



User Manual

Version 14.5.3





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# 1. The current KeyHelp

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## 1.1. KeyHelp Version 14

Already used on thousands of machines: the popular administration software KeyHelp®! Its clear design and modern operating concept awaits to be explored by you. Clarity and a large range of functions are the most appreciated things about KeyHelp®. These are the premises that guide us in every further development. A stringent menu and design provide the basis for all users to orient themselves quickly, so that frustrating und long-winded familiarization is no longer required.

So as to make your initial use of the software even easier we have produced this manual. We recommend reading through it carefully. You are quite likely to find an answer in here for most of your questions.

We hope you have fun exploring KeyHelp 14.

## 1.2. Finding a fault and being stuck with it?

Not at KeyHelp! Despite all the long and laborious testing we can never completely rule out that the odd flaw creeps in or that a use is obscure.

Should you ever notice anything that is not quite functioning as it should, please let us know about it immediately! Preferably send us an email. Customers of the Keyweb AG can also use the ticketing system. Please don't be shy – we really appreciate your feedback and suggestions for improvement!

Our developers at KeyHelp continue to work tirelessly on improving and expanding the functionality of the administration tool. Your feedback is of great help.

## 1.3. Who is this manual for?

This manual is aimed at domain administrators and explains how to manage your account, how to set up email addresses, add FTP users or access web statistics and use additional functions. If you own your own server and are managing this server through KeyHelp, please read our Administrator Manual first!



## 2. The Login

You only require a standard browser to call up the KeyHelp interface. We have successfully tested its functionality using all the better known browsers, incl. Internet Explorer, Firefox, Google Chrome and Opera, both in Windows and Linux environments.

Enter either the IP address or the server name in the address bar.

You received this information with your welcome email together with your access data.

KeyHelp YOUR ADMINISTRATION-PANEL

User name

Password

Language

[Forgot password?](#)

KeyHelp © 2016 by Keyweb AG

Enter your user name and password in the respective fields. You can find both in your Welcome email.



## 3. First Orientation in KeyHelp

After successful login you will automatically see the overview page. The main components of the KeyHelp interface are:

- 1 The main navigation bar on the left – allows you to reach and navigate the various KeyHelp functions.
- 2 The Display area in the centre. Here you can enter the desired settings for the menu item that you selected from the respective navigation
- 3 The additional navigation bar at the top – allows you to enter settings concerning your account and to log out.

The screenshot shows the KeyHelp administration panel. The top bar (3) indicates the user is logged in as 'web01' and provides links for 'My account' and 'Log out'. The left sidebar (1) lists navigation options under 'General', 'Settings', 'Email', 'Tools', and 'Help'. The main 'Overview' section (2) displays account information, including disk space, webspace, emails, and MySQL databases usage, along with a list of domains and services.

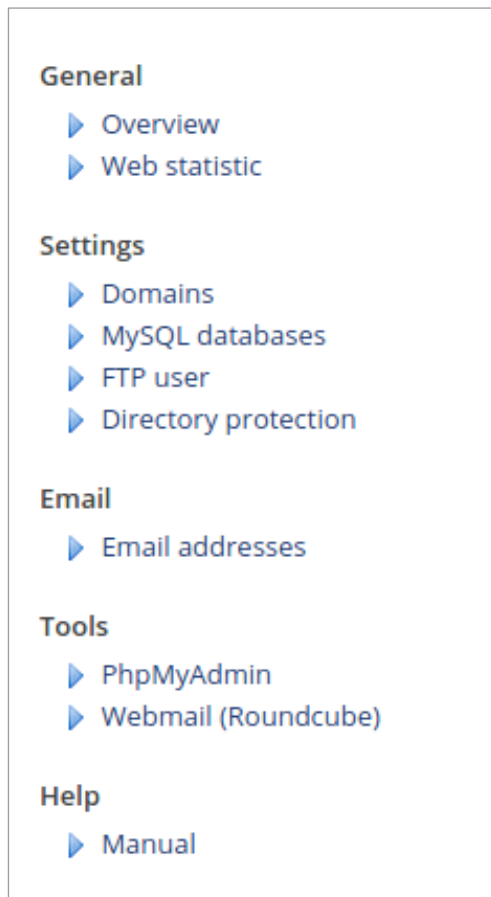
Account information	
Total 0.03 MB / 1,000.00 MB -> 0.00 %	
Disk space (current / maximum - in percent)	0 / 10
Please note, if your disk space reaches 100%: - you can not upload more data - you can not receive emails - your database rights will be limited	
Web-space	0.03 MB - 0.00 %
Emails	0.00 MB - 0.00 %
MySQL DBs	0.00 MB - 0.00 %
Main domain(s)	example.com
Subdomains (current / maximum)	0 / 10
FTP accounts (current / maximum)	1 / 20
MySQL database (current / maximum)	2 / 5
Email addresses (current / maximum)	0 / 10
Mailboxes (current / maximum)	0 / 10
Activated services	FTP, PHP, Perl/CGI, SSH
Directory listing	Disabled
Email address for automatic server messages: - If you ever forget your password, you can request a new one using this email address. - Administrators can send you messages to indicate possible maintenance etc. - Warning emails will be sent if only 10% of your maximum available memory space is available.	
	info@keyhelp.de
	<a href="#">Change now</a>



## 4. Main Navigation Bar

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From the main navigation bar on the left you can reach all functions of KeyHelp. The individual points are explained in the following.





