Report On Website Activity

July 5, 2020

Ron Byers

Website

1. Minutes for the EPSG have been mostly converted to PDF formats and added as Posts to the Member Area.

2. Minutes for the Housing Committee have been converted to PDF format and added as Posts to the Member Area.

3. Some additional files from Funding Proposals, Tri-City Proposals, Education Modules and City Land Talks have been converted and added as posts in the Member Area.

4. So far only documents that were already in the Google Drive are uploaded (except the recent ones sent in the last two weeks, they are already on the site)

5. Added a new "Contact Us" form with a "Recaptcha" challenge (I am not a robot) to stop "bots" spamming the site

6. Added Google Business account and Google Analytics and Google Search accounts as well as the Google Site Kit most sites now use but is being prevented from working by restrictions imposed by Hostpapa

7. Cleared all **598** spam submissions from the old Contact Us form that were in the info@epsg.ca email account.

8. Added a new email account members@epsg.ca for internal member use only.

9. Converted all .DOC and .DOCX files to PDF format and standardized file naming so documents can be found easier. PDF files can be inserted into webpages. Word files can not be inserted though they can be copied and pasted into a new post or page.

10. Added Wordfence Security, the Number 1 security plugin to protect against spammers. Since I added it the Security blocked 379 attacks on the website. This is not unusual in the least. I am attaching 2 graphics at the end of this report which display stats since I added it, one of which shows the Total Attacks Blocked HOURLY by the Wordfence Network worldwide.

11. Added a Cookie Consent banner and Privacy Policy page which Google and Bing as well as most Social Media companies insist be made transparent to users. ***The EPSG may wish to review the Privacy Policy page, which is a generic template which I made minor alterations to.***

12. Created and centralized all Accounts information on an internal website page that only Administrators can view. This contains all login credentials and passwords so folks do not have to running around trying to get them.

13. Setup the previously installed backup plugin called Updraft Pus to backup the site every 2 weeks. All backups now go into the Google Drive account in a folder of the same name.

14. Implemented SEO (Search Engine Optimization) tools so the website will show near the top of relevant search results. A search for the term "edmonton queer seniors" on Bing had the EPSG site in second position. On Google it is currently in 11th position but will move up. A search on either for "edmonton pride seniors" has it in the FIRST position.

Public Website versus Private Members Area

1. The single most important thing in this section is this…. **The ONLY PAGE on the entire website that is protected with a password is the page called Members Area. Period!** Entering the password on that page only allows you to view the content on that page and does not apply to any other page. I have changed the page to now contain a link to a separate Members Area which has a separate menu.

   Disadvantage: No documents other than that One PAGE is protected. All other documents, files, etc all available to anyone WORLDWIDE if they have the minor skills needed to find them. (relatively easy)

2. SOLUTION ONE:
   Maintain the site as is but go through ALL 153 "members only" posts and either add a password to each page which would need to be entered each time you view a different page or set the page to "Private" which means it is not viewable publicly and can only be view by EPSG members with a login who is an *Administrator* or *Editor* status. Then all EPSG members would need to have an elevated login to the website in order to read the files from within the Wordpress system. They would also have access to all the complicated stuff too.

3. SOLUTION TWO:
Generate a separate Members Only website at https://members.epsg.ca (already done, it took 10 minutes to do basic setup). The setup accounts for all members and set the site as a Members Only site. There are plugins that can make this process easier and can provide limits on what different levels of members have access to.

Using tools already in the existing website I can easily EXPORT all files then IMPORT them into the Members Only website fairly easy. Some work would need to be done on both to make then functional but the end result is that you have one website that has all your files private and accessible and a second one which will be the focus of the Public information that will be coming as the project moves closer to reality.

<u>Google Drive</u>

1. I have removed the link to the Googel Drive that was put on a public page so anyone in THE WORLD can have access to ALL documents in the Drive…. Including Russian and Chinese Hackers.

2. Using the Google Drive for storing files is fine but putting it on the internet is dangerous and an open door to everyone in the group to be hacked as all email addresses and in some cases home addresses and phone numbers are available to **any hacker in the world** to use as they see fit.

