



Getting Started Guide

Getting Started With Linux® Shared Hosting

Setting up and configuring your shared hosting account.

Getting Started with Linux Shared Hosting

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Introduction

Now that you've purchased your Linux shared hosting account, you're probably dying to take it out for a spin. But before you do, it's a good idea to find out what's going on under the hood. This guide will assist you in getting your Web site up and running quickly. Along the way, we'll even pass on some general hosting information that you can use to impress your friends.

Your shared hosting account resides on a server along with other accounts. The server's resources are shared across these accounts, hence the term shared hosting. This is in contrast to dedicated hosting, which allows a single account to exclusively use one server. A major benefit to having a shared hosting account is that server security, backup, and maintenance is taken care of for you.

SECURITY INFORMATION

The most important security measure you can take is keeping your hosting account password secure. Anyone with access to your password can potentially manipulate the content on your site and compromise your account. If your password has been compromised, you can change it through the Hosting Manager.

It may take up to thirty minutes for a change of password to take effect.

► To Change Your Hosting Account Password

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Hosting Account List**.
3. Next to the hosting account you want to modify, click **Open**.
4. Under the **Settings** section of the Hosting Manager, click the **Account Login** icon.
5. To change your hosting account password, type a new password in the fields and click **Update**.

NOTE: The Hosting Manager enforces criteria that ensure strong password creation.

CREATING A STRONG PASSWORD

The Hosting Manager enforces rules that ensure your password cannot be easily hacked. Criteria exist that must be met by your hosting account password. To meet this criteria, your password:

- Must contain between 7-14 characters.
- Must be made up of lowercase letters, uppercase letters, and numbers.
- Cannot begin with a number or symbol.
- Cannot contain backslashes, colons, single quotes, double quotes, spaces, or the caret symbol (^).
- Cannot contain your username.

GETTING HELP

After your account is set up, you can always find shared hosting help on the Web with our Hosting Resource Center, located within our Help Center.

► To Access the Help Center (Hosting Resource Center)

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Hosting Account List**.
3. Click **Open** next to the account that you need help with.
4. Under the **Help Resources** menu, click **Hosting Resource Center**.



NOTE

The Help Center, which is a knowledge base with the most current shared hosting technical information, opens in a new window.

5. In the **Browse Help Topics** panel, click **Linux Hosting**.

Customer Support is also available for you to contact directly for answers to your questions.

OTHER RESOURCES

You can use these resources to learn more about programming your shared hosting account:

Resource	URL
W3Schools®	http://www.w3schools.com/ A free repository of Web programming tutorials on topics from XHTML to PHP.
DevGuru™	http://www.devguru.com/ DevGuru is an exhaustive Web programming reference Web site.

1 ■ Setting Up Your New Hosting Account

Some prep work is required to ready your account for the uploading of site content. First, you must set up your shared hosting account and specify its domain name servers (DNS).

Setting up your account installs the default hosting files and directory structure needed to upload content. Accurate domain name server information must be assigned to your account so visitors are directed to your site content.

To jump-start this whole process, you need to set up your hosting account.

SETTING UP YOUR ACCOUNT

Your account is not automatically set up when you purchase a hosting plan. This must be done through the Hosting Manager.

► To Set up Your Hosting Account

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Hosting Account List**.
3. Next to the hosting account you want to set up, click **Setup Account**.

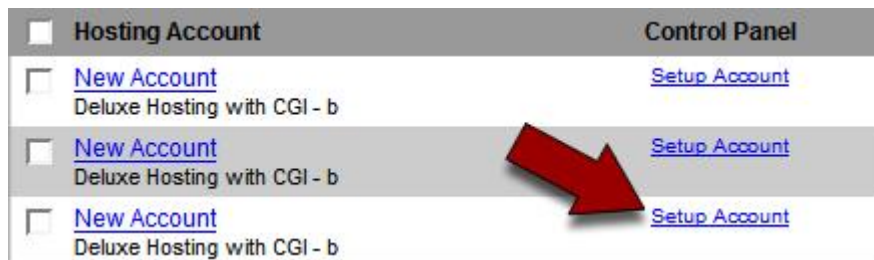


Fig. 1.1 - Set up Account link in your Account Manager.