## 5. General

### 5.1. Overview

The overview shows you current information about your account.

**Overview**

Account Information	
<p><b>Diskspace</b> (current / maximum - in percent)</p> <p>Please note, if your disk space reaches 100%:            - you can not upload more data            - you can not receive emails            - your database rights will be limited</p>	<p><b>Total</b> 0,03 MB / 500,00 MB =&gt; 0,01 %</p> <div style="border: 1px solid #ccc; width: 100%; height: 10px; background-color: #ccc; margin-bottom: 5px;"></div> <p><b>Webspace</b> 0,03 MB - 0,01 %</p> <div style="border: 1px solid #ccc; width: 100%; height: 10px; background-color: #ccc; margin-bottom: 5px;"></div> <p><b>E-mails</b> 0,00 MB - 0,00 %</p> <div style="border: 1px solid #ccc; width: 100%; height: 10px; background-color: #ccc; margin-bottom: 5px;"></div> <p><b>MySQL-DBs</b> 0,00 MB - 0,00 %</p> <div style="border: 1px solid #ccc; width: 100%; height: 10px; background-color: #ccc; margin-bottom: 5px;"></div>
<b>Main domain(s)</b>	example.com
<b>Subdomains</b> (current / maximum)	0 / 10
<b>FTP accounts</b> (current / maximum)	0 / 5
<b>MySQL database</b> (current / maximum)	1 / 5
<b>E-mail addresses</b> (current / maximum)	0 / 10
<b>Mailboxes</b> (current / maximum)	0 / 10
<b>Activated services</b>	FTP, PHP, Perl/CGI
<b>Directory listing</b>	<span style="background-color: #e67e22; color: white; padding: 2px 5px; border: 1px solid #ccc;">Inactive</span>
<b>E-mail address for automatic server messages</b> <small>- If you ever forget your password, you can request a new one using this e-mail address.            - Administrators can send you messages to indicate possible maintenance etc.            - Warning e-mails will be sent if only 10% of your maximum available memory space is available.</small>	<p>ATTENTION - No e-mail address has been set!</p> <div style="text-align: center;"><span style="background-color: #27ae60; color: white; padding: 2px 5px; border: 1px solid #ccc;">Change now</span></div>

#### Diskspace:

Shows you how much space is currently taken up of your available storage space. Included in the calculation are web data such as PHP and HTML files, but also email mailboxes and databases.

#### Main domain(s):

Listed here are domains that are assigned to your account(not subdomains!).

#### Subdomains:

The existing number of subdomains and the maximum number possible are shown here.

#### FTP accounts:

The existing number of FTP accounts and the maximum number possible are shown here.

#### MySQL databases:

The existing number of MySQL databases and the maximum number possible are shown here.

#### Email addresses:

The existing number of email addresses and the maximum number possible are shown here. All mailboxes, even aliases, count as email addresses.





- Email mailboxes:** The existing number of email mailboxes and the maximum number possible are shown here.
- Activated services:** The web features that are activated for your account are shown here.
- Directory Listing:** aktiv When the Directory Listing is activated the files present in a web folder are shown as file lists in the browser even if there is no index file (e.g. index.html, index.php).  
inaktiv If the option is deactivated an error message is shown. Change the setting by clicking the respective button.

**Email address for automatic server notifications:**

His address is used to send you notifications to warn you when you are about to run out of disk storage space on your account, or to send you administrator information. In addition, should you forget your password you can reset it via this email.

**Please note that you need to remember the email address that you entered here in order to be able to use the forgot-your-password function!**

## 5.2. Web Statistics

The web statistics give you information about the visits to your websites, visitor distribution over a certain period of time, where your visitors came from, visitors' country of origin, the browsers they used and much more.

At Keyweb we use the well-known and popular statistics tool AWStats.

### 5.2.1. Setting a Password

When first accessing this page you are asked to set a password for your access:

**Notice:**

You use the web statistics for the first time.

In order to make the statistics only available to you alone, it is important that you first [set a password for access](#).

The below option you can use to change password. The password can be changed later as often as you want.

Create a password of your choosing in the form displayed or opt to have one generated automatically. Fill in the displayed form with a password of your choice or let it generate automatically.



**Tools**

- ▶ PhpMyAdmin
- ▶ Webmail (Roundcube)

**Hilfe**

- ▶ Handbuch

### Passwort für Statistik-Zugriff festlegen

Passwort

Passwortstärke

Passwort wiederholen

Passwortvorschlag  [Passwort generieren](#)

Speichern

You can change the password at any time later via this form.

### 5.2.2. Accessing the Web Statistics

First, choose the time period for which you wish to check the statistics:

Choose timeframe November 2014 ▼

Then click the button Open statistics

A new browser window / tab opens.