3. SHARING files to the EPSG Google Drive does NOT actually put them in the EPSG Drive! It only mean that they are viewable from within the EPSG Google Drive Account.

   If someone SHARED files to the EPSG Drive then lost access to their own Google account or had it deleted then those files could be lost forever. Or if someone needed to clear their own Google Drive and deleted the SHARED files then they are also DELETED FROM THE EPSG DRIVE!

   Recently Laurie removed the "Share" on many folder and files. Fortunately Laurie was able to restore the "Share" and then I was able to download all the folders and files then upload them directly to the EPSG Google Dive account.

4. All the "shared" folders and files that I re-uploaded all now have the same original folder name with (1) at the end. I suggest that someone work with Laurie to ensure all (1) folders are a duplicate of the originals then Laurie can remove them from her personal Drive account freeing up her space.

5. I the EPSG Members Folder, all folders that end in "Updated" are ones I have processed. All Word files have been converted to PDF files and been renamed using a standard naming format that is based of the one started by Jan Schmitz. I suggest that a couple folks go through the folders to ensure everything is there then the old folders can be deleted.

6. Adopt a strategy of standardized naming. One of the biggest challenges was trying to figure out what document-1.doc was and when it was created and who created it and what it applied to. I

have already prepared a page that is accessible from the header within the back-end if the website which shows step-by-step hw to add minutes to the website and suggests MINUTES use a standard as follows:

yyyy-mm-dd-EPSG-Minutes.docx
or for Housing Comm.
yyyy-mm-dd-HDC-Minutes.docx

For other documents they should be saved with the title of the document. If several versions are going to exist then add a year (yyyy) at the beginning or it could be at the end but keep in mind long filenames may not show the last parts if they are too long. And EPSG does not have to be in the name. They are all EPSG for the most part. Save on file name length by leaving that out unless needed.

Computers file alpha-numerically. What this means is that it starts with spaces, special characters, etc, then numbers then alphabet letters. Even a space will move the position of a file.

Social Media

1. I was able to get Reed Larsen to finally grant me Admin status on the existing Facebook page. It then took another 7 days before I could do much as Facebook protocols says new Admin's wait 7 days before granted access to do some things on the page.

2. I have added Blair MacKinnon and Thais MacKee as Admin's to the Facebook PAGE. The Group should decide who else should have access as an Admin.

3. The Facebook PAGE was renamed the Edmonton Pride Seniors Group – OUR PAGE. It can be found in Facebook Pages. Why the rename? Because folks were looking in Facebook GROUPS for the PAGE – they are two different things.

4. I have created a Facebook GROUP and it is called Edmonton Pride Seniors Group – OUR GROUP

   Here is a quote from the Facebook Help Website explaining the difference.
   Pages
   You must have a profile to create a Page or help manage one. Pages are places on Facebook where artists, public figures, businesses, brands, organizations and nonprofits can connect with their fans or customers. When someone likes or follows a Page on Facebook, they can start seeing updates from that Page in their News Feed.

   Groups
   You must have a profile to create a group or help manage one. Groups are a place to communicate about shared interests with certain people. You can create a group for anything — your family reunion, your after-work sports team, your book club — and customize the group's privacy settings depending on who you want to be able to join and see the group. When you join a group on Facebook, you starting seeing content from that group in your News Feed.

Basically the difference is the **Page** is for the organization to post content and news. The **Group** is for followers and others to generate conversations around issues that pertain to the objective of the group.

5. I have created an Instagram account and linked it to the Facebook Page. @edmontonprideseniors

6. I have created a Twitter account as well @edmprideseniors
(they didn't allow as many letters so I had to shorten edmonton to edm)

HostPapa – the Hosting Account

1. Hostpapa.ca is the Hosting Provider. Of the website and Arthur Dyck paid for a 3 YEAR hosting package that expires January 08, 2024 ($323.64) His credit card was used and he received reimbursement from the group I believe.

2. The Domain Registration is also through Hostpapa and is done only annually with the epsg.ca domain expiring on January 08, 2022. It will need to be renewed at that time and Arthur Dyck has indicated he would prefer someone else offer their credit card for payment at that time.

