Customer Control Panel User Guide

Version 2.2

CUSTOMER CONTROL PANEL USER GUIDE

About the Customer Control Panel

The Customer Control Panel is an administrative web-based tool that is used to quickly and easily administer you shared hosting account with the click of a button.

Features and Descriptions

PLEASE NOTE: Some of the following features may not be available when you log into the Customer Control Panel.

Feature	Description
System Monitor	- Displays the current account plan and all details pertaining to account usage.
Account Manager	- Allows you to modify your contact information without having to call customer support - Edit and save your account password used to access the Control Panel.
E-commerce	- Easy access via a URL to the Miva Shopping Cart
FTP Manager	- Allows users to add, delete and modify FTP account logins to their web site.
Site Protector	- Supports the ability to create multiple web login accounts, and assign permission rights to multiple web directories.
Site Stats	- Access via a URL to your web site statistic reports
Account Options	- Create domain pointers or SSL accounts - Enable / Disable FrontPage
Database Manager	- Ability to add MS Access, MSSQL, MySQL databases
Media Center	- Create accounts for Real Audio / Video and Windows Media streaming services
Script Resources	- URL links to several popular CGI script resource web sites.

Error, Warning and Success Notifications

As you navigate through the Control Panel and add, delete or modify items you will be presented with a variety of notifications indicating whether you have made an error, were successful or if there is a warning.

If you have made a modification and it was saved successfully you will be presented with a success notification similar to the ones below.

SUCCESS
Your information has been saved.

If a feature is not included in your hosting package, and you attempt to configure it within the Control Panel, you will get a warning message similar to the ones below.

WARNING
Your package does not have this option configured.

or

WARNING
Your account does not have this feature enabled.

If you attempt to add a feature, but have already reached the limit for that particular feature (ie. Domain pointers), a warning message similar to the one below is displayed.

WARNING
Your Domain Pointer limit has been reached.

If a mistake is made while attempting to perform a function, the following error notification, similar to the one below, is displayed.

ERROR
Please note the following:
● A duplicate POP account already exists. Please enter a different username.

Feature Provisioning

Timing/Update Rates

One of the features of the CCP is the ability to enable and/or provision certain features; for example, streaming media, databases, email accounts etc. Provisioning requests take approximately 20 minutes to become active on the servers, with the exception of domain pointers, which take approximately 72 hours.   Provisioning emails are sent within 20 minutes of the request being provisioned.

Automated Emails Sent to You

When enabling certain features in the Control Panel, additional setup information is sent to you by email. For example, when setting up a Real Media account, the IP address to FTP your media files to the server is sent to you by email after enabling Real Media in the control paenl.

Setup emails are sent for the following features:

- Miva Merchant
- SureFire Payment gateway
- MS SQL
- My SQL
- MS Access
- Real Media
- Windows Media
- Java Servlets
- SSL Shared Accounts

Accessing the Customer Control Panel

The Control Panel is available for all UNIX and NT accounts, and can be accessed via most web browsers. Please refer to your setup instructions for the URL to the Control Panel.

Logging In

Upon entering the appropriate URL and hitting enter you will be presented with the following pop up login box. The Control Panel will request the user's login and password via a pop-up box.

Control Panel Login

Please enter your username and password to login to the control panel.

Username: _____

Password: _____

☐ Use secure connection (SSL)

Forgot Your Password?

login>

Steps:
1. Enter your user ID in the Login field.
2. Enter your Password
3. Click the **Login** button

The Customer Control Panels appears and you can begin your session.

Logging out of the Customer Control Panel closes the panel and secures your environment ensuring that unauthorized access from your computer does not occur.

To log off the Customer Control Panel, simply click the Logout link on the bottom left corner of the window.

Lost Password Retrieval

The lost password feature would allow you to retrieve your set-up instructions by selecting the 'lost password' link from the Customer Control Panel login window. This will automatically generate and resend the setup instructions to you by email.

Control Panel Login

Please enter your username and password to login to the control panel.

Username: [   ]

Password: [   ]

☐ Use secure connection (SSL)

Forgot Your Password?

[login>]

Upon selecting the 'Forgot Your Password' link from the login window, the following screen below is shown. Enter the domain name (do not enter www.), and username of the account you wish to retrieve your set-up instructions.

Retrieve Password

Please enter the domain name and username for your account. The username must match the primary username we have on record.

Domain Name: [   ]

Example: mydomain.com (do not enter www.)

Username: [   ]

[submit>]

Upon entering a valid domain name and username, your set-up instructions will be resent to you within 20 mins. This email will be sent to the email account you provided when you first opened the account. If this email account is no longer valid, please contact support to update this information.

Control Panel Encryption (SSL)

Secure Sockets Layer (SSL), is a standard security protocol for creating an encrypted link between a web server and a browser. This secure link ensures that all data passed between the web server and the browser remains private. SSL will be used to encrypt the Customer Control Panel session using a 128-bit certificate, starting from the login window and ending when the logoff button is selected – or when the browser window is closed.

You will have the ability to login with no SSL encryption if you are using a browser that does not support 128-bit certificates.

Browser Support for 128-bit certificates

Although most browsers support 128-bit certificates, there are some older browsers which do not. The table below shows the various versions of browser support for 128-bit Secure SSL Certificates.

