

**ePages**

**Technical Administration**

**Guide**

**- Version 6.0 -**



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# 1. Introduction

## General information

ePages 6 is standard software written in PERL. It is extremely flexible and easy to extend – custom enhancements can be implemented very quickly. The basis for this are the cartridges. These are software modules which provide functions for the user.

ePages' strength is its scalability. In addition to superior functionality, ePages offers security, a modular architecture, and is very user-friendly.

The application has been designed to allow you to define specific tasks and assign these to specific areas of responsibility. This means that technical tasks and business tasks can be worked on separately without the specialist knowledge needed for the other task.

## Overview

Your role as technical administrator consists of the following tasks:

- Preparing and managing the business units,
- Establishing and verifying the active database connection
- Verifying the cartridges and cartridge assignment
- Creating and managing distributor data
- Setting and testing system parameters (communication parameters, etc.)
- Managing system parameters and log files for support communication
- Managing and updating required licenses

## Contents of this guide

In chapter 2, you will receive a quick introduction to the application. This will prepare you to make the most important settings without extended orientation time.

Chapters 3 to 8 describe how to use the various functions. Here you find detailed explanations of the functions and meanings of the individual parameters. Use this chapter to familiarize yourself with the application or as a reference work to answer questions later.

Special terms that are important for understanding the guide are explained in the *Glossary*.

Management of the database is not described.

Instructions for customizing the design and extending functionality can be found in the *Design and Cartridge Development Guide*.

## ePages 6 in context

This chapter provides you with a quick overview of the functions of the solution and how they work together.

The solution can be divided into three areas. Although these areas interact they can be regarded separately.

These separate areas can be seen in *Figure 1*.

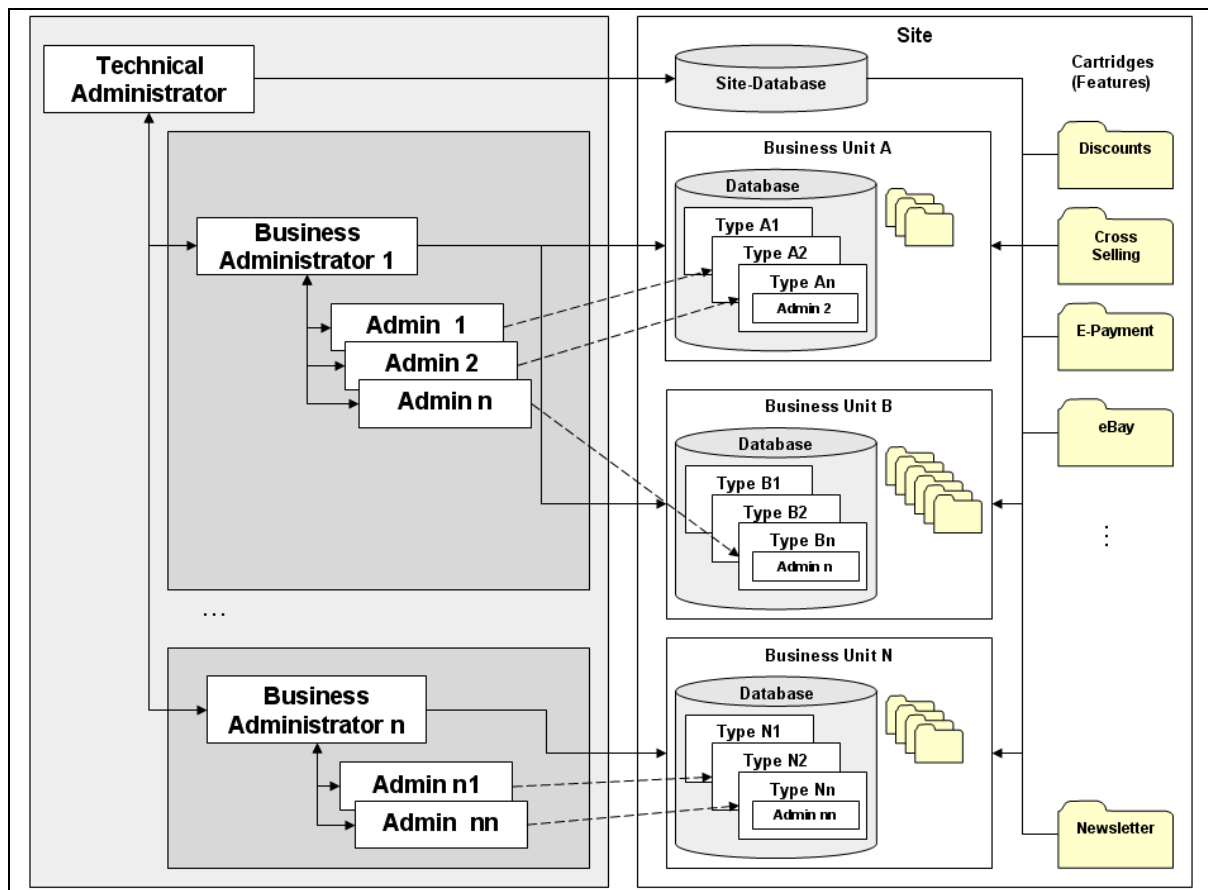


Figure 1: ePages structure (simplified)

An ePages 6 installation is called a site and provides all shop features.

