

Web Hosting User Guide

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CONTACTING CUSTOMER SUPPORT

<ENTER SUPPORT INFORMATION HERE>

ABOUT US

<ENTER PLC INTRO HERE>

INTRODUCTION: THE INTERNET & WEB HOSTING

What is the Internet?

The Internet (originally called the ARPAnet - Advanced Research Project Association) was designed by the U.S. military in the late 1960s as a communication network that could survive in the event of a nuclear attack. Before this point, any network connections were linear, similar to a chain of Christmas lights, if one bulb in the chain goes down, all of the bulbs will not work.

The ARPAnet was designed as a distributed network. Instead of relying on one network connection to transmit data, this network worked like a spider Web, with several possible paths leading from one point to the other. Information in this model is transmitted in hops – a computer makes a request to several other computers that it is connected to, and the request is passed onto one of several other computers, and so on until it reaches its destination.

A common protocol was used to direct traffic on this network. This protocol was called the Internet Protocol (IP) and used a string of numbers in the format xxx.xxx.xxx.xxx (i.e. 209.207.200.1) to direct traffic to the correct site. Having to remember a string of numbers was not practical for most users. To solve this problem, Domain Name System (DNS) was created. The DNS is a set of protocols and services on a TCP/IP network, which allows users of the network to utilize hierarchical user-friendly names when looking for other hosts (that is computers) instead of having to remember and use their IP addresses.

An agency called ICANN (<http://www.ICANN.net>) was also created to maintain the IP distribution and domain names database.

ICANN's job is to direct traffic to the correct place. ICANN maintains a database with records of all domain names that end with .com, .org, and .net (there are similar organizations that handle names that end with different suffixes, but the process is similar for these. We will focus on ICANN for simplicity).

When you enter a uniform resource locator (URL, also called domain name or Web address - like <http://www.microsoft.com>) into a browser like Netscape Navigator or Internet Explorer, it does not automatically know where to find the address that you have entered. Instead, the process works like this:

- You connect to your Internet Service Provider (ISP) using your modem, ISDN, etc. Your browser (Netscape Navigator or Internet Explorer) sends a request through your modem to your ISP's computer, which is connected to the Internet.
- Your ISP passes this request through several possible hops onto an ICANN database, which keeps a record of all domain names, and the name servers that they are supposed to go to. This database is mirrored worldwide and is updated every 24 hours.

- Your browser then goes through several possible hops to the name server (a computer used to match domain names to IP numbers) that is indicated in the ICANN record. The name server in turn keeps a record of your domain name and the matching IP address and points the browser to the correct server that is hosting your site.

Though this process can happen in milliseconds, it can actually travel through several hundred computers in different locations over the world. This method of hopping information is great because it maximizes reliability of the system. The downside is that, because information does not travel in a straight line, speed is not maximized.

What is Web Hosting?

Web Hosting allows you to establish a presence on the Internet. The Internet is a rapidly expanding global forum where organizations of all types are promoting their products and services. Ease of accessibility, instant delivery of rich content and low cost of entry has made the Web a viable and sensible marketing option.

While marketing on the Web is similar in many ways to traditional media such as brochures, publications, print advertisements, radio and television, it also offers new benefits. The Internet brings immediacy and interactivity to your promotions. Armed with no more than your Web address, your customers and prospects will have instant access to your promotional and support materials from virtually anywhere in the world – and at any time. Perhaps even more importantly, your Web site will generate feedback. Your shared visitors can send comments, inquiries and orders without leaving the comfort of their homes or offices.

Web sites that are interesting, visually appealing, and frequently updated encourage viewers to come back again and again. The Internet is an ideal forum for the evolution of your marketing techniques and strategies. Through the limitless possibilities of the Internet, your organization will be able to develop a continually changing presence on the World Wide Web that will offer a powerful complement to your existing marketing tools, while keeping you in touch with your audience.

We are pleased to provide the high quality, premium shared Web hosting for your Internet presence.

Establishing an Internet presence used to be quite expensive. It required leasing an expensive high-speed Internet connection, buying high-priced hardware and employing a technical support staff to maintain your server. Only the largest corporations used to be able to afford this.

Now, with our hosting packages, you too can have a strong corporate presence on the Web with your own domain name (www.yourcompany.com), without the worries or the high costs.

We integrate and operate seamlessly with other industry leading, easy-to-use Web site creation tools such as Microsoft FrontPage® and Cold Fusion. Updating and adding to your Web site has never been easier! We use only the best equipment - state-of-the-art, commercial Sun Enterprise servers for UNIX and Compaq ProLiant for Windows NT servers, connected via dual, super fast OC3 connections to the Internet with multiple T3 lines for redundancy.

Our Web servers are dedicated only for Web hosting. We do not provide local dial-up access on our servers, therefore our servers are not congested with local inbound dial-up traffic. In fact having your Web site hosted on our machines is better than your local ISP since you do not have to relocate your Web site or change your e-mail whenever you change providers.

As our customer, you enjoy the same privileges and capabilities as a major corporation, without the headaches and cost associated with setting up and supporting your own routers or Web and e-mail servers. Our tools and services make us the quickest, easiest way to create a full-fledged, professional Web site and e-mail system at your own personalized domain name (<http://www.yourcompany.com>).

What is the Shared Web hosting?

We specialize in shared Web hosting, which allows you to find a home for your Web site on our state-of-the-art Sun and Compaq Web servers. We can help register your own domain name, which will become your unique address on the World Wide Web. Having your own domain name does not suggest that you are renting Web space, and, since e-mail can be addressed to your domain (www.yourdomain.com) you will not have to announce a new e-mail address if you change Internet providers.

The Shared Web Hosting packages will allow you to establish an Internet presence with high-speed connectivity at a fraction of the cost. Normally, to establish a presence on the Internet would require you to purchase high-speed connectivity, expensive equipment, and even a support staff. With Shared Web Hosting you get the Internet services you want without the worries and costs of maintaining an Internet connection.

Depending on the Internet Service Provider (ISP), speed of the connection, equipment and software you buy, it may cost between \$5,000 to \$10,000 just to establish a server on the Internet and between \$1,000 to \$20,000 a month for ISP and common carrier charges. Shared Web Hosting uses the idea of sharing a server and a high-speed Internet connection with other companies and, therefore, significantly reduces the cost of establishing an Internet presence. Most companies that have high-speed connections do not use the full potential bandwidth of their Internet connection. However, to avoid delays to their customers they will purchase the fastest Internet connection they can afford. For smaller companies this is usually a 56Kbit/sec on fractional T1 frame-relay (time-shared) connection. With slower connections customers may notice significant network delays during peak usage hours to these sites, however, customers accessing larger companies with faster connections (such as a full, dedicated T1 or better) will not experience these delays.

With a shared server you have access to a high-speed connection to the Internet at a fraction of the cost and your customers will not be able to tell the difference.

For e-mail services, Shared Web Hosting can save your business money. Each employee would have his or her individual mailbox on the shared server. A small office can purchase one or two dial-up accounts with an ISP and share these accounts. For example, consider a small office of 5-10 employees. For about \$20-\$30 per month individuals can purchase a dial-up account that gives them between 40-500 hours. Rather than purchasing a dial-up account for each employee (normally what is required for individual mailboxes) you could purchase one or two accounts and configure the mail client software on each employee's computer to get his/her mail from the shared server using the employee's e-mail username and password. The computers, however, would share the one or two dial-up accounts to get access to the Internet. A company with ten employees could save up to \$250 per month in just Internet access charges!

However, Shared Web Hosting is not for everyone. It allows a small or medium sized company to establish a high-speed Internet presence or test the potential of Internet marketing without incurring the high costs of bringing a high-speed connection and server to the office. In other words, it allows a company to test the Internet waters before committing to high start up costs that include equipment, without the sacrifice of starting with an inferior Internet service.

How does Shared Web Hosting work?

Shared Web Hosting multiplexes a single server into multiple shared accounts. Each shared machine (or shared Web site) user will get a set of services that may be customized to meet his or her needs.

When a request comes in, our load balancer will determine which web server is ready and available to take the request. This system of using a load balancer ensures that every time you put in a request, your page will be displayed to you in the shortest amount of time possible. If one web server is busy serving up pages for another site, there is always another ready and waiting to assist.

These shared servers will also log events and compile graphical reports on the activity occurring on the site. An up to date report is always available so a customer of will always know how successful their site is!

Why should I choose you to be my Shared Web Hosting Provider?