Browser	Platform	Support Level
Netscape Navigator 4.0 and higher	All platforms	Fully supported
Microsoft Internet Explorer 4.x and higher	Windows 95, NT 4.0, Windows 3.1, NT 3.51	Fully supported
Microsoft Internet Explorer 3.02	Windows NT 4.0 SP3 and higher, Windows 3.1	Fully supported
Microsoft Internet Explorer 3.02 (4.70.1310)	Windows 95	Fully supported
Microsoft Internet Explorer 3.02 (4.70.1300)	Windows 95	Fully supported
Windows 95, NT 4.0, Windows 3.1, NT 3.51	Windows NT 4.0 SP3 and higher, Windows 3.1	Supported with root update
Microsoft Internet Explorer 3.0 (4.70.1158)	Windows 95	Unsupported
Netscape Navigator 2.x and 3.x	All platforms	Supported with certificate update
AOL Browser 4.0	Windows 95, NT 4.0, Windows 3.1, NT 3.51	Fully supported
AOL Browser 3.0	Windows 95, NT 4.0 SP3, Windows 3.1 (IE3.02a.2916)	Fully supported
WebTV Classic and Plus 1.4 and higher		Fully supported
Opera 3.x and higher	Windows 3.1, Windows95	Fully supported

Microsoft FrontPage 2000	All platforms	Fully supported
Netscape Navigator 1.x and lower	All platforms	Unsupported
Microsoft Internet Explorer 3.0	Macintosh, Windows 3.1	Unsupported
Microsoft Internet Explorer 2.0	All platforms	Unsupported

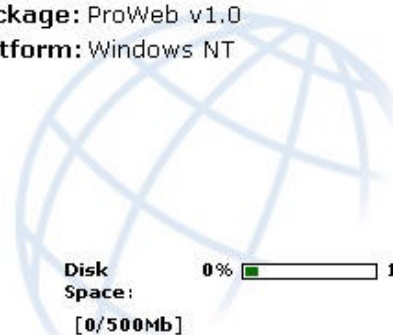# Customer Control Panel – Main Page

Links to all → options available within the Control Panel

*Some options may not be available in your Control Panel

Home page

system monitor ▷
account manager ▷
e-mail center ▷
ecommerce ▷
FTP manager ▷
site protector ▷
site stats ▷
account options ▷
database manager ▷
media center ▷
script resources ▷
log out ▷

Domain: stroonzo.com
Package: ProWeb v1.0
Platform: Windows NT

Disk Space: 0% ▣ 100% Buy More
  [0/500Mb]

Bandwidth: 0% ▢ 100%
  [0/0Mb]

Links to important web sites & points of interest

○ Contact Us

○ Technical Support

○ Web Hosting FAQ

System Monitor

System Monitor allows you to keep an eye on your account limits. It provides you with up to date information on what features you have access to and what is still available to use.

When you click on the System Monitor link on the left hand pane of the screen you will be presented with the following screen.

Indicates the total number used.

Indicates the total number available.

Account Manager

The Account Manager allows you to manage the Customer Control Panel login password, personal profile, including email address, name and phone number and provides you with an up to date listing of the package that you are hosted on, and any a la carte options you have requested.

When you click on the Account Manager link on the left hand pane of the screen you will be presented with the following screen.

Personal Profile

The Personal Profile allows you to manage your personal profile. When you click on the Personal Profile link within the Account Manager section you will be presented with the following screen.

Steps:
1. Enter the correct email address. All feature setup emails will be forwarded to this email address. This email address will automatically be filled in according to what was given to us during your initial account setup.
2. Enter the title and all appropriate contact information, hitting the tab key to move between fields.

3. When all appropriate information is entered click on the Update Profile button.

You will be presented with the following success notification when the information has been saved.

Panel Logins

The Panel Logins allows you to modify the login password for the Customer Control Panel. The main user password should be kept very secure and in the hands of only trusted sources.

When you click on the Panel Login link within the Account Manager section you will be presented with the following screen.
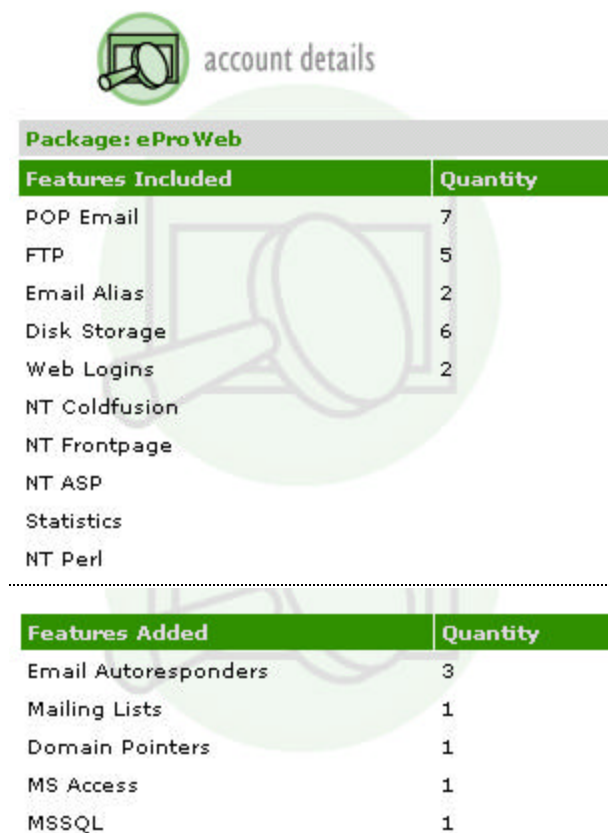

Steps:
1. Enter a new password in the Change Password field. The new password must be alphanumeric and a minimum of 6 and a maximum of 8 characters.
2. Re-enter the same password in the Confirm Password field.
3. Click on the Update Login Password button.