**Note:** Site does not mean an installation on a physical server. The site as an ePages installation can be on a single server, or it can be distributed across multiple servers.

A site contains databases and cartridges. Cartridges are modules which provide certain features (for example, shipping methods or methods of checking authorization). Cartridges can be assigned to various databases so that units with various functional levels can be defined. This is then referred to as a *Business Unit*.

Business units provide the foundation for creating various shop types that can then be offered to merchants. These shop types offer varying amounts and types of functions.

Shop types are the basis for the web sites. Administrators offer content and products to users through these web sites.

The *site*, *business unit*, and *Web site* areas each have their own administration functions by means of which each area can be controlled. These three administrative levels are connected as seen in *Figure 1*.

## Technical administrator

The job of the technical administrator consists of meeting the requirements of hardware and software and installing ePages 6. He is the only person who has the permissions necessary to create the required databases and install the desired cartridges.

According to defined business models, he creates the necessary database/cartridge combinations for the business units. Each business unit has its own database.

Furthermore, the technical administrator allocates the business units to distributors he has created. A distributor can be thought of as a service provider – the company which offers and sells the Web sites. The *business administrator* performs the actual management of the shop types, shops and Web sites on behalf of the distributor; see *Business administrator, unterhalb*.

In addition, the technical administrator is responsible for:

- database maintenance
- organizing access to the database (rights management)
- installing new cartridges
- communication with ePages support
- constant updating of the installation and administering patches and updates
- managing licenses

## Business administrator

Using the assigned cartridges, the business administrator creates different shop types with different function packages in his business unit. He can choose to use the standard business models or implement his own, more specific concepts.

This allows him to create shop types with different maximum numbers of products, design possibilities, or export possibilities, for example.

A business administrator can manage multiple business units.

In addition, the business administrator is responsible for:

- sales and invoicing for the Web site (self-provisioning or site-on-demand)
- communication with the technical administrator for questions regarding an increase in functionality or memory
- sending various support queries to the technical administrator
- monitoring resources and ordering necessary licenses

For further information, see the *ePages 6 Business Administration Guide*.

## Administrator

The administrator selects the Web site that is the closest match to his requirements from the set of shop types provided by the distributor. The Web site can be purchased or rented.

The functionality provided allows the administrator to design and structure the Web site according to his needs. Alternatively it is possible for him to request "his" Web site, with a special range of functions, from the distributor (known as "site on demand"). The distributor then creates the shop with the help of the technical administrator, and makes it available to the administrator.

The merchant remains responsible for:

- configuring the Web site
- creating his shop design
- communicating with the user
- sending support queries to the distributor
- organizing business processes (invoices, shipment)

For further information, see *ePages - Handbook for Creating and Managing Web Sites and Shops*.

## Requirements

The technical administrator should be proficient in the following areas:

- Knowledge of the relevant operating system (Linux, Windows) and the necessary permissions
- Knowledge of configuration of Web servers with the corresponding security settings (SSL certificates)
- Basic knowledge of Web services and their application
- Basic knowledge of installing and managing Sybase- or MySQL databases
- Knowledge of the ePages 6 Installation Guide

After installing ePages 6, a database is installed and a business unit is created. For demonstration purposes, a demo shop is also created in this business unit.

If another database structure is necessary, this must be created using the appropriate installation instructions.

If the business model requires other business units, these must be created separately.

When a database is registered, this also has the effect of installing all default cartridges. It is of course possible to install additional cartridges as required. The cartridges are then allocated to the correct database at the command prompt.



## 2. Quick start

Once the installation has completed, you should first check that the following services have been started:

- ePages Application Server
- ePages Request Router
- Database service

Launch the administration page by selecting

Start >> Programs >> ePages 6 >> Technical Administration

The default user name and password are *tboadmin* / *tboadmin*.

Check the *Databases* page to see if the *Site* and *Store* standard databases have been registered; see *Figure 2*.

