Getting Help

Solve your mod_perl problems: with the help of the
mod_perl mailing lists, a mod_perl training company or a
commercial support company. Find an ISP providing
mod_perl services.

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mod_perl is an open source project and is very successfully supported by its users and developers community. Most of the questions are answered on the mailing lists.

If you want to report a problem, please read the according section in the mod_perl 1.x User Guide or in the mod_perl 2.x User Guide, depending on what version you are using.

You can learn mod_perl by yourself through reading its documentation or the various books, by attending the technology conferences or inviting a commercial training.

If however you need a commercial level support, the following companies are available for mod_perl contracts and support.

The following ISPs claim to support mod_perl.

If you are looking for a mod_perl job or someone to do the job for you, the jobs page is for you.

- 1. Mailing lists
     The best place to get help with mod_perl is through the mailing lists supported by users.

- 2. mod_perl training
     The companies providing professional mod_perl training

- 3. Commercial Support
     If you need a solution the discussion lists cannot provide, or simply need quicker turnaround, consider commercial support

- 4. mod_perl hosting / ISPs Supporting mod_perl
     Information about mod_perl hosting an ISP supporting mod_perl

- 5. IRC Channel for mod_perl
     If you want to get some help with mod_perl, or just want to discuss mod_perl-related things, you might want to check out the mod_perl IRC channel.

- 6. perl.apache.org Site Help
     This document helps to solve problems you may encounter while using perl.apache.org.

1   mod_perl training

If you are interested in hiring someone to do mod_perl training, please refer to one of the individuals or companies mentioned on this page.

If your company provides mod_perl training and you would like to be listed on this page, please send email to the users mailing list.

1.0.1 World-Wide

- Cooper McGregor. Contact: training@coopermcgregor.com
- Lerner Communications Consulting. Contact: reuven@lerner.co.il
- Mod Perl Development. Contact: mire@modperldev.com

1.0.2 Taiwan

- . OurInternet, Inc Contact: members@ourinet.com

1.0.3 UK

- GBdirect: mod_perl/Linux and mod_perl/Apache. Based in UK, with training in Europe and North America. Contact: training@gbdirect.co.uk.

2   Commercial Support

If you need a solution the discussion lists cannot provide, or simply need quicker turnaround, commercial support for mod_perl is available from the following companies:

If your company provides commercial mod_perl support and you would like to be listed on this page, please send email to the modperl mailing list.

- Covalent Technologies

3   mod_perl hosting / ISPs Supporting mod_perl

3.0.1 ISPs Supporting mod_perl

If you'd like to list an ISP supporting mod_perl here, please send a name, geographic location, url, contact email address and what you specialize in to Ask Bjørn Hansen.

The ISPs listed here are providing mod_perl support in various forms. This list is of course incomplete.

If you want your own dedicated box, you have many more options, since most ISPs provide co-location services.

It's possible that you may hire a service located in a different country if it suits your needs the best.

3.0.2 Australia

- www.motd.com (markc@motd.com)
- Make-Tracks

3.0.3 Belgium

- VirgoPlus (contact@virgoplus.com)

3.0.4 Canada

- Gossamer Threads, (info@gossamer-threads.com), Vancouver, BC
- UpNIX, Calgary, Alberta
- NetKnow.ca
- BareMetal.com
- hub.org networking services

3.0.5 Denmark

- Netcetera, Copenhagen (info@netcetera.dk)
- Enavn.dk, Næstved (info@enavn.dk)

3.0.6 Germany

- ECOS (info@ecos.de)
- ICONSULT (info@iconsult.com)
- dev/consulting GmbH
- BSB-Software GmbH, Frankfurt

3.0.7 Norway

- DataGuard (post@dataguard.no)

3.0.8 New Zealand

- OXXus.net (hosting@oxxus.net)

3.0.9 Switzerland

- Simplicity GmbhH, Basel (info@itassistance.ch and more details)

3.0.10 Taiwan

- OneWay Information Services, Taiwan

3.0.11 The Netherlands

- Maverik Enterprises

3.0.12 The Russian Federation

- usonyx - HSPs, selling VPS based on Virtuozzo(tm) VPS technology and HSPcomplete hosting automation solution.
- Zenon, Moscow

3.0.13 Singapore

- usonyx - HSPs, selling VPS based on Virtuozzo(tm) VPS technology and HSPcomplete hosting automation solution.

3.0.14 UK

- www.bytemark-hosting.co.uk offers virtual server solutions
- firstserv.com
- A.L. Digital Ltd. (techinfo@aldigital.co.uk)
- Highpoint Communications, London, UK based internet company that offers amongst other things, mod_perl integration for client web sites

3.0.15 USA

- SysTame Internet Services, (hosting@sysTame.com), Orlando, FL USA
- pair Networks, Inc, (info@pair.com), Pittsburgh, PA, USA
- FastNetworks.us, (sales@fastnetworks.us), Portland, Oregon
- Ellensburg Internet Connection, Ellensburg, Washington
- www.modperlhosting.com (MK Computer Associates), Manahawkin, NJ
- mediatemple.net, Los Angeles, CA
- usonyx - HSPs, selling VPS based on Virtuozzo(tm) VPS technology and HSPcomplete hosting automation solution.
- Remarkable Hosting, Henderson, NV
- AlterCom, Mobile, AL & St. Clair Shores, MI.
- RootRoute
- Secure Level, Cincinnati, Oh
- Netmode, Ruidoso, NM
- HostPro, a few data centers around USA.
- BC Publishing, Inc, Columbus, Ohio
- Kattare Internet Services, Corvallis, Oregon (support@kattare.com) - MySQL, PHP, mod_perl based ASP
- The WorldServer, San Francisco, CA
- The Speakeasy Cafe, Seattle, WA (brett@speakeasy.org)
- Micro P.C.'s, Eugene, OR
- Two Radical Technologies, Inc, Centreville, VA (rad@2rad.net)
- Onehost, Inc., Fairfield, IA, (support@onehost.net)
- Superb Internet Corp., (info@superb.net)
- Internet Alaska, Anchorage, Alaska, (webmaster@alaska.net)
- Greatland Internet Services, Inc., Anchorage, Alaska.
- AiNET, U.S., Hong Kong, Tokyo and London.
- Adgrafix, Inc. (dhauser@adgrafix.com)
- LakerNet, Ft. Lauderdale, Florida (admin@laker.net)
- DataRealm Internet Services, LLC, Philadelphia, PA
- Avatar Internet Solutions
- Icon CMT, Corp.
- Minerva Network Systems, Inc. ,Chantilly, VA (info@Minerva.net)
- Planet Systems Network of America, Inc.
- Vision Imaging Communications, Sunnyvale, CA