Note: A change of the Panel Login will also modify the main FTP login password.

Account Details

The Account Details section provides you with an up to date listing of the hosting package you have selected and the account limits associated with that package. It also lists any a la carte items you requested; over and above what is included in the package.

When you click on the Account Details link within the Account Manager you will be presented with the following screen.

Package: eProWeb

Features Included	Quantity
POP Email	7
FTP	5
Email Alias	2
Disk Storage	6
Web Logins	2
NT Coldfusion	
NT Frontpage	
NT ASP	
Statistics	
NT Perl	

Features Added	Quantity
Email Autoresponders	3
Mailing Lists	1
Domain Pointers	1
MS Access	1
MSSQL	1

E-Commerce

The E-commerce link provides easy access to the Shopping Cart (provided by Miva). If you have selected an e-commerce package you will have access to the e-commerce features of the Control Panel.

With an e-commerce account, you will have access to templates for building virtual storefronts or online catalogs, and will be provided the functionality for creating customized electronic "shopping carts," taking and filling customer orders, and providing tools for tracking and managing inventory.

By clicking on the e-commerce link you will be presented with the following screen.

If your hosting package does not include e-commerce functionality, the following notifications will appear when selecting any of the e-commerce links:

Your account does not have Miva Merchant installed.

Miva Shopping Cart

When you click on the 'Shopping Cart' link you will be presented with the following screen.

When you click on the 'Proceed' button another browser window will automatically open up that will take you to a Miva Merchant Control Panel.

For more information regarding Miva Shopping Carts, see the **E-Commerce Shopping Carts section of this guide.**

Note: Prior to creating a shopping cart you will be instructed to Enable SSL.

FTP Manager

File Transfer Protocol (FTP), a standard Internet protocol, is the simplest way to exchange files between computers on the Internet. Like the Hypertext Transfer Protocol (HTTP), which transfers displayable Web pages and related files, and the Simple Mail Transfer Protocol (SMTP), which transfers e-mail, FTP is an application protocol that uses the Internet's TCP/IP protocols. FTP is commonly used to transfer Web page files from their creator to the computer that acts as their server for everyone on the Internet. It's also commonly used to download programs and other files to your computer from other servers.
As a user, you can use FTP with a simple command line interface (for example, from the Windows MS-DOS Prompt window) or with a commercial program that offers a graphical user interface. Your Web browser can also make FTP requests to download programs you select from a Web page. Using FTP, you can also update (delete, rename, move, and copy) files at a server. You need to logon to an FTP server.

In order to logon to the FTP server you will need to have a user name and password created, you can create these using the FTP Manager.

> The number of FTP Accounts is limited by your hosting package, and is outlined under the System Monitor section of the Control Panel.
>
> Once added, FTP Accounts are not immediately available. It takes at least 15 minutes for the system to process the account and make it active.
>
> Catch all account names are limited to 8 characters and must be limited to letters, numbers, or a – (dash) or . (dot) or _ (underscore). Other special characters cannot be used for mail accounts.
>
> The username created here will be only one part of the username used to login via FTP. The username will be the 8 character username plus %domainname.
> Ie. if I create a username of webmaster the login id will be
> webmaste%domainname.com

When you click on the **FTP Manager** link on the left pane of the Customer Control Panel you will be presented with the following page.

Manage FTP Accounts

Within the Manage FTP Accounts section you are able to add, modify or delete FTP accounts.

By clicking on the Manage FTP Accounts link you will be presented with the following screen.

From here you have two options; to add a new FTP account or to modify or delete an existing one.

Adding an FTP User Account

Click on the 'Add FTP Account' button from within the Manage FTP Accounts section and you will be presented with the following screen. (The below example is for an NT account, Unix will be similar, with less fields to fill in.)

Steps:
1. Enter the username in the 'username' field. A username should be a minimum of 2 to a maximum of 8 characters in length and can only be in lower case, alphanumeric characters without any spaces.
2. Enter a password in the 'password' field. The password should be a minimum of 3 to a maximum of 12 characters.
3. Reenter the same password in the Confirm Password field.
4. Optional: Enter the path to which this user may transfer files to and from. By not entering anything, you are granting this user access to the root directory, which is full access to the entire web site with no restrictions. If you wish to restrict access, you may enter a directory in this field. This user will not able to transfer files to and from anywhere on the site, except to the specific directory listed.