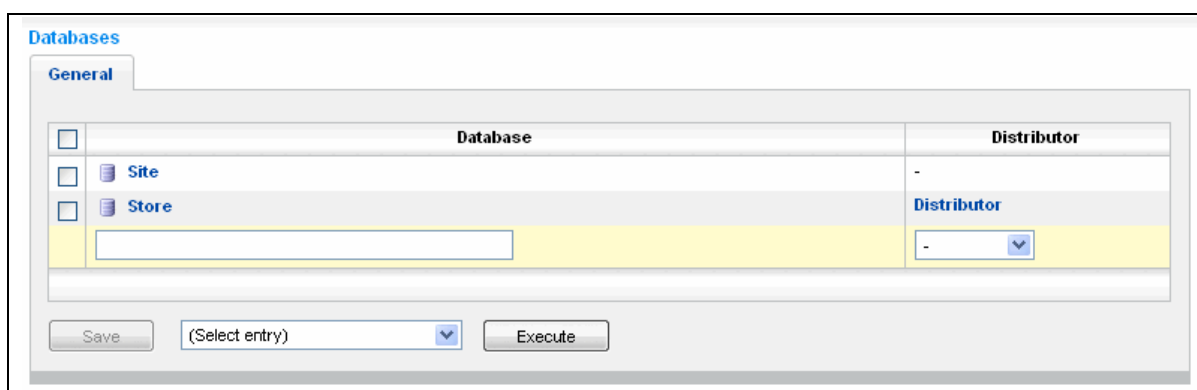


Figure 2: Initially created database with standard distributor

You can open the details by clicking the name of the database. On the details page you can check, edit or test the following information:

- General database connection, and allocation to distributor; see *Database Details - General, Seite 21*,
- Allocated cartridges; see *Database details - Cartridges, Seite 22*,
- Web services settings; see *Database details - Web services, Seite 22*,
- Web server settings; see *Database details – Web server, Seite 22*

Test the connection. If the connection fails, you can correct the settings immediately, or request assistance.

For the Web server settings, enter the values of the Web server that is used to operate the ePages system.

The installation also creates a demonstration shop in the business unit. Using the entries and examples here, the distributor can begin to sell Web sites on the basis of the demonstration shop, and create new shop types within the business unit.

The application is completely functional immediately after installation.

**Note:** A license key is used to limit the scope and duration of the application functionality. For this reason, the license key which has been ordered should be installed as soon as possible. See also *Licensing, Seite 27*.

You are now have all the tools you need to activate and allocate new business units, to create distributors, and edit system settings. The necessary details are described in chapters 3 through 8.



### 3. Signing in

Launch the administration page by selecting

Start >> Programs >> ePages 6 >> Technical Administration

The default user name and password after installation are: User name: *tboadmin*, password: *tboadmin*.

**Note:** If you cannot log in although you have entered the information correctly, check that cookies are enabled on your browser. Session cookies must be enabled to use the application.

If you forget your password, click the Request Password link on the sign-in page. In User Name, enter the user name you use for signing in. In the *E-mail* field, enter the e-mail address where the new password should be sent. This address must correspond to the address indicated in your user data; see *User settings, Seite 14*. The new, automatically generated password will only be sent to that address if both addresses are the same.

**Note:** If you have forgotten your user name, contact ePages support.



## 4. Administration page

The administration page is the control center for your site. You create distributors and manage their information and allocations. You have an overview of the databases available and their status. You can manage the cartridge allocation and licenses. At the same time, you can modify important system settings and have quick access to the parameters you need to communicate with the ePages support team.

All Administration pages have the same basic structure as shown in *Figure 1*.

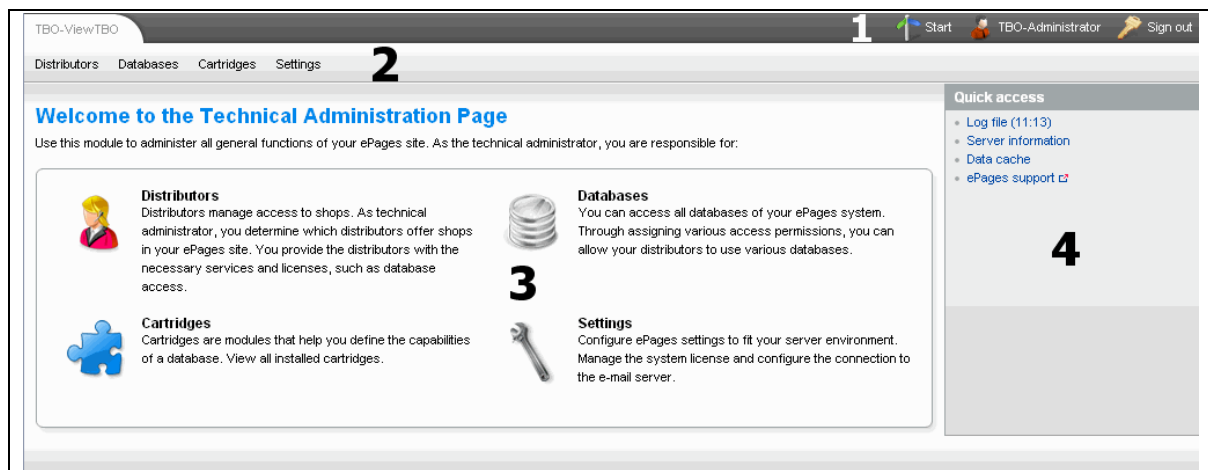


Figure 3: Administration Page

The page is divided into the following sections:

- Administration navigation (1); see *Administration navigation, Seite 5*
- Main navigation bar (2)
- Working area (3)
- Sidebar (4)

The contents of the working area change depending upon the function you select.