There are a number of other hosting providers out there but we have a number of features that make us the choice web hosting provider. To name a few of our features:

- Scalability. Our packages and platforms are fully scalable and very flexible. We offer a structure of business packages with increasing amounts of storage and bandwidth (data transfer) linked to a hierarchy of products and services. With three hosting packages and five e-commerce packages you can upgrade when your business grows and add a la carte options when a package upgrade is not required.
- Reliability. We offer a 99.9% up time guarantee with 24x7 network monitoring, fully redundant back up systems, multiple network connections and state of the art firewall protection. Also, the data centers have multiple routers and switches, secondary servers, and UPS systems with back-up generators so that they can provide consistent, high-speed access and guarantee at least 99% up time.
- Superior Applications. We give you space on a server that will integrate and operate seamlessly with other industry leading, easy-to-use Web site creation tools such as Microsoft FrontPage, Cold Fusion, Dreamweaver, Flash, Java and more.
- State of the Art Hardware. Your site will be hosted on only the best equipment, such as commercial grade, state of the art Sun Enterprise Servers for Unix and Compaq ProLiant servers for NT sites. All servers are connected via dual OC3 (155.2 Mbs) connections to the Internet with multiple lines for redundancy.
- Advanced Server Architecture with Full Redundancy. In addition to the superior quality of the hardware (Sun, Compaq, Cisco etc.) is the advanced architecture allowing for web servers dedicated only for web hosting, the mail servers are dedicated only for mail and certain servers are reserved for specific features ie MySQL, Real Audio etc. This prevents any of the servers from getting tied up and bogged down performing tasks that will slow down service. Since the servers are not busy providing Internet access, they are also not being tied up with local inbound dial up traffic.
- Easy to Use Web Control Panel. You will get access to an administrative Web Control Panel that will allow you to easily and effectively administer you own Shared Web Hosting account. The Web Control Panel has functionality that, with the click of a mouse, can add e-mail, FTP user accounts, password protect web sites, view their web site statistics, and much more.
- High Security Data Centers. Our Internet Data Centers provide the physical environment necessary to keep your servers up and running 24 hours a day, 7 days a week.

- Daily Backups. We back up our data on a daily basis, protecting your data from any unplanned events.
- Cost Savings. Our cost effective Shared Web Hosting system uses the idea of sharing a server and a high-speed Internet connection with other companies/individuals and therefore, significantly reducing the cost of establishing an Internet presence.

At what speed is my server connected to the Internet?

Our data center (where the server is stored and connected to the Internet) has multiple OC3 Internet connections. Each server is connected to the hub by a 100 Mbits/sec Ethernet connection.

How many shared accounts are located on one shared server?

Our shared servers are utilized to 50 per cent of their capacity. This allows for spikes and peaks in traffic and resource consumption to be handled flawlessly and without any incidents of demonstrable performance decrease.

The load on the host system is closely monitored to have an aggregate hit count of 250,000 to 500,000 hits a day. At this level, the server load is kept significantly below the capacity of the system.

Can I resell space in my account?

We currently do not allow sub-Webs (sub-domains). All domain pointers must point to the root of your directory and not to a sub-folder (ie. www.otherdomain.com must point to www.mymaindomain.com).

Do you backup your servers?

A backup of the entire contents of its server farm is performed on a regular basis. However, please note that we cannot restore individual files from our backups. Our backup systems are geared only to protect server data in the event of a hardware failure. We therefore encourage our customers to maintain backup archives of their Web sites on their own hard disks.

What are our terms of service?

<INSERT TERMS OF SERVICE>

HOSTING FEATURES



The following section includes information on features that may be available in your Shared Hosting Package.

FEATURE	DESCRIPTION
Audio/Video Streaming:	<p>Streaming video is a sequence of "moving images" that are sent in compressed form over the Internet and displayed by the viewer as they arrive. 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.</p> <p>We support two types of audio services: Real Audio / Video and Windows Media. Both these servers are remote to the local web servers and streams are shared by all users and are allocated on a first-come, first-served basis, and are available at no additional cost with some web packages.</p>
CGI Library:	<p>Common Gateway Interface is a dynamic scripting language that allows for the submission and retrieval of data to and from a database on both a UNIX and NT platform. From the Web Control Panel, you have links that will take them to a multitude of free CGI scripts that they can download for use on your web site.</p> <p><i>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). The most common examples of CGI scripts are form mailers and hit counters.</i></p>
Daily Backups:	<p>All of the web servers are backed up on a daily basis and stored remotely to ensure the utmost in security and confidence.</p>
Data Transfer:	<p>Any outward-bound traffic from your web site is considered data transfer. For example, each time an html file, image or other element on a web page is loaded, data transfer is generated.</p>

Databases:	A database is a collection of data that is organized so that its contents can easily be accessed, managed, and updated. We offer MSSQL and MS Access database support in an NT environment and MySQL in a Unix environment.
Disk Space:	<p>Disk space refers to the amount of server disk storage an account is allocated. This space is used to store html files, graphics, audio clips, POP mail messages, and all other files that make up a web site. Each package includes a maximum allotment of disk storage space that can be used.</p> <p>If you require more disk space, you can either upgrade to the next package or purchase additional space for a specified monthly fee. <u>Even the lowest hosting package offers more disk space than many of the higher end packages of other hosting companies;</u> this means larger web sites with greater functionality, more room for database information storage, and basically more room for growth!</p>
Domain Pointers:	<p>A domain pointer is a domain name that when entered will automatically point to another URL. For example, if you owned www.jeans.com you may also want to make sure that you don't miss any customers that are going to www.bluejeans.com so you can have www.bluejeans.com act as a pointer and redirect all traffic to the www.jeans.com web site. The benefit is that you only need to pay for one shared hosting package, but get the benefit of having two (or more) domains names pointing to it!</p> <p>Note: You will still be required to register the domain pointer name with an accredited registrar and will incur additional domain registration fees.</p>
FrontPage Extensions:	A popular web creation tool is Microsoft's FrontPage. If you are creating your web site using this tool then the server on which their web site is hosted will have to have FrontPage Extensions installed in order for all the static and dynamic content to be viewable. All our NT & Unix servers support FrontPage 2000 extensions.
FTP Accounts:	<p>File Transfer Protocol (F.T.P) is a protocol used to transfer (upload/download) files from a local to a remote machine. A web developer would need to FTP the web site files they have created on their own desktop to the server where it will be hosted, so that it may be viewed over the world wide web. In order to ensure security each user will have their own personal FTP account so that when they try to FTP to or from the server they will be prompted to enter their own unique user name and password. The user name and password can be created, modified or deleted easily on the customers Web Control Panel.</p> <p>Note: We recommend that the Administrator not reveal the main user name and password for the Control Panel, instead creating FTP accounts for any individuals that require access.</p>

Password Protection:	<p>If you want to have some, or all, of your web pages accessible only with a valid user name and password, you can request this via their Web Control Panel. Once a request is placed anyone viewing the specified pages of the web site will get a pop up box prompting them for a user name and password.</p> <p><i>Note: To modify or delete password protection a call must be placed to our Technical Support group. If you have a pay per view site we recommend you use a tool such as ASP login so that you may administer the passwords yourself.</i></p>
Server Side Includes:	<p>A server-side include is a variable value (for example, a file "Last modified" date) that a server can include in an HTML file before it sends it to the requestor. If you're creating a Web page, you can insert an include statement in the HTML file that looks like this: Monday, 24-Jul-2000 11:31:36 EDT and the server will obtain the last-modified date for the file and insert it before the HTML file is sent to requestors.</p> <p>LAST_MODIFIED is one of several environment variables that an operating system can keep track of and that can be accessible to a server program. A server side Includes file will have the file extension .shtm or .shtml</p>
Shopping Cart:	<p>The online equivalent of the supermarket cart. You place your merchandise in the cart and then check out when you are all finished.</p>
SSL Support:	<p>SSL (Secure Sockets Layer) 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. You have the option of purchasing your own certificate or sharing a generically signed certificate, the cost of which is included with your package.</p> <p><i>Note: To purchase your own certificate you must contact a Certificate Authority such as Verisign (www.verisign.com) or Thawte (www.thawte.com)</i></p>
Web Control Panel:	<p>When you sign up for shared hosting you are provided with an easy to use, administrative tool, available quickly and easily through a web site URL. The Web Control Panel allows for easy self-management of your entire hosting account, including e-mail and FTP settings, site protection, site statistics, access to support resources, and much more. Routine administration tasks are easily executed through the Web Control Panel interface by the Web Hosting Administrator.</p> <p>The Web Hosting administrator is a user who is in charge of maintaining your shared Web site. He or she will get a username and a password to the shared server administrator account. This administrative username and password has full access to manage the account.</p> <p>The administrator also receives access to a customized online Web Control Panel that allows set-up of email boxes and aliases, password protect Web</p>

	<p>pages, monitor Web site activity, upload your Web files, and much more. For a detailed explanation on how to use the Control Panel please refer to the How To section at the end of this guide.</p> <p>To access the Customer Web Control Panel, please refer to your setup instructions.</p>
<p>Web Scripting Support:</p>	<p>Our servers support various scripting languages. It is important to note that technical support does not support the development of the your scripts, just the ability for the server to run them. The following is a list and a description of the scripting languages that are supported on the Shared Hosting platform.</p> <p>Java: A programming language designed to generate applications that can run on all hardware platforms, small, medium and large, without modification. Developed by Sun, it has been promoted and geared heavily for the Web, both for public Web sites and intranets. Developed by Sun, Java was modeled after C++, and Java programs can be called from within HTML documents or launched stand alone. When a Java program runs from a Web page, it is called a "Java applet." When it is run on a Web server, it is called a "servlet."</p> <p>PHP3: (PHP Hypertext Preprocessor) A scripting language used to create dynamic Web pages. With syntax from C, Java and Perl, PHP code is embedded within HTML pages for server side execution. It is commonly used to extract data out of a database and present it on the Web page. PHP was originally known as "Personal Home Page."</p> <p>ASP: (Active Server Page) A Web server technology from Microsoft that allows for the creation of dynamic, interactive sessions with the user. An ASP is a Web page that contains HTML and embedded programming code written in VBScript or Jscript. It was introduced with Version 3.0 of Microsoft's Internet Information Server (IIS). When IIS encounters an ASP page requested by the browser, it executes the embedded program. ASPs are Microsoft's alternative to CGI scripts and JavaServer Pages (JSPs), which allow Web pages to interact with databases and other programs.</p> <p>FrontPage 2000 extensions: A popular Web authoring program from Microsoft for Windows and the Mac. FrontPage Editor is the graphical editor for designing the pages and FrontPage Explorer is the management tool that lets you construct and maintain the entire site. It also includes WebBots, which generate code for complex functions such as searching and password protection.</p> <p>Cold Fusion: ColdFusion, developed by Allaire which has recently merged with Macromedia, is a popular and sophisticated set of products for building Web sites and serving pages to users. With ColdFusion, a company can build a content database using input templates and combine these with application programs to create a Web site in which pages are developed dynamically as they are served.</p>