NOTE

The Hosting Manager opens in a new window.

The **Account Manager** is where you manage account administrative functions and hosting-related products such as email.

The **Hosting Manager** is where you configure hosting account functionality.

4. The **End User License Agreement** displays. Read the agreement and click **Accept**.
5. In the **Hosting Server Login Information** section, type in the domain name you want to use for this hosting account.

Hosting Server Information	
Domain Name:	Enter a domain: www.coolexample.com
Operating System:	Linux
Data Transfer Rate:	500,000 MB
Total Disk Space:	50,000 MB

Fig. 1.2 - Type in the domain name you want to use with your hosting account.

6. If you want to use FrontPage for this account, select **Install**.
7. If you want Java™ enabled for this account, select **Java**.

Data Transfer Rate:	500,000 MB
Total Disk Space:	50,000 MB
FrontPage Extensions:	<input type="checkbox"/> Install
Enable Add On Languages:	<input checked="" type="radio"/> None <input type="radio"/> Java

Fig. 1.3 - Select if you want Java enabled for your account.



NOTE

The FrontPage and Java options will only display if you have purchased a hosting account that includes these features.

8. Create a **User ID** and **Password** for this hosting account.

This is the User ID and password that you will use to connect to your hosting account using an FTP client. This is also the User ID and Password that you will use to access your free Web Statistics page.

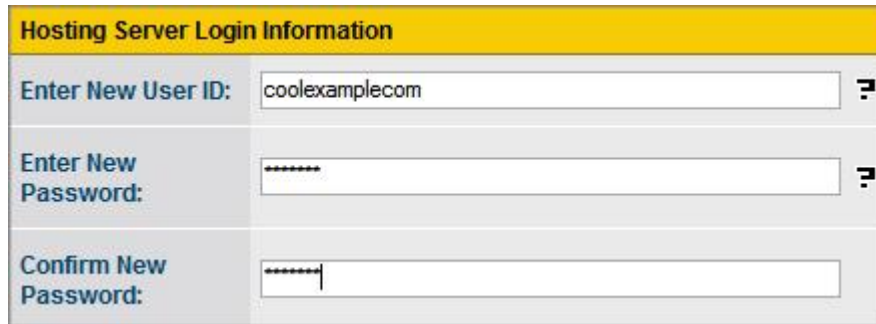


Fig. 1.4 - Type in your FTP client user ID and password.

9. Click **Continue**.

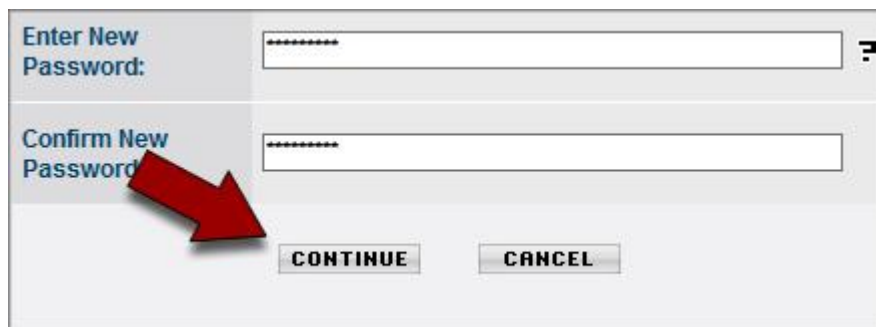


Fig. 1.5 - Click Continue.

10. Verify your account information. If everything looks okay, click **Submit**.

Hosting Server Information		
Verify Domain Name:	cooexample.com	?
Operating System:	Linux	
Data Transfer Rate:	500,000 MB	
Total Disk Space:	50,000 MB	
FrontPage Extensions:	No	?
Enable Add On Languages:	None	?
Hosting Server Login Information		
Enter New User ID:	cooexample	?
<input type="button" value="SUBMIT"/> <input type="button" value="EDIT"/> <input type="button" value="CANCEL"/>		

Fig. 1.6 - Click Submit.

A Congratulations message displays, letting you know that your hosting account should be ready to use in a few minutes.