The side bar contains the following functions:

- Link to context-related help for the current page; If help text is available for a page, the link **Display help for this page** is shown. Click the link to display the corresponding help page in a new window.
- Quick access; see *Quick access, Seite 14*

## Administration navigation

The Administration Navigation menu is available on every page. Its contents always remain the same.

Click the **Start** link to launch the Business Administration homepage; see *Figure 3*.

By clicking the link with your administrator name, you can open the page containing your user settings; see *User settings, Seite 14*.

Click the **Sign out** link to leave the Administration pages. Sign out to make sure that the connection to the system is correctly and securely ended and that no unauthorized user can access the administration area of your site.

## User settings

The various fields have the following meanings:

Table 1: User settings

Field name	Description	Field type	Example
Display name		Entry field, alphanumeric	TBO administrator
User name	User name that is used to sign in.	Entry field, alphanumeric	tboadmin
E-mail	If you forget your current password for signing in to the administration area, a new password will be sent to the address entered here. Due to the importance of this field, you cannot save any user data until an e-mail address has been entered.	Entry field, alphanumeric	tboadmin@provider.com
Old Password	Enter the currently valid password here.	Entry field, alphanumeric	tboadmin
New Password		Entry field, alphanumeric	administrator
Password Confirmation		Entry field, alphanumeric	administrator
Language	Display language for administration; The languages listed are part of the installation. If you need additional languages, contact your provider.	Drop-down menu	
Deletion Confirmation	See <i>Deletion confirmation, unterhalb.</i>	Check box	

Save your entries by clicking **Save**.

To change your password or enter a new password, you must enter your current password in the *Old password* field. If you do not enter the current password, the password change will not be accepted.

## Deletion confirmation

Before data is deleted, you will be asked whether you are sure you want to delete the data. Only after you confirm the deletion is the data deleted.

**Caution:** If you clear the *Deletion Confirmation* check box, every deletion is executed immediately and without deletion confirmation. You will not be able to cancel the action later.

## Quick access

Under Quick Access, you can find links to pages that offer you an overview of important system and installation data. The information on these pages is partly for your orientation and it will also help you to communicate more easily with the ePages support team. These links can be found in the *Quick access* box; see *Figure 3*.

You can access the following information pages:

- Log file; see *Log file, unten*
- Server information; see *Server information, Seite 16*
- Data cache; see *Data cache, Seite 16*
- ePages Support; see *ePages Support, Seite 16*

## Log file

The log file contains a record of all errors which may occur while the application is running. In case of difficulties, view this file to find out the possible problem cause.

The *Log file* page shows the 50 most recent entries in the log file; see *Figure 4*.

This gives you the opportunity to find possible error causes without direct access to the server file system and without loading the complete file.

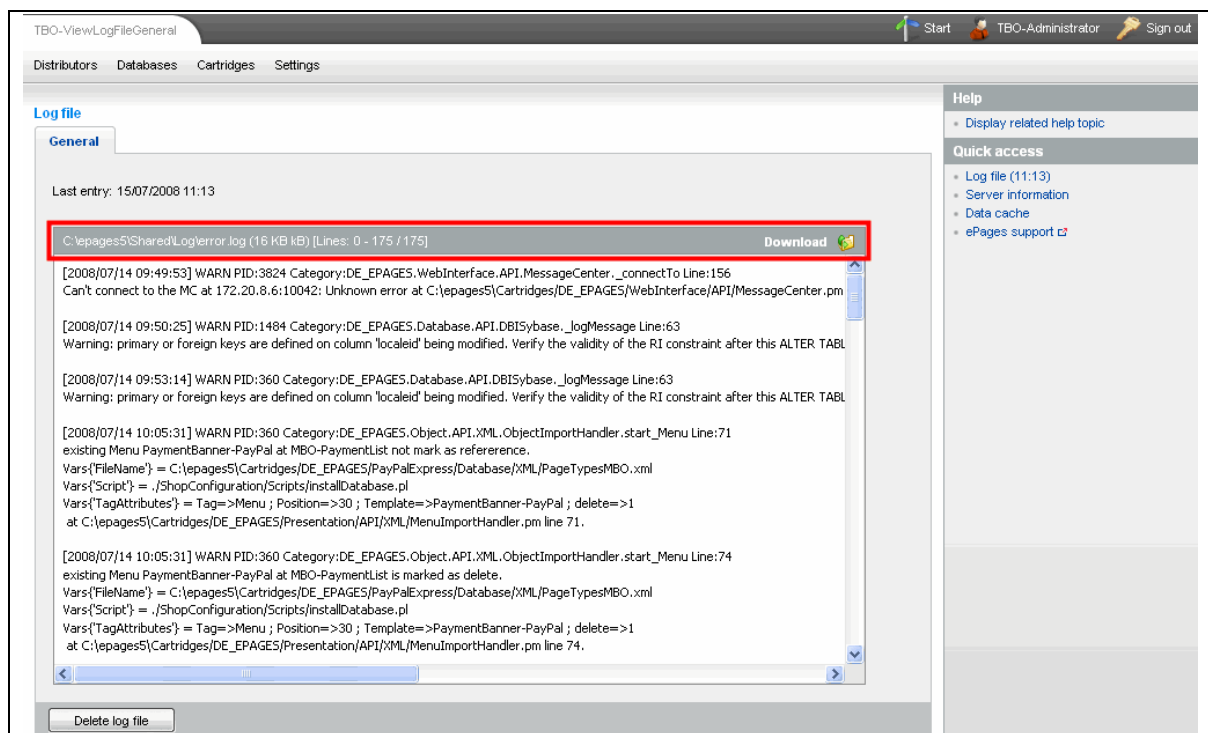


Figure 4: Log file

*Last entry* shows you when the last entry was made in the log file.