Enter the same user name that you use for logging in to KeyHelp (see the access data email) in the login window displayed and enter the password that you have just set (see point 5.2.1).

Username:

Password:

OK
Cancel

If login was successful you will then see the statistics page of .

**Statistics for:** keyhelpdemo.com

**Last Update:** 08 Nov 2014 - 08:52

**Reported period:** Month Nov 2014

**Who:** Countries, Full list, Hosts, Full list, Last visit, Unresolved IP Address, Robots/Spiders visitors, Full list, Last visit

**Navigation:** Visits duration, File type, Downloads, Full list, Viewed, Full list, Entry, Exit, Operating Systems, Versions, Unknown, Browsers, Versions, Unknown

**References:** Origin, Referring search engines, Referring sites, Search, Search keywords, Search keywords

**Others:** Miscellaneous, HTTP Status codes, Pages not found

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**Summary**

Reported period	Month Nov 2014	Number of visits	Pages	Hits	Bandwidth
First visit	20 Nov 2014 - 08:52		23	23	9.23 KB
Last visit	28 Nov 2014 - 08:41		(11 Pages/Visit)	(11 Hits/Visit)	(1.61 KB/Visit)
Viewed traffic: *	4	(2 visits/visitor)			
Not viewed traffic: *			0	2	0

\* Not viewed traffic includes traffic generated by robots, worms, or replies with special HTTP status codes.

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**Monthly history**

Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2014	0	0	0	0	0
Feb 2014	0	0	0	0	0
Mar 2014	0	0	0	0	0
Apr 2014	0	0	0	0	0
May 2014	0	0	0	0	0
Jun 2014	0	0	0	0	0
Jul 2014	0	0	0	0	0
Aug 2014	0	0	0	0	0
Sep 2014	0	0	0	0	0
Oct 2014	0	0	0	0	0
Nov 2014	1	2	22	22	3.22 KB
Dec 2014	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>2</b>	<b>22</b>	<b>22</b>	<b>3.22 KB</b>




## 6. Settings

### 6.1. Domains

Here you are able to manage your domains and set-up subdomains. One click on the domain name and the domain opens up in a new browser window.

#### 6.1.1. Editing Domains

In order to edit a domain click on the editing symbol  behind the respective domain name in the column "Options".

Your domain name with and without the prefix www are treated separately. For example, you can specify that when your domain is called up without www a different content is shown to the visitor than when it is called up with the www prefix.

Information about domain	
Domain name	keyhelpdemo.com
Target *	<input type="text" value="/"/>
Directory or specify external destination starting with "http://" or "https://"	
* These fields must be filled in!	


You can enter the desired directory below the www folder. If this folder does not exist it will be created from scratch. "/" represents your www-directory". If you want to display the domain in the folder demo for example, you enter /demo/.

You can also forward your domain to an external destination. Specify this by entering http://destinationdomain or https://destinationdomain. The URL changes in the address bar of the browser when the forward-domain is called up.

To select an existing sub directory of the www-folder as the destination for the domain, click the button "Open Directory Explorer".

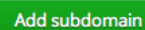
 Open folder explorer

Select the desired directory from the newly shown directory explorer and click the button "Take as domain target directory"

 Take as domain target directory

#### 6.1.2. Setting-up, Editing and Deleting Subdomains

Click this button to set up a new subdomain





Enter the desired name of the subdomain in the field "Domain name" and select the desired domain for which the subdomain is to be created from the dropdown list. The destination settings are set in parallel to the main domains. (see point 6.1.1)

The created subdomain now shows up in the overview.

Domain	Redirect to	Options
demo.keyhelpdemo.com	/www/demo/	

The symbols shown have the following meaning or function:

- The subdomain is currently being configured on the server. It is not yet operational.
- The subdomain has been correctly configured on the system and is now operational.
- Here you are able to configure the destination directories and the forwarding options in parallel to point 6.1.1.
- Deleting the subdomain. Before deletion there will be a security query first. The assigned directory is NOT deleted.

## 6.2. MySQL Databases

Click the button "Add database" to set up a database .

### 6.2.1. Setup of a database with automatically generated database name and database username.

Enter the password of your choice twice or have one generated automatically. You may enter information in the comment box that may later be helpful in assigning the database to a certain project.





Information about database	
Comment	<input type="text"/>
Password *	<input type="text"/>
Password strength	
Confirm password *	<input type="text"/>
Suggest password	<input type="text"/>
* These fields must be filled in!	

### 6.2.2. Setup of a database with freely selectable database name and database username.

**Hint: This feature is only available when it was activated by the KeyHelp administrator.**

- Fill in the respective form fields with the desired values for database name and database username.
- Enter the password of your choice twice or have one generated automatically.
- You may enter information in the comment box that may later be helpful in assigning the database to a certain project.

Information about database	
Database name *	<input type="text"/>
User name *	<input type="text"/>
Comment	<input type="text"/>
Password *	<input type="text"/>
Password strength	
Confirm password *	<input type="text"/>
Suggest password	<input type="text"/>  Generate password
* These fields must be filled in!	

To finish the set-up click  .