After you set up your account, we will send you an e-mail message that includes all of your basic account-management information.

CHECKING YOUR HOSTING ACCOUNT STATUS

You may have to wait up to 48 hours before you can upload files to your account (FTP), set up databases, or configure your Web site. The status for your hosting account displays on the Hosting Account list page in the Hosting Manager.

► To Check the Status of Your Hosting Account

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Hosting Account List**.
3. Next to the hosting account you want to check, click **Open**.
4. In the menu on the left, select **Account List**.

The Account List displays the current status of your hosting accounts. In general, these are the different account status types that you'll see:

Status	Explanation
Initialize Account	You need to set up your hosting account in order to use it. To set up your hosting account, click on name of the account you want to set up.
Pending DNS	Your hosting account needs to match up with your domain name before you can upload files and manage your Web site. Depending on when you set up the nameservers for your domain, it can take up to 8 hours for your hosting account to match up with .com and .net domains and up to 48 hours for other domain extensions.
Pending Account Change	This account status displays whenever you have upgraded or downgraded your hosting account.
Pending Setup	This account status displays after you have set up your account. It may take a few minutes for us to configure your hosting account before you can use it.
Setup	Your account is set up. You may still have to wait up to 48 hours before you can upload files to your account (FTP), set up databases, or configure your Web site.

Once your hosting account is set up, you can log in to the Hosting Manager to manage your account, set up databases, and install various Web site features.

SETTING UP YOUR DOMAIN NAME SERVERS (DNS)

Name servers are the Internet's equivalent to phone books. A name server maintains a directory of domain names that match certain IP addresses (computers). The information from all the name servers across the Internet is gathered in a central registry.

This makes it possible for people across the Internet to access your Web site using a familiar domain name, instead of having to remember a series of numbers.

It usually takes about 4-8 hours for .com and .net domains and about 24-48 hours for all other domain extensions before name servers on other networks are able to access the information after the central registry receives it. This period is referred to as the propagation period.

You can check if your name servers change has propagated by navigating to <http://www.internic.net/whois.html> and performing a Whois search on your domain name.

The process for setting up your name servers depends on the company from which you bought your domain. If your hosting account domain name was registered with us and resides in the same shopper account, its name servers will be changed automatically at the time hosting is set up. Otherwise, new name servers are required.

The default nameservers for your hosting account depend on the day you set up your hosting. Use this list to determine your default nameservers:

After January 31, 2007

ns5.secureserver.net
ns6.secureserver.net

November 15, 2006 - January 30, 2007

ns1.secureserver.net
ns2.secureserver.net

December 15, 2005 - November 14, 2006

ns3.secureserver.net
ns4.secureserver.net

Before December 14, 2005

ns1.secureserver.net
ns2.secureserver.net

OR

wsc1.jomax.net
wsc2.jomax.net

Check with your domain name registrar for specific instructions on how to change your name servers.

These name servers will point your domain name to your hosting account.



Remember that it usually takes about 4-8 hours for .com and .net domains and about 24-48 hours for all other domain extensions before you can upload your Web site.

This period is referred to as the propagation period.

GETTING ACQUAINTED WITH THE HOSTING MANAGER

The Hosting Manager is a control panel for your shared hosting account. It is the interface through which you will manage account settings, content, databases, and Web statistics. The majority of non-administrative processes you perform on your account will take place in the Hosting Manager. Hosting-related products such as email accounts are managed through your Account Manager.

This is an example of what your Hosting Manager looks like when you first log in:

The screenshot displays the Hosting Manager home page, organized into several sections:

- Account Summary:** A yellow header bar followed by account details: Domain Name: coolexample.com, Server IP Address: 172.16.16.38, Bandwidth Allotment: 1,000,000 MB, Operating System: Linux, Hosting Configuration: 2.0, and # of MySQL Databases: 0 Setup of 50 Available.
- Settings:** A yellow header bar followed by a grid of icons and links: Account Login, Domain Management, FrontPage Extensions, 404 Error Behavior, Change Domain Name, Error Logs, and DNS Manager.
- Content:** A yellow header bar followed by icons and links: Form Mail, Value Applications, FTP Client, Add On Languages, and CGI Admin.
- Databases:** A yellow header bar followed by a MySQL icon and link.
- Web Statistics:** A yellow header bar followed by icons and links: Configure Web Statistics and Launch Web Stats.

