

# USTCP™

## cgiSuite™

By:



**"Ultimate Solutions To Common Problems"™**

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# USTCP™\*

## cgiSuite™

### Administrative Module Guide

Version 2.00

\* "Ultimate Solutions To Common Problems"™

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## Introduction

Congratulations! You have just purchased the most powerful and fully integrated suite of CGI scripts available to the public! No other scripts come close either in terms of features, administrative capabilities, total design integration, or ease of use.

The module you are about to install is known as the Administrative Module. It provides the single common interface shared by our full suite of available CGI script add-on modules. From this module you can configure user accounts to help make the task of administering your website and CGI scripts much easier by delegating tasks, while at the same time providing for a proper level of control over just how much power your assistants have to make changes to the scripts' operation. You will also be able to view a very comprehensive list of Activity, Error, and Security log files maintained by this module. The Activity log maintains a full audit-type trail of every action taken by a user as they go about their administrative duties. The Error log maintains a list of any errors encountered by users while performing administrative tasks, as well as descriptive information about the error to assist in tracking down the problem. The Security log lists every logon attempt made by users – including bogus attempts at hacking the system – and the status of the logon: successful, failed, user locked out, or user locked out due to excessive login failures.

We are confident you will find this collection of scripts and add-on components invaluable and an integral part of your online strategy.

We wish you many hours of enjoyable Webmastering!

Sincerely,

Ethan H. Poole  
*President*

## Installing the Administrative Module

### *Installing to a UNIX Platform*

First, if you do not already know the proper path to the most current version of Perl 5.xxx then now is the time to call or email your ISP and find out. Specifically, let them know that you need to know what the very first line of a Perl script should look like to execute properly on their server.

The Line will look something like:

```
#!/usr/bin/perl
```

Note the “#!” preceding the full path to the perl executable. Now use your favorite text editor (e.g. Windows Notepad, WordPad, vi, etc.) to **edit the first line in cgiadmin.pl** to reflect your ISP's perl configuration. This step is very important, if this line is incorrect, the script will not execute and you will get an often meaningless error reported to you by the web server! If you are not certain of the correct path and have telnet access you may type “which perl” at the command line to learn the path. Be aware that some providers may have multiple versions of Perl installed, in which case the version you will want may be in a path called “perl5”. Ask your ISP if in doubt!

Note to Mac Users: Please try to use a Windows, DOS, or UNIX machine to edit the Perl script. The Macintosh platform has a tendency to alter the end of line character in the script to a format not recognized by either Windows or UNIX systems. If you must edit the script on a Macintosh, please take extra special care to make sure the edited file is exported as an MS DOS Text file!

Next, decide whether you wish to install this script directly into your *cgi-bin* (or equivalent) directory, or into its own subdirectory. We recommend creating a subdirectory under *cgi-bin* by the name of *cgisuite*, such that the location of this script from your web root directory is */cgi-bin/cgisuite*. All of our examples will be based upon this configuration.

Change to your *cgi-bin* directory by executing the following command from your root directory:

```
cd cgi-bin
```

Create the *cgisuite* subdirectory by executing the following command:

```
mkdir cgisuite
```

Now *chmod* the */cgi-bin/cgisuite* directory with 777 permissions (read, write, and execute) with the following command:

```
chmod 777 cgisuite
```

Now change to the `/cgi-bin/cgisuite` directory with the following command:

```
cd cgisuite
```

FTP the following files to your `/cgi-bin/cgisuite` directory as **ASCII** (Text) by typing “ascii” on the command line and then ‘putting’ the following files:

```
put cgiadmin.pl
put cgisuite.mod
put Snefru.pm          (Note the capital ‘S’)
```

Now `chmod` each file as follows:

```
chmod 755 cgiadmin.pl
chmod 644 cgisuite.mod
chmod 644 Snefru.pm
```

Now it is time to install the supporting image files. Perform a change directory to the root directory of your website (usually the same directory where your entry homepage is located). If you ftp directly into your root directory the command is probably “`cd /`”, otherwise it may be of the form “`cd /home/www.you.com/`” or the like.

Create a subdirectory of `/cgisuite/images` with the following commands:

```
mkdir cgisuite
cd cgisuite
mkdir images
cd images
```

You should now have a directory of `/cgisuite/images` that can be called via <http://www.yoursite.com/cgisuite/images> if everything has been configured properly. Now it’s time to upload the image files and set their permissions!

FTP the following files to the `/cgisuite/images` directory as **BINARY** by typing “binary” on the command line and then ‘putting’ the following files:

```
put acctman.gif
put cgilogo.gif
put copyfoot.gif
put defparam.gif
put glmanhd.gif
put loginout.gif
put logman.gif
put modmanhd.gif
put resettim.gif
put vieweula.gif
```

Now set read permissions on all these files by `chmod 644` (read permissions) all of them with the following command:

```
chmod 644 *
```

You are now ready to proceed to the section on “Initial Configuration of the Administrative Module.”

## ***Installing to a Windows NT Platform***

First decide whether you wish to install this script directly into your *cgi-bin* (or equivalent) directory, or into its own subdirectory. We recommend creating a subdirectory under *cgi-bin* by the name of *cgisuite*, such that the location of this script from your web root directory is */cgi-bin/cgisuite*. All of our examples will be based upon this configuration.

Create the *cgisuite* subdirectory by executing the following command:

```
mkdir cgisuite
```

FTP the following files to your */cgi-bin/cgisuite* directory as **ASCII** (Text) by typing ‘ascii’ on the command line and then ‘putting’ the following files:

```
put cgiadmin.pl
put cgisuite.mod
put Snefru.pm          (Note the capital ‘S’)
```

Call or email your ISP and make sure that they have enabled “**CHANGE**” permissions for the Anonymous Web User for your *cgi-bin* directory, if they have not, tell them you need to have “CHANGE” permissions enabled on your */cgi-bin/cgisuite* directory. This permits the script to write to files as well as create new files and directories. If you get any permissions related errors while trying to save your initial configuration information, be suspicious that “CHANGE” permissions have not been enabled!

Now it is time to install the supporting image files. Perform a change directory to the root directory of your website (usually the same directory where your entry homepage is located).

Create a subdirectory of */cgisuite/images* with the following commands:

```
mkdir cgisuite
cd cgisuite
mkdir images
cd images
```

You should now have a directory of */cgisuite/images* that can be called via <http://www.yoursite.com/cgisuite/images> if everything has been configured properly. Now it’s time to upload the image files!

FTP the following files to the `/cgisuite/images` directory as **BINARY** by typing 'binary' on the command line and then 'putting' the following files:

```
put acctman.gif
put cgilogo.gif
put copyfoot.gif
put defparam.gif
put glmanhd.gif
put loginout.gif
put logman.gif
put modmanhd.gif
put resettim.gif
put vieweula.gif
```

You are now ready to proceed to the section on "Initial Configuration of the Administrative Module."

## Initial Configuration of the Administrative Module

Initial configuration of the Administrative Module is fairly straight forward. If you installed all the script files to the `/cgi-bin/cgisuite` directory, simply fire-up your favorite frames-capable browser and enter the following (if your pathing is different, please adjust the below URL accordingly):

```
http://www.yoursite.com/cgi-bin/cgisuite/cgiadmin.pl
```

You should now be presented with the initial configuration screen. The script is quite intelligent and you will notice that most of the values have been filled in for your convenience. Unless you have good reason to change any of these defaults, we recommend you use them as they are provided. Please see the "Edit Default Parameters" section for additional information about each configurable item.

The two key items you will need to supply are your SERIAL NUMBER, and a PASSWORD to create the default administrator account. Please note that both the **username and password are case-sensitive**, so watch your capitalization and make note of your account name and password somewhere!

Also take a moment to **double-check** the **"HTML Document Web Root File Path"** entry. The default provided represents our best guess as to the fully qualified file directory path to your web root – the same directory where your homepage index.html file is likely stored. If this is wrong, your Command Index will be forced to default to text-only mode and some Add-on Modules which require this value to function properly may not yield desirable results. If you are uncertain as to your true file path, your system administrator or ISP should be able to tell you without hesitation!

In the event you used the default provided username and didn't pay close enough attention, the default username is **"Administrator"** (without the quotes).

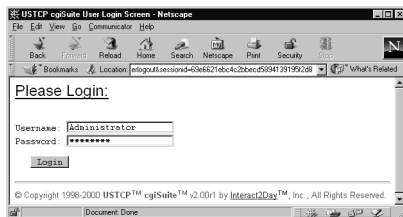
When you are satisfied with the configuration information, simply click the “Submit Configuration” button. You will be taken to a screen showing you the status of the creation of the script’s files and subdirectories. Click the “Enter Main Admin Area” button and you will now be logged in and ready to begin using the script.

The next time you access this script, you will be presented with a formal “Please Login” page. This installation procedure only occurs the first time the script is executed, or if the `cgisuite.cfg` file is missing.

## Using the Administrative Module

### *The Login Screen*

A view of the Login Screen:

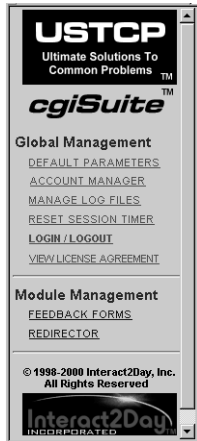


Login is fairly straight-forward, simply provide your Username and Password. Please note that both the Username and Password are case-sensitive!

**Note:** If you make more than 20 failed login attempts your account will automatically be suspended for 6 hours from the last login attempt – even if the last login attempt was a valid login. This is for security reasons as it prevents an outside cracker from trying to break into your site by guessing passwords or any other brute-force approach. So if you find yourself in the position of having made 20 consecutive login failures, please wait a little better than 6 hours before trying again, this will give the system time to reset your lockout status. If you find your account to be locked out in this manner and have not made any bad login attempts, be suspicious and analyze the Security log immediately.

We recommend maintaining a second “backup” administrator account for your use in just such cases.

## ***The Command Frame***



The command frame is a browser frame on the left side of your screen. Here you will find all of the top level administration options.

### **Global Management**

Global management options are options which affect all installed modules.

#### **Default Parameters**

This option takes you to the Default Parameters screen.

### **Account Manager**

This option takes you to the User Account management screen.

### **Manage Log Files**

This option takes you to the Log File Management screen.

### **Reset Session Timer**

This option permits you to reset your session timer if you are in the middle of defining a new screen in an add-on module and require additional time. Clicking it will reset your timer without disturbing your current work in progress.

### **Login / Logout**

This option automatically logs you out of your current login session and returns you to the "Please Login" screen.

### **View License Agreement**

This option displays the End User License Agreement (EULA) that all users of this software are bound by. This EULA is generated by the administrative script so specific modules may have their own EULAs as well.

## **Module Management**

Under this heading will be a list of add-on modules you have installed on your system. Simply click on the module you wish to administer and you will be presented with that module's Main Administrative screen.



## Default Parameters Screen

## Edit Default Parameters

This is the primary configuration file for the Administration Module. Information contained in this section is also used by add-on modules.

USTCP cgiSuite Administration - By Interact2Day, Inc. - Netscape

Back Forward Reload Home Search Netscape Security

Bookmarks Location http://demo1.ehp-server-02.interact2day.com/cgiSuite/loginAdmin.pl What's Related

**USTCP**  
Ultimate Solutions To  
Common Problems

**cgiSuite**

Global Management  
DEFAULT PARAMETERS  
ACCOUNT MANAGER  
MANAGE LOG FILES  
RESET SESSION TIMER  
LOCAL LOGOUT  
VIEW LICENSE AGREEMENT

Module Management  
FEEDBACK FORMS  
REDIRECTOR

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**Interact2Day**  
IMMEDIATE

### Edit Global Configuration Defaults

Your Serial Number:  
DEMO

Base System File Path:  
(Note: All files and filenames specified below are relative to this directory!)

F:/Inetpub/192.168.120.101-interact2day.com/script/

Base Script URL (do not include the script name!)

/cgiSuite

Global Configuration File and Path  
(Note: Be VERY careful about changing this from the default!)

F:/Inetpub/192.168.120.101-interact2day.com/script/

Web Server Name:  
(Do not include the "http://" portion!)

demo1.ehp-server-02.interact2day.com

Component List Support Filename:

logsuite.mod

Component Configuration File Subdirectory:  
(Under Base Path above)

logsuite

User Account (and Passwords) Filename:

logsuite/accounts.db

Active Sessions Database Filename:

logsuite/sessions.db

Anti-CGI Hijacking Features Filename:

logsuite/antihijack.cfg

Security Log Filename:  
(For logins, logouts, and failures)

logsuite/security.log

Activity Log Filename:  
(Logs all Administrative Activity)

logsuite/activity.log

Error Log Filename:  
(Logs all errors in any module)

logsuite/error.log

HTML Document Web Root File Path:  
(Full file path to your web root - where your homepage index.html is stored. *Filename should be checked for this value is correct for your server!*)

F:/Inetpub/192.168.120.101-interact2day.com/wwwroot

Base URL Where Supporting Images are Stored:  
(Note: This directory should be under the HTML Document Web Root File Path indicated above)

/cgiSuite/images

Base URL Where Supporting HTML Documents are Stored:  
(Note: This directory should be under the HTML Document Web Root File Path indicated)

/cgiSuite/docs

Web Server Operating System:

☒ NT  
☐ Unix  
☐ Other

Active Session Timeout Value (in seconds):  
(We recommend 900 seconds, the allowable range is 300 [5 minutes] to 3600 [60 minutes])

3100

**Optional Sendmail Support**  
Use add-on modules require access to a mail server. This suite provides built-in support for SMTP transactions without dependency on platform-specific transport agents such as Sendmail. However, we have discovered a few Web hosting providers with poorly thought out implementations are refusing to permit their users direct access to SMTP servers and require all transactions be processed via Sendmail. If your provider is one of these, we have provided the option to override the internal SMTP handler and use Sendmail instead. For all other users, we strongly recommend using the internal SMTP handler - why complicate your life?

Use Sendmail Instead of Built-in SMTP Handler:

☒ Use Internal SMTP Handler (Default)  
☐ Use Sendmail Instead (Override)

Sendmail Path:  
(Do not specify if not using Sendmail!)

Submit Configuration  
Restore Initial Values  
Cancel

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- **Your Serial Number**  
Simply enter your assigned Administration Module Serial Number here.

Example: DEMO

- **Base System File Path**  
This is the full directory path to where the scripts are physically located on the hard drive. There should be no trailing '/'.

Example:

F:/Inetpub/192.168.120.101/cgi-bin/cgisuite

*Note to Windows NT Users: All directories should be separated with forward slashes (/) as UNIX directories would, backslashes will cause you trouble down the road!*

- **Base Script URL**  
This is the virtual URL to where the scripts are located. Essentially, this is the part that follows "http://www.yoursite.com" but excluding the filename. There should be a leading forward slash, but no trailing slash.

Example: /cgi-bin/cgisuite

- **Global Configuration File and Path**

This is the full path with filename to the configuration file `cgisuite.cfg`. Under NO circumstances should you alter this unless you are truly certain of what you are doing!!!

Example: `D:/InetPub/192.168.120.101/cgi-bin/cgisuite/cgisuite.cfg`

- **Web Server Name**

Enter the name of your web server here.

Example: `www.yoursite.com`

- **Component List Support Filename**

This is the name of the Component List file. It is a list of all available modules and various essential information the Administrative Module needs to know about each module.

Default: `cgisuite.mod`

Note: We do not recommend changing this unless you have a customized file.

- **User Account (and Passwords) Filename**

This is the name of the file which will contain the user database.

Default: `cgisuite/accounts.db`

- **Active Sessions Database Filename**

This is the name of the file which will contain the list of valid active sessions.

Default: `cgisuite/sessions.db`

- **Anti-CGI Hijacking Features Filename**

This is the name of the configuration file which contains anti-cgi hijacking information.

Default: `cgisuite/nohijack.cfg`

- **Security Log Filename**

This is the name of the file that tracks all user login attempts.

Default: `cgisuite/security.log`

- **Activity Log Filename**

This is the name of the file that maintains an audit-type trail of all administrative actions taken by users.

Default: `cgisuite/activity.log`

- **Error Log Filename**

This is the name of the file where all errors encountered by users while performing administrative actions will be logged.

Default: `cgisuite/error.log`

- **HTML Document Web Root File Path**

This is the full file path to the root directory of your website documents. It should be the same directory where your homepage `index.html` file resides. There should be no trailing slash. This directory should be accessible with your browser via `http://www.yoursite.com/` (set in “Web Server Name” above).

Example: `D:/InetPub/192.168.120.101`

- **Base URL Where Supporting Images are Stored**

This is the virtual URL to where image files used by this script and add-on scripts will be found. Note that this is not a directory path, but a virtual URL. There should be a leading slash in most cases, but no trailing slash.

Default: `/cgisuite/images`

Note: The directory you supply here should match the directory to which you installed all of the image files during the earlier file installation procedure. Also, this directory when appended to the end of the “HTML Document Web Root File Path” specified above should result in a fully qualified file directory path to your image files.

- **Base URL Where Supporting HTML Documents are Stored**

Although not currently in use, this is where any online help documentation would be stored. This is a virtual URL with a leading slash and no trailing slash.

Default: `/cgisuite/docs`

- **Web Server Operating System**

Select the choice that most closely reflects your web server’s operating system: `NT`, `UNIX`, or `Other`. Although not currently used, future add-on modules may require this information to account for differences between the two primary platforms.

- **Active Session Timeout Value (in seconds)**

This is the inactivity timeout setting for user sessions. The valid range is from 300 seconds(five minutes) to 3600 seconds (one hour). We recommend a minimum of 900 seconds, as the session timer is only reset each time the user clicks a link in the Administration Script or any of the Add-on Modules, it cannot detect a user busy filling in a form for instance.

Default: `900` (seconds = 15 minutes)

## Optional Sendmail Support

Some Add-on modules available for this suite require access to a mail server. This suite provides built-in support for SMTP transactions without dependency on platform-specific transport agents such as Sendmail. However, we have discovered a few Web hosting providers with poorly thought out implementations are refusing to permit their users direct access to SMTP servers and require all transactions be processed via Sendmail. Your provider will probably attempt to cite 'security' reasons for this decision, but this is unfortunately not true. Any decent SMTP server can be configured to permit trusted domains and IP addresses (your website for instance) unrestricted access while still blocking outside relays. Unfortunately, you, as a lone user, probably will not succeed in persuading your Web hosting provider to reevaluate their configuration, so we have provided a means for you to override the internal SMTP handler and use the Sendmail agent instead. For those of you with more cooperative and reasonable Web hosting providers, we strongly recommend you continue to use the internal SMTP handler rather than Sendmail - why complicate your life?

- **Use Sendmail Instead of Built-in SMTP Handler**

If your ISP does not permit you direct access to an SMTP server and instead requires all email transactions from your web server be routed through Sendmail, choose the "Use Sendmail Instead" option. Otherwise, choose the "Use Internal SMTP Handler" option.

Default: "Use Internal SMTP Handler" **selected**

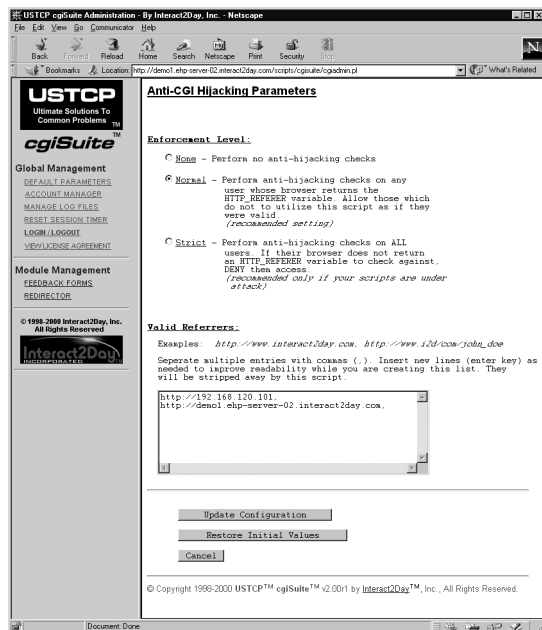
- **Sendmail Path**

If you have chosen to use Sendmail support instead of the internal SMTP handler, you will need to specify the full path to the Sendmail executable on your web server. (Note: Non-UNIX systems are unlikely to have a Sendmail agent, nor do all UNIX systems have Sendmail installed or configured. Use these override options only if truly necessary.)