In the selected area, you can see where the log file is stored on your server. You can also save the log file locally by clicking the log file **Download** link.

**Note:** To reload the page, click the **General** link on the tab page. This will read the current content of the log file and display it.

If you want to reset the log file, click **Delete Log File**. All entries are deleted **without confirmation**.

**Caution:** Once you click the button to delete the log file, the error messages contained are deleted and cannot be recovered. If necessary, **Download** the file, (see previous) and archive it in order to be able to access it later.

The log file is an important source of information for ePages support.

## Server information

The *General* page offers you an overview of the program versions used, the database connections, and the installed operating system.

The *Environment Variables* page contains a list of all environment variables relevant to ePages. The specific ePages variables can be found at the top of the list.

## Data cache

To improve the performance of ePages 6, commonly used files are saved on a special cache on the application servers. If the data cache is emptied, the next request will cause the data to be read again. It can be necessary to empty the data cache to ensure that the information in the database matches the cache, for example, after you have changed the information in the database directly.

On this page, you have the possibility to reset the cache of your application servers.

You can start resetting the cache by clicking **Reset Cache**. After finishing this process, the results are shown.

The cache will be filled again through individual requests with updated information.

## ePages Support

When you click this link, you will be taken to the support page for ePages, where you can obtain additional information or support.



## 5. Distributor

Distributors manage the business units you have created. The business administrator is responsible for this. The *Distributors* page shows you an overview of all distributors you have created, allows you to manage their data, assign them to databases, and to create new distributors. You can also create new distributors and manage the individual licenses.

After installation, one distributor exists. At least one distributor is necessary to operate Web sites, even if this is not necessary for your business model.

The table shows you the names of your distributors and their contact persons. Click the names to display the distributor details. For more on this, see *Distributors - General, unterhalb*.

From the table, you can also send an e-mail to the contact person of a distributor. Click the icon next to the name of the contact person. You can enter the e-mail address in the details.

To create a new distributor, enter the name in the bottom row of the table and click **Save**. You can then enter the data as described in *Distributors - General, unterhalb*. As soon as you have created a new distributor you have to add a feature block for this distributor to your license. See also *Licensing, Seite 27*.

### Distributors - General

The various fields have the following meanings:

Table 2: Parameters for the distributors

Field name	Description	Field type	Example
Name		Entry field, alphanumeric	Distributor
Description	Field for internal notices for the distributor	Text field, alphanumeric	Telephone number: 123456
Web page	URL to open the business administration page of this distributor; see <i>Business administrator, Seite 7</i>	Display	
Contact Person		Entry field, alphanumeric	Distributor administrator
User name	User name used when signing in to the business administration page	Entry field, alphanumeric	admin
Password		Entry field, alphanumeric	password
Password Confirmation		Entry field, alphanumeric	password
E-mail	Contact e-mail address for the distributor; If you enter an e-mail address here, you can send messages to this distributor from the table overview directly.	Entry field, alphanumeric	balu@provider.com
Language	Editing language of the business administration page of this distributor. The business administrator can change this setting on his administration page himself.	Drop-down menu	Germany (German)

Field name	Description	Field type	Example
Status	<i>Active:</i> The distributor can access his business administration page; <i>Not active:</i> The business administrator cannot sign in. He will receive a message, that his account is not active.	Check box	

Save your entries by clicking **Save**.



To delete the distributor, click **Delete**. If you click delete the distributor is removed from the system. The database becomes *not assigned*.

## Distributor databases

On the **Database** page, you can change the allocation settings for databases without changing to the *Databases* main menu entry.

The table lists all the databases that have been allocated to the distributor. The symbols have the following meanings:

Table 3: Database symbols

Icon	Description
	The database is active, a connection has been established.
	The database is not active, there is no connection.

Click the name to edit the details. For more information, see *Database Details - General, Seite 21*.

In the drop-down menu in the last line of the table, all databases are listed that can be assigned to the distributor. Databases are only available if they have already been registered but have not yet been assigned to another distributor. Each database can only be assigned to one distributor.

Select a database and confirm the selection with **Assign**.

To remove an assignment select the relevant entry and click **Remove Assignment**. This separates the distributor from the database and therefore from his online Web site administration page. He can still edit his own user data, however.

**Caution:** Once Web sites have been created in a database, you should not change the assignment. Contact the business administrator for the database beforehand.