The following steps only apply to NT accounts.
5. Select the permissions that you would like to have associated with this FTP user.
       a. File permissions

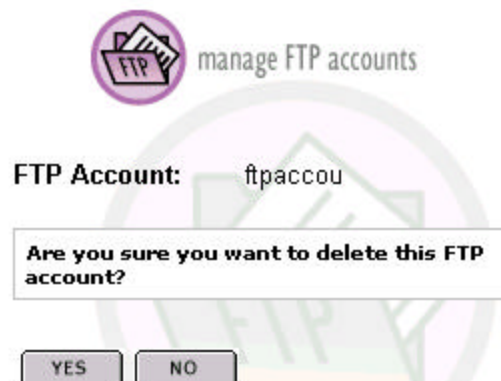| Field	Description
Read	Grants the FTP user the rights to read files.
Write	Grants the FTP user the rights to write to files.
Append	Grants the FTP user the rights to append (add) to files.
Delete	Grants the FTP user the rights to delete files.

       b. Directory permissions

Field	Description
List	Grants the FTP user the rights to view the list of files in the directory.
Remove	Grants the FTP user the rights to remove directories.
Make	Grants the FTP user the rights to make (create) directories.
Inherit	Every subdirectory below will inherit these permissions.

Deleting an FTP User

You can delete an FTP user by clicking on the Delete button from within the Manage FTP Accounts section.

You will see that there is no option to delete the main user account that was generated by the system, the only option is to modify it.

When you click on the 'Delete' button you will be presented with the following screen.

Steps:
1. Confirm that you want to delete this FTP user. Once you delete them they will no longer be able to access this site via FTP.

> a. If no, click on the 'No' button and the user will not be deleted.
2. If yes, click on 'Yes' and the user will be deleted.

SUCCESS
Your FTP account has been deleted.

Site Builder

Site Builder is a complete browser-based web site building solution, powered by Trellix. With Site Builder you have the ability to create rich and distinctive web sites without the need to learn HTML or other web site creation languages. And Site Builder works right on the web so there is no software to download.

First start by selecting the "site builder" link in the Control Panel. The following screen will appear:

By clicking on "Proceed" button a new page will come up, from here you can start off on their journey to build a brochure ready website for the Web.

For more information on Site Builder, please refer to the Appendix on Site Builder.

Site Protector

Site Protector is a feature that allows you to protect the contents of your site. If the web site owner wants to control viewing access to their site they can password protect the entire site or specific directories on their site. When a user tries to visit the site or a directory on that site they will be prompted to enter a user name and password. That user name and password can be created within the Site Protector section of the Customer Control Panel as can the directories that are to be password protected.

Good criteria when choosing a password or setting up password guidelines include the following:

Don't pick a password that someone can easily guess if they know who you are (for example, not your Social Security number, birthday, or maiden name)

Don't pick a word that can be found in the dictionary (since there are programs that can rapidly try every word in the dictionary!)

Don't pick a word that is currently newsworthy

Don't pick a password that is similar to your previous password

Do pick a mixture of letters and at least one number

Do pick a word that you can easily remember

When you click on the **Site Protector** link on the left pane of the Customer Control Panel you will be presented with the following page.
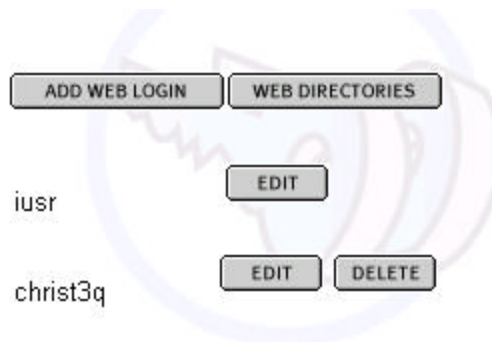

When using this feature the customer needs to:
1. create the directory to be protected (assign permissions for NT)
2. create the web login
3. edit the web login directory logins

Creating Web Directories/Logins

Click on the 'web directories' or 'web logins' link and you will be presented with the following screen.

There are two options, to add web directories and to create web logins.

Adding NT Web Directories

Steps:
1. Enter a unique directory name in the Directory Name field, be sure to put the / before the directory name.
2. Select one of the radial buttons to the left of the access you would like to grant.

Field	Description
Anonymous	Grants anyone browse access to this directory. There is no need for a user name and password to view this.
Password Protected	Password protects this directory. The user will be prompted for a user name and a password when

	they attempt to access this directory from the browser.

3. Select the check box to the left of the permissions that you would like the user to have. These permission will act in conjunction with the radial button selected above. Meaning, the end user may or may not require a password to perform specific actions, depending on which option was selected.

Field	Description
Auth NT Lan Manager	Encrypted passwords. Invisible to the end user, by selecting this option any passwords used to enter password protected directories will be encrypted. This is preferred unless it is not available in the country of origin.
Auth Basic	Non-encrypted passwords. Invisible to the end user, by selecting this option any passwords used to enter password protected directories will not be encrypted.
Access Write	Enables users to write to a directory.
Directory Browse	Enables users to browse files in a directory if an html page was not created.

4. Click 'Add Web Directory'

You will see the following success notification when the directory has been added and your directory will be listed at the bottom of the page.

SUCCESS
Your Web Directory has been created.