Example: `/usr/bin/sendmail`

**Tip: When you have finished filling in the configuration screen, we recommend you print out a copy for your records in the event you ever need to rebuild your configuration file. If you ever forget your Default 'Administrator' password, you will find this information invaluable.**

## Edit Anti-CGI Hijacking Parameters



This is where you get to keep outside users from linking to your CGI scripts – in essence “Hijacking” your scripts. Fortunately, the design of our system makes this a rather futile effort on their part, as the key aspects of each script are defined on the server side and not embedded in the HTML code as many other CGI scripts tend to do. Nonetheless, this is a problem you could encounter so we have given you the tools to deal with it effectively.

- **Enforcement Level**

This determines how strict the CGI scripts will be about rejecting possible hijacking attempts. There are three different levels: None, Normal, and Strict.

**None:** This is the default setting until you define the screen. Use this setting if you do not care what sites may be linking to your CGI scripts.

**Normal:** This is the recommended setting. Most browsers return referrer information informing the CGI script as to which document it was called from. At this setting, if such information is provided it will verify it against the valid list. If it checks out to be valid, the CGI script operates normally, otherwise a “Hijacking Alert” screen is displayed. If no information is provided by the browser, the CGI script will operate on the assumption that the caller is legitimate and operate normally. This may allow a few hijackers to gain access, but only if their users are using browsers that do not provide referral information. In other words, the website author trying to hijack your script is shooting themselves in the foot 99% of the time, while maybe 1% of his/her users actually get to access your script.

**strict:** This setting is only recommended if you believe your scripts are truly under attack and the Normal mode isn’t providing sufficient protection. This mode operates the same as Normal mode with the one exception that if a browser fails to provide the referrer information, they are considered a hijacker and receive the “Hijacking Alert” screen. Using this mode under normal circumstances could cause some of your legitimate users to receive this screen as a result, hence our recommendation of Normal mode except in extreme cases.

- **Valid Referrers**

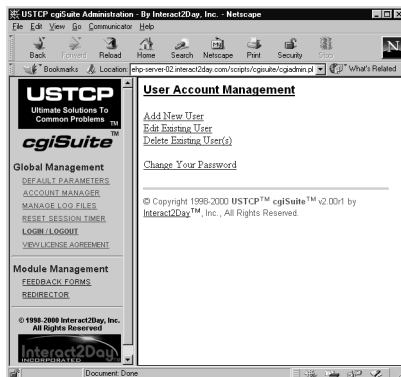
This is a list of valid web sites which you have declared legitimate callers of your CGI scripts. Each referrer should be separated by a comma, and you're welcome to press *enter* to start the next one on a new line for clarity – the extra lines will automatically be stripped.

Examples:

```
http://www.yoursite.com,  
http://www.my-friends-site.com,  
http://192.168.120.101
```

Note: We recommend you include the IP address(es) that your website resolves to as well, just in case someone visits your site via an IP number rather than the domain name!

## **User Account Management**



This is one of the most powerful features of the Administration Module – The ability of the Webmaster to delegate various tasks to other employees or clients, as well as empowering them to make certain changes on their own without adding more work to the Webmaster's queue!

Users can have as many or as few rights as the Webmaster wishes, manageable even down to the Add-on Module level! Each Add-on Module will have it's own set of assignable user rights and all of this can be managed from a single screen!

## Add New User

USTCP cgiSuite Administration - By Interact2Day, Inc. - Netscape

Back Forward Reload Home Search Netscape Over Security

Bookmarks Location http://demo1.slservice05.interact2day.com/cgi/cgsuite/admin/ What's Related

**USTCP**  
Ultimate Solutions To  
Common Problems  
**cgiSuite**

Global Management  
DEFAULT PARAMETERS  
ACCOUNT MANAGER  
MANAGE LOG FILES  
RESET SESSION TIMER  
LOGOUT/LOGOUT  
VIEW LICENSE AGREEMENT

Module Management  
FEEDBACK FORMS  
REDIRECTOR

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### New User Account Information

Username:  (No spaces. Allowable: A-Z, a-z, 0-9)

Password:  (No spaces, all other characters permitted)

Again:

☐ Suspend This Account  
(Renders account inoperable, but does not delete it)

Give a Name or Description for this User:

**SECTION 1:** Setting Any Permissions in this Section will automatically override any settings in SECTION 2

☐ Promote this user to **DEFAULT ADMINISTRATOR**  
(Note: There can be only one Default Administrator. Checking this will denote the existing Default Administrator to a Standard Administrator. This results in no loss of privileges. The Default Administrator is a safety feature - at no time can any Administrator delete the Default Administrator account.)

☐ Declare this user to be a **STANDARD ADMINISTRATOR**  
(Note: Checking this box gives this individual full administrative rights both globally and within all modules. If you wish to create a more restricted Administrator account type, skip this Section and proceed to sections 2 and 3.)

**SECTION 2:** Global Administrative Rights  
This section grants the rights of users to Create, Edit, and Delete user accounts. It also grants the rights to alter the default configuration information as well as the rights to view various Log Files.

Grant This User the Following Rights:

- ☐ Add New User Accounts
- ☐ Edit User Account Information
- ☐ Delete User Accounts
- ☒ Change Own Password
- ☐ View Log Files
- ☐ Clear Log Files
- ☐ Edit Global Default Parameters  
(We recommend you restrict this right)

**SECTION 3:** Module Administrative Rights  
This section grants specific user rights to each user on a per module basis. You may also select the "Declare A Module Administrator" which will grant the user FULL rights for the given module - overriding any other rights you may have defined for the given module.

☐ Grant This User **FULL RIGHTS** To **ALL MODULES** Below  
If you invoke this right, there is no reason to fill out any of the following modules privilege tables! This essentially declares the user a full-fledged administrator and user for all installed modules.

**Feedback Form**

☐ Declare A Module Administrator  
(Grant FULL Rights To This User For This Module)

Grant This User The Following Rights

- ☐ Configure This Module
- ☐ Add New Form
- ☐ Edit Existing Form
- ☐ Generate HTML Include Code
- ☐ Delete Existing Form
- ☐ View Data Files
- ☐ Delete Database Records
- ☐ View Log Files
- ☐ Clear Log Files

**Redirector**

☐ Declare A Module Administrator  
(Grant FULL Rights To This User For This Module)

Grant This User The Following Rights

- ☐ Configure This Module
- ☐ Add New Link Groupings
- ☐ Edit Existing Link Groupings
- ☐ Generate HTML Include Code
- ☐ Delete Existing Link Groupings
- ☐ View Log Files
- ☐ Clear Log Files

Update User Account Info

Reset To Initial Values

Cancel

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Document Date

- **Username:** Define a Username for this user. A username may contain any alphabetic character (A to Z, a to z) and any numeric characters (0 to 9) you wish, but may not contain any spaces, punctuation, or other non alphanumeric characters. Remember that Usernames are case-sensitive, so "Administrator" and "administrator" are two totally different usernames!
- **Password:** Enter a password for this user. Passwords may contain any printable character except the space character.
- **Suspend This Account:** Check this box if you wish to suspend this account. By suspending an account you allow the User account to continue to exist as defined, but you deny the user the right to login.
- **Give a Name or Description for this User:** Enter the name or role this user will be fulfilling on your system. This will help you identify who the account actually belongs to in future account management or deletion.

## SECTION 1

- **Promote this user to DEFAULT ADMINISTRATOR:** Checking this box will automatically declare this user to be the new Default Administrator. There can be only one Default Administrator account at a time, although Standard Administrator accounts possess all the same management privileges. Both Default Administrators and Standard Administrators have full management rights of the Administrative Module and all installed Add-on Modules. The only difference is that the Default Administrator account can not be deleted. This is a safety feature designed to prevent any account administrator from accidentally or intentionally deleting all

Administrator accounts; which would deprive the Administrator of the ability to manage the scripts in the future.

- **Declare this user to be a STANDARD ADMINISTRATOR:** This declares the user to be a full fledged Administrator. They will have full rights to the Administrative Module, as well as full rights to manage all installed Add-on Modules. We recommend at least one Standard Administrator account be defined in addition to the Default Administrator account as a backup in the event that the Default Administrator account becomes disabled.

Note: If either of the above boxes are checked, there is no need to check any additional boxes as full rights will be granted to all options in Section 2 and Section 3.

## **SECTION 2 - Global Administrative Rights**

These are rights specific to the Administrative module, but are shared by all installed Add-on Modules as well.

- **Add New User Accounts:** Check this box if you wish the user to have permissions to add additional user accounts to the system.
- **Edit User Account Information:** Check this box if you wish the user to have permission to edit the account information (including changing passwords of) existing users. Note that this user will also be able to edit and alter their own account information if granted this right. We recommend that only Administrators be given this right.
- **Delete User Accounts:** Check this box if you wish the user to have permission to delete any existing user accounts. Note that, as a safeguard, the Default Administrator account can never be deleted.
- **Change Own Password:** By default, this box is checked for all users. Checking this box permits the user to change their own password at will after any successful login.
- **View Log Files:** Check this box if you wish the user to have permission to view the Activity, Error, and Security Log files. It is good practice to monitor these files on a regular basis.
- **Clear Log Files:** Check this box if you wish the user to have permission to clear the Activity, Error, and Security Log files. Because these log files provide audit-type and information regarding possible attacks on security, we recommend this right be restricted to Administrators only. These logs, especially the Activity Log, can become very lengthy if the scripts are frequently used, so regularly clearing the logs after reviewing them is good practice.
- **Edit Global Default Parameters:** Check this box if you wish the user to have permission to edit the Global Default Configuration settings. We strongly recommend this right be restricted to Administrators only, as an improper alteration of this information can render the scripts inoperative.



### **SECTION 3 - Module Administrative Rights**

- **Grant This User FULL RIGHTS to ALL MODULES Below:** Check this box if you wish to automatically grant the user full rights to all installed Add-on Modules. This will also grant them rights to any Add-on Modules installed at a future date. If a user is granted this right, there is no need to proceed with individual module rights as the user will already be granted full rights.

From this point forward, you will be presented with a list of available user rights for each module. Since the rights available vary with each module, refer to the appropriate documentation for each module for additional information regarding these rights.

You will also be given the opportunity to check the “**Declare A Module Administrator**” checkbox on a module by module basis. Doing so automatically grants the given user full rights to the module in which the box was checked. Under most circumstances, we do not recommend granting this particular right unless the user is operating in some sort of administrative role as the individual will also have permission to edit the configuration file for the given module as well. A misconfigured module may cease to function properly, hence our recommendation to restrict the use of this permission!

## Edit Existing User

USTCP cgiSuite Administration - By Interact2Day, Inc. - Netscape

Back Forward Reload Home Search Networks Mail Security

Bookmarks Location http://demo1.atp-server02.interact2day.com/cgi/suite/cgiadmin.pl What's Related

**USTCP**  
Ultimate Solutions To  
Common Problems  
**cgiSuite**

**Global Management**  
DEFAULT PARAMETERS  
ACCOUNT MANAGER  
MANAGE LOG FILES  
RESET SESSION TIMES  
LOGIN/LOGOUT  
VIEW LICENSE AGREEMENT

**Module Management**  
FEEDBACK FORMS  
REDIRECTOR

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### Edit User Account Information

Username: Administrator2

☐ **Change User's Password**  
Do NOT check unless your intent is to alter the user's existing password!

Password:  (No spaces, all other characters)  
Again:

☒ **Suspend This Account**  
(Renders account inoperable, but does not delete it)

Give a Name or Description for this User:

**SECTION 1:** Setting Any Permissions in this Section will automatically override ALL settings in SECTION 2.

☐ **Promote this user to DEFAULT ADMINISTRATOR**  
(Note: There can be only one Default Administrator. Checking this will demote the existing Default Administrator to a Standard Administrator. This results in no loss of privileges. The Default Administrator is a safety feature - at no time can any Administrator delete the Default Administrator account.)

☒ **Declare this user to be a STANDARD ADMINISTRATOR**  
(Note: Checking this box gives this individual full administrative rights both globally and within all modules. If you wish to create a more restricted Administrator account type, skip this Section and proceed to sections 2 and 3.)

**SECTION 2: Global Administrative Rights**  
This section grants the rights of users to Create, Edit, and Delete user accounts. It also grants the rights to alter the default configuration information as well as the rights to view various Log Files.

**Grant This User the Following Rights:**

- ☒ Add New User Accounts
- ☒ Edit User Account Information
- ☒ Delete User Accounts
- ☒ Change Own Password
- ☒ View Log Files
- ☒ Clear Log Files
- ☒ Edit Global Default Parameters  
(We recommend you restrict this right)

**SECTION 3: Module Administrative Rights**  
This section grants specific user rights to each user on a per module basis. You may also select the "Declare a Module Administrator", which will grant the user FULL rights for the given module - overriding any other rights you may have defined for the given module.

☒ **Grant This User FULL RIGHTS TO ALL MODULES Below**  
If you invoke this right, there is no reason to fill out any of the following modules privilege tables! This essentially declares the user a full-fledged administrator and user for all installed modules.

**Feedback Form**

☒ **Declare a Module Administrator**  
(Grant FULL Rights To This User For This Module)

**Grant This User the Following Rights**

- ☒ Configure This Module
- ☒ Add New Form
- ☒ Edit Existing Form
- ☒ Generate HTML Include Code
- ☒ Delete Existing Form
- ☒ View Data Files
- ☒ Delete Database Records
- ☒ View Log Files
- ☒ Clear Log Files

**Redirector**

☒ **Declare a Module Administrator**  
(Grant FULL Rights To This User For This Module)

**Grant This User the Following Rights**

- ☒ Configure This Module
- ☒ Add New Link Groupings
- ☒ Edit Existing Link Groupings
- ☒ Generate HTML Include Code
- ☒ Delete Existing Link Groupings
- ☒ View Log Files
- ☒ Clear Log Files

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Document Done

Selecting this command option will first display a screen requesting you to select the user you wish to edit, followed by that user's account information.

## Selecting User Account to Edit

Select the user you wish to edit from the table of current user accounts by clicking on the appropriate Username. You will automatically be taken to the user account configuration screen containing the user's current account information.

## Editing User Account Information

If you wish to change the user's password, check the **"Change User's Password"** box and enter the new password for the user.

All other options are the same as those detailed in the **"Add New User"** section of this manual. Please refer to this section for an explanation of each option.

## Delete Existing User(s)

To delete one or more current users, check the box next to each Username you wish to delete.

When completed, double check that you have selected only the users you wish to delete and then click on the **"Delete Selected Users"** button. The user accounts have now been deleted from the database.

**Note:** The Default Administrator account can never be deleted. If you wish to delete the username associated with the Default Administrator account, you must first promote a new or existing Administrator to the Default Administrator status. After doing so, you may then delete the previous Default Administrator as they will have been demoted to Standard Administrator status.

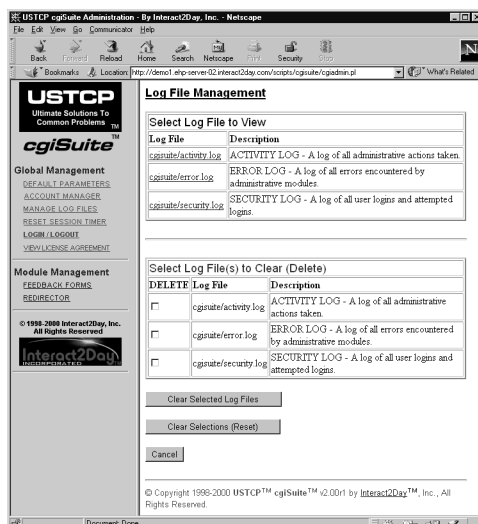
## Change Your Password



To change the password for your account, simply supply your current password in the “Your Current Password” text box and then enter your new password in the “Your New Password” text box. Enter your new password once more in the “Again” text box to verify the new password was properly entered and click on the “Change Your Password” button to commit the change.

The next time you login remember to use your new password!

## Log File Management



Regularly viewing the logs for any peculiarities and occasionally clearing the logs to prevent them from growing too large is an important part of Administering your website. This should be done on a regular basis to allow for the detection and correction of potential problems before they become serious in nature.

## Viewing Log Files

You will be presented with a table of the log files available for viewing. Click on the name of the log file you wish to view.

## The Activity Log

The Activity Log contains an audit-type list of every transaction made by every user in all installed modules. This can be handy for tracking down items such as “who deleted who’s account,” and “who reconfigured the module and broke it.” Hopefully leading to quicker problem resolution. Due to the detailed nature of this log, it tends to grow in size very rapidly if the administration module is frequently used. We recommend it be reviewed and cleared on a regular basis by an Administrator.

## The Error Log

The Error Log contains a list of all errors encountered and the time and date they occurred within any of the administration or Add-on modules. You generally should not be alarmed about transient type error messages unless they occur frequently and regularly. Other errors such as the inability to load a certain module or read a certain file may indicate that there are file permission problems. In general, it is a good idea to keep an eye on this file to make sure all is running properly.

## **The Security Log**

The Security Log contains a detailed list of the date, time, IP address, username, and whether or not a given login attempt was successful. It will also list instances where a username was locked out due to excessive (more than 20) consecutive login errors. If you see many of these events, be on the lookout for someone trying to break into your system.

We have built many security safeguards into these scripts, but never underestimate a determined cracker. Make a note of the IP address and date/time at which each attempt was made and you should have enough evidence to track down the individual responsible for attempting to gain access to your site. If necessary, provide this information to the proper authorities as well.

Never take security for granted, where there is a will there is a way they always say. Diligence is key!

## **Deleting (Clearing) Log Files**

To clear a log file, check the box next to the log file(s) you wish to delete and then click the "Clear Selected Log Files" button. The log files you selected are now cleared.

## Troubleshooting and Frequently Asked Questions

### ***HELP! I am the Default Administrator and I forgot my Password!***

#### FIRST: DO NOT PANIC!

Don't worry, we've taken this possibility into account!

Remember that printout of the Default Configuration Information for the Administrative Module we suggested you keep? Now is the time to dig it out if you created one. If you did not create one, but you did use our default values then that will work as well. Otherwise you will want to download the `cgisuite.cfg` file in your `/cgi-bin/cgisuite` directory and print it out before proceeding.

Step 1: Delete the `cgisuite.cfg` file in your `/cgi-bin/cgisuite` directory.

Step 2: Fire up your browser and pretend you are going to reinstall the Administrative Module.  
`http://www.yoursite.com/cgi-bin/cgisuite/cgiadmin.pl`

Step 3: You have now been presented with the installation configuration screen. Reenter your Serial Number and verify that all the rest of the information is correct.

Step 4: You now have the chance to install a new Default Administrator account as well as supply a new password which, hopefully, you will remember this time!

Step 5: You are all done! See, that wasn't so bad, was it? 😊

**Note:** Only the 'Administrator' account will be modified with this procedure. None of the previously configured user accounts will be altered or deleted, so **this is a safe recovery procedure**.

## ***I Uploaded the scripts, but they fail to execute (server returns error message)***

### **UNIX Platforms**

1. A very common error among both the experienced and the novice FTP user is the accidental uploading of binary files as text files and vice versa. Please refer back to the installation instructions and re-upload the files double checking that you are uploading them as the proper type. From a command line based FTP client, the commands “binary” and “ascii” are all that is required to change modes. In window based clients such as WS-FTP, there is usually a radio button located somewhere on your screen which will allow you to select the current transfer mode. **Do not count on an “auto” function** to properly identify the file types as it will likely result in the ASCII text scripts being uploaded as binary type files.
2. Make sure that the first line in the `cgiadmin.pl` file (the one that looks similar to: `#!/usr/bin/perl`) is correct for your ISP’s server configuration. Call your ISP and ask them specifically what this line should look like and that you need to use their most current version of Perl 5 (some ISPs have more than one perl version installed).
3. Double check our installation section, are you certain that permissions have been set properly? This is a very common problem to encounter when installing scripts on UNIX platforms. The `cgiadmin.pl` file needs read and execute permissions. The `Snefru.pm` file needs read permissions, and the `cgisuite.mod` file requires read permissions. The directory they are installed in requires full read, write, and execute permissions.
4. Double check the spelling of the “`Snefru.pm`” file. Note that the ‘S’ is capitalized. On UNIX systems the files are case sensitive, so “`Snefru.pm`” and “`snefru.pm`” are, in fact, two distinct filenames.
5. If the above does not solve your problem, call your ISP and verify that they permit you to install and run your own CGI scripts. Also ask them to double check the permissions on your files. Have them check that the first line of the `cgiadmin.pl` file is indeed correct for executing their most current version of Perl 5.
6. Ask your ISP if they require a specific file extension to execute CGI scripts (e.g. `.cgi`). If so, ask them what file extension you need to change `cgiadmin.pl` to in order for it to be executed. You will also need to see the section below titled “*I am installing these applications on a server that requires all Perl CGI applications to end in ‘.cgi’ rather than ‘.pl’*” which details the necessary changes.