You are then shown the database complete with the chosen or generated database name and the database user name, its host, the comment you entered and the size of the database.




By using these data you can log in to PHPMyAdmin (*see point 8.1*).

The symbols shown have the following meaning or function:

 To edit your comment or to change the password click the Pencil symbol.

 Deleting the database.

 Delete marked

Delete all databases in the list with a tick.

## 6.3. FTP User

### 6.3.1. FTP Security

FTP data is usually transmitted unencrypted. A potential hacker can therefore quite easily get hold of your data and can also obtain your password. For this reason we recommend using FTP via SSL (FTPS) in explicit mode.

You find the settings in your FTP client. In the popular FTP client, Filezilla, you are for instance able to view the settings in the server manager (Image 1).

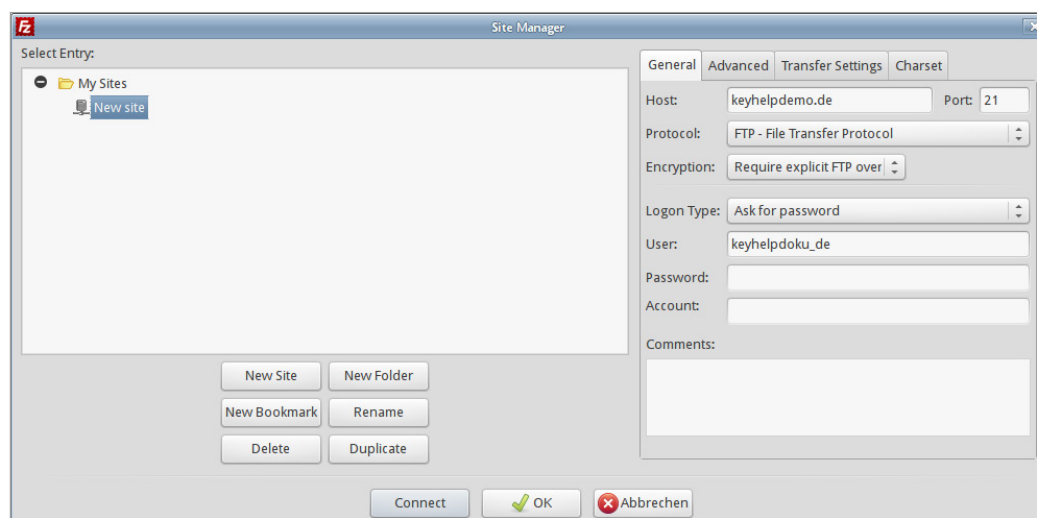


Image 1: Server manger Filezilla

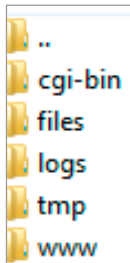
**Note: DON'T mistake FTPS for SFTP. SFTP has nothing to do with FTP, but is provided by the SSH Server. To be eligible to use SFTP an SSH access is needed, which may not be included in your tariff.**



### 6.3.2. Main FTP Login

To connect to your account via FTP use the same data you received per email and which you also used to log in to KeyHelp.

During the first login you will see the following standard file structure:



**cgi-bin** Folders for carrying out CGI and Perl scripts.

**files** Storage for files that shall not be accessible through http

**logs** Contain access logs and error logs for your websites.

**tmp** Folders for scripts set up to be temporary files.

**www** Folder for files that shall be accessible via http and https

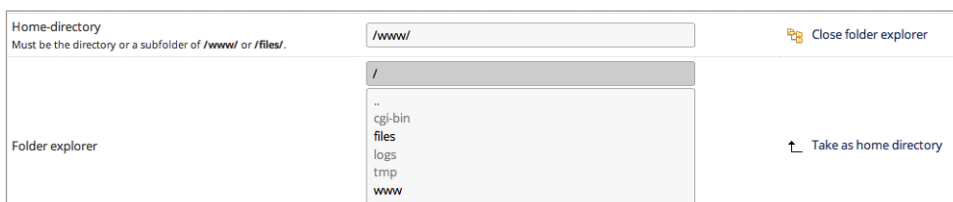
You can add a random number of folders and subfolders and update access rights. You should NOT delete the standard folders!

**Note: Avoid setting the access right to 777, especially within the www directory. It poses a security risk! It is not necessary for operating websites, as PHP runs under your respective User-ID and is thus able to write without causing any problem in folders that you have created through FTP.**

### 6.3.3. Additional FTP Users

To add an additional FTP user click the button

**Add FTP-user**



You are now able to select the home directory of the user. Either you directly state the desired directory that is automatically generated, or you select an existing directory. To do this click the button "Open folder explorer".


**Open folder explorer**

Select the desired directory from the newly shown directory explorer and click the button "Accept as Home Directory"

**Take as home directory**





**Notes:**


1. Users are “locked” in their assigned directory. It means that they can move around within their directory, but cannot access any directories at a higher level.
2. The Home Directory has to be located below the folder www or below files.

Then select a password or have one generated by the system and click the button  .

Following this the FTP user is shown with the user name that has been generated.