Fig. 1.7 - Your Hosting Manager home page.

The Hosting Manager is a graphical interface whose purpose is to facilitate the management of your hosting account. All of the procedures outlined in this guide, with the

exception of uploading from a third-party FTP client, take place within the Hosting Manager. The Hosting Manager is also a source of current account status information. Error log, Web statistics, and language management interfaces are accessed from the Hosting Manager.

2. Creating and Uploading a Web Page

The whole reason you purchased a shared hosting account to begin with is to see your original content out on the Web. The easiest way to accomplish this is by creating and uploading HTML/XHTML pages. In the sections that follow, we'll walk you through both processes.

CREATING YOUR FIRST WEB PAGE

To test your new hosting account, you can create a simple HTML page and upload it to your new Web server. One way to make Web pages is using a language called HTML. Once you upload this test file to your account and make sure that everything works, you can remove it and start creating your own Web site.

► To Create a Test HTML Web Page

1. Open a plain text editor. If you use Microsoft Windows, open Notepad (Start > All Programs > Accessories > Notepad). If you use an Apple computer, open TextEdit.
2. Type these lines of code (HTML) into your plain text editor:

```
<html>
<head>
<title>My New web Site</title>
</head>
<body>
<h1>This is My New web Site</h1>
<p>Hey! welcome to my web site. I wrote this code all by
myself. Stay tuned.</p>
</body>
</html>
```

3. Save your file as **index.html** (all lowercase). Some editors will try to save your file as "index.txt," but you should be able to override this by typing the file name when you save your HTML page. If not, you can manually rename your file after you save it.

WHERE CAN I LEARN MORE ABOUT HTML?

HTML (or XHTML) is the coding language used to create Web pages. Using HTML, you surround a block of text with codes that indicate how it should appear or what purpose it serves in a document.

Here are a few places on the Web where you can learn more about HTML:

- [W3 School's XHTML Tutorial](#)
- [Webmonkey's HTML Basics](#)

There are also a number of commercial tools available that will help you create a Web site even if you don't know HTML. These are called WYSIWYG (pronounced whi-zee-wig) or What-You-See-Is-What-You-Get editors. Macromedia Dreamweaver® and Microsoft FrontPage® are two examples of WYSIWYG editors.

UPLOADING YOUR FIRST WEB PAGE

To upload files to your Web site, you need an FTP client. FTP stands for File Transfer Protocol. Using FTP, you can move files from your computer to your hosting account.

There are many free FTP clients available on the Internet that you can use to transfer your files. If you only need to upload a few simple files, you can also use the Web-based FTP client available in the Hosting Manager.

► To Upload Your Web Page Using Your Hosting Manager

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Hosting Account List**.
3. Next to the hosting account you want to use, click **Open**. The Hosting Manager opens.



Fig. 2.1 - Open link in your Account Manager.

4. Under the **Content** section of the Hosting Manager, click the **FTP Client** icon.



Fig. 2.2 - FTP Client icon in your Account Manager.

5. If a security certificate window displays, click **Yes** to accept the certificate and open the FTP program. In general, this is what the FTP program looks like when you open it for the first time:

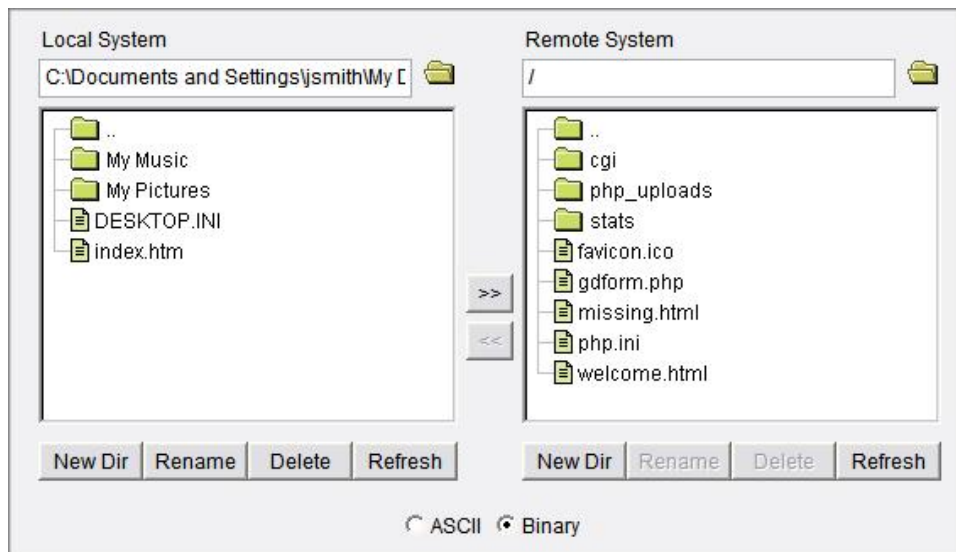


Fig. 2.3 - FTP client interface.

- In the **Local System** section, go to the location on your computer where you saved your index.htm file and select your file.

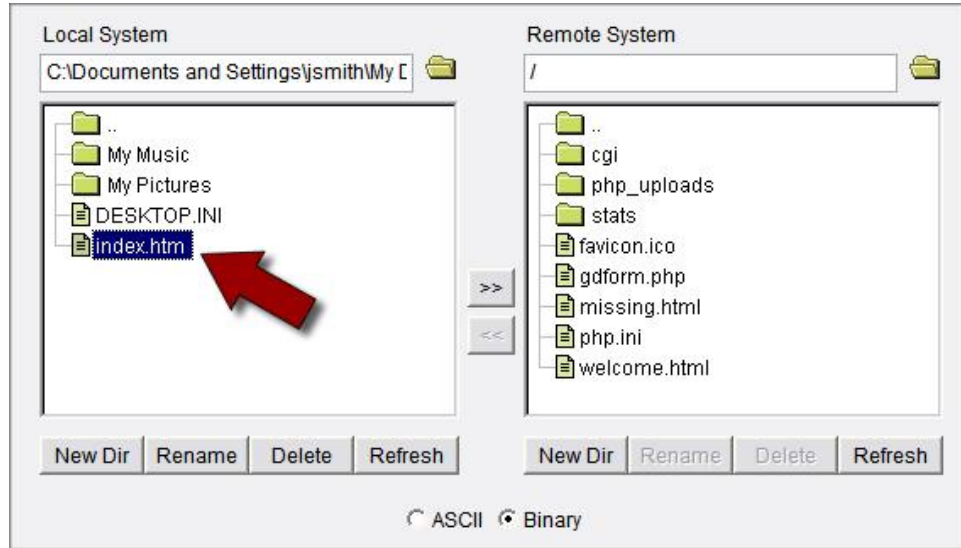


Fig. 2.4 - Select your file to upload.

- Click the >> arrows to upload the index.htm file to your hosting account.

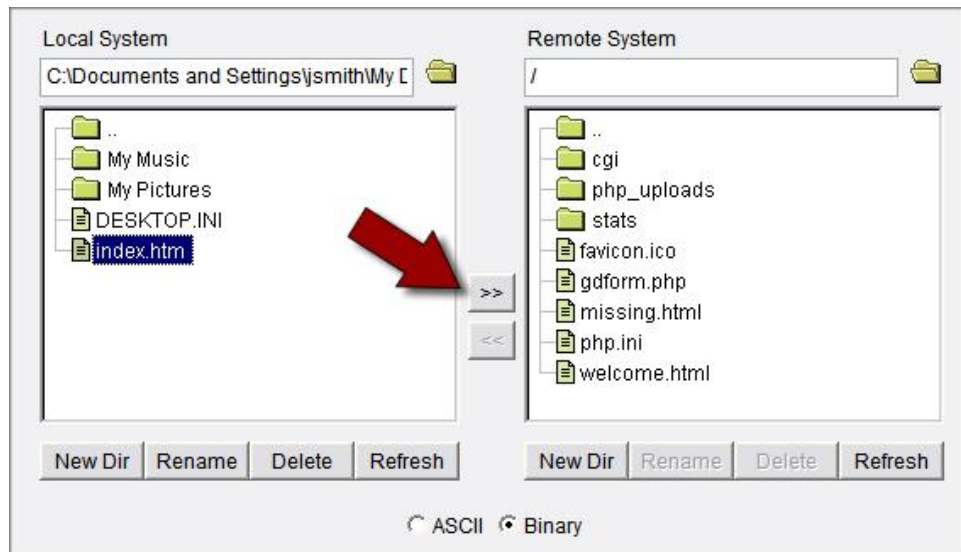


Fig. 2.5 - Upload selected file to hosting server.

