



Dear [insert name here]

Welcome to the February 2007 issue of Hetzner's Newsletter.

Our newsletter is available to everyone; subscribers need not be customers of Hetzner.

Should you wish to read back issues of our newsletter, simply visit the following link: <http://newsletters.hetzner.co.za>.

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The intuitive and responsive nature of our Support Centre was largely made possible by the use of a relatively new programming technique known as AJAX.

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Managing your disk space: How to avoid unnecessary over-usage charges

We offer advice on how to better manage disk usage and avoid additional charges.

Save this month with Hetzner's special offer

Sign-up or upgrade to our Advanced Web hosting plan and pay no setup fee this month.

Hetzner's Support Centre enhanced with AJAX

Hetzner recently launched its online Support Centre, which was developed in-house and specifically designed to make your support experience pleasurable and hassle-free. The intuitive and responsive nature of our site was largely made possible by the use of a relatively new programming technique known as AJAX (Asynchronous Javascript and XML).

Simply put, AJAX is a technique that uses JavaScript to allow pages to request small bits of information from the server instead of whole pages, eliminating page refreshes and slow response times often experienced with the traditional method of updating web pages, which requires the browser to refresh the entire page in order to display any changes to the content.

International companies such as Google and Amazon have used AJAX to enhance the user experience of their web applications. In fact, those of you familiar with Google Maps would agree that they have managed to create a truly dynamic user interaction - that's AJAX.

AJAX has benefited our own online Support Centre - in concrete terms:

- AJAX is based on open standards and is therefore supported by most internet browsers
- AJAX has dramatically increased the speed of the Support Centre's page requests
- AJAX produces approximately 99% less traffic with the average page request = 8kb

With the use of AJAX, we've been able to enhance your experience of our Support Centre significantly by maximising its interactivity and speed, ultimately making the Support Centre more fun, helpful and satisfying to you.

You can visit Hetzner's Support Centre at <http://supportcentre.hetzner.co.za>.

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What's new with konsoleH?

Understanding the importance of managing traffic consumption in order to avoid over-usage charges, Hetzner has developed a new tool in konsoleH for our Root and Co-location server customers to monitor traffic usage:

Traffic Notifications: for our Root and Co-location server customers, we have developed a tool that allows you to setup traffic notifications according to various criteria (i.e. traffic threshold and notification interval) for different traffic groups. The following notification options are available:

- Quota Threshold - Should traffic usage reach or exceed the user defined threshold, a notification email will be sent according to the pre-selected frequency.
- Burst Threshold - When a specified amount of traffic is exceeded within a pre-selected period of time, a notification email will be sent to your inbox.

You can visit Hetzner's Support Centre at <http://supportcentre.hetzner.co.za>.

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Managing your disk space: How to avoid unnecessary over-usage charges

Every Hetzner account includes a Web server disk space quota. In most cases, disk space is taken up by large mailboxes. It is important to identify the mailbox in question and consider the following:

- It may be that the catch-all mailbox is not checked regularly, with email accumulating over time. If this is the case, we recommend that you specify only those email addresses you want to receive emails and then disable the 'catch-all' feature.
- Delete mailboxes that are not being used.
- Forwarding on mailboxes to external addresses is not being cleared out. Resolve the problem by deleting the mailbox and replacing it with an alias which will forward email to the external address.
- Delete the contents of the 'sent items' folder, 'trash' folder and 'spam bucket' regularly.
- If the disk space is taken up by log files, delete the older log files.

For more information on how to manage disk usage, visit our [Support Centre](#).

Should you still exceed your account's disk usage threshold, upgrading to a higher account will provide you with increased disk space. To review pricing and features of Hetzner's various hosting packages, visit the following link to view our current price matrix: <http://hetzner.co.za/index.php?id=7>.

You can upgrade your account via your control panel, konsoleH. Please note that should you decide to upgrade your account, you will be charged a small once-off upgrade fee.

Our customers will soon be able to easily administer their disk usage through a new tool in konsoleH - we'll keep you posted!

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Save this month with Hetzner's special offer

No setup fee on the Advanced Web hosting plan: Ideal for growing businesses, Hetzner's Advanced Web hosting package features generous storage, email and bandwidth allowances as well as a 99.9% uptime guarantee, giving your business total peace of mind. If you sign up for the Advanced plan in February, you will save R199 on the setup fee.

At only R279 per month you receive the following benefits:

- 500 MB disk space
- Monthly traffic: 3 500 MB (South-Africa) / 60 GB (Germany)
- 50 POP3 mailboxes - virus & spam protected
- 3 MySQL / PostgreSQL databases
- osCommerce shopping cart
- Access to konsoleH, Hetzner's award-winning control panel
- 30-day risk free guarantee

Thank you for taking the time to read our newsletter. We hope you found this issue interesting and useful. Please email any comments or suggestions to feedback@hetzner.co.za

We wish you continued success!

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