The symbols shown have the following meaning or function:

-  The FTP user is being setup on the system at this moment and is not yet operational
-  The FTP user was successfully set-up on the system and is now operational.
-  Changing the home directory or password.
-  Deleting the FTP user. You will see a security prompt which also allows you to specify whether the assigned home directory should be deleted as well.

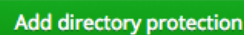
 Delete marked

Deletes all FTP users with a tick. You will see a security prompt which also allows you to specify whether the assigned home directory should be deleted as well.

## 6.4. Directory Protection

Via directory protection you can set up a username-password-combination to your www-directory or its subdirectories. Only after correctly entering this combination, the corresponding content is displayed in the browser.

To set up a directory protection, press the button:



### Directory:

Specify the directory for which you want to set up a protection. Either directly enter the desired directory, which is created automatically, or select an existing directory. Just click on “Open folder explorer”.

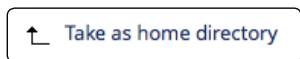


Select the desired directory in the now displayed explorer





and click on the button  
"Take as Home Directory".



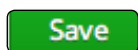
The directory "/" is your www-directory on the server.  
The directory "/example folder/" is a subfolder of your  
"www-directory".

**Username:** Set any desired username.

**Password:** Set a password or get a generated one.

**Title of the protected area (optional):**

Enter a name for the protected area, e.g. internal or  
development. This will be displayed in the login window of  
the browser. Click on the button to apply your settings.



#### Notices:

**You can also create multiple users for one directory. To do so, add another directory protection and choose from the same folder, but assign a different username. The access protection is controlled by the configuration file of the domain on the web server. Therefore .htaccess or .htpasswd. are not created in the respective directory.**

After creating it, the directory protection is indicated in the overview along with the protected directory, the selected user name and the title of the protected area.

The symbols have the following meaning or function:



The directory protection is being created in the system and is not yet ready for use.



The directory protection was successfully created in the system and can now be used.



Changing the title or the password



Remove directory protection. A confirmation request occurs.



Deletes all selected entries of the directory protection.

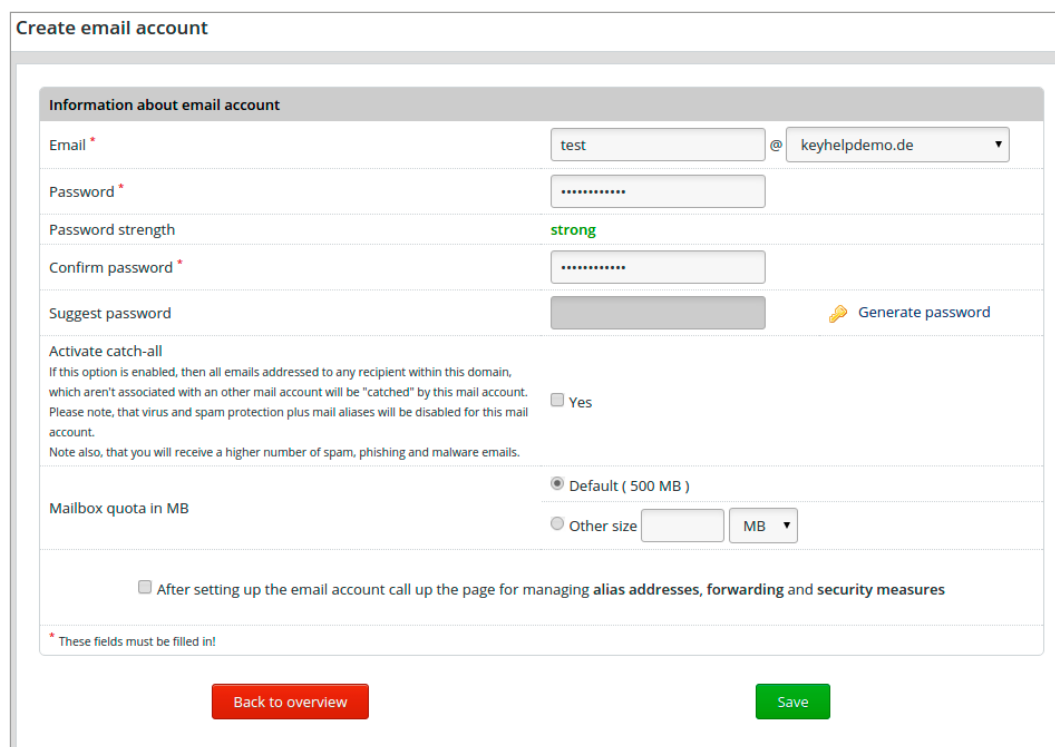


## 7. Email

### 7.1. Email Addresses

#### 7.1.1. Setting-up Email Addresses

To set up a new email address click the button  .