Adding NT Web Logins

With NT there will always be a default "iusr" web login created that is editable but cannot deleted. The iusr is the Anonymous Internet User" account, this is what a default web request would use.

Add the following Web Login:

Username:

Password:

ADD WEB LOGIN

BACK

Steps
1. Enter a unique username and password for the weblogin.
2. Click on the "Add Web Login" button. You will be presented with the following screen:

Select	Directory	Permission
O	/	No Access
⊙	/testing	No Access

EDIT DIRECTORY PERMISSIONS

BACK

3. Select the radial button to the left of the directory that you wish to edit directory permissions for.
4. Click on the "Edit Directory Permissions" button. You will be presented with the following screen.

Web Login: ntlogin
Directory:/testing

⊙ No Access   O Full   O Change O Read

UPDATE DIRECTORY PERMISSIONS
BACK

5. Click on the appropriate radial button and click on the "Update Directory Permissions" button.

Field	Description
No Access	Gives no access to users.
Full	Allows those logging into the directory with full permissions.
Change	Allows those logging into the directory with change permissions.
Read	Allows those logging into the directory with read only permissions.

Adding Unix Web Directories

Directory Name: /test

ADD WEB DIRECTORY

BACK

Steps:
1. Enter a unique directory name in the Directory Name field, be sure to put the / before the directory name.
2. Click on the "Add Web Directory" button.

Adding Unix Web Logins

web logins

Add the following Web Login:
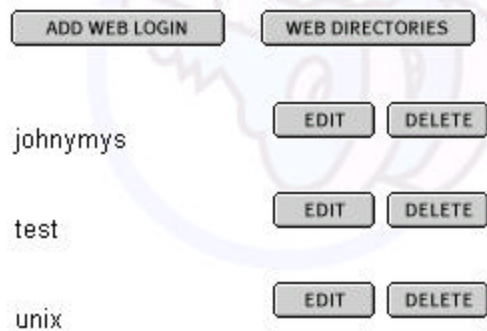
Username:

Password:

Confirm Password:

ADD WEB LOGIN

Steps:
1. Enter a unique username and password.
2. Reenter the same password in the Confirm Password field
3. Click on "Add Web Login" You will be presented with the following screen.
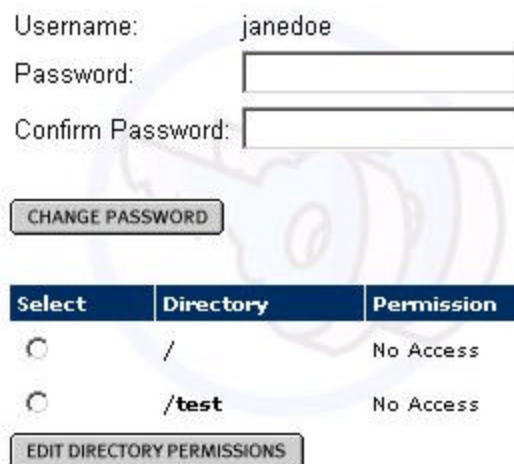
ADD WEB LOGIN   WEB DIRECTORIES

johnymys   EDIT   DELETE

test   EDIT   DELETE

                                  EDIT   DELETE
unix

4. To modify the directory access of this username and password click on edit and you will be presented with the following screen.

Username: janedoe

Password:

Confirm Password:

CHANGE PASSWORD

Select	Directory	Permission
○	/	No Access
○	/test	No Access

EDIT DIRECTORY PERMISSIONS

5. Select the radial button to the left of the directory that you want to grant this user access to. Click on the "edit directory permissions" button and you will be presented with the next screen.

Web Login: test
Directory: /test

◉ No Access   ○ Grant Access

UPDATE DIRECTORY PERMISSIONS

BACK

6. Select the appropriate radial button and click on "update directory permissions".

Field	Description
No Access	Does not give any access to users.
Grant Access	Allows those logging in with full access.

Site Stats

The Site Stats section provides a link for you to view your web site statistics. Web traffic analysis software that takes raw data from web server log files and presents useful reports on visitor behavior, referring sites, demographics, and much more.

Statistics are detailed and in-depth, and presented in an organized and concise tabular format with full-color graphs. The emphasis is on making information easy-to-interpret and readily accessible by small businesses and webmasters. The site statistics section displays the statistics for the site.

By clicking on the underlined link the customer will be presented with a new window, displaying their graphical statistics.

NT statistics are compiled by a software called Webtrends. They are updated every seven days and the log files are purged every 30 days.

Unix statistics are compiled by a software called Webalizer. They are updated every day and the log files are purged every day.

Click on the **Site Stats** link and you will be presented with the following screen.

site stats

Your website statistics are generated daily and are available at:

http://ineedtraining.com/stats

Steps:
1. Click on the link.
2. You will be automatically linked to your statistics.
3. A login window will prompt you for a user name & password. Enter the same user name & password you use to access your Control Panel.

Database Manager

The Database Manager provides you with the ability to create and manage your own data source names for your databases.

There are three different databases available through this feature. With NT, you may have access to MSAccess and MSSQL depending on your hosting package. With Unix, you will have access to MySQL.

If when clicking on a specific database name, and the following warning message is displayed below, it means this database is not included as a feature in your hosting package.