## Windows NT Platforms

1. A very common error among both the experienced and the novice FTP user is the accidental uploading of binary files as text files and vice versa. Please refer back to the installation instructions and re-upload the files double checking that you are uploading them as the proper type. From a command line based FTP client, the commands “binary” and “ascii” are all that is required to change modes. In window based clients such as WS-FTP, there is usually a radio button located somewhere on your screen which will allow you to select the current transfer mode. **Do not count on an “auto” function** to properly identify the file types as it will likely result in the ASCII text scripts being uploaded as binary type files.
2. Verify that your ISP has configured your `/cgi-bin` or at least the `/cgi-bin/cgisuite` directories with “**CHANGE**” file *and* directory permissions for the Anonymous web user. Tell them to apply this change to all subdirectories as well (this is important to mention).
3. Ask your ISP to verify that Perl scripts installed on their system are indeed functioning properly.
4. Ask your ISP if they are using the ISAPI version of Perl. If so, ask them what file extension you need to change `cgiadmin1.pl` to in order for it to be executed by `perl.exe` instead. If they do not currently have an alternate file extension configured, request they configure one (perhaps `*.plx` for instance) for you. This is important because the ISAPI Perl does not provide a standard CGI interface. This set of CGI scripts is heavily dependent upon proper and present CGI environment variables and will not function well, if at all, without them. Explain the importance of having `perl.exe` as an option. If they refuse, take your business to an ISP that will take the customer’s (your) needs seriously.
5. If the above does not solve your problem, call your ISP and verify that they permit you to install and run your own CGI scripts. Also ask them to double check the permissions on your files – “CHANGE” permissions are absolutely necessary on **both** the files and the subdirectories you are installing the Interact2Day USTCP cgiSuite applications into.
7. Ask your ISP if they require a specific file extension to execute CGI scripts (e.g. `.cgi`). If so, ask them what file extension you need to change `cgiadmin.pl` to in order for it to be executed. You will also need to see the section below titled *“I am installing these applications on a server that requires all Perl CGI applications to end in ‘.cgi’ rather than ‘.pl”* which details the necessary changes.

***I am installing the module for the first time and I received a “Failed to Lock xxxxxxxx file - may be transient” Error, write failure, permission denied, or other failure during the “Creating And Initializing New Install Files” screen***

This suggests that the `/cgi-bin` or `/cgi-local` (or equivalent) directory you installed this script to does not have the necessary write file permissions present (the lock file could not be written and thus the attempt to lock the file

NT Users:

Ensure that your provider has enabled **CHANGE** (read, write, and execute) permissions on your `/cgi-bin` or equivalent directory. This suite of scripts must be able to read, write, and create new files and directories in order to create the appropriate configuration files, default directories, and data files for the various modules in order to function properly!

UNIX Users:

You or your provider need to “`chmod 777`” (read, write, and execute) the `/cgi-bin`, or `/cgi-bin/cgisuite` or equivalent directory, and any subdirectories of this suite. You will also want to double check the file permissions on the individual files as per the installation instructions in this manual. . This suite of scripts must be able to read, write, and create new files and directories in order to create the appropriate configuration files, default directories, and data files for the various modules in order to function properly!

Note:

We have encountered some providers with very bizarre ideas of how `/cgi-bin` and `/cgi-local` directories should be configured with regard to file permissions. You will almost universally be told that “this configuration is absolutely necessary, yada, yada, for security reasons....” Unfortunately, 99% of the time these providers are placing undue burdens on their CGI users with little or no actual security benefits. We wish these providers would stop trying to scare their users with the ever popular “it is necessary for security” excuse and instead reserve that explanation for *real* security issues. If your provider refuses to cooperate with you, find a new provider that will take your need for proper access to your `/cgi-bin` directory seriously – and hopefully one that is much more familiar with security issues than your present provider!

***I am installing these applications on a server that requires all Perl CGI applications to end in “.cgi” rather than “.pl” as this installation uses. The Administrative script works after changing the extensions but the add-on modules fail.***

With many standalone scripts you can get away with simply changing the file’s extension and forgetting about it. Because of the integrated and modularized nature of this suite you need to take one extra step – modifying the `cgisuite.mod` file to reflect the new extensions for the appropriate modules.



An example `cgisuite.mod` file:

```
# Description, moduleID, CGI script, admin script, image, permissions
Feedback Form, mailform, mailform.pl, mfadmin.pl, mailform.gif, ...
Redirector, redirect, redirect.pl, rdradmin.pl, redirect.gif, ...
```

You will need to adjust the extension of the third comma-separated value (e.g. `mailform.pl` and `redirect.pl`) to reflect the new `.cgi` extension. Do not change the extensions for the files in the fourth column, nor should you rename the files they correspond to, because these files will be loaded by an already executing script and as such require no remapping (i.e. they are never separately executed)

A modified copy would look like the following example:

```
# Description, moduleID, CGI script, admin script, image, permissions
Feedback Form, mailform, mailform.cgi, mfadmin.pl, mailform.gif, ...
Redirector, redirect, redirect.cgi, rdradmin.pl, redirect.gif, ...
```

And you would rename the file `mailform.pl` to `mailform.cgi` and `redirect.pl` to `redirect.cgi`.

**You will also need** to see the Troubleshooting section on “*Special Options*” to learn how to edit the `$AdminScriptName` variable to reflect the new extension.

## ***Special Options***

Special Options are special hard-coded variables included in the Perl source code that you may edit for debugging or special customizing purposes. You are **only** licensed to alter the values of variables which appear at the top of the script and are physically located before the “No modifications...” or “Do Not Alter...” warnings, or the like! **Modifying anything beyond those values specifically discussed in this documentation is a violation of your license and will be viewed as unauthorized alteration of a copyrighted application.** There are strict penalties for altering a copyrighted work, so please respect our right to exercise reasonable care over our creations.

The Suite applications are designed to accept the vast majority of their configuration via web-based forms. However, some settings either have to be hard-coded in the source or are so rarely in need of modification that it made little sense to risk complicating the web-based configurator's simplicity, particularly for relative novices. This is the reason we have chosen to make a limited number of hard-coded variables available for you to customize.

### **\$UseAdvancedFileLock**

Default: 1 (True)

This variable accepts two values, **0** and **1**. Set this value to '**0**' if you wish to use Perl's internal flock() file locking in addition to advisory semaphore locking. Set this value to '**1**' if you wish to use only an advanced (but nonetheless kludgy) semaphore locking strategy. Set this value to '**0**' only if you are having problems and this is the only alternative as system performance will degrade due to race condition handlers when subjected to significant load.

### **\$MaxFailedLoginAttempts**

Default: 20

This variable sets the upper limit for the maximum number of consecutive login failures a given user may accumulate before being locked out (their account is temporarily disabled) for **\$ResetFailedLoginLockoutXSecondsAfterLastAttempt** seconds. A message informing the user their account has been locked out for the specified wait time will be displayed to the user after they are locked out if they attempt to login yet again.

Reducing this value further enhances site security in the event of brute force or dictionary attacks, but also increases the chances that a forgetful user may lock themselves out. The lowest recommended value is 5 login attempts.

### \$ResetFailedLoginLockoutXSecondsAfterLastAttempt

Default: 21600 (seconds)

This value sets the number of seconds (86400 = 1 day, 3600 = 1 hour and so forth) a user's account will be temporarily locked out if they exceed **\$MaxFailedLoginAttempts** failed consecutive login attempts. After this time has elapsed the user will gain one additional chance to correctly login again before being locked out yet again.

For security reasons it is good to keep this value set at a reasonably high value to deter brute force and dictionary attacks on user's accounts. It is also imperative that your users engage in the practice of good password strategies. We would recommend a lower limit of no less than 7200 seconds (2 hours) and a practical upper limit of no more than 86400 seconds (1 day).

### \$MaxMimeDataSize

Default: 2048 (KB)

This value is the maximum number of kilobytes (KB) a POST submitted HTML form may upload to this application before being rejected as excessive. We have set this value at **2048** for the time being because we do not presently envision any instances in which users should need to upload greater than 2MB of data to this application. Because this script decodes all submissions in memory you must keep in mind that for a short period of time during the decoding Perl's memory requirements will be roughly double the size of the uploaded file in addition to Perl's usual memory footprint. It is unlikely you will ever need to change this value, and if it ever is necessary the application should include directions to do so.

### \$PrintFullHTTPStatusHeaders

Default: 0 (False)

Some Web servers (particularly for SSI and redirects and some ISAPI Perl interpreters) require that full "HTTP/1.0 ### Message" headers be attached to the HTTP header information. If this value is set to '1' then the full HTTP/1.0 headers will be printed. If set to '0' then only a "Status: ###" header will be provided. **If you receive a "500 Server Error"**, or the like, then you may wish to experiment with the setting of this parameter.

### **\$ThisScriptURL**

Default: `$ENV{SCRIPT_NAME}`

This value contains the URL to the Perl script. It may contain a relative URL or a fully qualified URL including the “http://” and full host name and domain. The default setting will borrow the information provided by your Web server to automatically configure this value. There may be limited settings in which you need to specify a different path than that provided by your Web server, so this value is provided for you to edit. It is very unlikely you will ever need to alter this setting.

### **\$AdminScriptName**

Default: `cgiadmin.pl`

This is the actual name of the `cgiadmin.pl` script file. If you need to change the file extension to `.cgi`, then rename this to `cgiadmin.cgi`. If you feel you need to give this script an entirely different filename then this is also the place to provide that new filename.

## Obtaining Technical Support

To help keep the costs of our products down and affordable to small and medium sized businesses, we ask that you first take some time to try the following resources to solve any problems you may encounter.

- 1) Make sure your question is not discussed in the documentation.
- 2) Make sure you check out the issues discussed in the troubleshooting section of this manual.
- 3) Check our online FAQs to see if your particular issue may already have been addressed. FAQs are convenient for everyone because they allow you to solve your problems 24-hours a day with no waiting!

FAQs can be found in the general product area for cgiSuite:

<http://www.interact2day.com/interact2day/products/cgiSuite/>

- 4) When installing new modules, always make certain you have the latest "cgisuite.mod" file. This file is available for download in our general product support area for cgiSuite! (See above URL.)

Of course, if you try all of the above and fail, please do email us or give us a call to obtain assistance. Please keep in mind that there is NO FREE TECHNICAL SUPPORT AVAILABLE for this application. All technical support is provided on either a per-incident fee or a term support contract. Because we distribute this application free of charge it is impossible for us to provide free technical support as well – we need food on our tables as well!

To reach us via email: [support@interact2day.com](mailto:support@interact2day.com)  
Or reach us via Telephone: (941) 741-9603 from Noon - 6pm Eastern.

Please note that we have a limited support staff, so it may be necessary for you to leave your name and number, your product serial number, a brief description of the problem you are having, and a range of times when you can best be reached (afternoon and evening times and phone numbers are especially helpful!). We try very hard to make sure everyone is taken care of in the timeliest manner possible! You may also email this information to us at [support@interact2day.com](mailto:support@interact2day.com); however it may take a little longer on occasion for email requests to reach our telephone support queue.

Technical support inquiries, whether received by phone or email each count as incidents although multiple emails on the same topic received within one-week of each other will not count as separate incidents. However, depending on the support plans we have available at any given time some lower-end support plans may include email only support in which case phone support will not be provided – period. Any technical support inquiry, whether by phone or email, which attempts to address multiple incidents will be counted as a multiple incident support request, so keep this in mind when requesting technical support for an issue!

**Additionally, for the less technically inclined**, full-service remote installation service is available for a fee as well. Included in the service charge is a brief tour of how the script and its

modules function (via telephone), this service does not automatically include ongoing technical support. If for some reason we cannot get the script installed and working on your system, there will be no installation charge.

## Reporting Suspected Bugs

Please report any suspected bugs by visiting our website and filling out the cgiSuite “Trouble Report System” form. We take all submissions very seriously as we desire a bug-free script even more so than you! Those reporting possible security related bugs automatically receive the highest priority – security is of paramount importance to us!

The URL to visit is:

<http://www.interact2day.com/interact2day/products/cgiSuite/>

Please note that you may be contacted either by voice or via email with a request for additional information regarding your suspected bug. We may also ask you to test any patches we release to fix the bug on your system first to verify it has been corrected if you are running a platform or environment which we cannot duplicate in-house.

# **USTCP<sup>TM</sup>\***

## **cgiSuite<sup>TM</sup>**

### **Feedback Form Add-on Module Guide**

Version 2.00

**\* "Ultimate Solutions To Common Problems"<sup>TM</sup>**



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# End User License Agreement

## USTCP™ CGI SUITE™ FEEDBACK FORM ADD-ON MODULE SINGLE SITE SOFTWARE LICENSE AGREEMENT

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B. **Choice of Law, Venue and Severability.** This Agreement shall be governed by the laws of the United States and the State of Florida. Any action or suit in law or equity with respect to this Agreement or any matter arising out of or relating to this Agreement shall be brought exclusively in the State of Florida and in such county or federal district in which Interact2Day may be residing. Each party agrees and consents to in personam jurisdiction of the state and federal courts of the State of Florida. If for any reason a court of competent jurisdiction finds any provision, or portion thereof, to be unenforceable, the remainder of this Agreement shall continue in full force and effect.

C. **Assignment.** Neither this License nor this Agreement may be assigned or delegated to third parties without the express written consent of Interact2Day, which Interact2Day may grant or deny in its sole and exclusive discretion, except to a successor in interest of a corporation or business entity, or the assignee of all or substantially all of its rights.

D. **Complete Agreement.** This Agreement constitutes the entire agreement between the parties with respect to the use of the Interact2Day Software and supersedes all prior or contemporaneous understandings regarding such subject matter. No amendment to or modification of this Agreement will be binding unless in writing and signed by Interact2Day. No term or provision of this Agreement shall be deemed waived and no breach excused unless such waiver or consent is in writing and signed by the party claimed to have waived or consented.

E. **Headings.** The headings in this Agreement are for reference purposes only and shall not be construed as a part of this Agreement.

## Introduction

Congratulations! You have just purchased the most powerful and fully integrated suite of CGI scripts available to the public! No other scripts come close either in terms of features, administrative capabilities, total design integration, or ease of use.

The Add-on module you are about to install is known as the Feedback Form Add-on Module. This very powerful module for managing user feedback allows you to process user feedback in real-time. Instantly, you can email an auto-response to the user thanking them for their feedback, forward the contents of their feedback to one or more individuals in your company responsible for handling client and/or public relations, store the feedback in a searchable database for future reference or to import into an in-house database at some future time, and present the user with a pleasant and customized confirmation screen informing them that their feedback has been processed and once again thanking them for taking the time to correspond with you. All of this, and a very powerful and flexible formatting capability permit you to perform tasks, such as addressing the individual by name based upon the information they submitted, which are simply impossible to do with most other feedback scripts. You also have control over how much or how little information you require the user to fill out by defining which fields you believe are crucial and must be completed, and what information you wish to leave as optional for the user to provide. You truly will have a difficult time finding a more powerful and yet so easily managed feedback script anywhere else but here!

We are confident you will find this collection of scripts and add-on components invaluable and an integral part of your online strategy.

We wish you many hours of enjoyable Webmastering!

Sincerely,

Ethan H. Poole  
*President*

## Installing the Feedback Form Add-on Module Files

### *Installing to a UNIX Platform*

First, if you do not already know the proper path to the most current version of Perl 5.xxx now is the time to call or email your ISP and find out. Specifically, let them know that you need to know what the very first line of a Perl script should look like to execute properly on their server.

The Line will look something like:

```
#!/usr/bin/perl
```

Note the “#!” preceding the full path to the perl executable. Now use your favorite text editor (e.g. Windows Notepad, WordPad, vi, etc.) to **edit the first line in mailform.pl** to reflect your ISP's perl configuration. This step is very important, if this line is incorrect, the script will not execute and you will get an often meaningless error reported to you by the web server!

Note to Mac Users: Please try to use a Windows, DOS, or UNIX machine to edit the Perl script. The Macintosh platform has a tendency to alter the end of line character in the script to a format not recognized by either Windows or UNIX systems. If you must edit the script on a Macintosh, please take extra special care to make sure the edited file is exported as an MS DOS Text file!

Next, the script files for this Add-on Module should be installed in the same CGI directory as you installed the Administrative Module. If you have not already installed the Administrative Module, please go back and do so at this time before proceeding.

We recommended installing the Administrative Module in its own directory, specifically we recommended a directory structure similar to: /cgi-bin/cgisuite. All of our examples will be based upon this configuration. If you installed your Administrative Module to a different directory, please substitute that directory where applicable in these instructions.

Now change to the /cgi-bin/cgisuite directory with the following command:

```
cd cgi-bin/cgisuite
```

FTP the following files to your /cgi-bin/cgisuite directory as **ASCII** (Text) by typing “ascii” on the command line and then ‘putting’ the following files:

```
put mailform.pl
put mfadmin.pl
put Perlmail.pm      (Note the capital ‘P’)
```

Now chmod each file as follows:

```
chmod 755 mailform.pl
chmod 644 mfadmin.pl
chmod 644 Perlmail.pm      (Note the capital ‘P’)
```



Now it is time to install the supporting image file. Perform a change directory to the root directory of your website (usually the same directory where your entry homepage is located).

When you performed your installation of the Administrative Module, we recommending installing the images in a directory named `/cgisuite/images` located under the root directory of your website. All of our examples are based upon this assumption. If you installed to a different directory, please make the appropriate substitutions in the instructions below.

Create a subdirectory of `/cgisuite/images/mailform` with the following commands:

```
cd cgisuite/images
mkdir mailform
cd mailform
```

Now `chmod` the `mailform` images directory for read-only anonymous permissions with the following command:

```
chmod 644 .      (This chmod's the current directory)
```

You should now have a directory of `/cgisuite/images/mailform` that can be called via `http://www.yoursite.com/cgisuite/images/mailform` if everything has been configured properly. Now it's time to upload the image files and set their permissions!

FTP the following file to the `/cgisuite/images/mailform` directory as **BINARY** by typing "binary" on the command line and then 'putting' the following file:

```
put mailform.gif
```

Now set read-only anonymous permissions on this file with `chmod 644` (read permissions) using the following command:

```
chmod 644 *      (This will chmod every file in the current directory)
```

You are now ready to proceed to the section on "[Initial Configuration of the Feedback Form Module.](#)"

### ***Installing to a Windows NT Platform***

First, the script files for this Add-on Module should be installed in the same CGI directory as you installed the Administrative Module. If you have not already installed the Administrative Module, please go back and do so at this time before proceeding.

We recommended installing the Administrative Module in its own directory, specifically we recommended a directory structure similar to: `/cgi-bin/cgisuite`. All of our examples will be based upon this configuration. If you installed your Administrative Module to a different directory, please substitute that directory where applicable in these instructions.

Now change to the `/cgi-bin/cgisuite` directory with the following command:

```
cd cgi-bin/cgisuite
```

FTP the following files to your `/cgi-bin/cgisuite` directory as **ASCII** (Text) by typing “ascii” on the command line and ‘putting’ the following files:

```
put mailform.pl
put mfaadmin.pl
put Perlmail.pm
```

Now it is time to install the supporting image files. Perform a change directory to the root directory of your website (usually the same directory where your entry homepage is located).

When you performed your installation of the Administrative Module, we recommending installing the images in a directory named `/cgisuite/images` located under the root directory of your website. All of our examples are based upon this assumption. If you installed to a different directory, please make the appropriate substitutions in the instructions below.