4   IRC Channel for mod_perl

4.1 Description

If you want to get some help with mod_perl, or just want to discuss mod_perl-related things, you might want to check out the mod_perl IRC channel.

4.2 The IRC Channel

Although there is nothing "official" about it, mod_perl people usually hang out on the *irc.perl.org* or *irc.rhizomatic.net* IRC servers (on port 6667), in the channel *#modperl*.

You might also want to check in at the *#axkit-dahut* channel where many mod_perl people hang out for non-serious talk, and the *#axkit* channel for AxKit related talk. See http://axkit.org/irclog.xml for more info.

5   perl.apache.org Site Help

5.1 Description

This document helps to solve problems you may encounter while using perl.apache.org.

5.2 FAQ

Please read this FAQ first.

5.2.1 Q. The site looks very bad/unusable in the browser that I use.

A. The site was developed using the open standards: HTML 4.01 and CSS 2.0. Any browser that follows these two standards shouldn't have a problem to properly render this site. If you are using some very old browser, you should upgrade it.

Text-only browsers are definitely supported.

If you are using a latest stable browser and you still have a problem, please contact the docs-dev mailing list. Please post to the list a snapshot of the what seems to be looking bad and/or unusable along with the name and version of the browser and the platform you are running it on. Preferably upload the snapshot somewhere and post the URL to the location of the shapshot, especially if the snapshot is of a big size.

5.2.2 Q. Fonts are too small/unreadable.

This is a known problem with Internet Explorer, which comes shipped with its Font setting to *Smaller*. You'll have to set it to *Medium* unless you have extremely good eyes, which can be done by going to `View -> Text Size` and selecting *Medium*.

5.2.3 Q. I cannot read the PDF version of the documents

A. The PDF files require a browser plugin or standalone PDF reader to be read: You can get the Adobe Acrobat Reader for many different platforms from their website: http://www.adobe.com/products/acrobat/readstep2.html .

5.2.4 Q. How the site search works

A. The search page reachable from the menu includes a complete usage documentation. But here is a short description:

In the menu on the left there is a search widget which can search the current subset of documents, or the whole site. For example if you are reading one of the documents in the mod_perl developers guide the search will return hits within this document subset. If you are searching at the root of all documentation, all documentation subsets will be searched. And finally if you search at the root of the site, the whole site will be searched. This widget is not intended to replace the *Find in the current document* feature implemented in most web browsers.

The *dedicated search page* provides a more flexible search options, including the explanation of these options.

5.2.5 Q. The pages take too long to download!

A. Yes, we have a lot of documentation. That is definitely a good thing. But, for example, the guide alone takes 735 pages in PDF format, so you might be overwhelmed by the size of the files if you're downloading them each time from the net. In that case, we suggest that you download the sources, build the documentation and read it off your hard disk.

Another idea to make it load faster is to adjust your browser's caching. By caching the pages, you might not have to download them each time.

5.2.6 Q. Why isn't your site running mod_perl?

A. 99% of this site is comprised of a static content, so it doesn't make sense to run mod_perl to serve it. You can see mod_perl in action here.

5.2.7 Q. I can't send an e-mail to the author/maintainer!

To reduce spam problems for our authors, we use a pretty simplistic email-address-hiding system which consists of replacing the @ character with (at). To send an e-mail, just change it back.

5.2.8 Q. What is all this about Authors and Maintainers?

It's quite simple. As many sections of our site are documents which have been written by individuals, we like to credit our authors and guide you to the person to contact. The authors are the original authors of a document or someone who has contributed big sections of it, but might not be available to contact anymore. In any case, the person listed as a *Maintainer* should be contacted with any changes or remarks (you can also CC the documentation mailing list). See the download documentation section about information on submitting patches. If in doubt, contact the documentation mailing list.

However, **do not** email the maintainer with general questions, even if they are related to the material in the doc they maintain, but always ask at the modperl user list. While we make e-mail addresses available, that doesn't mean you should just hope for them to answer any questions you might think they have the answer to. If you need help, ask your question at the mailing list. Otherwise you run a very high risk of your e-mail just being deleted immediately without ever being answered. All questions are usually answered at the list, so don't worry about asking there.

The rule is:

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If you feel you can help out a document, contact the Maintainer.

If you don't understand something or need help, contact the mailing
list.
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Remember that, and you'll be fine.

5.3 Contact Info

If you've read the FAQ and you still have a problem, please email docs-dev (at) perl.apache.org and supply as much information as possible to help us solve your problem.

5.4 How this site was created

The site is automatically generated from a collection of HTML and POD files, using Perl DocSet Framework available from CPAN, which in turn is based on Template Toolkit.

If you are interested in downloading the site sources, please see the relevant section.

mod_perl logo   Valid HTML 4.01   Valid CSS   powered by Template::Toolkit

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