	<p>Perl: (Practical Extraction Report Language) A programming language written by Larry Wall that combines syntax from several UNIX utilities and languages. Introduced in 1987, Perl is designed to handle a variety of system administrator functions and provides comprehensive string handling functions. It is widely used to write Web server programs for such tasks as automatically updating user accounts and newsgroup postings, processing removal requests, synchronizing databases and generating reports.</p>
<p>Web-based Statistics:</p>	<p>All Windows NT Shared Web Hosting accounts run Webtrends Reporting Center. Similar in function to Webalizer for Unix, Webtrends Reporting Center will analyze the log file of a web server and will create a comprehensive summary report from the information gathered.</p> <p><u>Reports are generated every seven days</u> and are provided in an intuitive, graphical presentation. The use of graphical charting is employed to present information on their web site visitors in a way which is concise and easy to interpret. Category breakdowns are as follows:</p> <ul style="list-style-type: none"> • General Statistics • Resources Accessed • Visitors and Demographics • Activity Statistics • Technical Statistics • Referrers and keywords • Browsers and platforms <p style="text-align: right;">  For more information visit www.webtrends.com </p> <p>All UNIX Shared Web Hosting accounts run Webalizer Statistical Software. Webalizer is a log analyzer for web servers. It analyzes the log file of a web server and creates a comprehensive summary report from the information found there. Webalizer has been optimized to process large log files.</p> <p><u>Reports are processed daily</u> and are provided in an intuitive, graphical presentation. The use of graphical charting is employed to present information on their web site visitors in a way which is concise and easy to interpret. Category breakdowns are as follows:</p> <ul style="list-style-type: none"> • Hourly, Daily, Monthly Statistics • Hits by response code • Top URL's • Entry and exit pages from site <p style="text-align: right;">  For more information visit www.webalizer.com </p>

FAQ'S

General Internet FAQ

What is a browser?

A Web browser is a program that accesses the Internet and is able to read pages written in a particular 'language' and converts that language into a page that has formatted text, pictures, sounds and animations.

There are many 'brands' of browsers, designed by different companies and organizations. For example, Netscape Navigator is a Web browser designed and freely distributed by Netscape Communications Corp. Netscape Navigator is currently one of the most popular browsers. Some online service companies, such as CompuServe and Prodigy, provide for their customers Web browsers built into their existing services. In both cases, these programs grab pages from the Internet and compose them for you to look at and use.

What is the difference between servers and clients?

Computers on the Internet can be divided into servers, and clients. Most often, your home computer will be a client, making use of the various servers on the net. Servers, on the other hand, are normally set up to run 24 hrs a day, ready to serve any other computer that connects to it.

Servers

There are many different types of servers, depending on what needs to be done. There is a DNS server that translates domain names into IP addresses. Other common types are mail server (running mail software), web server (running web server software), news server, proxy server and FTP server. A server can be run on any kind of computer, if it's fast enough, and has enough storage space (usually a hard disk). It is the software that turns the server into one sort or another.

Each server will have an address. For example, a mail server will have it's own name, and a news server will have another.

Clients

When you use your home computer to access the Internet, you will be running what's called client software. Depending on what you want to do, you can use mail readers, news readers, web browsers, IRC (Internet Relay Chat) clients, FTP (File Transfer Protocol) clients and dozens of other programs designed to work over the Internet.

Almost all client software will need to know the name of the "host" or "server" you want to access. For example, with a mail reader, you must tell it that you want to connect to your hosting provider or ISP to get your mail. Other software will need the address of a different kind of host, depending on what it's supposed to do.

What actually happens when you click on that underlined word or picture?

Links to other pages can be pictures and/or words that are colored and underlined. Each link is associated with the address of another Web page.

What actually happens when you click on one of these links is the following:

- The request for the new page is sent to the server that holds the page.
- The server then sends the plain text file of HTML code to your browser.
- As your browser is receiving the plain text file, it displays the picture according to the directions in the HTML code.

How are graphics, sound and text stored on a Web page?

Graphics and sounds are not actually stored in Web pages themselves. A graphic is stored in a separate binary graphic file (binary files are files that do not have text, but rather data which cannot be read directly without a program which reads the data). The HTML file contains the name of the graphics file.

When the browser downloads the Web page, it then makes a separate request for each graphic, sound or other object referenced in the plain text of the HTML file, and then displays it (or plays it). A sound file is also stored in a separate binary sound file.

Examples of graphic files are those having names ending with ".gif" or ".jpg". Text file names often end with ".txt", and Web pages, which contain HTML, end with ".html". Examples of sound files are those having names ending with ".wav", ".ra", ".snd". You can put video files on your Web page by typing the name of the video file into your HTML file.

How do my HTML and pictures get to the Shared Web Hosting server?

When you first opened your account, you get a reserved space on our server. In this space you can upload your plain text HTML files, along with any picture (or other binary) files, which those text files call for. This is very similar to the way document and picture files are kept on your own PC.

We recommend that you place all your scripts in the cgi-bin and your database in the db or database directory since these directories have the appropriate permissions applied.

There are several ways to get HTML into your Shared WebSite system

- Tools such as MS FrontPage, CuteFTP, and WS FTP, handle the task of uploading the files you create to the server.
- You can also create HTML text files on your own computer (using one of many HTML authoring tools) and then use FTP to transfer them to your Web Hosting account. If you are not using an authoring tool, which handles the transfer of binary as well as HTML files, then your picture files and other binary (non-text) files, are transferred to the server with FTP and kept as separate files.

To get the picture to show up in one of your HTML files, create an inline image link in that page where you want the picture to show up.

Can HTML files be made with both Macs and IBM compatible PCs?

Because HTML files are just plain text files, they can be created on either IBM compatible or Macintosh PCs. If you want the help of an HTML authoring tool however, you will have to pick one that is specific to your computer.

FTP

What exactly is FTP?

File Transfer Protocol (FTP) is a method of transferring files between computers on the Internet. Web Hosting customers often use FTP in the creation and maintenance of their Web sites, transferring files they have created on their personal computers to their accounts on our servers, and vice versa.

Connecting to a remote computer via FTP is similar to using SSH or rlogin, except that you do not have all the tools of a shell and your access to files is limited. You use FTP to transfer files. The files can be of any type. For example, they may be text files or binaries in any format - it does not need to be HTML or in a specific graphic format. Also, you can transfer files between different types of computers. You might, for example, transfer files between a UNIX server and a PC (with an FTP client). Part of the reason FTP is so popular is that FTP clients are so easy to acquire for every platform.

FTP is great for transferring files but not efficient for browsing. If you have worked with a file structure of any size, you know how difficult it can be to navigate through it. Although file names can be descriptive they are not descriptive enough. Some FTP administrators put README or INDEX files in every directory or use automated messages to give the user some clue as to what is in the directory. FTP archives, however, are easier to set up than WWW sources, since you do need to translate your documents into HTML.

You can FTP using your command line or a browser, however there are a number of popular, easy to use FTP clients available today. We recommend using WS_FTP.

Do I need FTP?

Some HTML authoring tools, like MS FrontPage, Navigator Gold, handle the FTP process of transferring HTML and binary files to your account. You should never FTP these files as they have their own way of "publishing" these files to the server.

If you are not using this software, you will need to use FTP in any of the following situations:

-
-
- You want to put a graphic, image, sound, or other binary object on your Web page.
 - You want to backup files or your entire Web Hosting account or transfer in a group of files all at once.

FTP comes standard with every TCP/IP (Internet Protocol) software package, and it is very easy to use (especially graphical FTP clients for Mac and Windows).

Please Note: If you are on an NT Server and created your site using Microsoft FrontPage, please use FrontPage to upload your site. Using FrontPage and FTP in tandem to publish your site on an NT Server can potentially cause damage to your FrontPage extensions.

If you do not have software enabling you to use FTP, there is a very popular and publicly distributed FTP Client for Windows called WS_FTP (Windows Sockets FTP), and one for Mac called Fetch.

What can FTP do?

File Transfer Protocol (FTP) provides the following functionality:

- To list files and directories
- To create new directories and delete old directories
- To upload and download files, as well as delete old ones
- To rename directories and files

FTP supports uploading and downloading large groups of files at one time. If you have a graphical FTP program, transferring files is as easy as pointing and clicking with your mouse. There is a program that integrates FTP into the Windows File Manager, so that you can use your Web Hosting Shared WebSite system just as though it were another hard drive on your Mac or PC, or your local area network (LAN).

FTP allows the shared Web site customer to do everything that one would normally do on a local machine, except create new files from scratch, and change the contents of old files.

For a step-by-step tutorial on uploading your HTML documents refer to the "How To" section of this guide.