If the assignment is removed, the business administrator can no longer open or close the Web sites, for example. Changes to a shop type are no longer applied to existing Web sites.

## Licensing for distributors

Every distributor needs his own license. These are made available in a license file. For an introduction, see *Licensing, Seite 27*. Part of your job as technical administrator is to manage the licenses and allocate them to the right distributors.

In the overview, you can see all the functions which are available to the distributor using his current license and in which scope he may use them. The symbols have the following meanings:

Table 4: Symbols for license utilization

Icon	Description
✓	The function is activated for the Web site.
✗	The function has not been activated for the Web site.
Status bar	The status bar shows how much of a limited function is being used. A red bar indicates that the limit has been reached.

To allocate a license to the distributor, use the *Feature block* drop-down menu below the table. All the distributors in the current license file are listed here.

If you want to provide a distributor with new features, you must request and install a new license; see *Licensing, Seite 27*. Then select the distributor from the *Feature block* drop-down menu and confirm the selection by clicking **Save**. When this is done, the distributor can use his new functions.



**Caution:** Before installing a new license, discuss this with the distributor. If the new license restricts features which were available under the previous license and which are in use in existing Web sites, the operation of these Web sites may be impaired.



## 6. Databases

On this page, you can see the table containing a list of the databases which have been created for your ePages installation. It also informs you if they are active and which distributors are using them. The symbols have the following meanings:

Table 5: Database symbols

Icon	Description
	The database is active, a connection has been established.
	The database is not active, there is no connection.

Click the name to edit the details. For more information, see *Database Details - General, unterhalb* and following. By clicking the name of the distributor, you can access this information. For more on this, see *Distributor, Seite 17* and following.

Use batch processing commands to edit multiple table entries simultaneously. To do this, select the relevant entries, select the action in the drop-down menu beneath the table and start the action by clicking **Execute**. The following batch processing commands are available:

Table 6: Batch processing commands for databases

Command	Comment
Activate	The database has been activated for the distributor. You can only activate the databases for which you have a database connection and valid username and password. See also <i>Database Details - General, unterhalb</i> .
Deactivate	The database is can no longer be accessed by the distributor.
Update List of Installed Cartridges	Refresh cartridges. All cartridges which have been assigned to the database are verified and reloaded with the current version. To keep entries up to date, you should always do this after you have modified the cartridge set for a database.

## Database Details - General

This page allows you to manage connection parameters and test the database connection as well as other things. The various fields have the following meanings:

Table 7: Fields containing general database information

Field name	Description	Field type	Example
Distributor	A distributor can be allocated for new databases using the drop-down menu here. Once a distributor has been allocated and Web sites/shops have been created in the databases, this allocation cannot be changed. You can call up the distributor details by clicking the corresponding link.	Link / drop-down menu	
Status of the Database	The distributor can access the database as long as the status is set to <i>Active</i> .	Check box	

## Database details - Cartridges

This section shows which cartridges are currently installed in the database. Click the name of a cartridge to view more detailed information; see *Cartridges, Seite 25*.

## Database details - Web services

ePages uses Web services internally to be able to transfer data between the central administration database (site) and the shop database. Data exchange with external systems is also possible using predefined Web services. The basic settings for this can be edited on the **Web Services** page. The various fields have the following meanings:

Table 8: Fields for Web services settings

Field name	Description	Field type	Example
Web Service Proxy	Target (proxy) of the services; The address of the soap service which receives the Web service request	Entry field, alphanumeric	http://localhost/epages/Store.soap
User	A user in the ePages system who is allowed to use the Web services	Entry field, alphanumeric	/Users/wsadmin
Password	Current authentication required to execute the Web service function	Entry field, alphanumeric	admin
New Password		Entry field, alphanumeric	
Password Confirmation		Entry field, alphanumeric	

Save your entries by clicking **Save**.

To test the parameters, click **Test Connection**. A notice will inform you if this has worked. If an error occurs although the parameters have been set correctly, check the configuration of the Web server.

**Note:** The default password for the Web service function is *wsadmin*. You should change the password as soon as possible to ensure that no unauthorized persons can use the default password to access your data.

Basic principles of using Web services in ePages can be found in the *ePages 6 Design and Cartridge Development Guide*.

## Database details – Web server

On this page, you can compare the settings of your Web server with the settings necessary for the ePages system. The various fields have the following meanings:

Table 9: Fields for the Web server settings

Field name	Description	Field type	Example
DomainName	Name of the Web server through which the Web sites in the current database are accessed.	Entry field, alphanumeric	demoserver.de
SSL Certificate	Use of a dedicated SSL certificate for the domain.	Option button	

Field name	Description	Field type	Example
Web Server Port	Port for http requests; An entry is only necessary if this differs from the standard port value (80)	Entry field, numeric	81
SSL Web Server Port	Port for https requests; An entry is only necessary if this differs from the standard port value (443)	Entry field, numeric	444
Database name in URL	The name entered here can be used in the URL instead of the actual database name. Internally, the system then maps to the name with which the database was created.	Entry field, alphanumeric	Store

Save your entries by clicking **Save**.