After you upload your file, open a new Web Browser window and type the URL to your file in the address bar. Your URL should look like this:

```
http://www.coolexample.com/
```

Replace "coolexample.com" with your domain name.

You should now see a simple Web page with the phrases, "This is My New Web Site" and "Hey! Welcome to my Web site. I wrote this code all by myself. Stay tuned." If not, you may still need to wait for your hosting account to complete the setup process.



Fig. 2.6 - Index.html sample page display.

If you continue to have problems uploading your file, or you cannot see your index.html page, please contact customer support.

OTHER FTP CLIENTS FOR YOUR WEB SITE

While the FTP client that comes with your Hosting Manger is convenient, it is not designed for transferring large amounts of data. If you need to upload a large number of files, you should use a traditional FTP client.

These are some popular and inexpensive (some of them are free) FTP clients that you can download and use:

- [FileZilla \(Windows\)](#)
- [Smart FTP \(Windows\)](#)
- [Fetch \(Mac®\)](#)
- [gFTP \(Linux\)](#)

FTP Client Settings

After downloading and installing one of these clients, you can use it to connect to your hosting account. There are some basic settings that you'll need to know, regardless of the FTP client that you choose:

Setting	Explanation
FTP User Name	This is the user name for your hosting account.
FTP Password	This your password for your hosting account.
Web Site URL	<i>http://www.coolexample.com</i> Where "coolexample.com" is your domain name.
FTP Site URL	<i>ftp://www.coolexample.com</i> Where "coolexample.com" is your domain name.
Start Directory	Some FTP clients will ask for a "Home" or "Start" directory. Our hosting service does not require this. Simply leave the box blank or enter a single forward slash (i.e., /).

TROUBLESHOOTING

Sometimes you do all the preparations to get your Web site up and running, and something just doesn't work. We have identified some of the most common pitfalls, or problems, that you may experience. You'll find important information and recommended solutions for fixing these problems.

Why am I Having Trouble Uploading Content?

If you are having trouble uploading your site content, there are a couple of things you can check to make sure your files end up in the right place.

► Use the correct password for uploading files

You use your hosting account password to upload files. You can change your password through the Hosting Manager.

To Change Your Hosting Account Password

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Hosting Account List**.
3. Next to the hosting account you want to modify, click **Open**.
4. Under the Settings section of the Hosting Manager, click the **Account Login** icon.
5. To change your hosting account password, type a new password in the fields and click **Update**.

► Verify your upload directory

You must upload files to the appropriate directory in order for your Web site content to show up. Depending on your FTP client, you may be asked for a "home" or "start" directory. Our hosting service doesn't require this, so you should leave that field blank. If your client requires a value, enter a single forward slash (i.e., /).

Why Isn't my Web Site Displaying Correctly?

Even though you set up your hosting and uploaded your files, it's possible your Web site still won't display. There is no need to fret. The following issues can be potential show-stoppers, so check each item to verify that your settings are correct.

► Verify your home page file name

When someone types your domain name into a Web browser, the default home page should display. This page must have a name that is supported by our hosting servers. Use one of the following names:

default.html	default.htm	index.php
index.shtml	index.html	index.htm
home.html	home.htm	index.jsp
welcome.html	welcome.htm	

▶ **Solve image problems**

Typically, there are two reasons why images might not display properly. Either your image was not uploaded to your Web server or the path to the image is incorrect. Check these two things to make sure the image is uploaded correctly.