WARNING

Your package does not have this option configured.

Clicking on the **Database Manager** link will present you with one of two screen options, depending on platform the customer is on (ie. Unix or NT)

If your hosting package is on the Unix platform, you will be presented with the following screen.

database manager

mysql databases

011010110
110101100

If your hosting package is on the NT platform, you will be presented with the following screen.

By clicking on the name of the database you will be presented with the following screen. Adding an NT database is the same, so for simplicity purposes we will go through the procedures for adding an MSAccess database. The procedures may be duplicated for MSSQL.

Adding an MS Access

Clicking on the 'MSAccess' link will bring you to the following page.

Clicking on the 'add MSAccess Database' button will bring you to the following page.

msaccess databases

You must upload your database to your
DB directory under the filename specified
below.

Note:
Please use a filename in the format
*.MDB for the Data Source Name.

Username (*):

Password (*):

Confirm Password
(*):

Data Source
Name:

Database
Filename:

(*) Optional fields

ADD MS ACCESS DATABASE

Steps:
1. Enter the username.
2. Enter the password. .
3. Reenter your password.
4. Enter the Data Source Name (DSN). A DSN should be the first eight characters of the domain name – however you are free to use any other name.
5. Enter the Database Filename.
6. Click on the 'Add MS Access Database' button.

You will be presented with the following success notification when the database has been added successfully.

SUCCESS
Your database has been added to the
system.

You will receive an email indicating that the database has been added successfully and include all information required to create and upload the database.

<div style="background-color:#3333aa; color:white; text-align:center;">The database must be uploaded to the 'db' directory your website.</div>
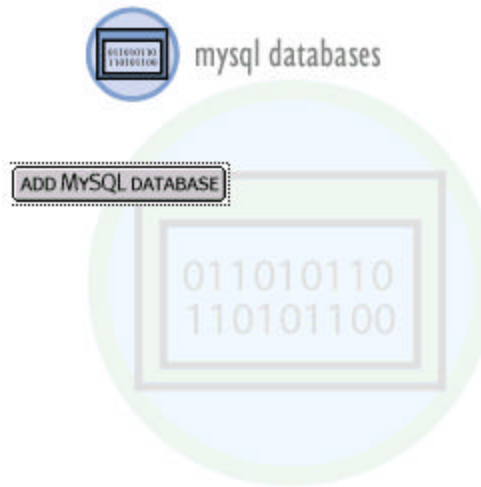
Once the database has been added and you click on the database name, you will be presented with the following screen.

From here you have three options, to add another database (unless all available ones have been used up), to view the database information, to delete the database.

Adding MySQL Database

Clicking on the 'Add' link will bring you to the following page.

Clicking on the 'Add MySQL database' link will bring you to the following page.

Steps:
1. Enter the username. The user name should be the first eight characters of the domain name followed by an underscore and admin.   Ie. domainna_admin
2. Enter the password.
3. Reenter your password.
4. Enter the database name.
5. Click on the 'Add MySQL Database

Viewing the Database Created

To determine what the database name and DSN Name is, click on the 'View' button and you will be presented with the following page, recapping what was added.

Username: janed
DSN Name : salesdb
DB Name: salesdb.md

Deleting a Database

If you wish to delete a database, click on the 'delete' button and you will be presented with the following page.

Database: dsnname

Are you sure you want to delete this MS Access Database?

YES   NO

Steps:
1. Confirm that you wish to delete this database. **IMPORTANT!** If you delete a MySQL or MSSQL database the data will be deleted. MSAccess databases do not get deleted, just the connection to the database.
   a.   If no, click on the 'No' button and the database will not be deleted.
2. If yes, click on the 'Yes' button.

SUCCESS
Your database has been deleted.

Account Options

The Account Options section provides you with the ability to add or delete domain pointers along, enable SSL, and enable or disable FrontPage extensions.

A domain pointer is a domain name that when entered in a browser, will point the site visitor to another domain name. Domain pointers do not have any web space of their own, meaning, no allocated disk space, no FTP accounts and no email.

Secure Socket Layer, SSL, is a commonly-used protocol for managing the security of a message transmission on the Internet. SSL is an integral part of most Web browsers (clients) and Web servers. If a Web site is on a server that supports SSL, SSL can be enabled and specific Web pages can be identified as requiring SSL access.

FrontPage 2002 extensions are enabled with every account. The FrontPage extensions section will allow you to disable and re-enable FrontPage extensions if they become corrupt, or you can disable the extensions if you wish to disable this feature for your account.

Click on the **Account Options** link and you will be presented with the following screen.

From here there are three options; to add or delete domain pointers, enable SSL, and enable or disable FrontPage extensions.

Adding a Domain Pointer

Clicking on the 'domain pointers' link takes you to the following page.

Clicking on the 'Add Domain Pointer' button will take you to the following page.
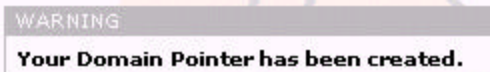
Steps:
1. Enter a unique domain name in the 'domain pointer' field. Ensure that this is a pre-registered domain name.
2. Click on the 'Add Domain Pointer' button.