The following should be noted in respect of SSL settings:

- The settings must correspond with your Web server. If you change the settings of your Web server, you must also apply these changes here. Otherwise, external connections through absolute URLs will fail.
- In order for all administrators to be able to configure and use the eBay function, you (as the technical administrator) must install a central SSL certificate and configure the corresponding SSL settings.
- The business administrator can configure separate domains for the individual Web sites/shops. If this is the case, you must provide separate SSL certificates for each of these Web sites individually. If these are not available, traffic will be forwarded from the Web site domains to the Web server entered for the current database.





## 7. Cartridges

The *Cartridges* page offers you an overview of the cartridges in your ePages installation and their distribution in the databases.

To see more specific information on a cartridge, click the name. The general information consists of an ID, a package, and a version. The **Databases** tab offers an overview of the databases where the cartridge is installed.



## 8. Settings

In the *Settings* menu item, you can manage the license permissions for your installation and edit settings which have an effect on the whole system.

### Licensing

To operate an ePages 6 installation with the desired functions, adequate license permissions are necessary. The license file is generated by ePages to fit your requirements. The file comprises an installation block and one or more feature blocks.

The installation block contains settings for the system parameters for the installation. These include how many application servers can be running, how many databases can be configured, and the length of time for which the license is valid.

The function scope and the limits for distributors are defined in feature blocks. Each distributor has one feature block. If the license conditions change for a distributor, you must load a new license file and assign the distributor an updated feature block. See also *Licensing for distributors, Seite 18*. As soon as you have created a new distributor you have to add a feature block for this distributor to your license.

On the **Licenses** page you can compare the current parameters with the limits specified in the license permissions.

To load a new license into the system, use the *New License File* entry field below the table. Save your entries by clicking **Save**. The table is then updated.

**Note:** If you wish to order a new license or update an existing license, send an e-mail to ePages at [licensekey@ePages.de](mailto:licensekey@ePages.de).

If you are obliged by contract to report the number of Web sites/shops in the installation to ePages, you must activate e-mail delivery. The e-mail that is sent contains the number of Web sites for the individual shop types. It also contains the configuration of the features contained in the shop types and feature packs, and information on the usage of feature packs.

The e-mail message is sent on a daily basis. The recipient is hardcoded and cannot be changed. However, you can request copies of the message to be sent to another recipient. Enter any additional recipient(s) in the *Cc address* field. Use commas to separate multiple recipients.

Save your entries by clicking **Save**.

### E-mail

Many Web site and administrative functions as well as errors trigger an automatic e-mail in the system. Certain basic settings are necessary to do this. You can manage these on the **E-Mail** page in *Settings*. These options allow you to set the connection parameters for all e-mail messages generated by the system. All e-mail functions, for example newsletters and messages generated and sent on the individual levels utilize the server listed here to send e-mail messages.

The various fields have the following meanings:

Table 10: Fields for e-mail settings

Field name	Description	Field type	Example
SMTP server		Entry field, alphanumeric	e-mail
SMTP Server Port	Standard port for mail servers	Entry field, alphanumeric	25
Username	Optional username for e-mail communications.	Entry field, alphanumeric	admin
Password	Optional password for e-mail communications.	Entry field, alphanumeric	admin
Error e-mail	Error messages generated in the system are sent as e-mail messages to the <i>Error e-mail Recipient</i> .	Check box	
Error e-mail Recipient		Entry field, alphanumeric	error@provider.com
Error e-mail Sender	This entry is optional, but is required for some mail servers.	Entry field, alphanumeric	system
E-mail messages per batch	Number of e-mail messages that can be sent at one time; see explanation below.	Entry field, numeric	25
Interval between batches	For more information, see below	Entry field, numeric	20

Save your entries by clicking **Save**.

The *E-mails per batch* and *Interval between batches* fields determine how the mail server behaves when sending mass e-mails. Such mass e-mail distribution can occur, for example, when the administrator sends a newsletter or status change notifications. Sending large amounts of data and/or many e-mail messages at once can cause serious mail server errors. Use the previously described fields to avoid these errors.

In the *Messages per Batch* field, you can set how many e-mail messages are sent in succession. Your mail server will only receive the number of e-mail messages listed in this field and will send those. The length of the pause used between packets of mail is defined in the *Delay between Batches* field in seconds.