Create a subdirectory of `/cgisuite/images/mailform` with the following commands:

```
cd cgisuite/images
mkdir mailform
cd mailform
```

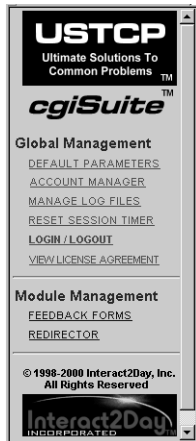
You should now have a directory of `/cgisuite/images/mailform` that can be called via `http://www.yoursite.com/cgisuite/images/mailform` if everything has been configured properly. Now it’s time to upload the image files and set their permissions!

FTP the following file to the `/cgisuite/images/mailform` directory as a **BINARY** by typing “binary” on the command line and then ‘putting’ the following file:

```
put mailform.gif
```

You are now ready to proceed to the section on “Initial Configuration of the Feedback Form Module.”

## Initial Configuration of Feedback Form Module



After installing the component files for this module you will need to login to the Administrative Module as usual (logout if you are currently logged on). Upon logging in you will now notice that the “Feedback Form” Module is now listed as available for administration under the “Module Management” title in the main command frame. Click on “Feedback Form” command and you will begin the initial configuration process!

You should now be presented with the initial configuration screen. The script is quite intelligent and you will notice that most of the values have been filled in for your convenience. Unless you have good reason to change any of these defaults, we recommend you use them as they are provided.

The one key items you will need to supply is your SERIAL NUMBER. Optionally, you may also provide default information regarding your SMTP server and email account and various other information as outlined in the section titled “Configure Default Parameters for this Module”, please refer to this section for an explanation of each configurable item. Any information you provide in this section will automatically be filled in for you whenever you define a new form. You can still override this default information on a form-by-form basis at will, so filling in as much of the optional information now as possible can be a real time saver when creating new forms!

When you are satisfied with the configuration information, simply click the “Commit New Configuration Information” button. You will be taken to a screen showing you the status of the creation of the script’s files and subdirectories. Your configuration information has been committed to disk and you are now ready to begin administering this module!

## Defining User Rights for this Module Under the Account Manager

USTCP cgiSuite Administration - By Interact2Day, Inc. - Netscape

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MANAGE LOG FILES  
RESET SESSION TIMER  
LOGIN/LOGOUT  
VIEW LICENSE AGREEMENT

Module Management  
FEEDBACK FORMS  
REDIRECTOR

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ADMINISTRATOR

### New User Account Information

Username:  (No spaces. Allowable: A-Z, a-z, 0-9)

Password:  (No spaces, all other characters permitted)

Again:

☐ Suspend This Account  
(Renders account inoperable, but does not delete it)

Give a Name or Description for this User:

**SECTION 1:** Setting Any Permissions in this Section will automatically override any settings in SECTION 2

☐ Promote this user to **DEFAULT ADMINISTRATOR**  
(Note: There can be only one Default Administrator. Checking this will denote the existing Default Administrator to a Standard Administrator. This results in no loss of privileges. The Default Administrator is a safety feature - at no time can any Administrator delete the Default Administrator account.)

☐ Declare this user to be a **STANDARD ADMINISTRATOR**  
(Note: Checking this box gives this individual full administrative rights both globally and within all modules. If you wish to create create a more restricted Administrator account type, select this Section and proceed to sections 2 and 3.)

**SECTION 2: Global Administrative Rights**  
This section grants the rights of users to Create, Edit, and Delete user accounts. It also grants the rights to alter the default configuration information as well as the rights to view various log files.

**Grant This User the Following Rights:**

☐ Add New User Accounts  
☐ Edit User Account Information  
☐ Delete User Accounts  
☒ Change Own Password  
☐ View Log Files  
☐ Clear Log Files  
☐ Edit Global Default Parameters  
(We recommend you restrict this right)

**SECTION 3: Module Administrative Rights**  
This section grants specific user rights to each user on a per module basis. You may also select the "Declare a Module Administrator" which will grant the user FULL rights for the given module - overriding any other rights you may have defined for the given module.

☒ Grant This User **FULL RIGHTS To ALL MODULES Below**  
If you invoke this right, there is no reason to fill out any of the following modules privilege tables! This essentially declares the user a full-fledged administrator and user for all installed modules.

**Feedback Form**

☐ Declare A Module Administrator  
(Grant FULL Rights To This User For This Module)

**Grant This User The Following Rights**

☐ Configure This Module  
☐ Add New Form  
☐ Edit Existing Form  
☐ Generate HTML Include Code  
☐ Delete Existing Form  
☐ View Data Files  
☐ Delete Database Records  
☐ View Log Files  
☐ Clear Log Files

**Redirector**

☐ Declare A Module Administrator  
(Grant FULL Rights To This User For This Module)

**Grant This User The Following Rights**

☐ Configure This Module  
☐ Add New Link Groupings  
☐ Edit Existing Link Groupings  
☐ Generate HTML Include Code  
☐ Delete Existing Link Groupings  
☐ View Log Files  
☐ Clear Log Files

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Document Done

Under the Administration Module's Account Manager, the following user rights are available for assignment:

- **Declare A Module Administrator:** Check this box if you wish to grant the user full rights to this module, including the right to edit the configuration information for the module. If this box is checked, there is no need to check any additional boxes for this module as all rights will automatically be granted.
- **Configure This Module:** Check this box if you wish to grant the user the right to edit the configuration information for this module. We recommend this right be restricted to Administrators only as improper configuration information could render this module inoperable until corrected.
- **Add New Form:** Check this box if you wish to grant the user the right to Add and define new feedback form definitions.
- **Edit Existing Form:** Check this box if you wish to grant the user the right to edit an existing feedback form definition.
- **Delete Existing Form:** Check this box if you wish to grant the user the right to delete existing form definitions. We recommend restricting this privilege to Administrators only since a missing form definition on a production system could result in users submitting feedback receiving only an error screen indicating the "Form Name Specified Could Not Be Found." It will annoy the user as well as result almost assuredly in the loss of the feedback they were going to provide you!

- **View Data Files:** Check this box if you wish to grant the user the right to view and search the database files (if any are defined) created by user feedback submissions.
- **Delete Database Records:** Check this box if you wish to grant the user the right to delete database records. Note that the user will require “View Data Files” permission to effectively utilize this right – the option to delete records is displayed on the same screens that permit viewing of data files. You must view a database record before you can delete it.
- **View Log Files:** Check this box if you wish to grant the user the right to view this module’s Error log file. This file contains information about any problems encountered while attempting to process a user feedback submission, from file sharing problems to unavailable SMTP servers.
- **Clear Log Files:** Check this box if you wish to grant the user the right to clear the Error log file. It is a good idea to occasionally clear the file for ease of administration.

## **Switching to the Feedback Form Main Administrative Menu**

To switch to the Feedback Form Main Administrative Menu, simply click on the “Feedback Form” command under “Module Management” in the main command frame at any time.

# Using the Feedback Form Add-on Module

## Configure Default Parameters for this Module

The screenshot shows a web browser window with the URL `http://demo1.slp-server02.interact2day.com/cgiSuite/cgiadmin.pl`. The page title is "USTCP cgiSuite Administration By Interact2Day, Inc. - Netscape". The left sidebar contains a menu with options: Global Management, ACCOUNT MANAGER, MANAGE LOG FILES, RESET SESSION TIMER, LOGIN/LOGOUT, VIEW LICENSE AGREEMENT, Module Management, FEEDBACK FORMS, and REDIRECTOR. The main content area is titled "Update Feedback Form Configuration Parameters". It contains several input fields and sections:

- Feedback Form Add-On Serial Number:**
- Location of Module Config File:**
- Directory where Form Definitions will be stored:**
- Form Definitions Filename:**
- Default Directory to store Database Files In:**
- Log Module Errors To This File:**
- OPTIONAL INFORMATION:**
  - Default Feedback Confirmation URL:**
  - Default Auto-Responder Reply-To Email Address:**
  - SMTP Server Default Configurations Values:**
    - Default SMTP Server:**
    - Default SMTP From-Envelope Email Address:**
  - Default FROM Address to display in All Email Messages:**
  - Default Return-Path/Errors-To Email Address:**

At the bottom of the form are three buttons: "Update Configuration Information", "Reset To Initial Values", and "Cancel".

### Required Parameters:

- **Feedback Form Add-on Serial Number:** Enter the Serial Number assigned to your Feedback Form Add-on Module. In most instances, this will not be the same serial number as was assigned to the Administration Module.
- **Location of Module Config File:** This is the full path and file name of the configuration file associated with this module (`mailform.cfg`). Under no circumstances should you alter the default entry unless you truly know what you are doing!

Example: `D:/InetPub/wwwroot/cgi-bin/cgisuite/cgisuite/mailform.cfg`

*Note to Windows NT Users: All directories should be separated with **forward slashes (/)** as UNIX directories would, backslashes will cause you trouble down the road!*

- **Directory where Form Definitions will be stored:** This is the full path to the directory where the form definitions will be stored. We recommend you use the default path provided, though you may substitute one of your own choice if you wish:

Example: `D:/InetPub/wwwroot/cgi-bin/cgisuite/cgisuite/mailform`

- **Form Definitions Filename:** This is the filename (no path) which will contain the individual form definitions. The definitions for all forms are stored in this file. You may wish to backup this file from time to time for safekeeping.

Default: `mailform.frm`

- **Default Directory to store Database Files In:** This is the full directory path to where you intend to store the databases containing user feedback information. Each database is stored in a separate file according to the filename specified in the feedback form definition (see “[Add New Form](#)” section for more information). By default, this will be the same directory where the Form Definitions File (`mailform.frm`) will be stored.

Example: `D:/InetPub/wwwroot/cgi-bin/cgisuite/cgisuite/mailform`

- **Log Module Errors To This File:** This is the filename to which any errors encountered while processing user feedback submissions will be stored. This file will be stored under the directory specified for the “Directory where Form Definitions will be stored.”

Default: `error.log`

Optional Parameters: Filling these in can be a real time saver as the information provided will automatically be entered for you any time you create a new form definition.

- **Default Feedback Confirmation URL:** If you frequently redirect users to a static confirmation HTML page, filling in this value will save you some time when creating new form definitions.

Example: `http://www.yoursite.com/feedback-confirmation.html`

- **Default Auto-Responder Reply-To Email Address:** Chances are that if you send an automated response to your users, at least a few of them will want to send you a follow-up email as well. This is where you should supply an appropriate email address for such follow-ups to be directed to.

Example: `sales@yoursite.com`

- **Default SMTP Server:** Enter your SMTP server IP name here. This is the SMTP server that all outgoing mail generated by this script will be fed to.

Example: `smtp.yoursite.com`

- **Default SMTP From-Envelope Email Address:** Many SMTP servers will not process outbound mail, unless the address of a real email user is provided for the SMTP From-Envelope. Most servers will not display this address to the email recipient. Please enter the email address of a real email account for your domain here.

Example: `webmaster@yoursite.com`

- **Default FROM Address to display in All Email Messages:** This is the “From” address email recipients will see when they view their email. We recommend using something descriptive. There are two parts to this section, an Email Address, and an Email Name.

Examples:

Email Address:	feedback@yoursite.com
Name:	Feedback Auto-Responder

- **Default Return-Path/Errors-To Email Address:** This is the address to which any bounced or otherwise undeliverable emails will be forwarded to by remote SMTP servers. It might be a good idea to direct them to the Webmaster so that you can keep track of whether there are any possible delivery problems which might otherwise go unnoticed.

Example: webmaster@yoursite.com



**USTCP eGate Administration** - By Interact2Day, Inc. - Netscape

**Global Management**  
 OFFICIAL PARAMETERS  
 ACCOUNT MANAGER  
 MANAGE LOG FILES  
 RESET SESSION THREE  
 LOGIN/LOGOUT  
 YOUR USER ACCOUNT

**Module Management**  
 EMBEDDED FORMS  
 FEEDBACK FORMS  
 REGISTER

**Feedback Forms**  
 NEW FEEDBACK FORM DEFINITION

**Form Name:**

**Clone an Existing Form:**

**List all Fields:**  
 Specify each field name with a comma. You may also press enter after the last name on a line to ignore readability while entering the data.  
 Example: Name, Address, Account, City, State, Zip, Home, Consents, Email

**List Required Fields (one per line):**  
 Example: Name, Address, Account, City, State, Zip, Home, Consents, Email  
 To require only one of more fields be filled, separate fields with a '+'  
 Example: Name+Address+Account, Please provide at least one phone number  
 Example: Please provide your product Serial Number  
 Name: Please provide your full name  
 Account: Address: Please provide your mailing address  
 City: Please provide your city name  
 State: Please provide your resident state  
 Zip: Please provide your Zipcode

**FEEDBACK CONFIRMATION AFTER SUBMISSION MANAGEMENT**  
☐ Feedback Confirmation URL  
  
☐ Feedback Confirmation Template (Place Field Names in (name))  
 Thank you for registering your Widget!  
 Registering means that you will be notified whenever the next updated widgets are available as well as special discount widget offers!  
 Your registration number is (ResponseID)  
 Registered: (DHTMLTimestampDate)  
 Any way wish to write down the above info for future reference!  
 The template is:  
☐ Preformatted Text (Preserve spacing and line breaks)  
☐ HTML Code  
☐ Use Built-In "Thank You For Your Submission" Form.

**EMAIL FORWARDING MANAGEMENT**  
☐ Email Responses  
 To:   
 CC:   
 Subject:   
 Format the Response Message:  
 (Place field names in brackets - e.g. {name})  
 The following product registration was received:  
 (DHTMLTimestampDate)  
 Serial: (SerialID)  
 Name: (Name)  
 Address: (Address\_1)  
 City: (City)  
 State: (State)  
 Zip: (Zip)  
 Phone: (Phone)  
 Consents: (Consents)  
 Client: (ENV REMOTE ADDR)

**DATABASE MANAGEMENT**  
☐ Store Records in DB (Fields will be written in the order they are specified in List All Fields above with internal timestamp first)  
 DB Filename:  
  
 Template to Display DB Data:  
 (Place field names in brackets - e.g. {name})  
 Product: (Product ID)  
 Serial: (SerialID)  
 Name: (Name)  
 Address: (Address\_1)  
 City: (City)  
 State: (State)  
 Zip: (Zip)  
 Phone: (Phone)  
 Consents: (Consents)  
 The template is:  
☐ Preformatted Text (Preserve spacing and line breaks)  
☐ HTML Code

**AUTO-RESPONDER MANAGEMENT**  
☐ Send an Automated Response to the Submitter  
 Field Name Which Contains Respondent's Email Address:  
  
 Message-To Address in (see MessageID) when to reply to Auto-Responder:  
  
 Format the Auto-Responder Message:  
 (Place field names in brackets - e.g. {name})  
 Thank you for registering your widget! We will be keeping you in touch with our latest product updates or special discount offers!  
 For your reference:  
 Product: (Product ID)  
 Serial: (SerialID)  
 Date: (DHTMLTimestampDate)  
 Registration: (ResponseID)

**SMTP CONFIGURATION MANAGEMENT**  
 SMTP Server:  
  
 SMTP Email Account for From Envelope:  
 (Note: will be a real Hot Mail account)  
  
 FROM Address to display to users in message header:  
 Address:   
 Name:   
 Specify Return-Path:  
 (This is the account that errors will be returned to)

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## Add New Form

This is the screen where you define all the field names in the HTML form calling this script, as well as where you define all the actions this script should take whenever a submission is received. Although there are a lot of sections to fill out, don't let it intimidate you, it is really fairly straight forward after you learn to create your first form!

- Form Name:** This is where you give your Form Definition a name. Remember that names are case sensitive. You will included this "form name" in the HTML form which calls this script by defining a special hidden form tag.

Example: DemoForm

Example line to include in your HTML form:

```
<input type=hidden name="FormName"
value="DemoForm">
```

Note: All form field names within your HTML document are case sensitive to this script, so be certain to enter all field names with the exact same capitalization as appears in the HTML form <input ...> tags!

- Clone an Existing Form:** If you wish to base your new form on the information you already have entered in a preexisting form, simply select the preexisting form containing your desired information and click the "Clone" button. You will then be presented with a new screen to edit, but which will contain all of the fields filled in for you as they were in your preexisting form. This can be a time saver if you often use a similar format for all your forms.
- List All Fields:** You should list each field that is to be read-in from your HTML submission form here, separated by a comma. Also include any built-in variables (as listed in the [Special Built-in Variables Available For Use in Forms](#) section). List the fields in the order you wish them to appear in the database, but do not add in the ResponseID built-in field, this will automatically be written as the very first field in all database records. Because the order of these listed fields is critical to the proper operation of the database function in this script we recommend adding any later

field additions to the end of the list of fields! The older database entries will lack these new fields, but at least it will be able to read in the fields which are available properly for both old and new records.

Reminder: Field names are case sensitive. If you notice fields regularly coming up empty even though you are certain data was entered for them, there is almost certainly a spelling or capitalization difference between what is listed in this box and the name they were assigned in your HTML form. Use the “View Source” feature of your browser to view the `<input name="field name" ...>` tags for the proper spelling and capitalization.

Example: `FirstName, LastName, EmailAddress, CommentType, ↵`  
`Comments, BUILTIN_TimeAndDate`

- **List Required Fields:** This is where you can create a list of exactly which fields a user must fill out in order for the form to be processed correctly. If the user leaves one of these fields empty, they will be politely prompted to fill them in and resubmit. You also provide a descriptive name as an alias for the often more cryptic field name value! Each field name is separated by a colon followed by the description. Enter one required field and description per line, use the *enter* key to advance to the next line.

Example: `FirstName : Your First Name`  
`LastName : Your Last Name`  
`EmailAddress : Your VALID Email Address`

If you are going to be sending the user an auto-response email message, we strongly recommend you require the field name associated with their email address. However, if you wish to make receiving this email truly optional, it is OK for the email address field to remain empty, the script simply will not send them the auto-response.

If you wish to require that the user select only one or more, but not necessarily every field out of a group of available fields, simply separate each field name with a forward slash (/) followed by the colon, then the description.

Example: `Sports/Computing/Gaming : Select at least one area of interest`

#### Feedback Confirmation After Submission Management Section:

- **Feedback Confirmation URL:** If you wish to direct the user to a static HTML file to indicate a successful submission, enter the fully qualified URL here (include the “http://” portion as well).

Example: `http://www.yoursite.com/feedback-confirmation.html`

- **Feedback Confirmation Template:** If you wish to create a customizable template which can be filled in with information supplied in the user's feedback submission as well as our built-in variables, this is the choice for you! There are two design choices when creating the template, you can select the **Preformatted Text** option where all spacing and line breaks will be preserved exactly as they appear on your screen or you may choose the **HTML Coded** option where you may fully define the look and feel of the screen with proper HTML code. Note that any place you wish to have a variable filled in by either user submitted text or our built-in variables, you must enclose the variable name/field name in "curly" brackets (e.g. {ResponseID}).

#### **Preformatted Text Example:**

Feedback Confirmation

Dear {FirstName} {LastName},

Thank you for your submission. Your information has been forwarded to us and we will review it in a timely manner!

Please reference Ticket #{ResponseID} in any future correspondence regarding this submission.

#### **HTML Coded Example:**

```
<HTML><HEAD><TITLE>Feedback Confirmation</TITLE></HEAD>
```

```
<BODY BGCOLOR="#FFFFFF">
```

```
<STRONG>Feedback Confirmation</STRONG>
```

```
<P>Dear {FirstName} {LastName},</P>
```

```
<P>Thank you for your submission. Your information has been forwarded  
to us and we will review it in a timely manner!</P>
```

```
<P>Please reference Ticket #{ResponseID} in any future correspondence  
regarding this submission</P>
```

**Note:** In **HTML Coded** mode, the closing </BODY> and </HTML> tags will automatically be filled in for you, but you must provide the opening <HTML>, <HEAD>, <TITLE>Title</TITLE>, </HEAD>, and <BODY> tags. This was done to provide you with maximum flexibility in designing the look and feel of your confirmation page!

