

## Using the Logs

Once you've set your server up, you'll start to get visitors. Having visitors means administering your server: keeping tabs on who's saying, downloading, and uploading what, and making decisions based on what you find. The server log tells you the names and IP addresses of anyone who connects or disconnects from your server, downloads or uploads files, and has been automatically kicked off for spamming. The logs are tab delimited, and can be imported into any spread sheet application.

### 1 Study the logs.

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

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

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

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

In this case, you can probably connect 98.94.123.155 with kelly\_green. Later, you may see the following entry:

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

Based on the Connection established log line, you have the necessary information to ban kelly\_green.

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

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

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

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

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

## Using the Statistics

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

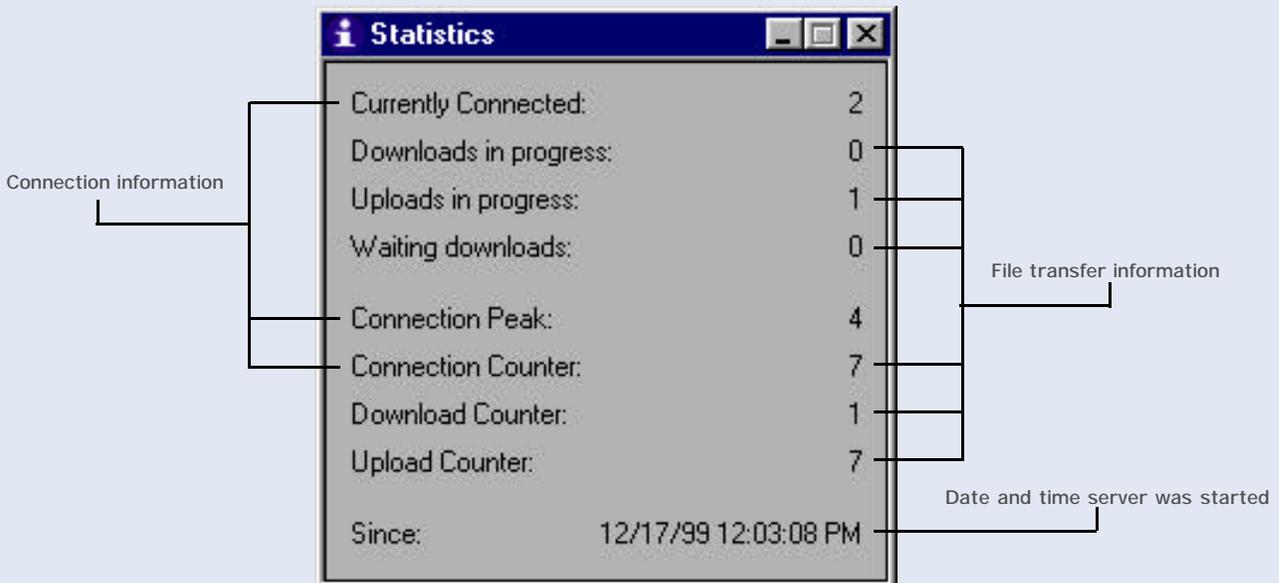
### 1 Connection information

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

### 2 File transfer information

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

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



## Adding user accounts

After people have connected to your server, they may request an account. If you want to allow people to have more privileges than guests do, you'll need to set up accounts. You may choose to not have accounts, or you may choose to only allow connections through accounts. If you don't intend to have accounts, you don't need to create any; the admin and guest accounts are already set up.

### 1 Log into your server with the Client

Click the **Servers** button on the **Client Toolbar** and connect to your server. (If you don't have your server bookmarked yet, you should do that now.) You should log into the Admin account.



### 2 Click the New User button

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

### 3 Set the login information and privileges.

Type the name and login for the user. The name can be the real name of the account owner, or something you make up. The name is primarily for the use of the Administrator, unless you turn off **Can use any name**. The login is what the user will log into the server with, and what you will open the account with to administer it. The account's file name is the same as the login. You can give the user the default password, or change it.

Once you've set the login information, you should decide on the privileges that the account holder will have. See the Hotline Account Privileges PDF.

When you're done, click the **Save** button.

