and in the mail application.
- POP3 does not coordinate with the server. Messages that the mail application marks as read, deleted, or replied to will not show up as such on the server. This means that future mail downloads with POP3 will show all messages as unread.
- The system uses SMTP to send outgoing mail.
- We recommend that you use POP3 over SSL/TLS or IMAP over SSL/TLS because they provide increased security for your interactions with the remote mail server.

If you are still having trouble after reviewing your email client settings, please call Sierra Tel Technical Support at 559-683-4611, 209-966-3636 or 1-877-658-4611.

Webmail

Webmail is a browser-based utility that displays email residing on the mail server, allowing you to view email from any computer. However, because the email stays on the mail server, it takes up space in your hosting account. Eventually, it can fill up your account space, so periodically you'll need to remove it by deleting or downloading emails to a POP3 email client on your computer (such as Microsoft Outlook or Apple Mail).

1. In the cPanel home page, click on the Webmail icon under the Mail heading to access webmail.
2. If you are not logged into cPanel, you may browse directly to *mydomain.com/webmail*. Enter the domain email address and email password to access the cPanel webmail interface.



Change Password



Forwarding Options



Auto Responders



Configure Mail Client



Email Filtering



Email Trace

3. cPanel provides three browser-based email readers to choose from: horde, roundcube and SquirrelMail. Once you have decided on your favorite, you can click on [Enable AutoLoad] to automatically open that reader when you access webmail. When webmail opens, a pop-up box allows you to disable the autoloading feature if you change your mind.

SpamAssassin

cPanel uses SpamAssassin as its domain email junkmail filter. Documentation may be found at <http://spamassassin.apache.org/>.

Forwarding Domain Email

Many people prefer to set up email “forwards” to automatically send domain emails to another email address previously set up on a computer’s email client. [Note: you do not have to set up an account for a domain email if you just want it to forward to another email address.]

1. To set up a forward for a domain email address, click on Forwarding Options on the webmail page or on the Forwarders icon under the Mail header in the main cPanel home page.

Forwarders



Email Account Forwarders

Forwarders allow you to send a copy of all mail from one email address to another. For example, if you have two different email accounts, `joe@example.com` and `joseph@example.com`, you could forward `joe@example.com` to `joseph@example.com` so that you do not need to check both accounts. Note that the forwarded mail will still be delivered to the original address as well.

Search

ADDRESS		FORWARD TO	FUNCTIONS	
test2@buildafreewebpage.com	to	support@buildafreewebpage.com	Trace	Delete

Page: Per Page:

Forward All Email for a Domain

In addition to forwarding individual mail accounts, you can forward all email from one domain to another.
Warning: Forwarding a domain's email will override the default address for that domain.

DOMAIN	FORWARD TO	DELETE
There are no Domain Forwarders setup for this domain.		

Hint:

If you wish to set your default address, or "catch-all," please [click here](#) to be taken to the Default Address page.

2. The Video Tutorial is a helpful walk-through of the forwarding set-up process.
3. Forwarded emails will remain on the mail server by default. While this keeps them accessible through webmail, they will need to be cleared off the server occasionally to prevent them from filling up the account's allotted server space.
4. You may opt to remove the domain email account after the forward has been put into place. Somewhat counter-intuitively, emails addressed to the deleted email address will still be sent to the forwarding email address. However, you will not be able to access cPanel webmail for the deleted address.

[Note: If you set up a forward, then delete the domain email account without checking webmail first, emails received before the forward was set up will not be forwarded. Setting up the email account again will not recover them. They are lost forever.]

WordPress Installation

If you want to create your domain's website with WordPress, use cPanel to install the application.

1. Click on the Site Software icon under the Software/Services heading in the cPanel home page.

Site Software v0.9.8

You currently are set to receive a notice when updates for your installs are available. Click [here](#) to turn it off.

[Blogs](#)
[Bulletin Boards](#)
[CMS](#)

Blogs_(1)

[WordPress](#)
PHP/MySQL Blog System

Bulletin Boards_(2)

[YaBB](#)
Secure, feature-rich Perl based forum

[phpBB3](#)
PHP/MySQL based forum

CMS_(1)

[Joomla2](#)
PHP/MySQL based CMS

2. You will see several applications available for installation. Click on the WordPress link under the Blogs heading.
3. Under the License Terms, you will see this form:

Admin User: (Minimum 5 characters)

Admin Pass: (Minimum 5 characters)

Password Strength:
Very Weak (0/100)

Admin Password (Again)

Email:

Installation URL:
[\[Add a subdomain\]](#)

You may install directly into a domain's document root by leaving the installation URL's path blank. Please note any files that already exist that are in the installation will be **overwritten!!!**

Additional install options:

Blog name:

Blog description:

Table Prefix:

MySQL DB:

4. For the sake of simplicity, you may use your cPanel username and password as your WordPress Admin User and Admin Password. You may keep or change the default values in the rest of the form. If you will be creating your website solely using WordPress, it's best to clear the [\[Add a subdomain\]](#) field, leaving it empty (in other words, delete the default "wordpress").