You will be presented with the following success notification when the domain pointer has been added. It will take approximately 72 hours to become active. Two pointers will be created; www.domainname.com and domainname.com

WARNING
Your Domain Pointer has been created.

Deleting a Domain Pointer

Once you have added a domain pointer and you click on the 'domain pointer' link you will be presented with the following screen.

When you click on the delete button you will be presented with the following warning message, confirming that you wish to delete.
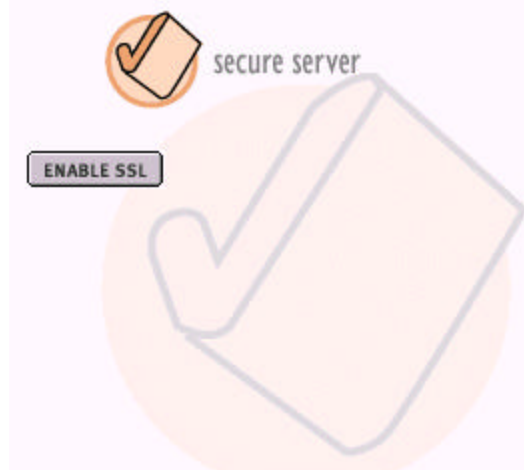

Steps:
1. Confirm that you want to delete this domain pointer.
    a. If no, click on the no button and the pointer will not be deleted.
2. If yes, click on the 'Yes' button and the domain pointer will be deleted.

You will be presented with the following success notification indicating that the domain pointer has been deleted.

Enabling SSL

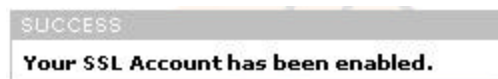Clicking on the 'secure server' link will bring you to the following page.

Clicking on the 'enable ssl' button will bring you to the following page.

Steps:
1. Enter the Username. Your username must be in lowercase letters to a maximum of eight characters.
2. Enter the password.
3. Reenter the same password.
4. Click on the 'Enable SSL' button.

You will be presented with the following success notification when the account has been enabled.

You will receive an email indicating that the account has been enabled, and will provide you with details concerning your SSL account.

FrontPage Extensions

Clicking on the 'frontpage extensions' link will bring you to the following page.

Disabling FrontPage Extensions

Clicking on the 'disable frontpage' button will bring you to the following page.

By selecting the 'yes' button, FrontPage extensions will be disabled in 30 mins.

Please Note: If your web site was created using FrontPage, certain FrontPage extension functionality will no longer function (ie. counters, web forms, page banners).

Enabling FrontPage Extensions

Clicking on the 'enable frontpage' button will bring you to the following page.

By selecting the 'yes' button, FrontPage extensions will be enabled in 30 mins.
If FrontPage extensions were already enabled, they will be reinstalled again with
default settings.

Media Center

The **Media Center** allows you to enable and create user id's for the use of Real Media and Windows Media streaming services.

Streaming media is streaming video with sound. With streaming video or streaming media, a Web user does not have to wait to download a large file before seeing the video or hearing the sound. Instead, the media is sent in a continuous stream and is played as it arrives. The user needs a player, which is a special program that uncompresses and sends video data to the display and audio data to speakers. A player can be either an integral part of a browser or downloaded from the software maker's Web site.

Major streaming video and streaming media technologies on the market are Windows Media Technologies and Real Media, therefore the choice of one or the other depends on what player their audience may have. You can choose to have your files available via both players, creating two links on your web site for each file.

> Once added, media accounts are not immediately available. It takes at least 15 minutes for the system to process the accounts and make it active.
>
> Media accounts, are limited to 8 characters but must be limited to letters, numbers, or a – (dash) or . (dot) or _ (underscore). Other special characters cannot be used and user id's must be in lower case letters only.

Click on the **Media Center** link and you will be presented with the following screen.

From here you have two options, to enable or edit a Real Media account or to enable or edit a Windows Media account.

Enabling Real Media

Click on the 'Real Media' button from within the **Media Center** section and you will be presented with the following screen.

Click on the 'Enable Real Media' button and you will be presented with the following screen.

Steps:
1. Enter the Username. Your username must be in lowercase letters to a maximum of eight characters.
2. Enter the password.
3. Reenter the password.
4. Click on the 'Enable Real Media' button.

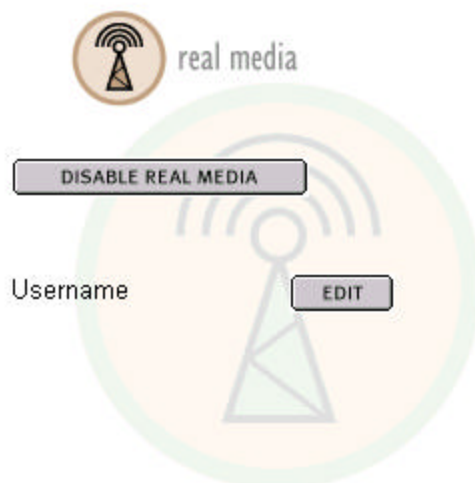You will be presented with the following success notification when your account has been enabled.

You will receive an email indicating that the account has been enabled. This email will contain information required to use Real Media.

Editing/Disabling Real Media

Click on the 'Real Media' button from within the **Media Center** section and you will be presented with the following screen.