**New User**

Name:

Login:

Password:

Access:

Can Delete News Bundles

Chat

Can Read Chat

Can Send Chat

Miscellaneous

Can Use Any Name

Don't Show Agreement

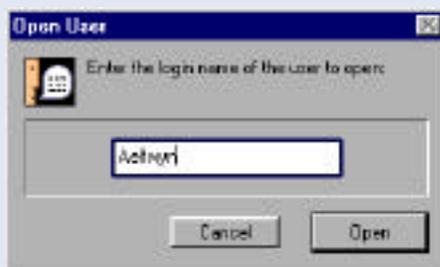
## Configure a user's account

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



### 1 Open the user account.

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

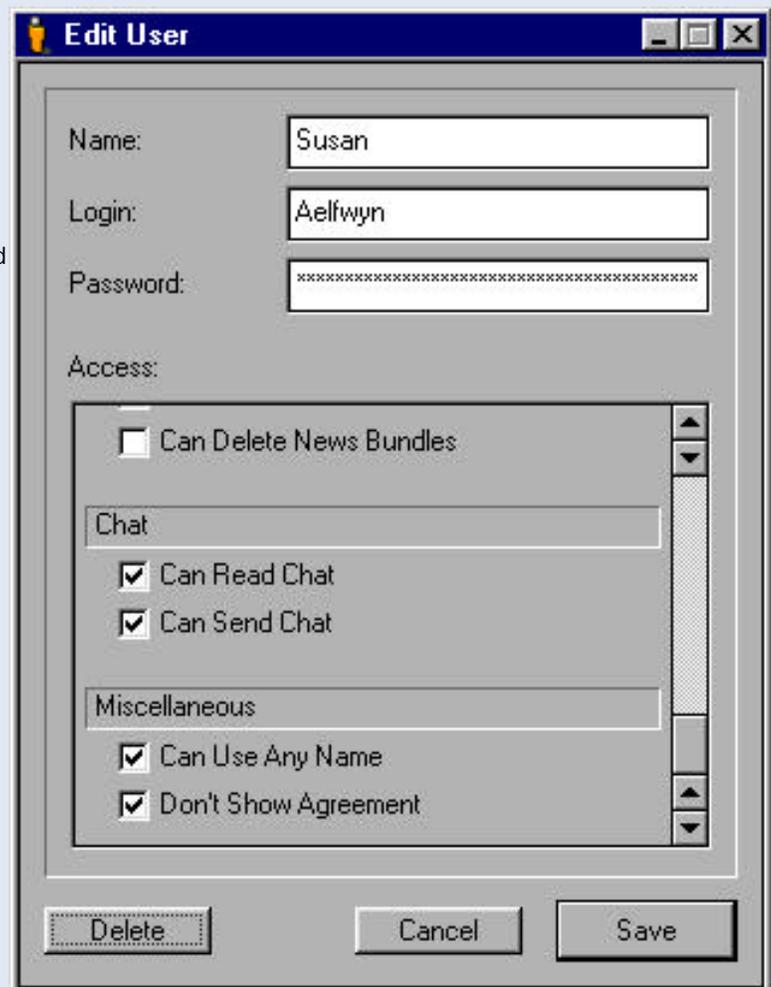
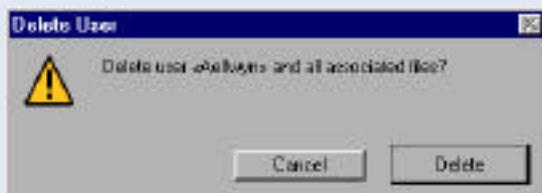


### 2 Change the account information.

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

#### Option: Delete the account.

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



## Kicking users off

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

### 1 Decide what you will disconnect users for.

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



### 2 Open the Users window.

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



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

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

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



## Banning users

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

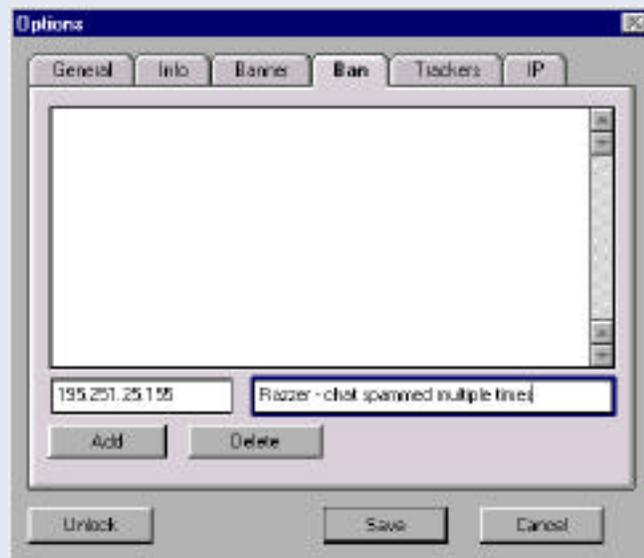
You can only ban people by their IP address, so you run the risk of inadvertently banning other people from that IP address. Permanent ban only works on users who are connecting from a static IP address. If the user connects from a dynamic IP address, they will be using a different IP address the next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