The screenshot shows a web form titled "Create email account". It contains several input fields and options:

- Information about email account** (Section Header)
- Email \***: A text input field containing "test" and a dropdown menu showing "keyhelpdemo.de".
- Password \***: A password input field with masked characters.
- Password strength**: A label indicating the strength is "strong".
- Confirm password \***: A second password input field with masked characters.
- Suggest password**: A button with a key icon and the text "Generate password".
- Activate catch-all**: A section with explanatory text and a checkbox labeled "Yes".
- Mailbox quota in MB**: Radio buttons for "Default ( 500 MB )" and "Other size", followed by a text input field and a "MB" dropdown menu.
- After setting up the email account call up the page for managing alias addresses, forwarding and security measures**: A checkbox.
- \* These fields must be filled in!**: A red asterisk warning at the bottom.
- Buttons**: "Back to overview" (red) and "Save" (green).

Enter the desired mailbox name in the form field Email and select the domain for which the mailbox is to be set up.

Create a password of your choice or opt to have one generated automatically.

Activate the check box „Activate catch-all“ if you wish to receive all messages on this account, that are sent to non-existent email addresses of the domain. Please note the information displayed in the form!

Determine the size of the mailbox.





Activate the control box “After setting up the email account call up the page for managing aliases addresses, forwarding and security measures”, if you want to execute more settings immediately.




Click the button  .

The Email account is then shown with the user name that was generated, the current memory usage and any forwarding's and security measures implemented.

The symbols shown have the following meaning or function:

-  The Email account is being set-up on the system at this moment and is not yet operational.
-  The Email account was successfully set up on the system and is now operational.
-  Changing the password, the size of the mailbox, the aliases addresses, and the forwarding's and security measures.
-  Deleting the Email account.

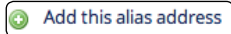
 Delete marked

Deletes all ticked Email accounts.

## ***7.1.2. Aliases Addresses, Forwardings, Security Measures and Email Filter***

### ***7.1.2.1. Aliases Addresses***

Aliases addresses are Email addresses which are assigned to a main mailbox which receives the emails sent to these addresses.

Enter the desired alias in the form field and click the button  .

To delete an alias click the button  behind the respective alias.

### ***7.1.2.2. Forwardings***

To forward emails that are sent to the configured email address enter the desired destination address in the form field "Forward to". You may specify several destination addresses separated by a space, a comma, a semicolon or a line break.

If a copy of the forwarded emails is to be saved on the server, please put a tick in the corresponding control box.



### 7.1.2.3. Virus Scanner

Activate the virus scanner to scan incoming emails for harmful files before they reach the inbox.


Such harmful emails are identified in the subject field with the word "Infected".

### 7.1.2.4. Spam Filter

Activate the Spam Filter to scan incoming emails for signs of being spam mail before they can reach the inbox.

Such harmful emails are identified in the subject field with the word "Spam".

You can regulate the spam filter sensitivity via the Spam-Score field; the lower the number the higher the spam filter's sensitivity.

Click  to accept the changes to the forwarding settings or to the email security settings.

### 7.1.2.5. Setting-up the Autoresponder and Email Filter

You can configure the autoresponder and email filter on the webmail interface.  
(see point 8.2.1)

## 7.1.3. Access through Mail-Client (e.g. Outlook, Windows Live-Mail, Thunderbird)

Use the following information to set up a mailbox in a mail client:

**Username:** the complete email address, e.g. test@keyhelpdemo.de

**Password:** the password that you specified when setting up the email address

**SMTP-Server:** mail.<yourdomain> e.g. mail.keyhelpdemo.de Alternatively, you may also use the IP address

If you are using the web hosting tariff of Keyweb AG, you are advised to use that server name, where your domains are situated to avoid certificate warnings, for example: shared01.keymachine.de, shared02.keymachine.de etc.

**POP3/IMAP-Server:** mail.<yourdomain> e.g. mail.keyhelpdemo.de Alternatively, you may also use the IP address

If you are using the web hosting tariff of Keyweb AG, you



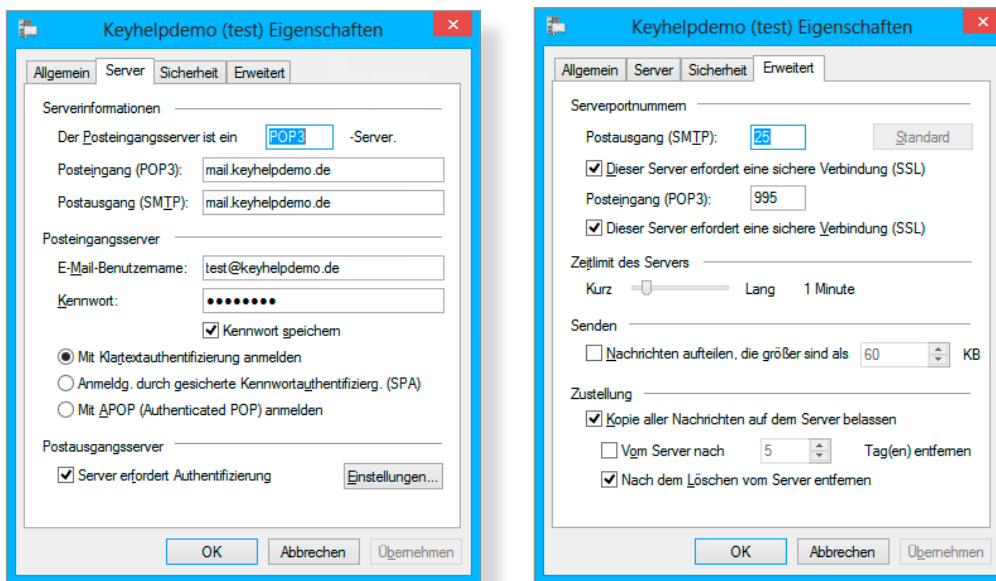
are advised to use that server name, where your domains are situated to avoid certificate warnings, for example: shared01.keymachine.de, shared02.keymachine.de etc.