- **Use Built-in "Thank You For Your Submission" Page:** Select this radio button if you wish to display a page which says only: "Thank You For Your Submission."
- **Preformatted Text:** Select this radio button if you chose to use a Feedback Template and formatted it as preformatted text.
- **HTML Coded:** Select this radio button if you chose to use a Feedback Template and formatted it as HTML coded text.

### Email Forwarding Management:

Fill in this section if you wish to have the feedback information emailed to you.

- **Email Responses:** Check this box if you wish to have feedback information forwarded to you.
- **To:** This should be a list of one or more email addresses separated by commas to whom the feedback information will be emailed.

Example: joe@yoursite.com, marcy@yoursite.com

- **CC:** Same as To, but these individual's email addresses will show up as CC'd copies of the message.
- **BCC:** Use this option when you want someone to receive a copy of the email, but for the To and CC recipients to be totally unaware of this individual(s). The BCC line does not show up in the email headers. This can be a good Quality Assurance monitoring tool if used to ensure that those responsible for responding to user feedback are indeed doing so in a timely manner.

Example: TheBoss@yoursite.com, webmaster@yoursite.com

- **Format the Response Message:** This is essentially a “preformatted text” type template for the email message. Character spacing and line breaks will be preserved exactly as they are entered here (though some mail clients may wrap lines if they are too long). Remember to enclose field names and built-in variable names within the curly brackets (e.g. {ResponseID}) for substitution to occur!

Example:

The following {CommentType} was sent by {FirstName} {LastName}.

They can be reached at {EmailAddress}

{Comments}

--

Ticket #{ResponseID}

Date: {BUILTIN\_TimeAndDate}

### Database Management:

- **Store Results in DB:** Check this box if you wish to store the feedback submission results to a comma delimited text file. The field order will be in the form of ResponseID, followed by the sequence of field names and variables as listed in the “List All Fields” box at the top of this screen.

- **DB Filename:** Enter the file name you wish to use for storing your database information in. We recommend the extension “.db” for clarity purposes so that you can readily identify your database files and download them periodically for backup purposes.

Example: DemoForm.db

- **Template to Display DB Data:** This is another template except that this one allows you to customize the look of your database records. As with the confirmation screen, you can choose from a **Preformatted Text** option or an **HTML Coded** option. The key difference is that if you choose the “HTML Coded” option, you should not include any <HTML>, <HEAD>, <TITLE>, or <BODY> tags in this template as this template is inserted into the middle of an existing HTML document.

Preformatted Text Example:

```
Ticket #: {ResponseID}

Date:      {BUILTIN_TimeAndDate}
Sent By:   {FirstName} {LastName}
Email:     {EmailAddress}

Type:      {CommentType}

Comment:
{Comments}
```

HTML Coded Example:

```
Ticket #: {ResponseID}

<P>Date: {BUILTIN_TimeAndDate}<BR>
Sent By: {FirstName} {LastName}<BR>
Email: {EmailAddress}</P>

<P>Type: {CommentType}</P>

<P>Comments:<BR>
{Comments}</P>
```

- **Preformatted Text:** Select this radio button if your template was formatted as preformatted text
- **HTML Coded:** Select this radio button if your template was formatted as HTML coded text.

Auto-Responder Management:

This feature allows you to automatically send a customized formatted email message to the individual providing you with feedback!

- **Send an Automated Response to the Submitter:** Check this box if you wish to send an auto-response email to the feedback submitter.

- **Field Name Which Contains Respondent's Email Address:** Indicate in this box the Field Name in your submission form which contains the respondent's email address. Remember that field names are case sensitive. If the respondent left this field empty, no email will be generated.

Example: EmailAddress

- **Reply-To Address:** In the event the respondent wishes to reply to the auto-response email, provide a proper email address for their response to be directed to.

Example: sales@yoursite.com

- **Format the Auto-Responder Message:** :This is essentially a "preformatted text" type template for the email message. Character spacing and line breaks will be preserved exactly as they are entered here (though some mail clients may wrap lines if they are too long). Remember to enclose field names and built-in variable names within the curly brackets (e.g. {ResponseID}) for substitution to occur!

Example:

Dear {FirstName} {LastName},

Thank you for your recent submission.

We take all comments very seriously and greatly appreciate your taking the time to fill out our feedback form.

Please reference Ticket #{ResponseID} in any future correspondence regarding this submission.

Again, Thank You!

### SMTP Configuration Management:

This is a critical section if you will be sending out any emails with this script. If you provided default information in the Feedback Form Add-on Module "[Configure Default Parameters for this Module](#)" section, these values will automatically be filled in with the defaults you provided. Getting any of the below information wrong could prevent your email messages from reaching their destination!

- **SMTP Server:** Enter your SMTP server IP name here. This is the SMTP server that all outgoing mail generated by this script will be fed to.

Example: smtp.yoursite.com

- **SMTP Email Account for From-Envelope:** Many SMTP servers will not process outbound mail unless the address of a real email user is provided for the SMTP From-Envelope. Most servers will not display this address to the email recipient. Please enter the email address of a real email account for your domain here.

Example: webmaster@yoursite.com

- **FROM Address to display to users in message headers:** This is the “From” address email recipients will see when they view their email. We recommend using something descriptive. There are two parts to this section, an Email Address, and an Email Name.

Examples:

Address:       feedback@yoursite.com  
Name:           Feedback Auto-Responder

- **Specify Return-Path:** This is the address to which any bounced or otherwise undeliverable emails will be forwarded to by remote SMTP servers. It might be a good idea to direct them to the Webmaster so that you can keep track of whether there are any possible delivery problems which might otherwise go unnoticed.

Example: webmaster@yoursite.com

## **Special Built-in Variables Available For Use in Forms**

For your convenience an entire slew of built-in variables have been predefined for your use in customizing the look of your email responses, confirmation page, and for storing in your database for later viewing using the "[View Data Files](#)" command.

All of the following time and date functions are available in both local time (adjusted for your server's local time-zone, dependent upon your server's configuration) and GMT form. To access the GMT equivalent of a listed variable below, simply append **GMT** to the Field Name (i.e. BUILTIN\_Date1**GMT**).

<b><u>Function Name</u></b>	<b><u>Description</u></b>	<b><u>Sample Output</u></b>
BUILTIN_TimeAndDate	Combined Time and Date String	Sat Aug 1 20:59:47 1998
BUILTIN_Day1	1 or 2 Digit Day of Month	1
BUILTIN_Day2	2 Digit Day of Month	01
BUILTIN_Day3	Day of Month with Suffix	1st
BUILTIN_Month1	1 or 2 Digit Month Value	8
BUILTIN_Month2	2 Digit Month Value	08
BUILTIN_Month3	Month Value with Suffix	8th
BUILTIN_Month4	3-letter Month lower case	aug
BUILTIN_Month5	3-letter Month Proper Caps	Aug
BUILTIN_Month6	3-letter Month Upper Case	AUG
BUILTIN_Month7	Full Month Text, Lower Case	august
BUILTIN_Month8	Full Month Text, Proper Caps	August
BUILTIN_Month9	Full Month Text, Upper Case	AUGUST
BUILTIN_Year1	Full Y2K Compliant Year	1998
BUILTIN_Year2	2-Digit Year Representation	98
BUILTIN_DayOfYear1	1,2, or 3 Digit Day of the Year	12
BUILTIN_DayOfYear2	3-Digit Day of Year, Leading 0s	012
BUILTIN_DayOfYear3	1,2,3 Digit Year, with Suffix	12th
BUILTIN_Weekday1	3-letter Weekday, Lower Case	sat
BUILTIN_Weekday2	3-letter Weekday, Proper Case	Sat
BUILTIN_Weekday3	3-letter Weekday, Upper Case	SAT
BUILTIN_Weekday4	Full Weekday, Lower Case	saturday
BUILTIN_Weekday5	Full Weekday, Proper Case	Saturday
BUILTIN_Weekday6	Full Weekday, Upper Case	SATURDAY
BUILTIN_Date1	MM/DD/YY Date Format	08/01/98
BUILTIN_Date2	MM/DD/YYYY Date Format	08/01/1998
BUILTIN_Date3	MM-DD-YY Date Format	08-01-98
BUILTIN_Date4	MM-DD-YYYY Date Format	08-01-1998
BUILTIN_Date5	American Text Date Format	August 1, 1998
BUILTIN_Date6	International Text Date Format	1 August 1998
BUILTIN_Date7	International Text Date Format #2	01 August 1998
BUILTIN_Date8	International Short Date Format	01 Aug 1998
BUILTIN_Date9	International: DD/MM/YY Format	01/08/98
BUILTIN_Date10	International DD/MM/YYYY Format	01/08/1998
BUILTIN_Date11	International DD-MM-YY Format	01-08-98
BUILTIN_Date12	International DD-MM-YYYY Format	01-08-1998



BUILTIN_Time1	Time: HH:MM:SS 24-hour Style	20:59:47
BUILTIN_Time2	Time: HH:MM 24-hour Style	20:59
BUILTIN_Time3	Time: HH:MM:SS AM/PM Style	08:59:47 PM
BUILTIN_Time4	Time: HH:MM AM/PM Style	08:59 PM

Additionally, any Environment variables supplied by your server are also available for inclusion in defining your email messages, confirmation pages, or database variables.

To include an Environment variable, simply place “ENV\_” before the name of the variable (remember that all field names are case sensitive). Although the available Environment variables vary significantly between different server platforms and different operating systems, here is a list of a few variables and their descriptions which are generally available on all platforms:

<u>Variable Name</u>	<u>Description</u>	<u>Example</u>
ENV_HTTP_REFERER	The URL to the Form that Submitted the Feedback	http://www.yoursite.com/contact-us.html
ENV_HTTP_USER_AGENT	The Client’s Web Browser	Mozilla/4.03 [en] (WinNT; I)
ENV_REMOTE_ADDR	The IP Address of the Client	192.168.100.101
ENV_REMOTE_HOST	The Resolved IP Name of the Client (sometimes same as REMOTE_ADDR)	usrl.mysite.com
ENV_SCRIPT_NAME	The name of the CGI Script	/cgi-bin/cgisuite/mailform.pl
ENV_SERVER_NAME	The name of the Web Server	www.yoursite.com
ENV_SERVER_SOFTWARE	The Software Running Your Web Server	Microsoft-IIS/3.0

**ResponseID** : There is also one additional special variable, **ResponseID**, which is available for use. When adding Field Names to the Field List that you wish to have read-in and saved to a database (if you have enabled the database option) you should not include ResponseID in the list as this field is automatically written as the very first field of every database – it serves as the unique record identifier. You can use this variable as a unique ticket number or ID for each feedback submission as no two submissions will be assigned identical ResponseID’s (assuming a single server environment, in clustering or load sharing situations – meaning multiple servers running the same script simultaneously– duplication would be rare, but not impossible)

**Reminder:** When using any Field Name in the Form Definition Screen, you must enclose that Field Name in the “curly” brackets (e.g. {BUILTIIN\_TimeAndDate} or {ResponseID} ) for the substitution to take effect.

## ***Edit Existing Form***

This command allows you to select an existing form definition to edit.

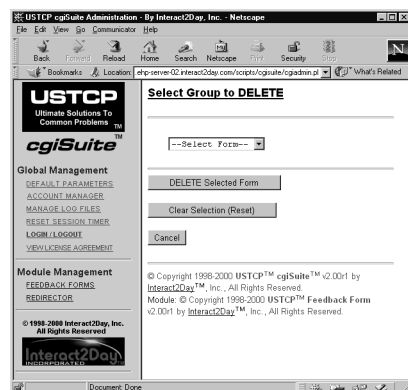
### **Select Form to Edit**

You will be presented with a drop-down box of available forms to be edited. Select the form you wish to edit then click the “Edit Selected Form” button to proceed.

### **Edit Feedback Form Definition**

You may now edit the document. Please refer to the section titled “Add New Form” for specific details about each configurable item.

## ***Delete Existing Form***

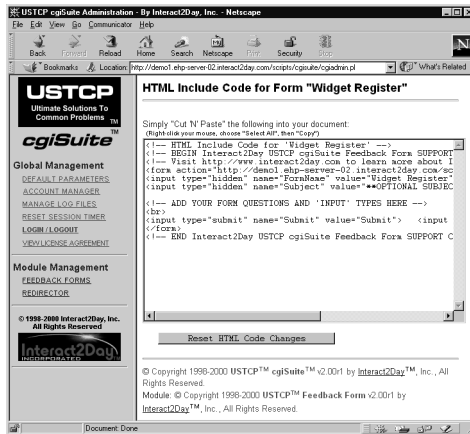


Selecting this option will present you with a drop-down box of existing forms. Choose the form you wish to delete then click the “DELETE Selected Form” to delete the form. If the form had a database attached to it, you will receive a screen warning you that there may be an orphaned database left behind. Databases are not automatically deleted because they may contain information very valuable to your business which you may wish to keep and there is the possibility that other form definitions may be configured to provided customized responses based upon a users selection in a form which they all share in common and as such these remaining form definitions may also be sharing the potentially orphaned

database.

Make certain no other forms are using the database before you delete the database file, unless the information in the database is of no particular importance to you.

## Generate HTML Include Code for Form



To simplify the process of incorporating this application's functionality into your existing website, we have included a feature which automatically generates an HTML template for you to drop into your form documents. All of the HTML necessary to use this application, minus the actual form controls options which you will add as a matter of course, exists in this template. Drop the template in your existing document, add an input field or two and you're in business!

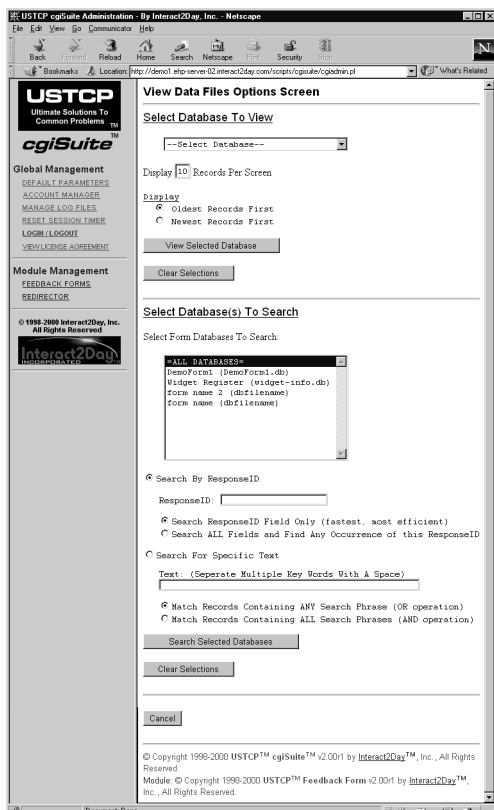
The specifics of adding optional input fields are left to the user as extensive documentation is already available online, in bookstores, and even in most GUI HTML

editors presently available such as FrontPage, Netscape Composer, etc.

Some of the available HTML input types are:

- `<input type="hidden" name="variable1" value="xxx">` for hidden variables
- `<input type="checkbox" name="variable2" value="yes">` for checkboxes (note: return value only defined if checked in form document).
- `<input type="radio" name="variable3" value="xxx">` for radio buttons (all items in a radio group must have the same **name** value).
- `<input type="reset" name="Reset" value="Reset">` for a reset button.
- `<input type="submit" name="Submit" value="Submit">` for a submit button.
- `<input type="text" name="variable4" value="default data" size="20">` for a single line textbox, 20 characters wide.
- `<select name="variable5"><option value="option 1" selected>option 1</option></select>` for a dropdown list with options.
- `<textarea name="variable6" cols="40" rows="10">This is my multi-line text box</textarea>` for a multi-line textbox, 40 characters wide by 10 rows tall.

## View Data Files (How to view and search databases)



The capability to review and search the databases created from your feedback submissions can be a very valuable tool in maintaining good customer relations. Since each feedback response is assigned a unique ResponseID you can instruct your submitters to make reference of this assigned number and ask them to reference it in any future correspondence. Then, with a few clicks and a several keystrokes, you can pull up a full feedback record history going all the way back to their first assigned ResponseID. Or you can search for the individual by name, etc. This can be a very valuable tool when used properly.

### Viewing the Contents of a Specific Database

To view the contents of a specific database, choose the database you wish to view in the drop-down box. Now indicate the number of records you would like to have displayed on each screen (default is 10 records at a time). Next select whether you want to begin reviewing the oldest records first (those at the beginning of the database) or the most recent records first (those at the end of the database). Note that when viewing the most

recent records first, the most recent record will actually be the record listed at the bottom of your screen, the difference between the two options is which end of the file you begin reading in screen pages from. When you've made your selections, simply click the "View Selected Database" button to proceed. On the subsequent screens, use the "Next" and "Previous" buttons to navigate screens.

### Searching One or More Databases for a Specific ResponseID or Text

This is a very powerful search feature, not just because it permits you to freely search for specific text combinations, but because it will also permit you to search, 1, 2, or even *every* database you have simultaneously – which can be a big time saver if you are not quite sure where the data you are looking for is located!

First, select the database or databases you wish to choose. You can also choose the "ALL DATABASES=" selection if you wish to search every database without having to actually highlight each individual database.

Next decide whether you wish to perform a search based upon just a Response ID, or a more powerful search based upon the presence of one or more words within a record.

If you choose to search by `ResponseID`, you can select the “Search ResponseID Field Only” option if you wish to pull up only the single record associated with that ResponseID. Or, you may choose the “Search ALL Fields...” option to find any references to the entered ResponseID in any subsequent follow-up feedback records as well.

If you choose to search for specific text, enter the text you want to search for with each word separated by a single space. Then choose whether you wish only records containing ALL of these words (an AND operation) or records which contain ANY of these words (an OR operation).

When you have completed entering your search parameters, click on the “Search Selected Databases” button to proceed with the search. If you have many large databases, this may take awhile, but the operation should complete within a reasonable time frame on a modern day computer.

Any record matches found will also list the database in which they were found as part of the search results.

### ***How to Delete a Database Record***

The option to delete a record will be presented to users with the appropriate security permissions on any screen which permits the viewing of database records. See “[View Data Files](#)” for information on viewing database files and their associated records. Simply click the “Delete Record” button accompanying the record you wish to delete to begin the deletion process.

Because this action is irreversible, you will be presented with a confirmation screen displaying the selected record before deletion actually occurs. If you are certain you wish to delete the record click the “Yes, I’m Sure” button to commit the deletion. Use your browser’s “Back” option to return to your original screen. The deleted database will still be visible when you first back up to the screen where you opted to delete it, however it will disappear if you update the screen.

### ***Why No Option to Edit Database Records?***

There are three major reasons why we do not allow for the editing of database records.

Specifically, they are:

1. We believe the database should be an accurate reflection of user submitted feedback. Permitting the editing of such information would compromise the integrity of such a record.
2. We write the database records in common CSV (Comma Separated Values) format to permit easy importation into external database applications. Permitting the editing of information poses the risk of corrupting the values stored in each field, potentially rendering the database information useless.

3. To properly permit editing of the database information would require the user to define a very complex template defining the proper format for each field value to be displayed as (e.g. text, textarea, radio, checkbox, etc.). This is a very complex but mission-critical task which we feel would exceed or overwhelm the capabilities of much of our target audience.

If you have a particular need to edit the information stored in the database files, we recommend two alternatives:

1. Import the database files into an external database application (e.g. Microsoft Access) and maintain your edited information using templates specially defined within your database application. Importing our database records is very simple, the first line is a comment line, all subsequent lines are individual records with a single comma as the field delimiter.
2. Contact Interact2Day (the authors of this script) for a quote on a customized web-based application to fit your particular needs. We would be happy to assist you in customizing any of our applications to your specific needs, whether it be a modification of one of our existing scripts or a totally new application built from the ground up!

You can call us toll-free at 1-888-488-1212 or email us at [sales@interact2day.com](mailto:sales@interact2day.com).

### ***View Log File***

To view a log of all Errors encountered while processing user feedback submissions (such as file lock contentions and unavailable SMTP servers for instance), simply click on the “View Log File” command. It is a good idea to monitor this file regularly to make sure everything is operating smoothly. For instance, if you notice that the SMTP server is often unavailable, you will definitely want to remedy this situation or find another SMTP server. In fact, if you have selected the option to forward feedback information to you via email and the SMTP server is unavailable, the client will receive an error screen informing them that the submission could not be completed along with an error message to the effect that the script was unable to establish a connection with the SMTP server. This means a faulty SMTP server could result in missed feedback submissions! If the SMTP server is unavailable and you have the option to send an auto-response enabled, the submission information will be saved (assuming you have disabled the forward submissions via email), but the user will not receive the auto-response message that you intended for them to receive. So definitely remedy faulty SMTP server issues ASAP!