### 1 Open the Options window Ban tab.

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

### 2 Type IP address and name.

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



### 3 Click the Add button.

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

*Note: You can also permanently ban a user from the Client Users window. You must be logged on as the Administrator.*

*Select the person you want to ban.*

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

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

## Temporarily lifting the ban on a user

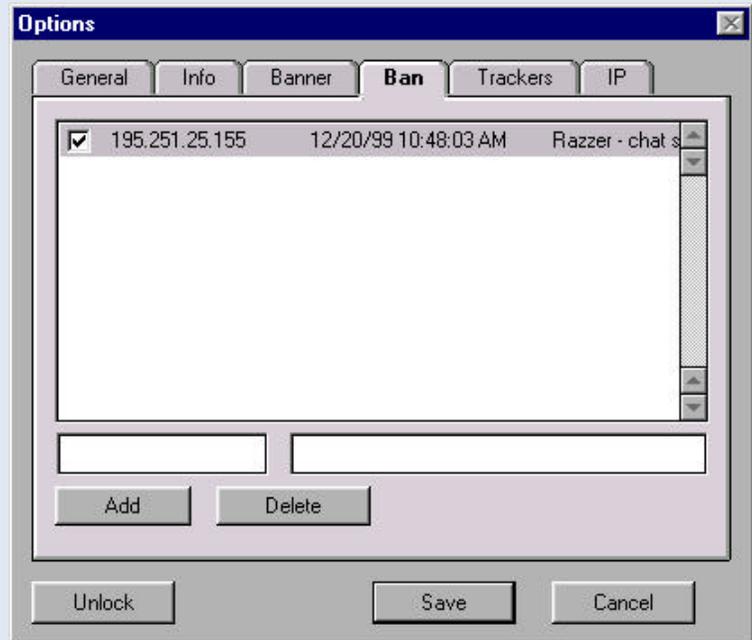
If you want to allow a banned user to connect, without deleting the ban, you can turn off the ban. You might want to allow a user a second chance, for example. If the user breaks the rules again, you still have the option of reinstating the ban without having to create it all over again.

### 1 Open the Ban tab in the Options window.

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

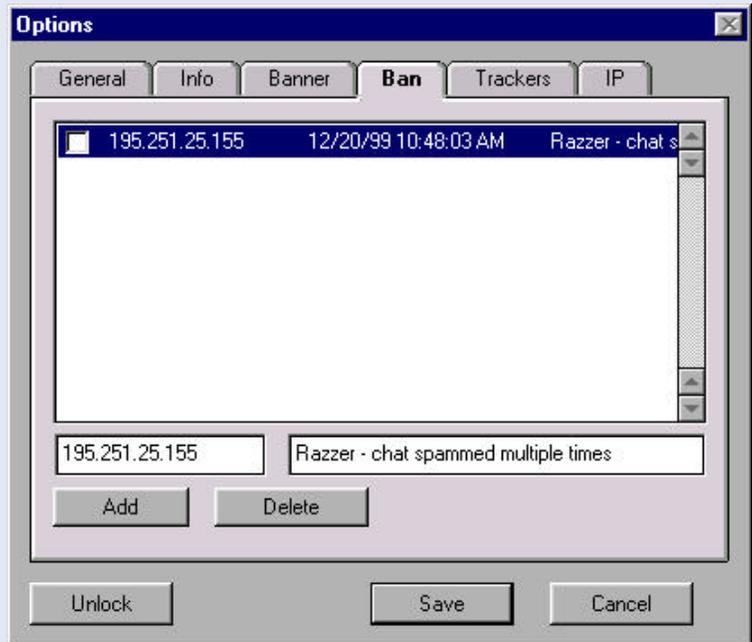
### 2 Select the user you want to temporarily unban.