**Ports (with/without STARTTLS):** IMAP 143, POP3 110, SMTP 25 or 587

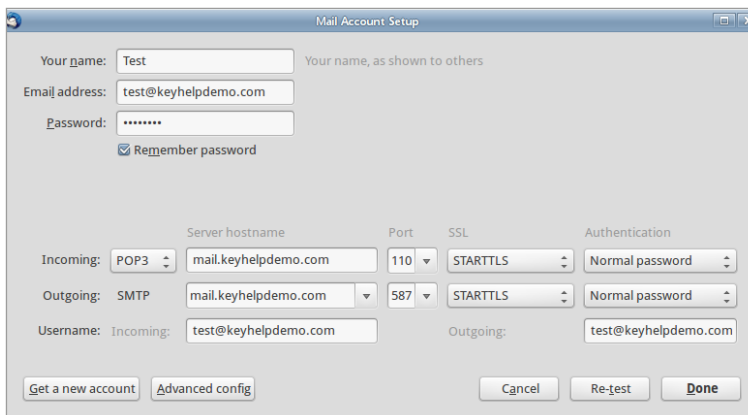
**Ports (with SSL):** IMAPs 993, POP3s 995,

**Notes:** Important is that authentication is activated at the outgoing mail server!  
Sending an email is only possible when STARTTLS is activated! When the respective warning is shown accept the certificate!