### ***Clear Log File***

After you have reviewed the Error log file to your satisfaction, you will likely want to clear it so that you don't have to keep reviewing the same messages over and over again. To do so, simply click on the “Clear Log File” command.

You will be presented with a confirmation screen since this is an irreversible action, if you are certain you wish to clear the log file, just click the “Yes, I'm Sure” button. Now the log file has been cleared of entries!

## Calling the Feedback Script from your HTML Document

To invoke the Feedback Form CGI script from your HTML document (which should be a form containing the information you wish the user to fill in), use a line similar to the following for the `<form...>` tag. In this example we are assuming that you have installed the `mailform.pl` file in the `/cgi-bin/cgisuite` directory. If your installation is different, please make the appropriate adjustments.

```
<form action="/cgi-bin/cgisuite/mailform.pl" method="POST">
```

You will also need to specify which feedback form definition the Feedback Form CGI script should use to process this form, the proper line to include is similar to the following:

```
<input type="hidden" name="FormName" value="DemoForm">
```

...where "DemoForm" is the name of the form definition you wish to use to process this feedback. Note that the "FormName" variable is **case sensitive** and so is the name of the form definition ("DemoForm" in this example).

***Nifty Tidbit:** If you wish to have a single form be processed by different form definitions based upon a user selected category or type of some sort, use a radio button to specify the "FormName" value to be used:*

*Example:*

```
<input type="radio" name="FormName" value="Demo1">Compliment  
<input type="radio" name="FormName" value="Demo2">Complaint  
<input type="radio" name="FormName" value="Demo3">Suggestion
```

*The three different form definitions would probably all be clones of the "Demo1" form definition, with the subsequent "Demo2" and "Demo3" slightly customized for the appropriate confirmation and auto-response email messages!*

There is another field which may be specified if you wish as well. It is the **subject** line which will be used in both the forwarded feedback information email as well as the auto-response email. If no subject value is provided, a default subject line will be provided by the script. To specify a more descriptive subject line, include the following in your script or use some other type `<input>` tag to specify a customized subject line:

```
<input type="hidden" name="Subject" value="MySite Contact-Us Response">
```

The format for the subject line using the above value would appear as:

```
Forwarded Feedback Email: "MySite Contact-Us Response [98214211205-234]"  
Auto-Response Email: "Auto-Responder: [98214211205-234] MySite Contact-Us Response"
```

The next page contains a sample HTML feedback form page.

## ***An Example HTML Form Demonstrating How to Use and Reference This Script***

```
<html>
<head>
<title>DemoForm Feedback Page</title>
</head>

<body bgcolor="#FFFFFF">

<p><font size="4" face="Arial"><strong><u>DemoForm Feedback
Page</u></strong></font></p>

<hr>

<form action="/cgi-bin/cgisuite/mailform.pl" method="POST">
  <input type="hidden" name="FormName" value="DemoForm">
  <input type="hidden" name="Subject"
value="This is a Demonstration of the Feedback Script">
  <p>First Name: <input type="text" size="20" name="FirstName"></p>
  <p>Last Name: <input type="text" size="20" name="LastName"></p>
  <p>Email: <input type="text" size="35" name="EmailAddress"></p>
  <p>This is a:<br>
  <input type="radio" checked name="CommentType" value="Comment">Comment<br>
  <input type="radio" name="CommentType" value="Complaint">Complaint<br>
  <input type="radio" name="CommentType" value="Compliment">Compliment</p>
  <p>Comments:<br>
  <textarea name="Comments" rows="8" cols="50"></textarea></p>
  <p><input type="submit" name="Submit" value="Submit"></p>
</form>
</body>
</html>
```



## Troubleshooting and Frequently Asked Questions

### *I Uploaded the scripts, but they fail to execute (server returns error message)*

#### **UNIX Platforms**

1. A very common error among both the experienced and the novice FTP user is the accidental uploading of binary files as text files and vice versa. Please refer back to the installation instructions and re-upload the files double checking that you are uploading them as the proper type. From a command line based FTP client, the commands “binary” and “ascii” are all that is required to change modes. In window based clients such as WS-FTP, there is usually a radio button located somewhere on your screen which will allow you to select the current transfer mode. Do not count on an “auto” function to properly identify the file types as it will likely result in the ASCII text scripts being uploaded as binary type files.
2. Make sure that the first line in the `mailform.pl` file (the one that looks similar to: `#!/usr/bin/perl`) is correct for your ISP's server configuration. Call your ISP and ask them specifically what this line should look like and that you need to use their most current version of Perl 5 (some ISPs have more than one perl version installed). This line should look the same as the first line in the `cgiadmin.pl` script which you should have already installed as part of the Administrative Module.
3. **If you are experiencing errors when attempting to submit HTML feedback forms:** Ask your ISP if they require a specific file extension to execute CGI scripts (e.g. `.cgi`). If so, ask them what file extension you need to change `mailform.pl` to in order for it to be executed.

Note: You will probably already have this information from when you installed the Administrative Module. If you need to rename the `mailform.pl` file to the new file extension, do so. However, you should not rename the `mfadmin.pl` file! You will also need to manually edit the `cgisuite.mod` file (located in `/cgi-bin/cgisuite` in our example) to change the entry which currently reads “`mailform.pl`” to match the file's new extension! Otherwise the Administrative Module will fail to detect that this Add-on Module's files have been properly installed.

4. Make sure you uploaded “`Perlmail.pm`” with the proper case (notice the capital ‘P’). UNIX file systems are case-sensitive so “`Perlmail.pm`” and “`perlmail.pm`” will be treated as totally different files.
5. Make absolutely certain you uploaded all the files, loaded them into their proper locations, and double-check (and even redo) the file permissions for all files uploaded for this module. Permissions errors are very common.

## Windows NT Platforms

1. A very common error among both the experienced and the novice FTP user is the accidental uploading of binary files as text files and vice versa. Please refer back to the installation instructions and re-upload the files double checking that you are uploading them as the proper type. From a command line based FTP client, the commands "binary" and "ascii" are all that is required to change modes. In window based clients such as WS-FTP, there is usually a radio button located somewhere on your screen which will allow you to select the current transfer mode. Do not count on an "auto" function to properly identify the file types as it will likely result in the ASCII text scripts being uploaded as binary type files.
2. **If you are experiencing errors when attempting to submit HTML feedback forms:** Ask your ISP if they are using the ISAPI version of Perl. If so, ask them what file extension you need to change `mailform.pl` to in order for it to be executed by `perl.exe` instead. If they do not currently have an alternate file extension configured, request they configure one (perhaps `*.plx` for instance) for you. This is important because the ISAPI Perl does not provide a standard CGI interface. This set of CGI scripts is heavily dependent upon proper and present CGI environment variables and may not function well, if at all, without them. Explain the importance of having `perl.exe` as an option. If they refuse, take your business to an ISP that will take the customer's (your) needs seriously.

Note: You will probably already have this information from when you installed the Administrative Module. If you need to rename the `mailform.pl` file to the new file extension, do so. However, you should not rename the `mfadmin.pl` file! You will also need to manually edit the `cgisuite.mod` file (located in `/cgi-bin/cgisuite` in our example) to change the entry which currently reads "mailform.pl" to match the file's new extension! Otherwise the Administrative Module will fail to detect that this Add-on Module's files have been properly installed.

3. Make absolutely certain you uploaded all the files, loaded them into their proper locations, and double-check (and even redo) the file permissions for all files uploaded for this module. Permissions errors are very common.

### ***Some Field Name Substitutions in My Templates Are Always Coming Up Empty!***

This is usually caused by one of 5 possibilities:

1. The variable you are substituting comes from the user submitted form, but you either forgot to enter the offending Field Name in the “List All Fields” box or the version you typed in that box has a different spelling or capitalization than the Field Name assigned in the HTML form. Use your browser’s “View Source” or “View HTML” option to view the original HTML form document and compare the spelling and capitalization of the Field Name with what you have entered in the form definition “List All Fields” box.
2. You have either misspelled or have an error in the capitalization of the Field Name (use your browser to “View Source” in the original HTML form document and compare) or the built-in variable name (refer to the table of available variable names and compare).
3. You failed to enclose the Field Name or built-in variable name in the appropriate type of brackets. Enclose the field name in the “curly” brackets (i.e. {FieldName}) with no spaces or other extraneous characters or line breaks.
4. No data was ever supplied when the form was submitted (e.g. the user left a text box empty). If the field is empty, the substitution will take place, but it will only result in the bracketed variable disappearing from the template text (i.e. it will be replaced with zero characters since there was no data available to put in its place).
5. The field name is associated with a checkbox input type. Checkbox input types are only defined if the checkbox is actually checked. They are undefined when not checked

## **SMTP “Relay Denied” and Sendmail Related Problems**

- 1) If you are receiving repeated messages along the lines of “Relay Denied” and the like while attempting to submit feedback forms, contact your ISP and verify your SMTP server configuration information. Some ISP's place overly strict access rules on their SMTP servers and will not allow you to use the internal SMTP capabilities of this script. If that is the case you may wish to enable Sendmail support (this is configurable in the Main Administrative Module under “Edit Global Configuration Defaults”). If your ISP does provide access to an SMTP server and you are encountering problems, then you probably need to give your ISP a call and double-check the SMTP configuration information you have supplied.
- 2) If you are receiving errors while trying to use Sendmail (and you have enabled Sendmail support in the Main Administrative Module as mentioned above), it is possible that you have an incorrect path to the Sendmail executable or your ISP does not support Sendmail execution. Contact your ISP for assistance getting either the SMTP transport or Sendmail transport options properly configured for your web server.
- 3) If your ISP permits neither access to an SMTP server nor execution of Sendmail, you will need to find another ISP. Preferably an ISP that takes it's customer's CGI needs more seriously than the present provider!
- 4) Verify that the email you provided for the “SMTP From-Envelope Address” is, in fact, a real address associated with a real POP3 mailbox located on the SMTP server. For security and anti-spam reasons, many SMTP servers will refuse any email that does not at least identify itself as having been authored by an email account known to the mail server.
- 5) If you are trying to use a third-party SMTP server, that is one not maintained by the same entity maintaining your Web server, then the SMTP server's mail administrator may have the server specifically configured to deny mail relaying from outside sources. If this is the case you have only three choices: 1) ask the mail administrator to define an exception for your Web server, 2) use your Web hosting provider's SMTP server, or 3) setup your own SMTP server and configure it to receive and relay email from your Web server.

***I am installing the module for the first time and I received a “Failed to Lock xxxxxxx file - may be transient” Error, write failure, permission denied, or other failure during the “Creating And Initializing New Install Files” screen***

This suggests that the `/cgi-bin` or `/cgi-local` (or equivalent) directory you installed this script to does not have the necessary write file permissions present (the lock file could not be written and thus the attempt to lock the file

NT Users:

Ensure that your provider has enabled **CHANGE** (read, write, and execute) permissions on your `/cgi-bin` or equivalent directory. This suite of scripts must be able to read, write, and create new files and directories in order to create the appropriate configuration files, default directories, and data files for the various modules in order to function properly!

UNIX Users:

You or your provider need to “`chmod 777`” (read, write, and execute) the `/cgi-bin`, or `/cgi-bin/cgisuite` or equivalent directory, and any subdirectories of this suite. You will also want to double check the file permissions on the individual files as per the installation instructions in this manual. . This suite of scripts must be able to read, write, and create new files and directories in order to create the appropriate configuration files, default directories, and data files for the various modules in order to function properly!

Note:

We have encountered some providers with very bizarre ideas of how `/cgi-bin` and `/cgi-local` directories should be configured with regard to file permissions. You will almost universally be told that “this configuration is absolutely necessary, yada, yada, for security reasons...” Unfortunately, 99% of the time these providers are placing undue burdens on their CGI users with little or no actual security benefits. We wish these providers would stop trying to scare their users with the ever popular “it is necessary for security” excuse and instead reserve that explanation for *real* security issues. If your provider refuses to cooperate with you, find a new provider that will take your need for proper access to your `/cgi-bin` directory seriously – and hopefully one that is much more familiar with security issues than your present provider!

## ***Special Options***

Special Options are special hard-coded variables included in the Perl source code that you may edit for debugging or special customizing purposes. You are **only** licensed to alter the values of variables which appear at the top of the script and are physically located before the “No modifications...” or “Do Not Alter...” warnings, or the like! **Modifying anything beyond those values specifically discussed in this documentation is a violation of your license and will be viewed as unauthorized alteration of a copyrighted application.** There are strict penalties for altering a copyrighted work, so please respect our right to exercise reasonable care over our creations.

The Suite applications are designed to accept the vast majority of their configuration via web-based forms. However, some settings either have to be hard-coded in the source or are so rarely in need of modification that it made little sense to risk complicating the web-based configurator's simplicity, particularly for relative novices. This is the reason we have chosen to make a limited number of hard-coded variables available for you to customize.

### **\$UseAdvancedFileLock**

Default: 1 (True)

This variable accepts two values, **0** and **1**. Set this value to '**0**' if you wish to use Perl's internal flock() file locking in addition to advisory semaphore locking. Set this value to '**1**' if you wish to use only an advanced (but nonetheless kludgy) semaphore locking strategy. Set this value to '**0**' only if you are having problems and this is the only alternative as system performance will degrade due to race condition handlers when subjected to significant load.

### **\$MaxMimeDataSize**

Default: 1024(KB)

This value is the maximum number of kilobytes (KB) a POST submitted HTML form may upload to this application before being rejected as excessive. We have set this value at **2048** for the time being because we do not presently envision any instances in which users should need to upload greater than 2MB of data to this application. Because this script decodes all submissions in memory you must keep in mind that for a short period of time during the decoding Perl's memory requirements will be roughly double the size of the uploaded file in addition to Perl's usual memory footprint. It is unlikely you will ever need to change this value, and if it ever is necessary the application should include directions to do so.

NOTE: Before adjusting this value upwards, please keep in mind that this feedback handler is not specifically designed for working with especially large data sets. Most mail servers will either reject or truncate excessively large emails and the database routines, which utilize flat-file text databases, will suffer severe performance penalties very quickly if permitted to grow to excessive proportions, particularly with excessively large records. Odds are, even the 1024KB limit is too high for normal use. As such, you probably should not alter this value.

### \$PrintFullHTTPStatusHeaders

Default: 0 (False)

Some Web servers (particularly for SSI and redirects and some ISAPI Perl interpreters) require that full “HTTP/1.0 ### Message” headers be attached to the HTTP header information. If this value is set to ‘1’ then the full HTTP/1.0 headers will be printed. If set to ‘0’ then only a “Status: ###” header will be provided. **If you receive a “500 Server Error”,** or the like, then you may wish to experiment with the setting of this parameter.

### \$SMTP\_DEBUG

Default: 0 (False)

This value prints special SMTP connection debugging information which is likely far more useful to Interact2Day than the end-user. However it is just [rather] boring debugging information so you may find it of some use if you are having problems communicating with your SMTP server and can’t resolve the problem with the information available in your error log file. Please note that enabling this option will cause the results screen to be rendered as plain-text rather than HTML, so do not enable this option on a production system and forget to disable it!

Set to ‘1’ to enable debugging information dumping. Otherwise, leave this value set to zero ‘0’. Leaving this value set to ‘1’ will likely result in undesirable side-effects.

## Obtaining Technical Support

To help keep the costs of our products down and affordable to small and medium sized businesses, we ask that you first take some time to try the following resources to solve any problems you may encounter.

- 1) Make sure your question is not discussed in the documentation.
- 2) Make sure you check out the issues discussed in the troubleshooting section of this manual.
- 3) Check our online FAQs to see if your particular issue may already have been addressed. FAQs are convenient for everyone because they allow you to solve your problems 24-hours a day with no waiting!

FAQs can be found in the general product area for cgiSuite:

<http://www.interact2day.com/interact2day/products/cgisuite/>

- 4) When installing new modules, always make certain you have the latest "cgisuite.mod" file. This file is available for download in our general product support area for cgiSuite! (See above URL.)

Of course, if you try all of the above and fail, please do email us or give us a call to obtain assistance. Please keep in mind that there is NO FREE TECHNICAL SUPPORT AVAILABLE for this application. All technical support is provided on either a per-incident fee or a term support contract. Because we distribute this application free of charge it is impossible for us to provide free technical support as well – we need food on our tables as well!

To reach us via email: [support@interact2day.com](mailto:support@interact2day.com)  
Or reach us via Telephone: (941) 741-9603 from Noon - 6pm Eastern.

Please note that we have a limited support staff, so it may be necessary for you to leave your name and number, your product serial number, a brief description of the problem you are having, and a range of times when you can best be reached (afternoon and evening times and phone numbers are especially helpful!). We try very hard to make sure everyone is taken care of in the timeliest manner possible! You may also email this information to us at [support@interact2day.com](mailto:support@interact2day.com); however it may take a little longer on occasion for email requests to reach our telephone support queue.

Technical support inquiries, whether received by phone or email each count as incidents although multiple emails on the same topic received within one-week of each other will not count as separate incidents. However, depending on the support plans we have available at any given time some lower-end support plans may include email only support in which case phone support will not be provided – period. Any technical support inquiry, whether by phone or email, which attempts to address multiple incidents will be counted as a multiple incident support request, so keep this in mind when requesting technical support for an issue!

**Additionally, for the less technically inclined**, full-service remote installation service is available for a fee as well. Included in the service charge is a brief tour of how the script and its



modules function (via telephone), this service does not automatically include ongoing technical support. If for some reason we cannot get the script installed and working on your system, there will be no installation charge.

## Reporting Suspected Bugs

Please report any suspected bugs by visiting our website and filling out the cgiSuite “Trouble Report System” form. We take all submissions very seriously as we desire a bug-free script even more so than you! Those reporting possible security related bugs automatically receive the highest priority – security is of paramount importance to us!

The URL to visit is:

<http://www.interact2day.com/interact2day/products/cgiSuite/>

Please note that you may be contacted either by voice or via email with a request for additional information regarding your suspected bug. We may also ask you to test any patches we release to fix the bug on your system first to verify it has been corrected if you are running a platform or environment which we cannot duplicate in-house.

# USTCP™\*

## cgiSuite™

### Redirector Add-on Module Guide

Version 2.00

\* "Ultimate Solutions To Common Problems"™

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# End User License Agreement

## USTCP™ CGI SUITE™ REDIRECTOR ADD-ON MODULE SINGLE SITE SOFTWARE LICENSE AGREEMENT

**IMPORTANT—READ CAREFULLY:** This USTCP™ cgiSuite™ Redirector Add-On Module Single Site Software License Agreement (this “Agreement”) is a legal agreement between you (either an individual or a single entity) and Interact2Day, Inc. (“Interact2Day”) regarding the software product identified above, which includes computer software and may include associated media, printed materials, and “online” or electronic documentation (“Interact2Day Software”). By installing, copying, or otherwise using the Interact2Day Software, you agree to be bound by the terms of this Agreement. If you do not agree to the terms of this Agreement, do not install, copy or use the Interact2Day Software.

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A. **Term.** Unless otherwise agreed between the parties in writing, this License and Agreement shall begin upon payment in full for the Interact2Day Software, and shall last for an initial term of one (1) year (the "Initial Term"). Unless earlier terminated for cause or by operation of your breach of this License and Agreement, this License and Agreement shall be automatically renewed at the conclusion of each previous term for an additional one (1) year period.

B. **Termination of License by Breach.** Your rights under this License and Agreement will terminate automatically without notice from Interact2Day if you fail to comply with any term(s) of the License or other provisions of this Agreement.

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A. **The Interact2Day Software and documentation are sold "AS IS" and without warranties as to performance, merchantability, or fitness for any particular purpose.** Interact2Day makes no other representation or warranty with respect to the software. To the maximum extent permitted by applicable law, Interact2Day EXPRESSLY DISCLAIMS ALL WARRANTIES AND/OR CONDITIONS, express OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES AND/OR CONDITIONS OF MERCHANTABILITY OR SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OF THIRD-PARTY RIGHTS. INTERACT2DAY DOES NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE INTERACT2DAY SOFTWARE WILL MEET YOUR REQUIREMENTS, OR THAT THE OPERATION OF THE INTERACT2DAY SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT DEFECTS IN THE INTERACT2DAY SOFTWARE WILL BE CORRECTED.