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



### 3 Click the checkbox to turn off the ban.

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



## Removing a ban on a user

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

### 1 Open the Ban tab in the Options window

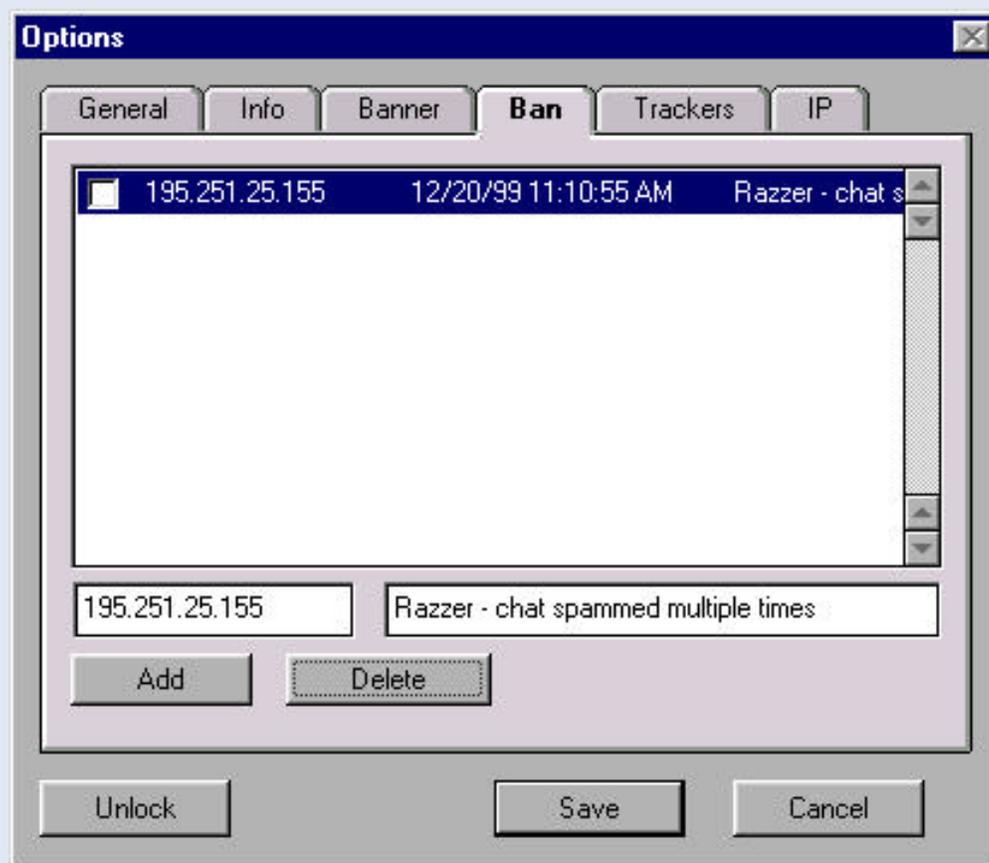
Click the **Options** button in the **Server Toolbar**. The **Options** window will open. Click the **Ban** tab. Find the user in the list of banned users. If you have filled in the name or a description, finding the user will be easier.