What FTP host name do I use to access my Web site(s)?

To update your Web pages, FTP into ftp.yourdomain.com using your username and password provided in your account activation e-mail.

How do I FTP my files?

The File Transfer Protocol (FTP) file transfer system is versatile as well as extremely useful. You can rename your files, upload, download, and manage most aspects of your Web Hosting account via FTP. If you are using a Web authoring software package that handles the uploading of files to the server, such as Navigator Gold,

then the correct configuration may be somewhat different. The following instructions assume that you are dialed up to your Internet Service Provider (ISP) as you normally are when browsing the Web.

Uploading you Files by FTP

To upload your HTML documents follow these steps:

1. *Acquire FTP Software*

Make sure that you have an FTP client, usually supplied by your Internet Service Provider or from the FTP software vendor.

To upload your files with FTP, you will need an FTP client. You can download a FTP program (such as WS-FTP) at:

<http://www.ftplanet.com/download.htm> (for Windows 95 / 98 / NT / 2000 / XP)

<http://www.cuteftp.com/download/cuteftp.shtml> (for Windows 95 / 98 / NT / 2000 / XP)

Our FTP client of choice is currently WS_FTP LE. Please select the FTP client that you are the most comfortable using.

Connect and log in via FTP Software

Different graphical FTP programs will vary somewhat in their interfaces and menu layouts, but are generally similar enough that the following instructions will apply.

Every FTP client will have a place (a dialog box that automatically appears, or a menu selection that brings up such a box) where you enter information regarding which server on the Internet you want to connect to. You may have to click the "Connect" button in order to get the dialog box to appear. When you have found this box in your particular client, there are three crucial pieces of information needed to log you into your account as the account owner. They are the following:

- Host Name = yourdomain.com
- Username = your_userid%yourdomain.com
- Password = your_password

Other settings to watch out for

"Anonymous Login" checkbox. Some FTP programs have a checkbox labeled "Anonymous Login", or something similar. You want to be sure that this box is unchecked. Having this box inadvertently checked will cause your client to log in as an anonymous user instead of the account owner, even if you have entered your administrative username and password in the appropriate places.

Initial Directories. Some FTP clients have value boxes that specify Initial Directories and can cause your connection attempt to fail. It is best to leave these boxes blank, or delete any default values that you may find there.

Host Type. Generally "Auto-detect" is a safe value to have as the specified host type, but if it does not work use UNIX. With these settings in place, click the OK or Connect button to connect to your Shared WebSite system®.

Changing to the htdocs directory

Once you are logged in to your FTP server you will see a listing of all of the files and directories in your home directory, usually in a list box on the right.

Next click on the htdocs directory listed in the box with the other directories (most FTP clients have four lists boxes, these are usually the two top ones) and click on Change, or double click the directory.

Please Note: The htdocs directory has no relevance on an NT platform. If you are on an NT server, please upload all your files into the home (root) directory.

How do I move files back and forth?

Now you should be in your htdocs (unix only) directory under your home directory. The next step is to locate your files on your computer in the left set of list boxes. Select the files you wish to upload in the local machine list boxes on the left portion of your screen. Next, click the Copy, Transfer or arrow button to upload your files.

The procedure for retrieving files from your account is the same as downloading; select the source and destinations in different list boxes.

How do I get my home page to load automatically?

In order for any user to be able to view your home page when they type in your URL you have to name it index.htm. The initial "under construction page" that was placed there will also be named index.htm. You will have to overwrite this file or delete it and save the new one.

- Be sure to name everything in lowercase, not "INDEX.HTML".
- Files must be located in your "htdocs" directory for Unix platform only.

Please Note: The htdocs directory has no relevance on an NT platform. If you are on an NT server, we recommend that you name your main page index.html (or index.html)

How do I create sub-directories?

When making a sub-directory you should use the make directory "MkDir" function key located on your FTP program. Open up that directory and place all the appropriate files there.

How do I update my Web pages?

You can create and maintain your Web pages, images, and scripts locally and upload them to the Web server at your leisure via FTP. You can overwrite existing files or transfer a new file.

Why aren't my graphics showing up?

Make certain that all graphics files are uploaded in binary mode. Use the "auto" mode in your FTP program if it has that option. Your graphics should be properly saved in one of the following formats: GIF or JPG. Web servers do not support any other graphics types. Macintosh users need to upload all graphics files in Raw Data format (not Mac Binary) with the appropriate extension. Also note that all text documents should be uploaded in ASCII text, and note that those files are case sensitive.

By far the biggest culprit of missing graphics is due to improper path references in your HTML documents. Often Web designers will create their graphics with a graphics program such as Adobe PhotoShop or Corel Draw and save them into the default directory for that particular program.

In order to preview the graphics on their own computers, they will naturally reference the drive and directory where those graphics are located (for example: c:/photoshop/images/sample.gif).

This works fine when they are on their computer with those drives and directories. However, the shared server does not provide service to a "C:" drive and does not maintain a copy of the PhotoShop program or its directory. There are two quick ways to fix this problem:

- Move all your graphics files into the same directory as your HTML document and re-reference the graphics
- Edit all path references from your HTML document and upload. (You will not be able to preview your complete HTML document in this method).

The HTML page is garbled. What's wrong?

It is important to remember to send HTML (text) in ASCII mode and all image-format files in Binary. In addition, if you are using Word or some other text-editor locally for writing HTML, be sure to save the file as text only, not a .doc file, for example. One should notice that files in DOS can only be saved with a three-letter .htm extension. After uploading via FTP, these files may be renamed (button) to include the .html extension.

What should I do if denied access via FTP?

Read the FTP tutorial that comes with the FTP software. If you still have trouble, contact our Customer Support department and explain the problem in detail.

How can I learn to author Web pages?

Detailed instructions on programming HTML code falls beyond the scope of this document. However, there are many good tutorials and references available both online and in book form. For an extensive list, please visit:

http://dir.yahoo.com/Computers_and_Internet/Data_Formats/HTML/

HTML editors help you quickly create Web pages. Some are WYSIWYG (What You See Is What You Get) editors and help you get your page just right. For a list of HTML editors go to:

http://dir.yahoo.com/Computers_and_Internet/Software/Internet/World_Wide_Web/HTML_Editors/

For free graphics, icons, and backgrounds go to:

http://www.yahoo.com/Computers_and_Internet/Graphics/

UNIX Accounts

How do I find my “real” system paths?

- your cgi-bin directory would be at /usr/local/etc/httpd/sites/yourdomain.com/cgi-bin
- your www directory would be at /usr/local/etc/httpd/sites/yourdomain.com/htdocs
- the perl interpreter is at /usr/local/bin/perl
- sendmail is at /usr/lib/sendmail

How do I know who can see my files?

Since UNIX was designed for use by more than one person, it has something called permissions. There are three types of permissions -- read(r), write(w) and execute(x).

Read permission allows a user to view the contents of a file or a directory. Write permission allows a user to view and make changes to a file. Execute permission allows a user to run the program contained in a file.

Another important aspect about UNIX is that every file and directory has an owner, usually the user who created the file or directory. Every user in UNIX is also assigned to a group. UNIX is set up this way to give the same permissions to every user in the group.

How can I change permissions?

First of all, only the owner of the file or directory can change permissions. To change permissions, you must use the "chmod" command followed by a three-digit number and the file or directory name. This command can be achieved using any FTP utility. The first digit is the owner's permissions, the second digit is the group's permissions and the last digit is outside user's permissions. So, if you wanted to allow the owner

and the group to be able to read or change index.html, and not allow any outside users to do any-thing, enter the following command:

```
chmod 660 index.html
```

The following table shows the numbers and their permissions.

```
0--none
1--execute only
2--write only
3--write and execute
4--read only
5--read and execute
6--read and write
7--read, write and execute
```

As a general rule of thumb, setting permissions to 755 will allow you, the owner, to read, write and execute files and directories, while allowing everyone else to only read and execute.

What directories will I have access to?

If you log into your Shared WebSite system through FTP client, you will see a list of directories. The most important of which are the following:

- *htdocs*
This directory is your shared hosting service's root directory. This is where you will publish all your Web files (both html and graphic files). All files placed here will be accessible at <http://www.yourcompany.com> and <http://yourcompany.com>.
- *cgi-bin*
This directory contains some CGI (Common Gateway Interface) programs that you may use with your Web pages. Of course, you may install others that you find elsewhere or develop yourself.
- *logs*
This directory contains various log files of recorded site activity.

Common Gateway Interface (CGI)

The Common Gateway Interface (CGI) allows you to extend your shared Web site system. CGI allows you to support the situations when the client wants to send information to the shared server for more complicated processing. In general, Web servers do not process information themselves but rather hand off the work to gateway programs.

The CGI specification defines the mechanisms by which HTTP servers communicate with gateway programs. Therefore, you need to understand the HTTP protocol and

the CGI specification to write server-side gateway programs and client HTML documents that use these programs.

Advanced CGI development is beyond the scope of this document. For more information about CGI, please visit the links available to you from your Customer Control Panel.

For pre-written freeware CGI that you can implement on your Web server, please visit Matt's Script Archive located at <http://www.worldwidemart.com/scripts>

You can also write your own CGI using the following languages:

- C/C++
- sh (borne shell)
- Perl
- csh

Please note that you must include the relevant CGI headers within scripts written in C/C++ or Perl in order for your CGI script to work.

How do I install a CGI script?