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B. **Choice of Law, Venue and Severability.** This Agreement shall be governed by the laws of the United States and the State of Florida. Any action or suit in law or equity with respect to this Agreement or any matter arising out of or relating to this Agreement shall be brought exclusively in the State of Florida and in such county or federal district in which Interact2Day may be residing. Each party agrees and consents to in personam jurisdiction of the state and federal courts of the State of Florida. If for any reason a court of competent jurisdiction finds any provision, or portion thereof, to be unenforceable, the remainder of this Agreement shall continue in full force and effect.

C. **Assignment.** Neither this License nor this Agreement may be assigned or delegated to third parties without the express written consent of Interact2Day, which Interact2Day may grant or deny in its sole and exclusive discretion, except to a successor in interest of a corporation or business entity, or the assignee of all or substantially all of its rights.

D. **Complete Agreement.** This Agreement constitutes the entire agreement between the parties with respect to the use of the Interact2Day Software and supersedes all prior or contemporaneous understandings regarding such subject matter. No amendment to or modification of this Agreement will be binding unless in writing and signed by Interact2Day. No term or provision of this Agreement shall be deemed waived and no breach excused unless such waiver or consent is in writing and signed by the party claimed to have waived or consented.

E. **Headings.** The headings in this Agreement are for reference purposes only and shall not be construed as a part of this Agreement.

## Introduction

Congratulations! You have just purchased the most powerful and fully integrated suite of CGI scripts available to the public! No other scripts come close either in terms of features, administrative capabilities, total design integration, or ease of use.

The Add-on module you are about to install is known as the Redirector Add-on Module. This very powerful module for managing redirection menu requests is far superior to its competition. From a security standpoint, the URLs associated with a user selection are stored in a database on the server, this coupled with general referrer validation provides a much greater degree of protection from script hijacking than most solutions available. We have also thought to include a very unique feature that could save you a significant amount of time when designing and maintaining your site. By using a simple SSI call in your web documents, this script will actually insert the appropriate HTML instructions to create a drop-down navigation menu based upon your configuration information. This code is generated on-the-fly and is always up to date, reflecting your most recent configuration information! This means no more manual updates to your entire site just to add or delete an option from the menu!

We are confident you will find this collection of scripts and add-on components invaluable and an integral part of your online strategy.

We wish you many hours of enjoyable Webmastering!

Sincerely,

Ethan H. Poole  
*President*

## Installing the Redirector Add-on Module Files

### *Installing to a UNIX Platform*

First, if you do not already know the proper path to the most current version of Perl 5.xxx now is the time to call or email your ISP and find out. Specifically, let them know that you need to know what the very first line of a Perl script should look like to execute properly on their server.

The Line will look something like:

```
#!/usr/bin/perl
```

Note the “#!” preceding the full path to the perl executable. Now use your favorite text editor (e.g. Windows Notepad, WordPad, vi, etc.) to **edit the first line in redirect.pl** to reflect your ISP's perl configuration. This step is very important, if this line is incorrect, the script will not execute and you will get an often meaningless error reported to you by the web server!

Note to Mac Users: Please try to use a Windows, DOS, or UNIX machine to edit the Perl script. The Macintosh platform has a tendency to alter the end of line character in the script to a format not recognized by either Windows or UNIX systems. If you must edit the script on a Macintosh, please take extra special care to make sure the edited file is exported as an MS DOS Text file!

Next, the script files for this Add-on Module should be installed in the same CGI directory as you installed the Administrative Module. If you have not already installed the Administrative Module, please go back and do so at this time before proceeding.

We recommended installing the Administrative Module in its own directory, specifically we recommended a directory structure similar to: /cgi-bin/cgisuite. All of our examples will be based upon this configuration. If you installed your Administrative Module to a different directory, please substitute that directory where applicable in these instructions.

Now change to the /cgi-bin/cgisuite directory with the following command:

```
cd cgi-bin/cgisuite
```

FTP the following files to your /cgi-bin/cgisuite directory as **ASCII** (Text) by typing “ascii” on the command line and then ‘putting’ the following files:

```
put redirect.pl
put rdradmin.pl
```

Now chmod each file as follows:

```
chmod 755 redirect.pl
chmod 644 rdradmin.pl
```

Now it is time to install the supporting image file. Perform a change directory to the root directory of your website (usually the same directory where your entry homepage is located).

When you performed your installation of the Administrative Module, we recommending installing the images in a directory named `/cgisuite/images` located under the root directory of your website. All of our examples are based upon this assumption. If you installed to a different directory, please make the appropriate substitutions in the instructions below.

Create a subdirectory of `/cgisuite/images/redirect` with the following commands:

```
cd cgisuite/images
mkdir redirect
cd redirect
```

You should now have a directory of `/cgisuite/images/redirect` that can be called via `http://www.yoursite.com/cgisuite/images/redirect` if everything has been configured properly. Now it's time to upload the image files and set their permissions!

Now `chmod` the mailform images directory for read-only anonymous permissions with the following command:

```
chmod 644 .          (This chmod's the current directory)
```

FTP the following file to the `/cgisuite/images/redirect` directory as **BINARY** by typing "binary" on the command line and then 'putting' the following file:

```
put redirect.gif
```

Now set read permissions on this file with `chmod 644` (read permissions) using the following command:

```
chmod 644 *          (This will chmod every file in the current directory)
```

You are now ready to proceed to the section on "[Initial Configuration of the Feedback Form Module](#)."

### ***Installing to a Windows NT Platform***

First, the script files for this Add-on Module should be installed in the same CGI directory as you installed the Administrative Module. If you have not already installed the Administrative Module, please go back and do so at this time before proceeding.

We recommended installing the Administrative Module in its own directory, specifically we recommended a directory structure similar to: `/cgi-bin/cgisuite`. All of our examples will be based upon this configuration. If you installed your Administrative Module to a different directory, please substitute that directory where applicable in these instructions.

Now change to the `/cgi-bin/cgisuite` directory with the following command:

```
cd cgi-bin/cgisuite
```

FTP the following files to your `/cgi-bin/cgisuite` directory as **ASCII** (Text) by typing “ascii” on the command line and then ‘putting’ the following files:

```
put redirect.pl
put rdradmin.pl
```

Now it is time to install the supporting image files. Perform a change directory to the root directory of your website (usually the same directory where your entry homepage is located).

When you performed your installation of the Administrative Module, we recommending installing the images in a directory named `/cgisuite/images` located under the root directory of your website. All of our examples are based upon this assumption. If you installed to a different directory, please make the appropriate substitutions in the instructions below.

Create a subdirectory of `/cgisuite/images/redirect` with the following commands:

```
cd cgisuite/images
mkdir redirect
cd redirect
```

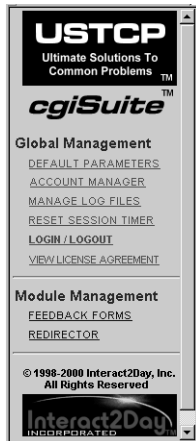
You should now have a directory of `/cgisuite/images/redirect` that can be called via `http://www.yoursite.com/cgisuite/images/redirect` if everything has been configured properly. Now it's time to upload the image files and set their permissions!

FTP the following file to the `/cgisuite/images/redirect` directory as a **BINARY** by typing “binary” on the command line and then ‘putting’ the following file:

```
put redirect.gif
```

You are now ready to proceed to the section on “Initial Configuration of the Redirector Module.”

## Initial Configuration of Redirector Module



After installing the component files for this module you will need to login to the Administrative Module as usual (logout if you are currently logged on). Upon logging in you will now notice that the “Redirector” Module is now listed as available for administration under the “**Module Management**” title in the main command frame. Click on the “**Redirector**” command and you will begin the initial configuration process!

You should now be presented with the initial configuration screen. The script is quite intelligent and you will notice that most of the values have been filled in for your convenience. Unless you have good reason to change any of these defaults, we recommend you use them as they are provided.

The one key items you will need to supply is your SERIAL NUMBER. For more information on each of the configurable items, **refer to** the section titled “**Configure Default Parameters for this Module**”.

When you are satisfied with the configuration information, simply click the “Commit New Configuration Information” button. You will be taken to a screen showing you the status of the creation of the script's files and subdirectories. Your configuration information has been committed to disk and you are now ready to begin administering this module!

## Defining User Rights for this Module Under the Account Manager

USTCP cgiSuite Administration - By Interact2Day, Inc. - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security

Bookmarks Location http://localhost/cgi-bin/ustcp/cgiSuite/ustcpAdmin.asp?module=0

What's Related

**USTCP**  
Ultimate Solutions To  
Common Problems

**cgiSuite**

Global Management  
DEFAULT PARAMETERS  
ACCOUNT MANAGER  
MANAGE LOG FILES  
RESET SESSION TIMER  
LOGIN/LOGOUT  
VIEW LICENSE AGREEMENT

Module Management  
FEEDBACK FORMS  
REDIRECTOR

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**Interact2Day**  
COMMUNICATIONS

### New User Account Information

Username:  (No spaces. Allowable: A-Z, a-z, 0-9)

Password:  (No spaces, all other characters permitted)

Again:

☐ Suspend This Account  
(Renders account inoperable, but does not delete it)

Give a Name or Description for this User:

**SECTION 1:** Setting Any Permissions in this Section will automatically override any settings in SECTION 2

☐ Promote this user to **DEFAULT ADMINISTRATOR**  
(Note: There can be only one Default Administrator. Checking this will denote the existing Default Administrator to a Standard Administrator. This results in no loss of privileges. The Default Administrator is a safety feature - at no time can any Administrator delete the Default Administrator account.)

☐ Declare this user to be a **STANDARD ADMINISTRATOR**  
(Note: Checking this box gives this individual full administrative rights both globally and within all modules. If you wish to create create a more restricted Administrator account type, click this Section and proceed to sections 2 and 3.)

**SECTION 2:** Global Administrative Rights  
This section grants the rights of users to Create, Edit, and Delete user accounts. It also grants the rights to alter the default configuration information as well as the rights to view various log files

**Grant This User the Following Rights:**

☐ Add New User Accounts  
☐ Edit User Account Information  
☐ Delete User Accounts  
☒ Change Own Password  
☐ View Log Files  
☐ Clear Log Files  
☐ Edit Global Default Parameters  
(We recommend you restrict this right)

**SECTION 3:** Module Administrative Rights  
This section grants specific user rights to each user on a per module basis. You may also select the "Declare A Module Administrator" which will grant the user FULL rights for the given module - overriding any other rights you may have defined for the given module

☐ Grant This User **FULL RIGHTS** To ALL MODULES Below  
If you invoke this right, there is no reason to fill out any of the following modules privilege tables! This essentially declares the user a full-fledged administrator and user for all installed modules

**Feedback Form**

☐ Declare A Module Administrator  
(Grant FULL Rights To This User For This Module)

**Grant This User The Following Rights**

☐ Configure This Module  
☐ Add New Form  
☐ Edit Existing Form  
☐ Generate HTML Include Code  
☐ Delete Existing Form  
☐ View Data Files  
☐ Delete Database Records  
☐ View Log Files  
☐ Clear Log Files

**Redirector**

☐ Declare A Module Administrator  
(Grant FULL Rights To This User For This Module)

**Grant This User The Following Rights**

☐ Configure This Module  
☐ Add New Link Groupings  
☐ Edit Existing Link Groupings  
☐ Generate HTML Include Code  
☐ Delete Existing Link Groupings  
☐ View Log Files  
☐ Clear Log Files

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Under the Administration Module's Account Manager, the following user rights are available for assignment:

- **Declare A Module Administrator:** Check this box if you wish to grant the user full rights to this module, including the right to edit the configuration information for the module. If this box is checked, there is no need to check any additional boxes for this module as all rights will automatically be granted.
- **Configure This Module:** Check this box if you wish to grant the user the right to edit the configuration information for this module. We recommend this right be restricted to Administrators only as improper configuration information could render this module inoperable until corrected.
- **Add New Link Groupings:** Check this box if you wish to grant the user the right to Add and define new link groupings.
- **Edit Existing Link Groupings:** Check this box if you wish to grant the user the right to edit an existing link grouping.
- **Delete Existing Link Grouping:** Check this box if you wish to grant the user the right to delete existing link groupings. We recommend restricting this privilege to Administrators only since a missing link grouping on a production system will have the undesired result of displaying an error screen to your visitors!
- **View Log Files:** Check this box if you wish to grant the user the right to view this module's Error log file. This file contains information about any problems encountered while attempting to process a user redirect request, from file sharing problems to unavailable "GroupName" requests.

- **Clear Log Files:** Check this box if you wish to grant the user the right to clear the Error log file. It is a good idea to occasionally clear the file for ease of administration.

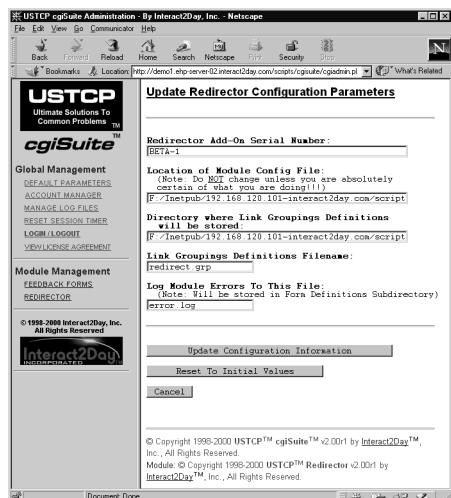
## **Switching to the Redirector Main Administrative Menu**

To switch to the Redirector Main Administrative Menu, simply click on the “Redirector” command under “Module Management” in the main command frame at any time.



## Using the Redirector Add-on Module

### Configure Default Parameters for this Module



#### Required Parameters:

- **Redirector Add-on Serial Number:** Enter the Serial Number assigned to your Redirector Add-on Module. In most instances, this will not be the same serial number as was assigned to the Administration Module.
- **Location of Module Config File:** This is the full path and file name of the configuration file associated with this module (`redirect.cfg`). Under no circumstances should you alter the default entry unless you truly know what you are doing!

Example: `D:/InetPub/wwwroot/cgi-bin/cgisuite/cgisuite/redirect.cfg`

*Note to Windows NT Users: All directories should be separated with **forward slashes** </> as UNIX directories would, backslashes may cause you trouble down the road!*

- **Directory where Link Groupings Definitions will be stored:** This is the full path to the directory where the link groupings definitions will be stored. We recommend you use the default path provided, though you may substitute one of your own choice if you wish:

Example: `D:/InetPub/wwwroot/cgi-bin/cgisuite/cgisuite/redirect`

- **Link Groupings Definitions Filename:** This is the filename (no path) which will contain the individual link groupings definitions. The definitions for all link groupings are stored in this file. You may wish to backup this file from time to time for safekeeping.

Default: `redirect.grp`

- **Log Module Errors To This File:** This is the filename to which any errors encountered while processing user redirect requests will be stored. This file will be stored under the directory specified for the "Directory where Link Groupings Definitions will be stored."

Default: `error.log`

## Add New Link Grouping

The screenshot shows the 'New Link Group Definition' form in the USTCP cgiSuite Administration interface. The form has the following sections:

- Group Name:** A text input field with the value 'NewGroup' and a note: '(Permitted: A-Z a-z 0-9 - \_ (space))'.
- Clone an Existing Group:** A dropdown menu showing a list of existing groups: 'Group 2', 'Group 2 Clone of 2', 'Group 4 Clone of 2', and 'Interact2Day-General'. A 'Clone' button is below it.
- List Links and URLs:** A text area containing a list of links separated by vertical bars, such as 'Home | http://www.widget.com/index.html', 'Services | http://www.widget.com/services.html', etc.
- When Called an SSI:** A radio button labeled 'Yes' is selected.
- To Jump to Selected Link:** A radio button labeled 'Yes' is selected.
- Buttons:** 'Create New Group', 'Reset To Initial Values', and 'Cancel'.
- Footer:** Copyright information for USTCP and Interact2Day.

This is the screen where you define the name (“GroupName”) of each of your link groupings and the descriptions and Web page URLs which match those descriptions. Fortunately, there are only four fields which need to be defined to create a link grouping so the procedure is relatively straightforward.

- **Group Name:** This is where you give your link grouping a unique Group Name. Valid characters are any alphanumeric character (A–Z, a–z, 0–9), the dash (‘-’), the underscore (‘\_’), and the space character. If you are planning to take advantage of the SSI (Server Side Includes) capability of this module, you may find it more convenient and straightforward if you avoid using spaces in your group names.

Example: DemoGroup\_1

Example line to include in your HTML form:

```
<input type="hidden" name="GroupName" value="DemoGroup_1">
```

Example of an SSI include line for \*.stm or \*.shtml documents:

```
<!--#exec cgi="/scripts/cgisuite/redirect.pl?GroupName=DemoGroup_1&SSI=1"-->
```

Note: All group and variable names and values are case sensitive to this script, so be certain to enter all names with the exact same capitalization as appears in your link groupings definition! If you encounter a problem where redirection is failing to occur and you feel certain you have properly installed and configured this module, there is likely a difference between the capitalization as you defined in the link grouping definition versus that defined in your HTML document.

- **Clone an Existing Group:** If you wish to base your new form on the information you already have entered in a preexisting link grouping definition, simply select the preexisting form containing your desired information and click the “Clone” button. You will then be presented with a new screen to edit, but which will contain all of the fields filled in for you as they were in your preexisting definition. This can be a real time saver in some instances!
- **List Links and URLs:** This is perhaps the most critical section of your link grouping definition. This is where you define what user selection (in the drop-down box) corresponds to what Web page URL (full web address, including the “http://www....”).

Each grouping (a grouping in this case is the link ‘name’ and its corresponding URL) consists of two parts, and each such grouping is placed on its own line. The format is “Field Value” a **vertical bar** (‘|’ - shifted backspace on most keyboards) “URL”. Spaces may be inserted before and after the vertical bar for clarity, they will automatically be stripped by this

module when you submit the form.

Example: Home | <http://www.yourplace.com/index.html>  
Products | <http://www.yourplace.com/products/index.html>  
Services | <http://www.yourplace.com/services/index.html>

Reminder: Don't forget the "Field Value" names are case sensitive and on many server platforms so are the URLs (Web addresses). If you experience redirection problems when trying to use this module, double check your capitalization on Group Names, Field Values, and URLs!

- **When Called as SSI, Include JavaScript to Jump to Select Link:** Enabling this option (a 'Yes' setting enables) will cause a short JavaScript script to be inserted along with the form code to create the redirection drop-down box when called with the SSI option (see the section on "Using the SSI Capabilities of this Module"). This short JavaScript will cause JavaScript-enabled browsers to automatically jump to a user's selection without them needing to click on the "Go!" button. Users who have disabled JavaScript on their browsers or who use non-JavaScript-aware browsers will still be able to use this code the "old-fashioned" way by simply clicking the "Go!" button.

This setting has no effect on the execution of this script when SSI is not being utilized.

### ***Edit Existing Link Grouping***

This command allows you to select an existing link grouping definition to edit.

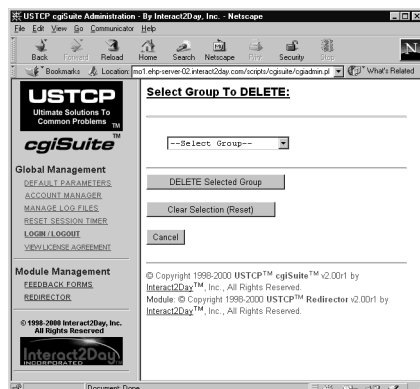
#### **Select Group To Edit**

You will be presented with a drop-down box of available groups to be edited. Select the group you wish to edit, then click the "Edit Selected Group" button to proceed.

#### **Edit Link Group Definition**

You may now edit the group definition. Please refer to the section titled "Add New Link Grouping" for specific details about each configurable item.