3. Since I had access to the website and started organizing and creating all the posts, about 100+ ours worth so far, my spurts of activity doing mostly repetitive uploading, create document, upload, create document had become so routine I was going fairly quickly. This burst of activity triggered alarms within the Hostpapa systems as for brief moments I exceeded allowable resource limits. These triggers were followed up with emails from a Sales Rep. Emails were sent to Arthur Dyck's email address (its what's on file) addressed to Eric Storey (again what's on file) on the following dates:
June 21, 2021 08:28
June 21, 2021 22:56
June 24, 2021 15:12
June 28, 2021 15:26
July 1, 2021 03:30

Arthur Dyck forwarded them all to me July 1, 2021 at 15:48. I have replied to the Sales Rep sender and also called and left a voicemail. At this time I have not had a response (more on this in a minute)

The last email advises that HostPapa was going to suspend the account and shut down the website effective the week beginning July 5, 2021.

4. The cause of the spurts of activity was the rapid uploading of 153 files and creating another 153 pages to hold those files over the last few weeks. Their solution is increasing your plan to the next level which doubles the available resources and should prevent triggers from occurring. However once the site is fully updated there should not be a need for the additional resources.

BUT……

5. While reviewing their Tech Specs (see attached at the end of this part) I found one limit that is on ALL plans that is frankly absurd! In fact I have never seen this limitation with any other provider. (PS. It is the Inodes that we exceed)
In all the plans if you look at the "Email Attachment Size" you will see that ALL PLANS have the same amount – 10MB.
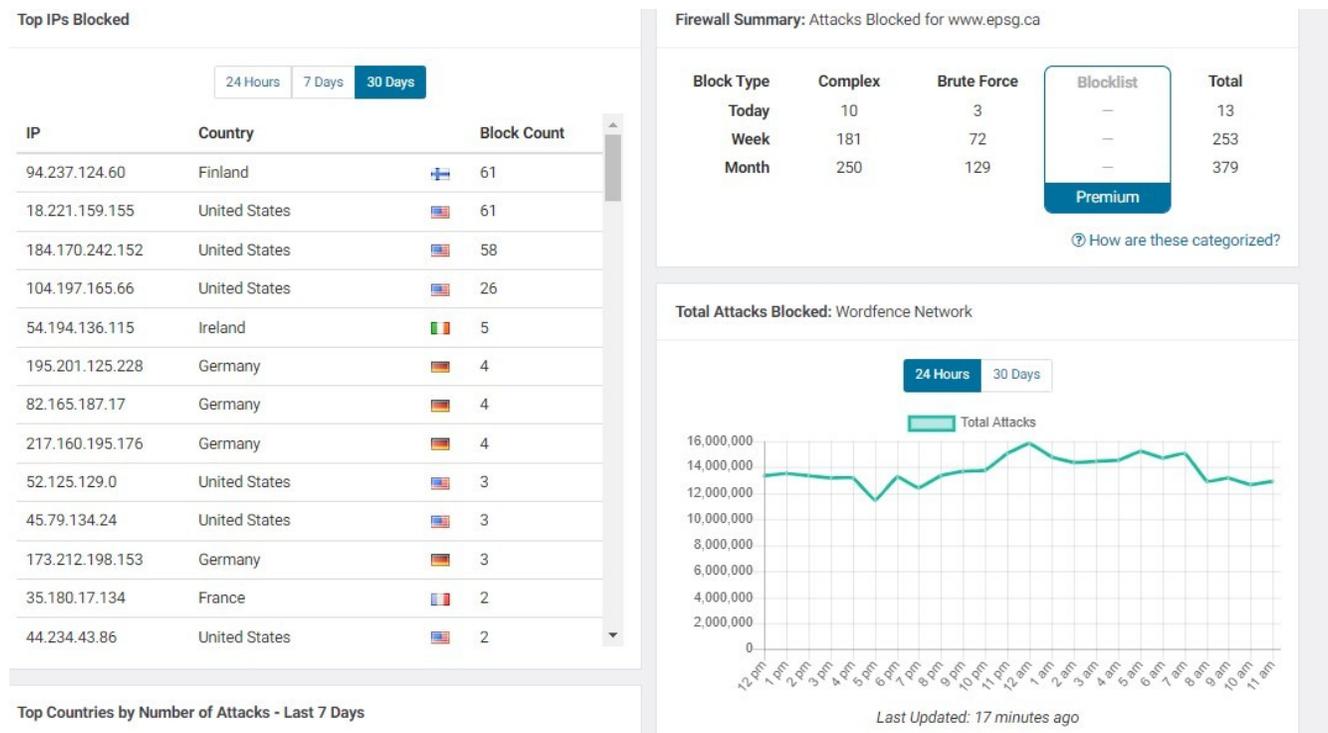
So today I took a picture with my Samsung S10 and looked at how big it was. The size was 5.10MB So any email sent through info@epsg.ca could only send **ONE PICTURE** except if you have anew Iphone 12 which Apple states the pic size in their new ProRAW format will be about 25MB. This means if you have an Iphone and want to send a pic on the epsg email account… well it will get rejected!!