To install a CGI script on your Shared Web Site directory please insert the CGI file into cgi-bin directory found in your root directory. This can be accomplished by uploading the script via an FTP client.

Check for the following when created and installing your scripts.

- For Unix, check to see if the permissions on the script are as follows: *-rwxr-xr-x (755)*. This can be accomplished by checking the permissions in your FTP client.
- Check the first line of your script to see if it is exactly as follows: *#!/usr/local/bin/perl*
- Check all file references. You must set all the variables to the correct file paths. For example: *\$mailprog='/usr/lib/sendmail'*

All paths should be full paths to the file. If you have a file in your htdocs directory that you are trying to reference, then you need to include */usr/local/etc/httpd/sites/'domainname'/htdocs/'filename'* in the path to that file.

- Check to see if you are specifying the correct path to all UNIX commands:

Sendmail	/usr/lib/sendmail
Perl	/usr/local/bin/perl

- If all of this is correct, then please check the HTML code of the corresponding page to see if you are calling the script correctly.

One common mistake is to think that you need to specify a full path to the cgi-bin directory in the URL to the script:

Note this call is **incorrect**:

<http://domainname.com/usr/.../sites/'domainname'/cgi-bin/'perl-script'>

A **correct** call would look like this:

</cgi-bin/perl-script'>

Once your script passes all of above tests, it should operate correctly.

What are some of the most common CGI problems?

There are several reasons why you may be having problems with your CGI scripts - some server-related, and some because of the script. Here is the information you need to have your script work correctly on our servers:

- All scripts must execute from the cgi-bin. They will not run from the htdocs directory or any other location within your shared server.

Unix Servers

- Permissions must be set to 755 (owner - read, write and execute; group and others - read and execute only). We will not allow any other settings to run. You can change these settings with some FTP clients. Consult the software documentation of your FTP package to see if it can change permissions for you.
- The path to Perl on your shared server is: /usr/local/bin/perl

Please note that the above path is not the same on all UNIX servers. Please type <whereis perl> or <which perl> at the command prompt to find the correct location.

- The path to Sendmail is /usr/lib/sendmail
- The path of your cgi-bin is /usr/local/etc/httpd/sites/yourdomain.com/cgi-bin You can also use the symbolic link /sites/yourdomain.com/cgi-bin.
- Make sure to replace yourdomain.com with your real domain name in all references in your Web pages.
- The symbolic link /global-cgi will point to our cgi-bin and preformatted scripts.

If all of the above is correct and your script is still not working, it is likely a problem with the script itself. For script problems, please consult the programmer or

documentation where you obtained the software. We will not support personalized CGI scripts or their installation.

NT Servers

1. The path to perl is: c:/perl/bin/perl.exe
2. The path to cgi-bin is: /yourdomain/cgi-bin

Please contact support if you require execute permissions on the cgi-bin.

E-mail Accounts

How do I get my mail from the POP mailbox on the server?

To retrieve email from your POP3 mailbox, you must first setup your mail program to access your mailbox.

Important Note: Your e-mail will not work until your domain is fully registered and working.

Your POP3 account

Using the following settings to configure your mail program to access your POP3 e-mail account:

Incoming Mail Server (POP3): pop.your-domain-name.com
Outgoing Mail Server (SMTP): stmp.your-domain-name.com

Username: username%your-doman-name.com
Password: Password you selected

**The username and password is configurable in your control panel.*

IMPORTANT: You are required to authenticate your account into our servers. This means, that you are required to click the "send/receive" icon (if you're using Outlook) before sending mail. After you have done this, you will be able to send emails for approximately 20-30 minutes. After this time you will have to authenticate your account again. Most email clients can be configured to automatically check email every 15 minutes. That should be sufficient to keep you authenticated at all times.

What tools can I use to check my mail?

There are many programs available to check your mail. The most popular mail programs are Eudora Light or Microsoft Outlook.

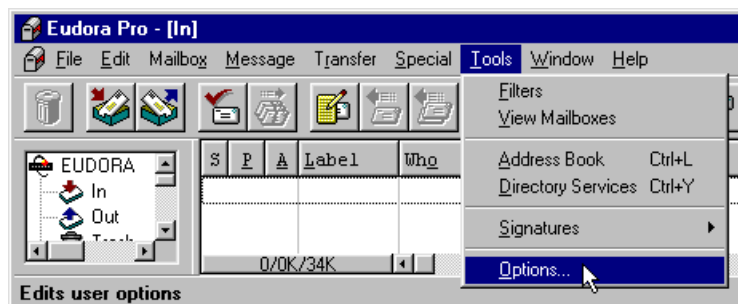
How do I receive E-Mail with Eudora Pro 3.0?

Prior to being able to receive email you will have to configure your mail client. Our Eudora Pro 3.0 tutorial shows how to setup Eudora Pro 3.0 to retrieve email from your account. To configure Eudora Pro 3.0, follow the simple instructions below.

For this example, we will use an account with the following account info:

Domain name: xyz.com
Userid: abcdefg%xyz.com

1. Open Eudora Pro 3.0 and choose "Tools" → "Options".



2. In the column of icons on the left side of the dialog box, select the "Getting Started" icon.

Fill in these boxes as follows:

POP account: abcdefg@xyz.com

Real name: Your Name

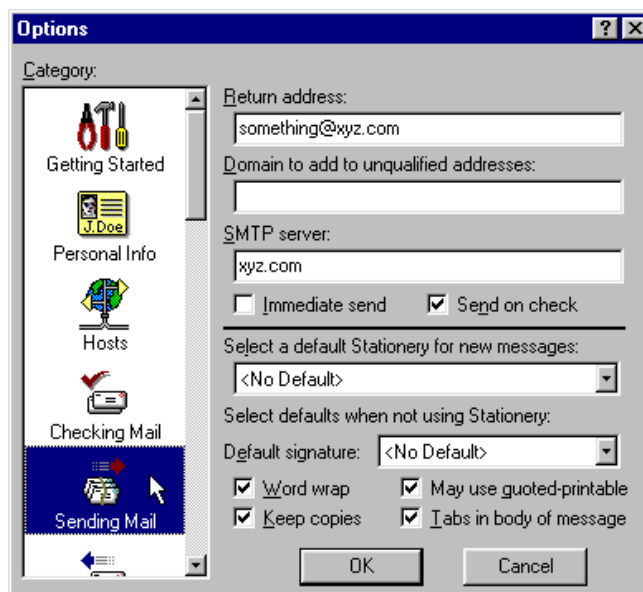
Return address: something@xyz.com



3. Now, in the column of icons on the left side of the dialog box, select the "Sending Mail" icon. Fill in these boxes as follows:

Return address: abcdefg@xyz.com

SMTP server: pop.xyz.com



4. Click on "OK".

Now to retrieve your mail:

- A. In the Eudora Pro 3.0 window, choose "File" → "Check Mail".

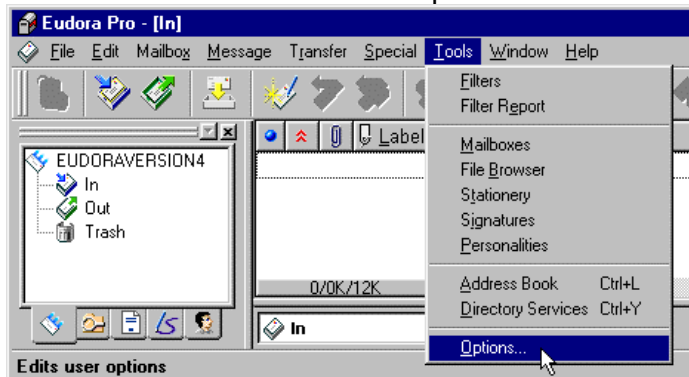
How do I receive E-Mail with Eudora Pro 4.0?

Prior to being able to receive email you will have to configure your mail client. Our Eudora Pro 4.0 tutorial shows how to setup Eudora Pro 4.0 to retrieve email from your account. To configure Eudora Pro 4.0, follow the simple instructions below.

For this example, we will use an account with the following account info:

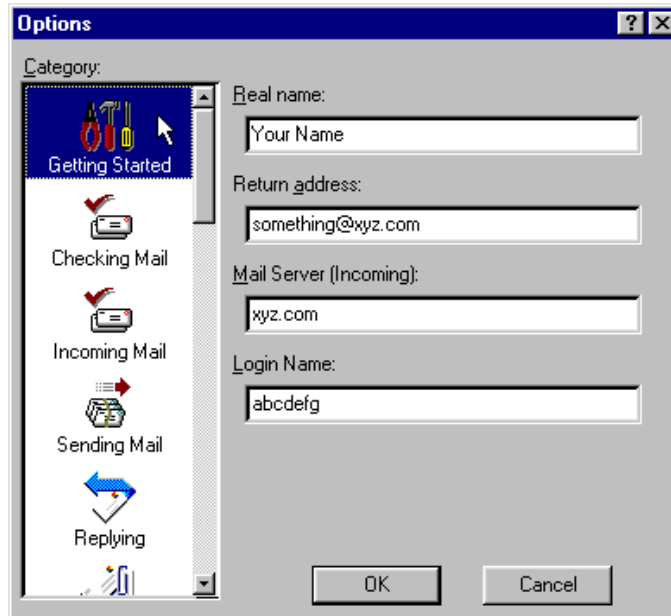
Domain name: xyz.com
 Userid: abcdefg%xyz.com