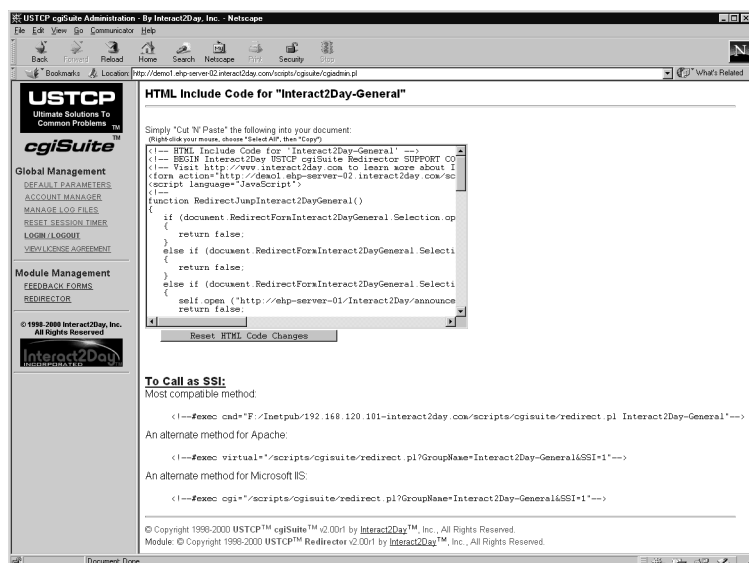
## Delete Existing Link Grouping



Selecting this option will present you with a drop-down box of existing group definitions. Choose the group you wish to delete, then click the “DELETE Selected Group” button to delete the group.

Deletions are irreversible, so make certain you really wish to delete the selected group before proceeding! Otherwise, click “Cancel” and you will be returned to the main administration screen for this module.

## Generate HTML Include Code



To simplify the process of incorporating this application's functionality into your existing website, we have included a feature which automatically generates an HTML template for you to drop directly into your existing Web documents. All of the HTML necessary to use this application, whether as a hard-coded form or an on-the-fly SSI generated feature, is present in this template. Simply copy the code into your clipboard and paste it into your final document!

**Note:** On Windows computers, you can copy the HTML text within the textbox by simply right-clicking your mouse within the textbox and selecting “Select All”. Then right-click once more and select “Copy”. Next, select the web document you wish to drop this template it and select “Edit” from the command menu and then select “Paste”. You can often also use CTRL+V and/or SHIFT+INS to past. To copy the SSI examples, simply highlight the desired text by moving your mouse pointer to the beginning, pressing and holding the left mouse button while dragging the mouse to the end of the line. Then select “Edit” from the command bar and select “Copy”.

### ***View Log File***

To view a log of all errors encountered while processing user redirect requests (such as file lock contentions and unknown "GroupName" values), simply click on the "View Log File" command. It is a good idea to monitor this file regularly to make sure everything is operating smoothly.

### ***Clear Log File***

After you have reviewed the Error log file to your satisfaction, you will likely want to clear it so that you don't have to keep reviewing the same messages over and over again. To do so, simply click on the "Clear Log File" command.

You will be presented with a confirmation screen since this is an irreversible action. If you are certain you wish to clear the log file, just click the "Yes, I'm Sure" button. Now the log file has been cleared of entries!

## Calling the Redirector Script from your HTML Document (non-SSI method)

To invoke the Redirector CGI script from your HTML document (which should contain a form with the appropriate user options and information to execute a redirection request), use a line similar to the following for the `<form...>` tag. In this example we are assuming that you have installed the `redirect.pl` file in the `/cgi-bin/cgisuite` directory. If your installation is different, please make the appropriate adjustments.

```
<form action="/cgi-bin/cgisuite/redirect.pl" method="POST">
```

You will also need to specify which Link Group Definition the Redirector CGI script should use to process the user's selection. This value is stored in the "GroupName" field value. Please remember that all field names and values are case sensitive!

```
<input type="hidden" name="GroupName" value="DemoGroup_1">
```

...where "DemoGroup\_1" is the name of the Link Group definition you wish to use to process this redirection request.

The remainder of your form information will probably appear similar to the following. It consists of the options which will be presented to visitors to choose from. Note that the script was designed with the intelligence to know to take no action if the user selects a value which has no defined URL in the specified Link Group Definition. In other words, feel free to break the options into sections with section headers without worrying that a user selecting the section header will receive an error - they will not!

```
<select name="Selection" size="1">
  <option value="Where would you like to go?">Where would you like to
go?</option>
  <option value="Home">Home</option>
  <option value="Products">Products</option>
  <option value="Services">Services</option>
</select>&nbsp;&nbsp;&nbsp;<input type="submit" name="Submit" value="Go">
```

And then close your form with the following line:

```
</form>
```

In the above example, the user has four choices to choose from – 1 section header ("Where would you like to go?") and 3 destinations ("Home", "Products", and "Services"). Based upon our earlier sample configuration for **GroupName** "DemoGroup\_1", nothing will happen if the user selects the "Where would you like to go?" option because no URL is associated with that particular value. However, we have defined destination URLs for "Home", "Products", and "Services", and the user will be sent to the appropriate URLs according to their selection.

Lastly, don't forget to include a "Go!" button, or some other "submit" type button so that the user may submit their redirect request!

## ***An Example HTML Form Demonstrating How to Use and Reference This Script***

```
<html>
<head>
<title>Redirector Demo Page</title>
</head>

<body bgcolor="#FFFFFF">

<p><font size="4" face="Arial"><strong><u>Redirector Demo Page</u></strong></font></p>

<form method="POST" action="/cgi-bin/cgisuite/redirect.pl">
  <input type="hidden" name="GroupName" value="Group 2">
<p><select name="Selection" size="1">
  <option value="Where would you like to go?">Where would you like to go?</option>
  <option value="Home">Home</option>
  <option value="Products">Products</option>
  <option value="Services">Services</option>
  </select>&nbsp;&nbsp;&nbsp;<input type="submit" value="Go" name="Submit"></p>
</form>
</body>
</html>
```

## Calling the Redirector Script from your SHTML Document (SSI method)

We have incorporated a very unique capability into this script, one which you are unlikely to find on most any other redirector script! Specifically, we have designed our script in such a manner so as to allow you to embed a special (SSI) directive command into your documents and our script will automatically create the necessary HTML form code to create a redirect drop-down box and “Go!” button for you!.

This can be especially beneficial if you wish to place a redirect link on all of your site pages to permit users to easily navigate your site, but do not wish the hassle of having to re-code every page on your site each time you make additions or subtractions to your site! Simply list the current choices and URLs in the appropriate Link Group Definition and all of your site's pages using SSI embedding will *automatically* be updated with the latest choices! The time savings alone could save you a bundle, not to mention the reduction in errors and outdated link information that comes with using an automated facility!

As an added bonus, if your visitor's browser supports JavaScript and you have enabled the group's option to include “JavaScript Jump Code” then the subsequent redirections each time the visitor clicks on a new destination will be automatically handled by the JavaScript code. This helps to reduce server traffic by reducing the number of calls to this application.



## ***An Example SHTML SSI Page Demonstrating How To Use and Embed References To This Script***

```
<HTML>
<HEAD>
<TITLE>Redirect SSI Include Test</TITLE>
</HEAD>
<BODY>

<FONT FACE="Courier">Select an Option:<br>
<!--#exec cgi="/cgi-bin/cgisuite/redirect.pl?GroupName=DemoGroup_1&SSI=1"-->
from the list</FONT>

</BODY>
</HTML>
```

### **Brief Points:**

- Place a '?' symbol immediately after the CGI URL to append a query string containing the name=value pairs we will need to pass on to the CGI script.
- If "GroupName" value contains spaces, substitute the plus ('+') symbol for each space. (e.g. "Group 2" becomes "Group+2").
- Separate each name=value pair with the '&' symbol.
- Set the "SSI" parameter to "1" to enable SSI formatted output from the CGI script. (e.g. "SSI=1")
- **NOTE:** Some servers do not recognize Query Strings (the portion after the '?' in a URL) with the "#exec cgi=" directive. If "#exec cgi=" does not work on your SSI enabled server, try "#include virtual=" in place of the "#exec cgi=" shown in the above example. If it still does not work, you probably have a web server platform which does not support query strings in SSI directives period, in which case you will not be able to use the SSI feature of this script.

SSI (Server Side Include) Documents are very much like regular HTML documents except that their file extensions usually end with ".shtml" or ".stm" so the server knows to take special action on these file types. Please note that while most servers support SSI calls, not every server operator or ISP permits SSI calls and some web servers require special directory level permissions be enabled for SSI calls to be processed. You will need to discuss the specific requirements for SSI file operation with your ISP or Web hosting provider.

## Troubleshooting and Frequently Asked Questions

### *I Uploaded the scripts, but they fail to execute (server returns error message)*

#### **UNIX Platforms**

1. A very common error among both the experienced and the novice FTP user is the accidental uploading of binary files as text files and vice versa. Please refer back to the installation instructions and re-upload the files double checking that you are uploading them as the proper type. From a command line based FTP client, the commands “binary” and “ascii” are all that is required to change modes. In window based clients such as WS-FTP, there is usually a radio button located somewhere on your screen which will allow you to select the current transfer mode. Do not count on an “auto” function to properly identify the file types as it will likely result in the ASCII text scripts being uploaded as binary type files.
2. Make sure that the first line in the `redirect.pl` file (the one that looks similar to:  
`#!/usr/bin/perl`) is correct for your ISP’s server configuration. Call your ISP and ask them specifically what this line should look like and that you need to use their most current version of Perl 5 (some ISPs have more than one perl version installed). This line should look the same as the first line in the `cgiadmin.pl` script which you should have already installed as part of the Administrative Module.
3. **If you are experiencing errors when attempting to submit HTML feedback forms:** Ask your ISP if they require a specific file extension to execute CGI scripts (e.g. `.cgi`). If so, ask them what file extension you need to change `redirect.pl` to in order for it to be executed.

Note: You will probably already have this information from when you installed the Administrative Module. If you need to rename the `redirect.pl` file to the new file extension, do so. However, you should not rename the `rdadmin.pl` file! You will also need to manually edit the `cgisuite.mod` file (located in `/cgi-bin/cgisuite` in our example) to change the entry which currently reads “`redirect.pl`” to match the file’s new extension! Otherwise the Administrative Module will fail to detect that this Add-on Module’s files have been properly installed.

4. Make absolutely certain you uploaded all the files, loaded them into their proper locations, and double-check (and even redo) the file permissions for all files uploaded for this module. Permissions errors are very common.

## Windows NT Platforms

1. A very common error among both the experienced and the novice FTP user is the accidental uploading of binary files as text files and vice versa. Please refer back to the installation instructions and re-upload the files double checking that you are uploading them as the proper type. From a command line based FTP client, the commands "binary" and "ascii" are all that is required to change modes. In window based clients such as WS-FTP, there is usually a radio button located somewhere on your screen which will allow you to select the current transfer mode. Do not count on an "auto" function to properly identify the file types as it will likely result in the ASCII text scripts being uploaded as binary type files.
2. **If you are experiencing errors when attempting to submit HTML feedback forms:** Ask your ISP if they are using the ISAPI version of Perl. If so, ask them what file extension you need to change `redirect.pl` to in order for it to be executed by `perl.exe` instead. If they do not currently have an alternate file extension configured, request they configure one (perhaps `*.plx` for instance) for you. This is important because the ISAPI Perl does not provide a standard CGI interface. This set of CGI scripts is heavily dependent upon proper and present CGI environment variables and will not function well, if at all, without them. Explain the importance of having `perl.exe` as an option. If they refuse, take your business to an ISP that will take the customer's (your) needs seriously.

Note: You will probably already have this information from when you installed the Administrative Module. If you need to rename the `redirect.pl` file to the new file extension, do so. However, you should not rename the `rdraadmin.pl` file! You will also need to manually edit the `cgisuite.mod` file (located in `/cgi-bin/cgisuite` in our example) to change the entry which currently reads "`redirect.pl`" to match the file's new extension! Otherwise the Administrative Module will fail to detect that this Add-on Module's files have been properly installed.

3. Make absolutely certain you uploaded all the files, loaded them into their proper locations, and double-check (and even redo) the file permissions for all files uploaded for this module. Permissions errors are very common.

***I am installing the module for the first time and I received a “Failed to Lock xxxxxxx file - may be transient” Error, write failure, permission denied, or other failure during the “Creating And Initializing New Install Files” screen***

This suggests that the `/cgi-bin` or `/cgi-local` (or equivalent) directory you installed this script to does not have the necessary write file permissions present (the lock file could not be written and thus the attempt to lock the file

NT Users:

Ensure that your provider has enabled **CHANGE** (read, write, and execute) permissions on your `/cgi-bin` or equivalent directory. This suite of scripts must be able to read, write, and create new files and directories in order to create the appropriate configuration files, default directories, and data files for the various modules in order to function properly!

UNIX Users:

You or your provider need to “`chmod 777`” (read, write, and execute) the `/cgi-bin`, or `/cgi-bin/cgisuite` or equivalent directory, and any subdirectories of this suite. You will also want to double check the file permissions on the individual files as per the installation instructions in this manual. . This suite of scripts must be able to read, write, and create new files and directories in order to create the appropriate configuration files, default directories, and data files for the various modules in order to function properly!

Note:

We have encountered some providers with very bizarre ideas of how `/cgi-bin` and `/cgi-local` directories should be configured with regard to file permissions. You will almost universally be told that “this configuration is absolutely necessary, yada, yada, for security reasons...” Unfortunately, 99% of the time these providers are placing undue burdens on their CGI users with little or no actual security benefits. We wish these providers would stop trying to scare their users with the ever popular “it is necessary for security” excuse and instead reserve that explanation for *real* security issues. If your provider refuses to cooperate with you, find a new provider that will take your need for proper access to your `/cgi-bin` directory seriously – and hopefully one that is much more familiar with security issues than your present provider!

## ***Special Options***

Special Options are special hard-coded variables included in the Perl source code that you may edit for debugging or special customizing purposes. You are **only** licensed to alter the values of variables which appear at the top of the script and are physically located before the “No modifications...” or “Do Not Alter...” warnings, or the like! **Modifying anything beyond those values specifically discussed in this documentation is a violation of your license and will be viewed as unauthorized alteration of a copyrighted application.** There are strict penalties for altering a copyrighted work, so please respect our right to exercise reasonable care over our creations.

The Suite applications are designed to accept the vast majority of their configuration via web-based forms. However, some settings either have to be hard-coded in the source or are so rarely in need of modification that it made little sense to risk complicating the web-based configurator's simplicity, particularly for relative novices. This is the reason we have chosen to make a limited number of hard-coded variables available for you to customize.

### **\$UseAdvancedFileLock**

Default: 1 (True)

This variable accepts two values, **0** and **1**. Set this value to ‘**0**’ if you wish to use Perl's internal flock() file locking in addition to advisory semaphore locking. Set this value to ‘**1**’ if you wish to use only an advanced (but nonetheless kludgy) semaphore locking strategy. Set this value to ‘**0**’ only if you are having problems and this is the only alternative as system performance will degrade due to race condition handlers when subjected to significant load.

### **\$MaxMimeDataSize**

Default: 1024(KB)

This value is the maximum number of kilobytes (KB) a POST submitted HTML form may upload to this application before being rejected as excessive. We have set this value at **2048** for the time being because we do not presently envision any instances in which users should need to upload greater than 2MB of data to this application. Because this script decodes all submissions in memory you must keep in mind that for a short period of time during the decoding Perl's memory requirements will be roughly double the size of the uploaded file in addition to Perl's usual memory footprint. It is unlikely you will ever need to change this value, and if it ever is necessary the application should include directions to do so.

NOTE: Before adjusting this value upwards, please keep in mind that this feedback handler is not specifically designed for working with especially large data sets. Most mail servers will either reject or truncate excessively large emails and the database routines, which utilize flat-file text databases, will suffer severe performance penalties very quickly if permitted to grow to excessive proportions, particularly with excessively large records. Odds are, even the 1024KB limit is too high for normal use. As such, you probably should not alter this value.

### \$PrintFullHTTPStatusHeaders

Default: 0 (False)

Some Web servers (particularly for SSI and redirects and some ISAPI Perl interpreters) require that full “HTTP/1.0 ### Message” headers be attached to the HTTP header information. If this value is set to ‘1’ then the full HTTP/1.0 headers will be printed. If set to ‘0’ then only a “Status: ###” header will be provided. **If you receive a “500 Server Error”, or the like, then you may wish to experiment with the setting of this parameter.**

### \$DoNotPrintHeaderOnSSICalls

Default: Undefined (commented out)

Setting this value to either ‘0’ or ‘1’ overrides the automatic selection based upon your web server’s operating system. The default is ‘1’ for Windows-based servers, ‘0’ for all others.

When set to ‘1’ this application will **not** print HTTP header information if the application is called with the SSI directive. **Some web servers**, notably Microsoft’s IIS, **will actually display the HTTP headers as part of the included text if they are supplied by the script.** As such, suppressing them may sometimes be necessary.

When set to ‘0’ this application will print the HTTP header information, as is often required, if the application is called with the SSI directive. Many web servers actually require the HTTP headers be present or you will receive an SSI or Server Error message (or sometimes absolutely no output). **If you receive Server Errors, SSI error messages, or if your SSI text seems to disappear, try forcing this value to ‘0’.**

For most applications, however, this application will automatically default to the appropriate behavior for your system. Leaving this value commented out will permit the application to perform this automatic selection for you.

## Obtaining Technical Support

To help keep the costs of our products down and affordable to small and medium sized businesses, we ask that you first take some time to try the following resources to solve any problems you may encounter.

- 1) Make sure your question is not discussed in the documentation.
- 2) Make sure you check out the issues discussed in the troubleshooting section of this manual.
- 3) Check our online FAQs to see if your particular issue may already have been addressed. FAQs are convenient for everyone because they allow you to solve your problems 24-hours a day with no waiting!

FAQs can be found in the general product area for cgiSuite:

<http://www.interact2day.com/interact2day/products/cgisuite/>

- 4) When installing new modules, always make certain you have the latest "cgisuite.mod" file. This file is available for download in our general product support area for cgiSuite! (See above URL.)

Of course, if you try all of the above and fail, please do email us or give us a call to obtain assistance. Please keep in mind that there is NO FREE TECHNICAL SUPPORT AVAILABLE for this application. All technical support is provided on either a per-incident fee or a term support contract. Because we distribute this application free of charge it is impossible for us to provide free technical support as well – we need food on our tables as well!

To reach us via email: [support@interact2day.com](mailto:support@interact2day.com)  
Or reach us via Telephone: (941) 741-9603 from Noon - 6pm Eastern.

Please note that we have a limited support staff, so it may be necessary for you to leave your name and number, your product serial number, a brief description of the problem you are having, and a range of times when you can best be reached (afternoon and evening times and phone numbers are especially helpful!). We try very hard to make sure everyone is taken care of in the timeliest manner possible! You may also email this information to us at [support@interact2day.com](mailto:support@interact2day.com); however it may take a little longer on occasion for email requests to reach our telephone support queue.

Technical support inquiries, whether received by phone or email each count as incidents although multiple emails on the same topic received within one-week of each other will not count as separate incidents. However, depending on the support plans we have available at any given time some lower-end support plans may include email only support in which case phone support will not be provided – period. Any technical support inquiry, whether by phone or email, which attempts to address multiple incidents will be counted as a multiple incident support request, so keep this in mind when requesting technical support for an issue!

**Additionally, for the less technically inclined**, full-service remote installation service is available for a fee as well. Included in the service charge is a brief tour of how the script and its

modules function (via telephone), this service does not automatically include ongoing technical support. If for some reason we cannot get the script installed and working on your system, there will be no installation charge.



## Reporting Suspected Bugs

Please report any suspected bugs by visiting our website and filling out the cgiSuite “Trouble Report System” form. We take all submissions very seriously as we desire a bug-free script even more so than you! Those reporting possible security related bugs automatically receive the highest priority – security is of paramount importance to us!

The URL to visit is:

<http://www.interact2day.com/interact2day/products/cgiSuite/>

Please note that you may be contacted either by voice or via email with a request for additional information regarding your suspected bug. We may also ask you to test any patches we release to fix the bug on your system first to verify it has been corrected if you are running a platform or environment which we cannot duplicate in-house.