### 2 Select the user you want to unban

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

### 3 Click the Delete button

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



## Transferring uploaded files from the drop box

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



### 1 Open the drop box folder.

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

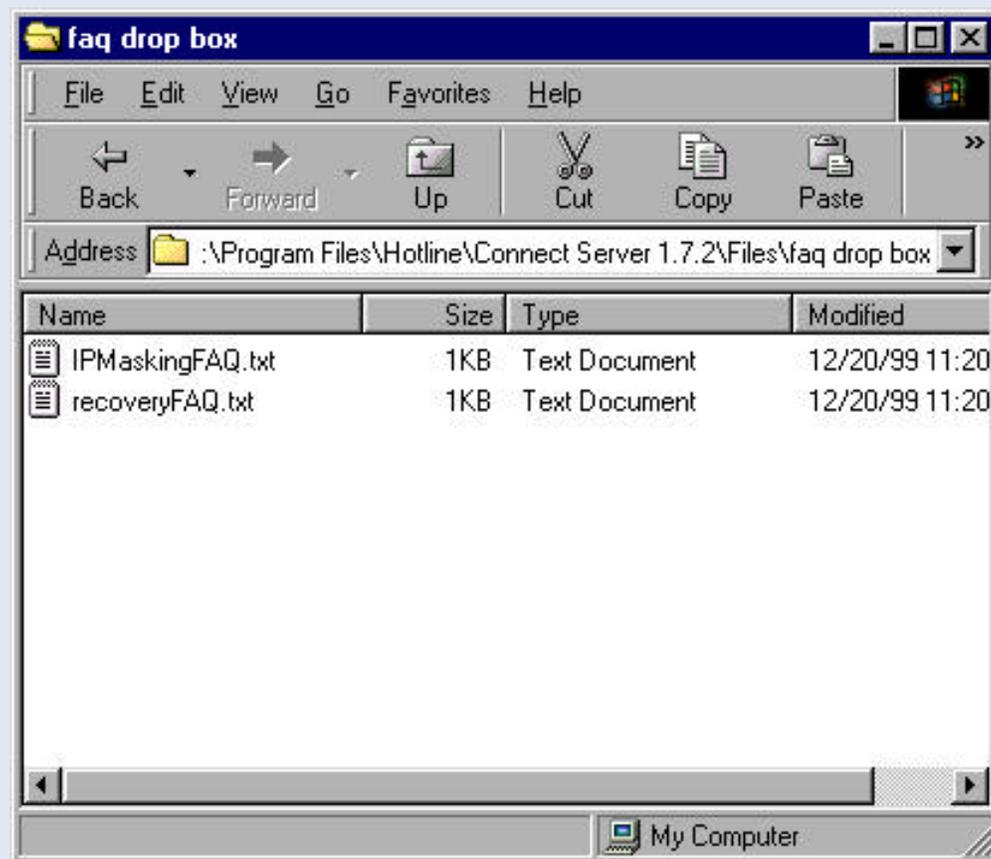
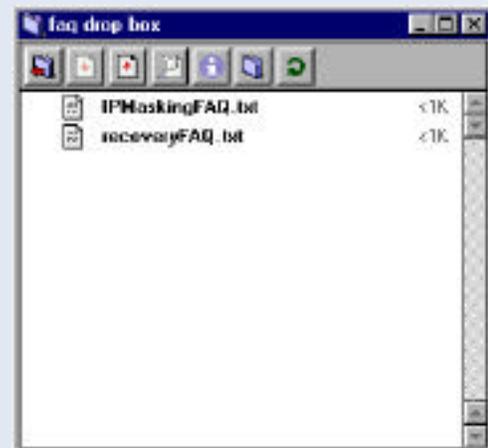
If you use the Client, you need to log onto your server as the administrator.

### 2 Review the files.

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

### 3 Move files to appropriate folders.

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



## Sending messages to all connected users

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



### 1 Click the Broadcast button.

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



### 2 Type your message.

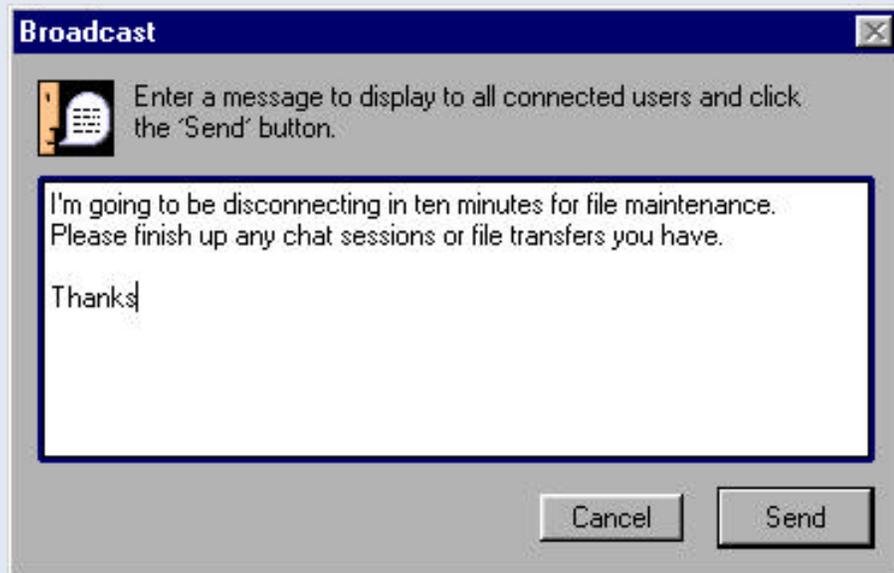
When you type your message, be sure to use hard line breaks at the end of each line. If you type the message as one long line, it will wrap in the window, but not when it displays.

As a general rule, the shorter your line is, the more you can have. With the Server broadcast, you can have eight lines at 21 characters a line, six lines at 42 characters a line, and four lines at 63 characters a line.

With the Client broadcast, you can have twelve lines at 21 characters a line, six lines at 21 characters a line, or seventeen lines at 14 characters a line.

These work out roughly to 256 characters per message, but it can vary according to the spacing and line breaks.

If you go over the maximum, only the first few characters of the message will display.



### 3 Click the Send button.

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