1. Open Eudora Pro 4.0 and choose "Tools" → "Options".



2. Select the "Getting Started" icon from the column of icons on the left side of the dialog box. Fill in these boxes as follows:

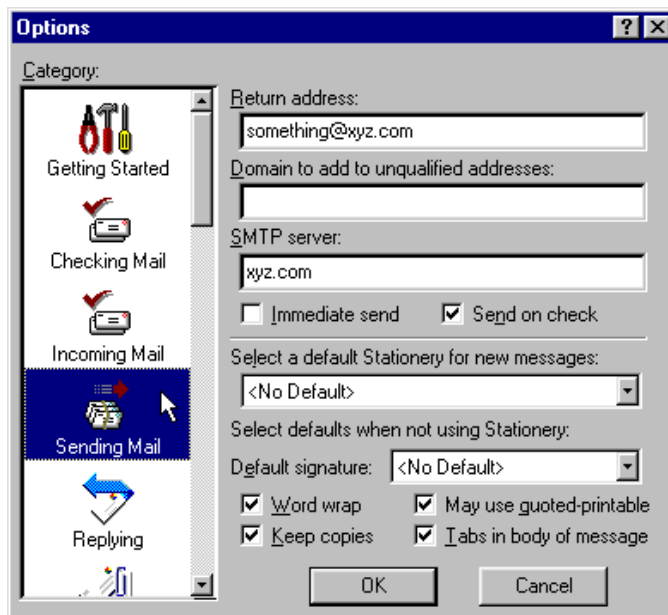
Real name: Your Name
Return address: abcdefg@xyz.com
Mail Server (Incoming): pop.xyz.com
Login Name: abcdefg%xyz.com



3. Select the "Sending Mail" icon from the column of icons on the left side of the dialog box. Fill in these boxes as follows:

Return address: abcdefg@xyz.com
SMTP server: pop.xyz.com

4. Then click on "OK".



Now to retrieve your mail:

- A. in the Eudora Pro 4.0 window, choose "File" → "Check Mail".

How do I receive E-Mail with Netscape Communicator 4.0?

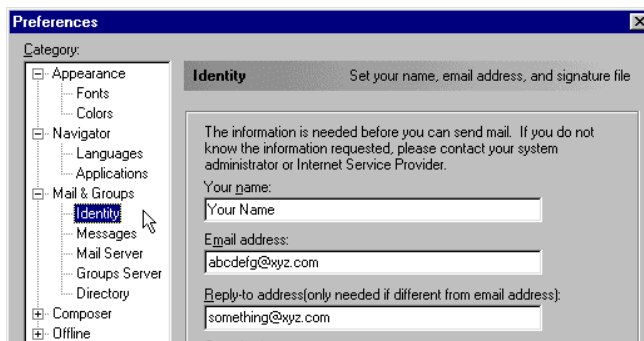
Prior to being able to receive email you will have to configure your mail client. Our Netscape Communicator tutorial shows how to setup Netscape Communicator to retrieve email from your account. To configure Netscape Communicator, follow the simple instructions below.

For this example, we will use an account with the following account info:

Domain name: xyz.com
 Userid: abcdefg%xyz.com

1. Open Communicator and choose "Edit" → "Preferences".
2. In the tree structure on the left side of the dialog box, select "Identity", which is under "Mail & Groups". Fill in the boxes as follows:

Your Name: Your Name
 E-mail address: abcdefg%xyz.com
 Reply-to address: abcdefg@xyz.com

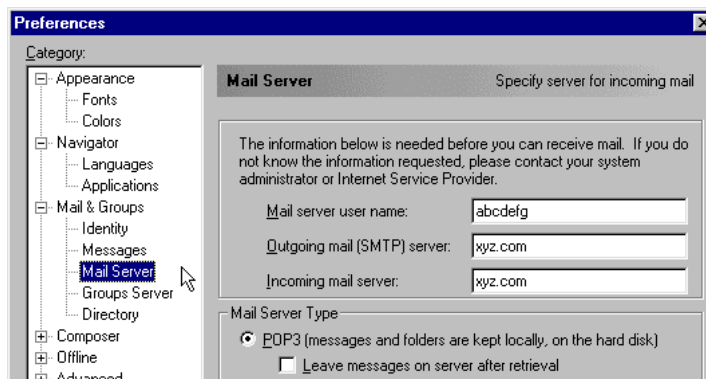


3. In the tree structure on the left side of the dialog box, select "Mail Server", which is also under "Mail & Groups". Fill in the boxes as follows:

Mail server user name: abcdefg%xyz.com

Outgoing mail (SMTP) server: smtp.xyz.com

Incoming mail server: pop.xyz.com



4. Click on "OK".

How do I receive E-Mail with Microsoft Outlook Express?

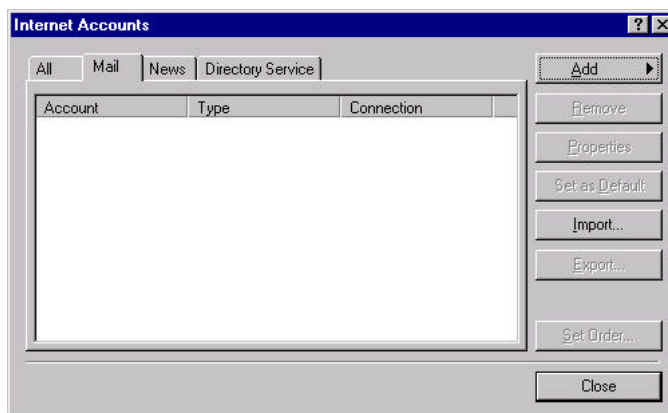
Prior to being able to receive email you will have to configure your mail client. Our Outlook Express tutorial shows how to setup Outlook Express to retrieve email from your account. To configure Outlook Express, follow the simple instructions below.

For this example, we will use an account with the following account info:

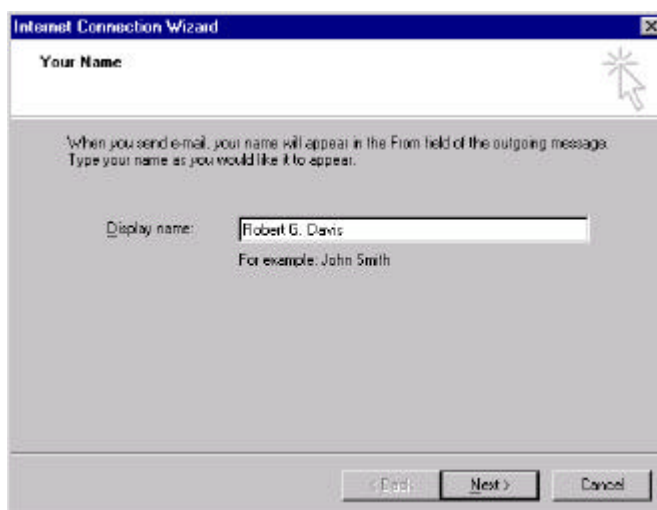
Domain name: xyz.com

Userid: abcdefg%xyz.com

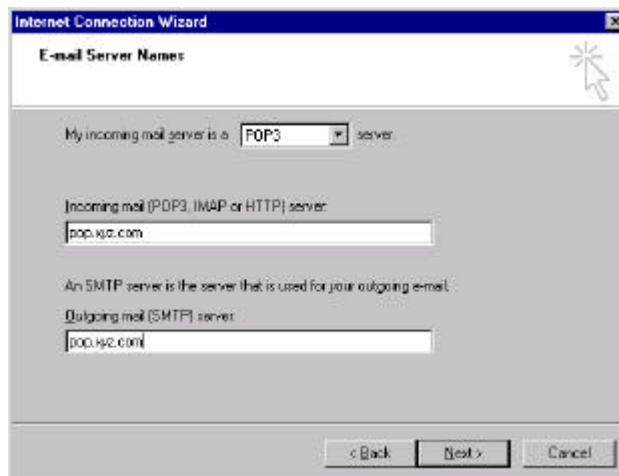
1. Open Outlook Express and choose "Tools" → "Accounts"
2. Click on the mail tab when the "Internet Accounts" manager window appears.
3. Click on the "Add" button and then on "Mail".
4. The Internet Connection Wizard will walk you through the setup process.



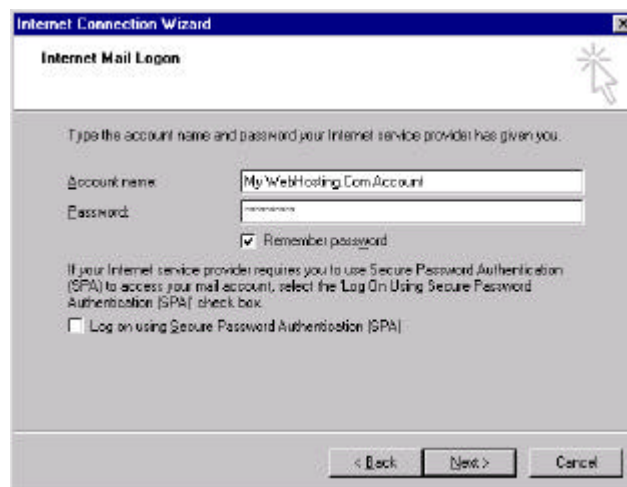
First, it will ask for a display name. Please enter your name here.