From here you have two options, to disable or edit the password of the Real Media account.

Disabling Real Media

Click on the 'Disable Real Media' button and you will be presented with the following screen.

Steps:
1. Confirm that you wish to disable/edit the account.
2. Click on the 'Yes' button.

You will be presented with the following success notification when your Real Media account has been disabled.

Editing Real Media Account Password

Click on the 'Edit' button and you will be presented with the following screen.
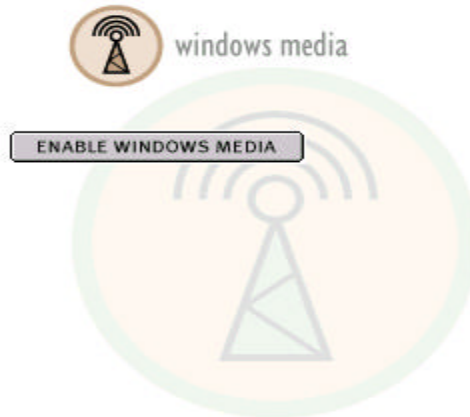

Steps:
1. Enter the new password.
2. Reenter the new password.
3. Click on the 'Change Password' button.

You will be presented with the following success notification when your Real Media password has been modified.

Enabling Windows Media

Click on the 'Windows Media' button from within the **Media Center** section and you will be presented with the following screen.

Click on the 'Enable Windows Media' button and you will be presented with the following screen.

Steps:
1. Enter the Username. Your username must be in lowercase letters to a maximum of eight characters.
2. Enter the password.
3. Reenter the password.
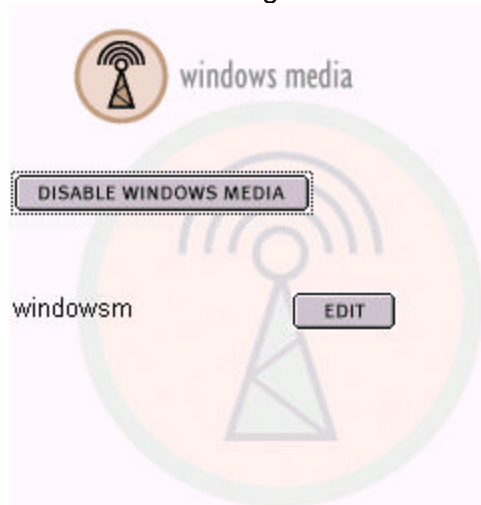4. Click on the 'Enable Windows Media' button.

You will be presented with the following success notification when your account has been enabled.

You will receive an email indicating that the account has been enabled. This email will contain information required to use Windows Media.

Editing/Disabling Windows Media

Click on the 'Windows Media' button from within the **Media Center** section and you will be presented with the following screen.

From here you have two options, to disable or edit the password of the Windows Media account.

Disabling Windows Media

Click on the 'Disable Windows Media' button and you will be presented with the following screen.

Steps:
1. Confirm that you wish to disable/edit the account.
2. Click on the 'Yes' button.

You will be presented with the following success notification when your Windows Media account has been disabled.

SUCCESS

Your Windows Media account has been disabled.

Editing Windows Media Account Password

Click on the 'Edit' button and you will be presented with the following screen.

windows media

Username: janed
Password:
Confirm Password:

CHANGE PASSWORD

Steps:
1. Enter the new password.
2. Reenter the new password.
3. Click on the 'Change Password' button.

You will be presented with the following success notification when your Windows Media password has been modified.

SUCCESS
Your changes have been saved.

Script Resources

This section includes a series of links that lead to free CGI scripts found on the Internet.

The common gateway interface (CGI) is a standard way for a Web server to pass a Web user's request to an application program and to receive data back to forward to the user. When the user requests a Web page (for example, by clicking on a highlighted word or entering a Web site address), the server sends back the requested page. However, when a user fills out a form on a Web page and sends it in, it usually needs to be processed by an application program. The Web server typically passes the form information to a small application program that processes the data and may send back a confirmation message. This method or convention for passing data back and forth between the server and the application is called the common gateway interface (CGI). It is part of the Web's Hypertext Transfer Protocol (HTTP).

Because the interface is consistent, a programmer can write a CGI application in a number of different languages. The most popular languages for CGI applications are: C, C++, Java, and PERL. An alternative to a CGI application is Microsoft's Active Server Page (ASP), in which a script embedded in a Web page is executed at the server before the page is sent.

> It is important to note that Customer Support representatives are not responsible for troubleshooting scripts that you have created. The role of the Customer Support Representative is to ensure that the server is able to support specific scripts and it is up to the customer to ensure that they have written valid scripts.

Click on the **Script Resources** link and you will be presented with the following screen.

script resources

The following websites are excellent resources for finding both script related information and free scripts you can use on your website:

- The CGI Resource Index
  - CGI Script Center
  - CGI World Online
  - Developer Shed

Steps:
1. Click on the appropriate link.
2. Another page will open and you will be presented with a web page with access to free scripts.

Logout

To logout of the Partner Control Panel click on the 'Logout' link from the bottom left hand corner of the panel.

Logout Screen

Thank you for visiting. Click on **login** to log back in.

login>