Additionally the size of the Housing Feasibility Study is 12.9MB so you can not use the official EPSG email account to send it to anyone anytime anywhere on the HostPapa hosting system… ever!

I chatted with a HostPapa Tech Support on Friday and I have attached the transcript of that chat at the end.

Attachments:

Wordfence Security Stats for June

Top IPs Blocked

IP	Country		Block Count
94.237.124.60	Finland	🇫🇮	61
18.221.159.155	United States	🇺🇸	61
184.170.242.152	United States	🇺🇸	58
104.197.165.66	United States	🇺🇸	26
54.194.136.115	Ireland	🇮🇪	5
195.201.125.228	Germany	🇩🇪	4
82.165.187.17	Germany	🇩🇪	4
217.160.195.176	Germany	🇩🇪	4
52.125.129.0	United States	🇺🇸	3
45.79.134.24	United States	🇺🇸	3
173.212.198.153	Germany	🇩🇪	3
35.180.17.134	France	🇫🇷	2
44.234.43.86	United States	🇺🇸	2

Top Countries by Number of Attacks - Last 7 Days

Firewall Summary: Attacks Blocked for www.epsg.ca

Block Type	Complex	Brute Force	Blocklist	Total
Today	10	3	—	13
Week	181	72	—	253
Month	250	129	—	379

Premium

⑦ How are these categorized?

Total Attacks Blocked: Wordfence Network

Last Updated: 17 minutes ago

Top Countries by Number of Attacks - Last 7 Days

Country		Block Count
United States	🇺🇸	128
Finland	🇫🇮	61
Singapore	🇸🇬	49
Germany	🇩🇪	9
France	🇫🇷	2
Vietnam	🇻🇳	1
Ireland	🇮🇪	1
Thailand	🇹🇭	1
Panama	🇵🇦	1

HostPapa Plan Tech Specs:

Technical Limits:			
Plans	Starter	Business	Business Pro
Entry points	10	20	40
CPU cores	1 core	2 cores	4 cores
MySQL Usage	1 core MySQL	2 cores MySQL	4 cores MySQL
Memory per process	1024 MB	1024 MB	1024MB
I/O Usage	1024.0 KB/s	1024.0 KB/s	1024.0 KB/s
Inodes	150000	300000 inodes	450000 inodes
Minimum cron job interval	30 minutes	30 minutes	30 minutes
Database size	500 MB	1000 MB	2000 MB
Table size	250 MB	500 MB	1000 MB
Individual mailbox storage	500 MB	500 MB	1000 MB
Overall mailbox storage	5000 MB	5000 MB	10000 MB
Email sends per hour	250	250	250
Email attachment size	10 MB	10 MB	10 MB
IMAP connections	5	5	5

<u>Reviews From The Web</u>

💬 Reply

Benoit
2 years ago

Hostpapa is very poor web hosting service all around. I was told that my small web site was getting too many hits/visits, and that I was responsible for the crashing of the server (small massage therapist web site). Uploading of the site was always so slow. They proposed that I upgrade to a 1000$ account so I shopped around, and found great hosting service for cheaper, and no more hassle. I also asked them to disable automatic payment, which they did not do, and so they put through payment for domain name without my consent. Glad to be with a better hosting company now and will not look back.