- A. Next, the wizard asks for your e-mail address that you want people to reply to. Enter your email address here.
- B. Next you are asked for your server information. Your incoming mail server is a POP3 and its name is your domain name (e.g. pop.xyz.com). Your outgoing mail server is smtp.xyz.com. Although, we recommend using the SMTP server of your ISP but if that fails to operate properly, you may use your domain name here instead.



- C. Next, it will ask for an account name that Outlook Express will use to refer to this particular account, you can choose whatever name you want .



- D. Click on "Next" and then click "Finish" and then on "Close".

Now to retrieve your mail, in the Outlook Express window, choose "Tools" → "Send and Receive".

How do I receive E-Mail with Microsoft Outlook 97?

Prior to being able to receive email you will have to configure your mail client. Our Outlook 97 tutorial shows how to setup Outlook 97 to retrieve email from your account. To configure Outlook 97, follow the simple instructions below.

For this example, we will use an account with with the following account info:

Domain name: xyz.com
Userid: abcdefg%xyz.com

1. Open Microsoft Outlook 97 and choose "Tools" → "Services".
2. Click on the "Services" tab.
3. Highlight "Internet Mail", and click on the "Properties" button.
 - a. If it is not visible, click on the "Add" button, then highlight "Internet Mail", and click on "OK".
4. In the "Internet Mail" dialog box, click on the "General" tab. Fill in the boxes as follows:

Full name: Your Name
E-mail address: abcdefg@xyz.com
Internet Mail Server: pop.xyz.com
Account Name: abcdefg%xyz.com
Password: Your password

5. Next, click on the "Connection" tab.
6. If you log onto your Internet Service Provider (ISP) and then check your mail, choose "Connect using the network". If you want Outlook to dial into your ISP for you, then choose "Connect using the modem".
 - a. If you choose the latter, you will need to contact your ISP for instructions on configuring your dialer.
7. Click on "Apply".
8. Click on "OK".
9. Click on "OK" again.

Now to retrieve your mail, in the Outlook window, choose "Tools" → "Check for New Mail".

How do I receive E-Mail with Microsoft Outlook 98 (and 2000)?

Prior to being able to receive email you will have to configure your mail client. Our Outlook 98/2000 tutorial shows how to setup Outlook 98/2000 to retrieve email from your account. To configure Outlook 98/2000, follow the simple instructions below.

For this example, we will use an account with with the following account info:

Domain name: xyz.com
Userid: abcdefg%xyz.com

1. Open Microsoft Outlook 98/2000 and choose "Tools" → "Accounts"
2. Click on the mail tab when the "Internet Accounts" manager window appears.
3. Click on the "Add" button and then on "Mail".
4. The Internet Connection Wizard will walk you through the setup process.
 - A. First, it will ask for a display name. You can enter your name here.
 - B. Next, the wizard asks for your e-mail address, please enter your email address in this location.
 - C. Next you are asked for your server information. Your incoming mail server is a POP3 and its name is your domain name (e.g. pop.xyz.com).

Your outgoing mail server is smtp.xyz.com. Although we recommend using the SMTP server of your ISP but if that fails to operate properly, you may use your domain name here instead.

- D. Next, it will ask for an account name that Outlook 98 will use to refer to this particular account, you can choose whatever you want.
 - E. If you log onto your ISP and then check your mail, choose "I will establish connection manually". If you want Outlook 98 to dial into your ISP for you, then choose "Connect using my phone line". If you choose the latter, you will need to contact your ISP for instructions on configuring your dialer.
 - F. Click on "Finish" and then on "Close".

Now to retrieve your mail, in the Outlook 98 window, choose "Tools" → "Send and Receive".

Secure Server and Certificates

Using the Secure Server

Our Secure Server (SSL) makes accepting secure order forms through your Web site easy. Our servers provide both small and medium sized businesses with an entry-level electronic commerce solution that is packed with everything you need to get started.

The Secure Server allows its clientele to have SSL/secure information sent between the visitor's Web browser and the Web server, allowing for easy and safe transferring of data such as addresses, phone numbers and credit card information.

What is the cost of this feature?

Shared SSL encryption is included in some of our hosting packages, or available for an extra monthly fee. This entitles you to access to a secure sever with a shared certificate. If you wish to use your own personalized certificate, you can purchase one directly from a certificate authority (CA) such as Verisign or Thawte.

What does a digital certificate do?

A server uses a digital certificate to prove its authenticity. The digital certificate establishes a legal relationship between a legitimate company and their Web site. For example, if you go to Novell's Web page and decrypt their digital certificate it legally proves that the Web site is authorized by Novell to transact commerce.

What options do I have if I want to have encryption on my site?

Basically you have two options. The first, you may purchase a certificate from a Certificate Authority (CA) and we will install it on our servers. The second option is to share a certificate owned by us, it may require additional fee depending on package you have.

What information will I need to provide to Verisign to get a certificate?

In order to purchase a certificate you must provide to Verisign a signed copy of either a business license or articles of incorporation. You must also supply a signed copy of the Verisign Web master form letter. More information on digital certificates is available at <http://www.verisign.com>

What information do I need to provide you in order to have my own certificate?

If you call our Customer Support group we will gladly walk you through the process. When you call for a certificate we will send you a form to fill out.

What type of SSL encryption is used?

The Secure Server uses a 1024-bit RSA encrypted key and a secure socket layer (SSL) certificate signed by Verisign. The SSL is RSA-encryption based. Our secure server software is Stronghold for Apache mod_ssl.

How do I use the SSL account?

All SSL accounts are assigned access to a subdirectory in the following manner:

<https://ssl.securewebserver.com/yourname.com/>

Please consult your SSL setup instructions for information on how you can access the Secure Server.

If I use your certificate is my information just as secure?

Absolutely. The only issue may arise if someone wants to ensure the domain they are shopping at is in fact the owner of the certificate. This is not the case with a shared certificate, ssl.securewebserver.com will be the owner of the certificate. This does not impact security at all, just, perhaps, the customer's perception.

Microsoft FrontPage Extensions

What is Microsoft FrontPage®?



Microsoft FrontPage® is a sophisticated Web authoring tool, which includes a WYSIWYG (What You See Is What You Get) Web page editor, giving you the ability to create impressive Web pages without needing to know the intricacies of the HTML formatting language. FrontPage® can edit existing Web pages or create new ones from scratch. It also contains a 'wizard' utility that can create an entire site for you based on your answers to plain English questions.

Your Web site can integrate and operate seamlessly with Microsoft FrontPage®. We support virtually all of the Microsoft FrontPage® "server extensions", including all of the Web management and publishing capabilities, and all of the standard Microsoft "WebBots" which can be used to add additional functionality to your Web site. All our NT and Unix servers comes with Microsoft FrontPage® 2000 extensions.

FrontPage® 97, FrontPage® 98 and FrontPage® 2000

All of our servers are currently running the FrontPage® 2000 extensions. When domains are configured for use with FrontPage®, our system installs the proper files and directories required for FrontPage® 2000. FrontPage® 2000 extensions support the FrontPage® 97 and 98 client software. At this time we do not support FrontPage® 2002 Extensions.

How do I upload my files with FrontPage?

FrontPage provides you with a utility to upload all your files. To upload your files you should 'publish' them via the FrontPage client. You should NEVER FTP your FrontPage files as this will corrupt the FrontPage server extensions.

You will then be prompted for a username and password, which were confirmed in your account setup instructions e-mail. Please refer to the section titled 'Publishing via FrontPage' for your login information.

After entering the correct login information, your Web will begin publishing to your domain. You will know the FrontPage Web is publishing when the scroll graphic in the upper right hand corner of your FrontPage Explorer becomes animated.

When the publishing process is complete, the phrase 'published to [location]' will appear in the bottom left status bar.

If you are continuously prompted for a username and password then you might be entering the incorrect user name and password. Please contact support for assistance.

How do I publishing my web site using FrontPage® 97, 98, 2000?

1. Launch Microsoft FrontPage.
2. Open your web site on your local machine.
3. Select File from the menu bar and select Publish FrontPage Web.
When prompted, enter: HTTP://yourdomain.com
4. When prompted, supply your user name and password in the following format: --USER--%yourdomain.com

What are all these extra _vti files in my directory?

When your Microsoft FrontPage® extensions for your domain name are enabled, several directories and new files are created in your directory. Please do not edit, delete, move, or rename any of these files or directories. Doing so will cause FrontPage® to not work correctly with your domain. Any directory beginning with "_vti" contains important files that are needed to utilize Microsoft FrontPage® with your domain name.

There is a file named _vti_cnf.html located in the directory your domain is configured to use. In addition, there is one directory called _private that is created for you. This directory is a place where Microsoft FrontPage® stores your template files and other HTML fragment files.

What other FrontPage® tips do you have?

Version

FrontPage® 2000 extensions.

Standard Web bots (components)

We provide support for the standard Web bots that come with FrontPage®. Please note that custom Web bots or Web bots developed by third parties are not supported.

Password Access

Your administrative username and password will work for accessing your account. This is the same username and password you use to access your Hosting Control Panel. Your account username and password is always the 'master' login, which has full administrative access.

FrontPage® Tips

The advantage of using FrontPage® for creating and publishing your site is the ease with which such tasks can be done. However, as with any program, there are commonly made mistakes to watch out for. Here is some simple tips that can help you prevent the most common snags when using Microsoft FrontPage®.