### 7.1.3.1. Sample Setup for Windows Live Mail



### 7.1.3.2. Sample Configuration for Mozilla Thunderbird

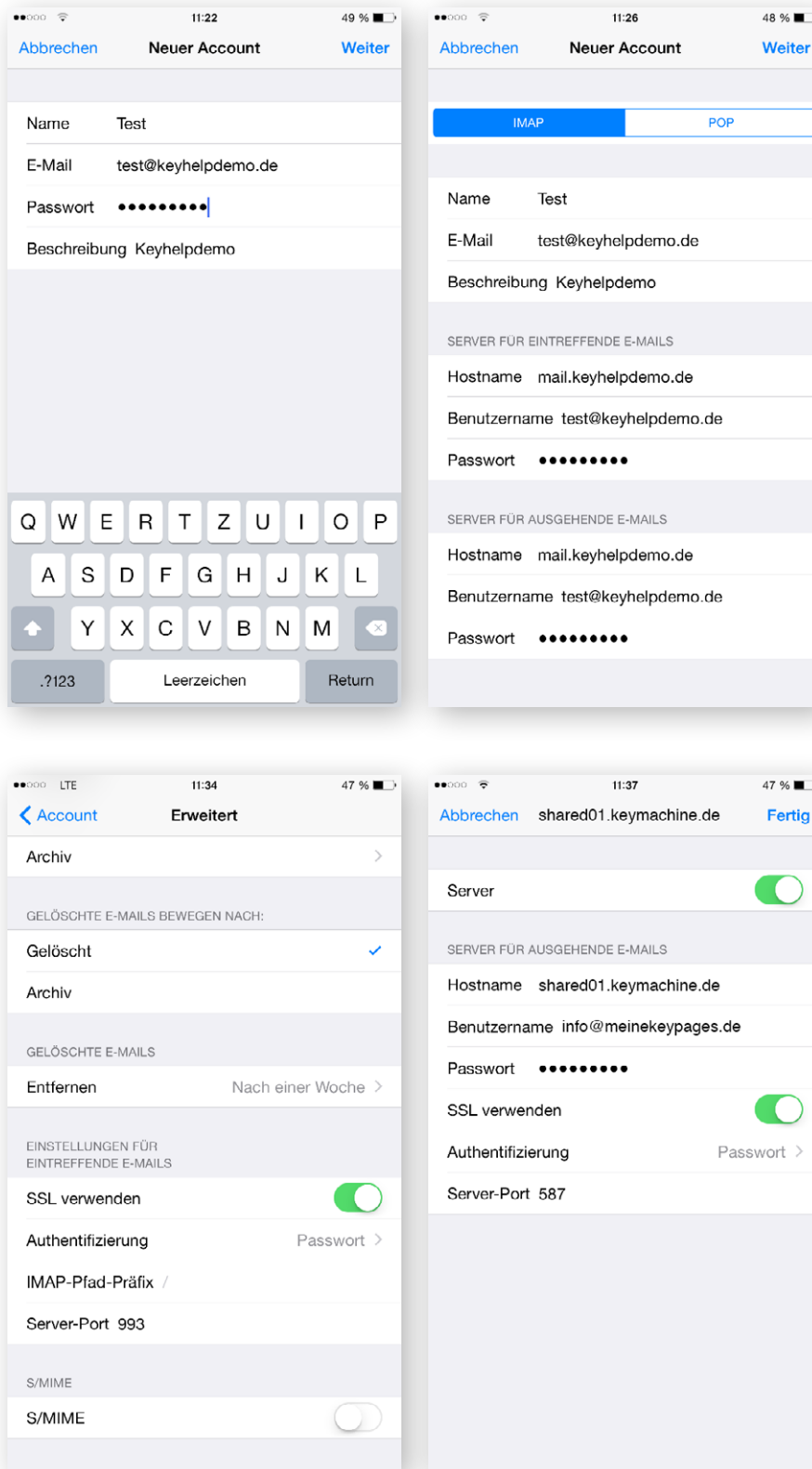




### 7.1.3.3. Sample Configuration for Outlook 2013



### 7.1.3.4. Sample Configuration for Apple iPhone





## 8. Tools

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### 8.1. PHPMyAdmin

PHPMyAdmin is a PHP application for the administration of MySQL databases. Upon clicking the respective menu item the PHPMyAdmin opens in a new browser window/tab.

To log in use the data that was entered when the database was set up.

To directly access PHPMyAdmin you may also use the address  
**https://<servername>/phpmyadmin/**

### 8.2. Webmail (Roundcube)

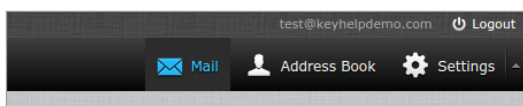
The webmailer is used to read and send email from a mailbox via a web browser. Upon clicking the respective menu item the webmailer opens in a new browser window/tab.

To log in use the data that were entered when the mailbox that you want to access was set up.

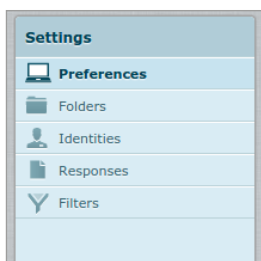
To directly access the webmailer you may also use the address  
**https://<servername>/webmail/**

#### 8.2.1. Configuration of Autoresponder and Email Filter

Log in to the webmail interface as described under point 8.2. In the top right-hand corner click the button "Settings".



From the left-hand menu called "Settings" select the option "Filter".




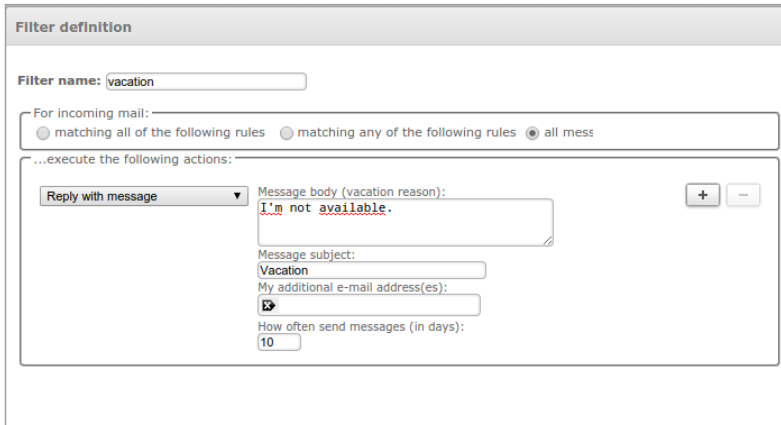




From the central menu “Filter Settings” select the filter option “Standard”.  
Via this button you may set up an additional filter setting.

Via the button  you can configure the elected filter setting.

In the right “Filter” menu click on the , button to add another filter. In the section filter definition you are now able to set up the desired filter.



Finally, click  to activate the filter.

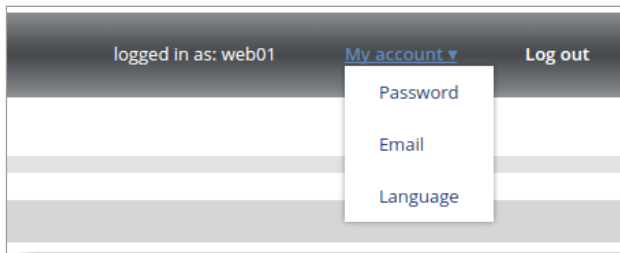
In the section filter definition you are now able to set up the desired filter.  
For an autoresponder the configuration would look as shown in the above image. In an activated autoresponder incoming emails are also saved in the inbox.

In this manner you are naturally able to specify any number of filters and you can, for example, move emails with certain subject lines or from certain senders in a folder set up for this, can forward or copy emails, and send them to an additional address, etc.



## 9. Additional Navigation Bar

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The additional navigation bar shows you with which user you are currently logged in to KeyHelp. Furthermore, you have access to the following functions:

### 9.1. My Account

**Options:**

- Changing the password of the currently logged in user.
- Changing the email address that receives automatic server notifications and which is used to reset a password.
- Changing the standard language of the KeyHelp Interface.

### 9.2. Logging Out

Ends your current KeyHelp session.



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