## 9. Glossary

<b>Administration area</b>	All the Web pages that the technical administrator can use after login to fulfill his responsibilities. Each role in the system works in a separate area within the hierarchy in order to clearly separate responsibilities.
<b>Administration page</b>	The Web page that appears after signing in where all functions are performed. You can access all the functions you need from this page. The Administration navigation, menu bar, sidebar, and the working area are displayed here.
<b>Administrator</b>	A role in the ePages structure. The administrator selects an appropriate shop type from those made available by the business administrator/provider, and uses this to offer his content or products to customers. He can define structure and design of the Web site.
<b>Application server</b>	In this context, this is an instance of the ePages program. One computer can contain several application server instances. This is done by starting the ePages Windows service. An application server can also be a server that provides a number of services or programs within a network. In our case, this is the server on which the ePages application runs.
<b>Business Administrator</b>	A role in the ePages structure. The business administrator creates shop types on the basis of the business units made available by the technical administrator, and offers these to administrators. He is responsible for designing and implementing the business model.
<b>Business Unit</b>	Unit consisting of a database and its assigned cartridges. The functions in the cartridges provide the functionality of the business unit.
<b>Cache</b>	Data storage cache in the application server. Data that are repeatedly needed are stored here. This prevents repeated database queries and significantly reduces response times.
<b>Cartridge</b>	Software module written in PERL. Each cartridge has defined functions that can be combined to allow creation of business units with various functions.
<b>Cookie</b>	A small file containing text information that is sent from a Web server to a Web browser. This information is saved on the hard drive and can be retrieved later. Cookies are often necessary for Internet applications. See also <i>Session Cookies</i>
<b>Demo shop</b>	Initial Web shop installed with the application in the ePages system. Contains all functions and serves demonstration and testing purposes. Products, catalogs, shipping methods, and so forth are already created.
<b>Distributor</b>	Distributors here are providers or companies that offer and sell Web sites and online shops. The distributor requests business units from the technical administrator that match his business model. The business administrator then generates the requested shop types and conducts the additional administrative responsibilities in the ePages system.

<b>Environment variables</b>	Term from the operating system area of computers. An environment variable contains an arbitrary character string. In most cases this is a path to a specific program or it contains information which can be used by multiple programs.
<b>Log File</b>	Text file that the system uses to save actions and results. This is useful for tracking down causes of errors. You will find the file in ePages under: <code>%EPAGES_LOG%\error.log</code>
<b>Menu bar</b>	Active area with a structure of links for selecting specific functions (manager). In the program, it is shown on the top section of the administration page.
<b>Navigation history</b>	Navigation bar that shows how you arrived at your current location in the program. The individual hierarchy levels are shown as links so that you can go backwards one step at a time.
<b>PERL</b>	Practical Extraction and Reporting Language. ePages works with this programming language and the application server is programmed in PERL.
<b>Self-provisioning</b>	Process whereby a merchant 1) uses an Internet browser to select a shop type that fits his business model from a predefined collection of shop types and 2) activates and runs this shop. Login, activation, and selection of payment methods occur "automatically", meaning without direct intervention by the business administrator.
<b>Session cookies</b>	A session cookie is a piece of text that is written to the browser's memory when specific Web pages are opened (at the beginning of a session). This session cookie provides the authorization details needed for you to use all the functions on the Web site. After signing out or closing your browser (to end a session), the session cookie is deleted.
<b>Shop types</b>	Products the business administrator sells or leases to merchants or shop operators. Each shop type is offered with specific functions and usually also in various price classes. Merchants create their own shops by selecting from among these shop types.
<b>Site</b>	ePages 6 installation with database, cartridges, and demo shop.
<b>SMTP server</b>	SMTP is the abbreviation for "Simple Mail Transfer Protocol", a common protocol to send e-mail messages. An SMTP service is used to send e-mail messages to any valid e-mail address. The SMTP server (which the SMTP service offers), performs two important tasks: First, it verifies (authenticates) the identity of persons or systems that try to access an SMTP account through login and password. It also enables sending e-mail messages after verification is performed. If the e-mail cannot be sent, it is returned to the sender with an error message.
<b>Standard Password</b>	Password which is used to log into the system the first time after installation. This should be changed directly after signing in for the first time.
<b>Technical Administrator</b>	A role in the ePages structure. The technical administrator installs the application and is responsible for updates and communication with support. If necessary, he defines business units as well.

<b>Template</b>	A document that contains information about formatting and page layout. All ePages templates contain standard HTML text and special commands for data access. HTML templates contain only text and use links to show graphics and multimedia files.
<b>Web services</b>	<p>Web services provide communication between various Internet applications. They offer the ability to link applications that run on various platforms and are implemented in different programming languages, and also to transfer data between various applications.</p> <p>Web services use standard Internet protocols to transfer data such as HTTP, SMTP, and FTP. HTTP is used most often because a direct reaction to the query is possible, while SMTP and FTP only allow asynchronous data transfer.</p>
<b>Web shop</b>	An Internet program that contains all the functions necessary for selling products or services. In ePages 6, the shop is created based upon a shop type that the ePages business administrator has defined. The merchant generates a shop online, modifies the structure and design, and enters his products and services into the system to open his Internet sales channel.
<b>Web site on demand</b>	The administrator needs a shop with very specific functions for his business model, which are not offered by any of the predefined shop types. The business administrator prepares this configuration together with the technical administrator and creates this Web site especially for this customer.
<b>Working area</b>	The portion of the administration page in which data and tables are displayed and managed. The content is dependent upon the function selected in the navigation.

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