- Make sure that you have an Internet connection when you attempt to publish your site. If you do not have an Internet connection established, FrontPage® will invoke the Microsoft Publishing Wizard or possibly report other errors. If this happens, cancel the publishing procedure, establish an Internet connection, and try again.
- Do not attempt to use the Microsoft Publishing Wizard to publish your site. It is surprisingly difficult to use, and can potentially cause problems with your FrontPage® Web. Instead, publish through the FrontPage® Explorer that is easier to use in comparison.
- Do not use FTP (File Transfer Protocol) to publish your site. FrontPage® expects that Webs will be published through the FrontPage® Explorer. If you use FTP, components of your Web (Web bots in particular) may not function properly, and your FrontPage® extensions will have to be re-installed by technical support.
- When publishing your pages, list your domain in lower-case letters and with the "www." prefix, such as: www.your-company-here.com . Normally domain names are not case-sensitive, but using upper-case letters when publishing may not work properly.

When can I publish? Is my domain active?

You can publish your site when your domain is registered and is active on our server. This normally takes approximately two days. If you would like to know the status of your domain name registration, you can find this out by contacting your domain registrar. To see if your domain name is active, try entering your domain name in your Web browser.

Why do I get the error message: "You do not have FrontPage® enabled."?

You can get this error message while doing many different FrontPage® related tasks. There are two main causes for this.

- First, you might not have FrontPage® enabled for this domain.

-
-
- Second, you might be getting this error message may be that you have excluded the "www" somewhere. Perhaps you are trying to publish your Web and left out the www in the location, or perhaps you have a form that is incorrectly configured to go to `http://domain.com` instead of `http://www.domain.com`. If this is the problem, simply try publishing again, or change the form to include the www.

How do I set permissions in FrontPage® 98?

FrontPage® allows users to determine the type of access visitors have to their Web site. To set permissions, right click the specific folder in the "All Folders" window (left side of the screen) with your mouse and then click on properties.

The properties box will have three check boxes on the bottom. They each perform the following functions:

- Allow programs to be run: This permits .exe and .dll files to be run within the directory.
- Allow scripts to be run: This permits scripts written in ASP and Perl script to be run. Otherwise your ASP pages will be non-functional.
- Allow files to be browsed: If this is not checked off, then Web visitors do not have access to view the contents of that directory. For example, if your "Database" directory contains your company's main database, it would be wise to leave this unchecked. Otherwise someone may be able to download your company's entire database right from the Web.

How do I set permissions in FrontPage® 2000?

FrontPage® allows users to determine the type of access visitors have to their Web site. To set permissions, click the Tools menu item, then select Security | Permission. A dialog box will appear. Select the Users tab. You now have two options:

Everyone has browse access: This is selected by default and allow the anonymous visitor to access your Web site.

Only registered users have browse access: This will prevent the anonymous visitor from viewing your Web site.

Please Note: The administrative username (choosing Edit) should have the following permissions: Administer, author and browse this Web. This gives you full access to administer your Web site.

What does it mean when I get a "Service.lck" error?

If there is an error returned by FrontPage stating:

"unable to open e:\inetpub\yoursite.com_vti_bin\service.lck"

or something similar, it means that permissions have been incorrectly set for your account. FrontPage® is sometimes responsible for this error and will require one of our NT support technicians to fix the error.

Please note that after the changes are in place, a new user will be listed under your Web page permissions. This user known as IUSR_<computername>” is required to allow Web browsers to access your site. Please CHANGE this account’s permission to “browse only,” and make sure that only you are listed to author to this site.

This security information is located at: Tools | Permissions

And should be regularly checked by yourself or the Webmaster of the site. This ensures that your site is secure for the Web and FrontPage®.

Where can I go for more information?

Technical Support can provide you with assistance regarding activating FrontPage® for your domain, publishing your Webs, and the online access to and functionality of your completed Web site. If you have questions in areas that are not answered by our FrontPage® Help Page feel free to contact our Customer Support department.

For assistance using FrontPage® itself to create and maintain Web pages, please contact Microsoft Technical Support or visit their web site at www.microsoft.com/frontpage .

Databases

Open Database Connectivity (ODBC)

Open Database Connectivity (ODBC), is supported for using Microsoft Access databases on your NT account. The procedure for maintaining your database is achieved through a system entitled "Data Source Name (DSN)." If you are new to this procedure please read the introduction information below.

How do I connect my database using an ODBC file?

The standard method for adding database functionality to your Web site is through an ODBC connection, which is a standard programming interface allowing database access for all Web-based programming.

To connect with an ODBC file, you will first need to setup a Data Source Name (DSN), which you use to make the connection. First, you will upload the database to your account. The suggested location to place your database file is the (db) directory for NT accounts.

The next step is to log into your Hosting Control Panel, and create the DSN using the online interface. Please consult the Control Panel User Guide for details on creating the DSN for your database.

How do I connect to the database with FrontPage®

The easiest method for connecting to a database is with the Database Connection Wizard in FrontPage. Open the page in which you wish to insert database fields with the FrontPage Editor.

Then from the INSERT menu, select DATABASE → DATABASE REGION WIZARD. On the first page you will enter the DSN name you previously created. The second page will ask you for a SQL query, which you find by using your database tool's SQL view. The last page will ask which fields you wish to display on the page. The wizard will then create the database table on your page and insert the required code. Please verify that your SQL code works in Access before entering it in FrontPage.

How do I connect to the database using InterDev?

With Microsoft InterDev you will first need to create a local system DSN, then on the project you are adding database functionality to go to the menu PROJECT, then ADD TO PROJECT → DATA CONNECTION.

Under "Machine Data Source" you will find your DSN with type equal to "system", this will be the one you select. You then right click on the database connection icon under global.asa and edit the connection string to have only DSN=dsn-name (this will allow the project to work on the server after you publish without any further alterations). From here you can use the various wizards, and data controls supplied with the program.

Active Server Pages with InterDev

FrontPage and Microsoft InterDev create ASP (Active Server Pages) automatically. Here are the basics to open, select, and close a database.

First you need to create an ActiveX Database Object and open the database. For this example, the DSN is called "caryard"

```
Set DataConn =  
Server.CreateObject("ADODB.Connection")  
DataConn.Open "  
caryard"
```

Next you will need to create a SQL query to access the data, in this example we are retrieving all the records from the table "cars"

```
searchSQL = "SELECT  
* FROM cars;"
```

Then you need to create a record set by executing the SQL query

```
set RS = dataConn.Execute(searchSQL)
```

Now that you have a record set you can go to the first and last record –

```
RS.MoveFirst,  
RS.MoveLast  
Move to the next record –  
RS.MoveNext
```

And display the field contents (in this case for the field 'model') – RS("model")

Lastly, when completely finished, you need to close the database

```
RS.Close  
dataConn.Close
```

Please store your data in the cgi-bin directory of your account. This ensures that the file will have the necessary permissions to be updated and read.

SQL Statements

By using SQL statements you can add, edit, join tables, and do many other database functions. The most common statement is "SELECT * FROM cars", which will retrieve all the records in the active database from the table "cars".

Additions can be made to search for records with specific criteria, for example, if you wanted to search for all records in the table cars where the make was Honda and year was 1997 you would use a query similar to

```
"SELECT * FROM cars WHERE make='Honda' AND year='1997';"
```

 (assuming the corresponding columns were available).

Commands such as INSERT, JOIN, DELETE and many others exist. There are many good references and books available on SQL Statements.

MS SQL Server

SQL server is a robust client server database application that is very useful for data access over Web sites using your shared Web hosting service. This area is intended to introduce you to SQL Server, tell you how to order it and let you know the steps you will need to use Access, Visual InterDev, or SQL Server Enterprise Manager to access the server. This includes uploading data and updating data. The primary focus of these instructions will be with MS Access and Visual InterDev. If you need extensive help with SQL Server Manager we suggest you refer to your documentation and at the Microsoft Web site.

In order to use SQL server you will need to first order the service from our technical support department. There may be a charge for SQL database depending on the package you are currently hosted with.

Accessing our SQL server with any of the above mentioned software products is done through an ODBC/DSN connection you will establish on your computer. This connection will use TCP/IP and the Internet to connect your application to our SQL server. Presentations are included in this area for setting up the ODBC/DSN, uploading or upsizing your data from Access, Connecting with MS SQL Server Enterprise Manger and connecting with MS Visual InterDev.

Changing Platforms

Can I switch from UNIX to NT or vice versa?

If you have previously selected an NT server and now wish to work with files on a UNIX server, or vice versa, prepare to make some changes. Please call our support department to request a platform change. There is an extra charge associated with this request.

Remember that programming HTML in UNIX is case-sensitive. There may also be differences in file permissions and CGI and Perl programming.

You will be responsible for making changes specific to your Web site if you decide to switch hosting platforms.

Please Note: Support technicians will not make specific changes to your server configuration to support coding and programming that was specific to previous hosting platform.

In order for us to complete a platform change, we require you to back up your entire site including mail, as we do not handle the transferring of customer data. Once your domain is on the new platform, the DNS record will be completed to reflect this change, and you will no longer have access to the files on the original server.

It is important to download your log files since these will be deleted during this process. Our UNIX server uses Webalizer for analyzing statistics while NT uses WebTrends. There is also a difference in how statistics are generated. On UNIX, statistics are generated daily and your raw logs are deleted daily as soon as the Webalizer runs them. In contrast, NT logs are deleted during the second week of each month for the previous month and can be downloaded via FTP. Statistics, for NT, are generated every seven days.