💬 Reply

Post comment

Don
1 year ago

I was very pleased with HostPapa until I wasn't. On a site with extremely low traffic, a rogue search decided to aggressively index my site. Their response was to demand that I pay over $400 to upgrade to a high-performance host or they would suspend my account. I added filtering to block the known robots, and it happened again. This time they locked out my Cpanel and suspended all of my sites and demanded that I upgrade. There is no traffic, it is lucky that I had not moved my main business site over to them yet.

💬 Reply

Welcome to HostPapa

avatar
Jose R
Support Agent

How can we help today?
Technical Support
Name:
Ron Byers
E-mail:
crashcomputerrepair@gmail.com

Question:
On the plan we have are their limits to the size of attachments sent with emails?
Your Domain Name:
epsg.ca

Jose R 09:44
Thank you for contacting HostPapa! Just a moment while I review your request.

Hi Ron, how are you?

Ron Byers 09:44
I am good, thank you

Jose R 09:45
Glad to read that, for our shared hosting packages, the attachment limit is 10MB/email

Ron Byers 09:46
So that is not really big enough for a pic... correct?

Jose R 09:47
Depends on the picture. Some of them are lower than that 10 Mb

Ron Byers 09:48
So we are trying to send an important pdf that is 12.5 mb... will that be rejected?

Jose R 09:49
Yes, anything over 10 Mb will be rejected

Ron Byers 09:50
When I read the https://hostpapasupport.com/server-resource-usage-specification-chart/ document it seems all plans are the same. Is that correct?

Jose R 09:51
Yes, in all our shared hosting packages have the same limitation of 10 Mb

Ron Byers 09:52
Thank you for your response.... one further question...
I recently joind the non-profit group that has the website which had been dormant for the last 18 months in order to volunteer to update the website with important documents.
We revived an email from Hostpapa that has advised they will be suspending our account because of the momentary increase in usage doing the updates and adding website security.
What do we do now?

Jose R 09:55
I will need to check the case, but usually, over that ticket there is information about how to get this sorted. You can also try to run smaller updates instead, as sometimes, doing a lot of changes at the same time, can overload the resources in the server and cause problems

But I will need to check the account to see what's happeing

You can also reply to the email for further details

Ron Byers 09:55
Please

I have replied and left a voicemail but no response yet

Do you need any information from me to check the account?

Jose R 09:56
Yes, the domain or account number so I can check on it

Ron Byers 09:57
epsg.ca

Jose R 09:58
CPU resources limit was reached for your site
You have reached the entry processes (the number of simultaneously running php and cgi scripts, as well as cron jobs and shell sessions) limit 5 times
Those are the limits reached

It could be due to the same, perhaps you have a plugin running a cronjob or wordpress cron running and that's hitting the limit

We don't have the details of which plugin is, but if you have been updating your site, should be related to that

Ron Byers 10:00
I did add wordfence, which as you know is one of the best security plugins for protecting websites and does run cron jobs regularly.

But over the last two weeks I uploaded about 150 pdf files and created the same number of posts so the the website has the information the community group wanted accessible, we are close to being finished but getting suspended because fo this does not help
.
Jose R 10:02
If you replied, my colleague Galin should be able to check on this. I will ask him to follow up with you.

Ron Byers 10:02
How can we finish the work and not be shut down?

Jose R 10:03
And in regards of the upload, try to divide it, instead of uploading 10 or more files at the same time reduce the among of files per hour just to give you an example

Ron Byers 10:04
Ok, I thank you for your help Jose. If there is anything you can do to hold any suspension off until we can communicate with Galin that would be appreciated.

Jose R 10:05
I will submit the request for him to follow up

Ron Byers 10:05
I need a copy of this session to present at our monthly meeting on Monday to discuss this important information and the future of our account.

Jose R 10:06
There is an option to send you the chat transcript in our chat options if you need it

Ron Byers 10:06
Ok, thank you. I appreciate your help today Jose. You answered my questions expertly. Cheers!