5. Click on the Install button to complete the installation. A successful WordPress installation puts the application's files on the server and creates the WordPress database.
6. If you have left the Installation URL: field blank, you may access your WordPress administration dashboard by browsing to *mydomain.com/wp-admin*. Otherwise, you will browse to *mydomain.com/wordpress/wp-admin*. Log in with the WordPress username and password you created in cPanel when installing the application.

Subdomains, Add-on and Parked Domains

cPanel allows multiple domains under a single hosting package. The current allocations for each hosting package may be found at <https://www.sti.net/webhosting.asp>. If you would like to upgrade your account to permit more domains, contact technical support at (559) 683-4611 or (209) 966-3636.

Under the Domains heading on the cPanel home page, you will see several different ways to add domains to your account.

1. Subdomains: A subdomain divides your domain into sections by adding a prefix to the primary domain name. For example: *mysubdomain.mydomain.com*. When you add a subdomain name to the form, the Document Root field populates automatically.

Create a Subdomain

Subdomain :	<input type="text" value="mysubdomain"/>	.	<input type="text" value="mydomain.com"/>	<input type="button" value="v"/>	<input checked="" type="checkbox"/>	
Document Root :	<input type="text" value="/public_html/mysubdomain"/>					<input checked="" type="checkbox"/>
<input type="button" value="Create"/>						

2. Addon Domains: An addon domain acts as a stand-alone domain with its own URL and content. For example, browsing to the addon domain *mydomain1.com* accesses different content than *mydomain.com*. To create an addon domain, first make sure:
 - a. You have registered the domain name through Sierra Tel Internet or your own preferred domain name registrar (such as GoDaddy).
 - b. The domain has been set to the following DNS (domain name servers):
hns1.sti.net
hns2.sti.net

[While we encourage you to contact STI to register domain names, you can now set up web hosting for addon domains through cPanel!]

- c. Click on the Addon Domain icon. Type the domain name into the form. The Subdomain/FTP Username: and Document Root: will be filled in automatically. Type in your Password, confirm it and click on the Add Domain button to complete the setup.

Addon Domains

 Video Tutorial

An addon domain allows visitors to reach a subdomain of your site by typing the addon domain's URL into a browser. This means that you can host additional domains from your account, if allowed by your hosting provider. Addon Domains Subdomains are relative to your account's home directory. The  icon signifies your home directory which is `/sites/sti5970`.

Create an Addon Domain

New Domain Name:

Subdomain/FTP Username:

Document Root: 

Password:

Password (Again):

Strength (why?):

Hint: This feature must be enabled for your account before you can use it. Addon domains will not function unless the domain name is registered with a valid registrar and configured to point to the correct DNS servers.

- d. To FTP into an addon domain, use the information found under the [FTP section](#) above. Note that addon domains use the same FTP credentials as the primary domain with the exception that the remote directory should be set to `public_html/addondomain.com/`.
3. Parked Domains: A parked (aka: aliased) domain is an additional domain name that points to your primary domain's website content. For example: browsing to `mydomain1.com` goes to the website content for `mydomain.com`.

To create a parked domain, you need to first make sure:

- a. You have registered the domain name through Sierra Tel Internet or your own preferred domain name registrar (such as GoDaddy).
- b. The domain has been set to the following DNS (domain name servers):
hns1.sti.net
hns2.sti.net

[While we encourage you to contact STI to register domain names, you can now set up web hosting for parked domains through cPanel!]

- c. Click on the Parked Domains icon. Type the domain name into the form. Click on the Add Domain button to complete the setup.

Parked Domains

Parked Domains (Domain pointers) allow you to "point" or "park" additional domain names to your existing hosting account. This will allow users to also reach your website when entering the "parked" or "pointed" domain into their browsers.

 Video Tutorial

Create a New Parked Domain

Note:

Domains must be registered with a valid registrar before they can be parked. In addition, they will not be functional unless they are configured to point to your DNS servers.

Additional Reference Material

cPanel is a popular and well-documented control panel access program. Here are some options for assistance.

1. Context-sensitive Help and Documentation links are found in the menu at the bottom of each cPanel page. There is also a context-sensitive Help icon in the upper-right window.
2. The cPanel website is located at <http://cpanel.net/>. There you will find much information for website owners including a feature tour. Go to <http://cpanel.net/help/> for a searchable database with frequently asked questions.
3. Ask the Internet. Type your question into a Google search box. There's a good chance you'll find the answer you're looking for.
4. Call Sierra Tel technical support / customer service at (559) 683-4611 or (209) 966-3636 any time of day or night. If they can't answer your question, they'll forward it to a technician or webmaster who will get back to you as soon as possible during normal business hours.
5. For professional web design services, please visit <https://www.sti.net/webdesign.asp>, email webmaster@sti.net or call (559) 641-9006.

Thank you for hosting your website with Sierra Tel Internet!