1. Double-check that the path to your image and the name of the image are the same, including the use of uppercase and lowercase letters. If these names are not identical, the server cannot find your image.
2. When the server cannot find an image, a red X displays. Right-click on the red X and select properties to see the link to the image.

▶ **Correct broken site links**

If you create your Web site pages on your local computer, your code needs to adjust for the change that occurs when you upload site content. Web page URLs, image paths, and database names can all be environment-sensitive.

We recommend that you use relative URLs when linking to Web pages. Relative URLs identify a Web page in relation to, or in the context of, the current page. Because they do not reference the domain name, relative URLs do not require modifications when changing environments.

▶ **Ensure your DNS is pointed correctly**

If you registered your domain through us, your DNS records were automatically updated when you set up your hosting account. If you registered your domain name somewhere else, double-check that the names servers you used are the following:

ns3.secureserver.net

ns4.secureserver.net

▶ **Refresh your Web browser**

Browsers can cache Web pages. To clear the cache and refresh your page, press CTRL + F5 for Internet Explorer. For Firefox, press CTRL + R.

3 ■ Setting Up Email For Your Hosting Account

All of our hosting plans include a number of free email accounts, that you can use to create email addresses that incorporate your domain name. For example, if Jane Smith started an online business named "coolexample.com," she can create an email account with the address "jane@coolexample.com." This address is more personal, memorable, and slick.

Now that Jane Smith has her email address, we'll walk you through the process of creating yours.

CREATING AN EMAIL ACCOUNT

Your new email account should be ready to use within 15 minutes of setup.

► To Create a New Email Account using the Email Control Center

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, click **Email Account List**.
3. Next to the account you want to use, click **Manage Account**. The **Email Control Center** will display.
4. Click the **Add Email Address** link on the right side of the window below, the **Buy More SMTP Relays** button.



Fig. 3.1 - Add Email Address link in the Email Control Center.

- In the **Add Email** area, select whether you are using a domain registered or hosted with us or a domain registered or hosted elsewhere, then in the **Email Address** field, enter the first part of the email address that you want to create and specify the domain.

Fig. 3.2 - Add Email area in the Email Control Center.

- In the **Password** and **Confirm Password** fields, enter your password.

Fig. 3.3 - Enter your password.

- To send a carbon copy of all email messages sent to this account to another account, in the **Send Carbon Copies To** field, type the email address(es) you would like to have copies sent to.

Fig. 3.4 - Enter carbon copy address.

- Specify if you want this account to be a **Catch-All Account**. A Catch-All Account is an email account that you can use to gather any emails sent to your domain name that don't have legitimate email addresses.
- Specify if you want to **Accept non-Western Messages** in order to accept messages sent from a language not based on the Latin alphabet, such as Arabic or Japanese.

10. Specify if you want to **Enable spam filtering for this account**.



The screenshot shows a section titled "Incoming Mail Settings" with a red minus sign icon. It contains three checkboxes, each followed by a text label and a blue link labeled "What is this?".

Checkbox	Text Label	Link
<input type="checkbox"/>	Make Catchall Account	What is this?
<input type="checkbox"/>	Accept non-Western Messages	What is this?
<input type="checkbox"/>	Enable spam filtering for this account	What is this?

Fig. 3.5 - Incoming mail settings.

11. Select the number of relays you want to send per day from the **Relays per Day** list.



The screenshot shows a section titled "SMTP Relaying" with a red minus sign icon. Below the title is the text "Bypass ISP restrictions on your outbound emails - with SMTP Email". There are two lines of text: "Relays per day:" followed by a dropdown menu, and "Your outgoing mail server is smtpout.securemail.com.au" followed by another dropdown menu. A mouse cursor is pointing at the "250" option in the second dropdown menu.

Text	Dropdown 1	Dropdown 2
Relays per day:	Select	Select
Your outgoing mail server is		250

Fig. 3.6 - SMTP Relaying settings.

12. If you would like a message to be automatically sent to people when they send you email, select the **Auto-Responder** checkbox and enter the response in the **Auto-Responder** message field. If you would like to use a custom name or message subject, enter them in the **Custom Responder Properties** fields.

Set Auto-Responder

Auto-Responder

Auto-Responder message (Max 1000 Characters)

(1000 Max)

Custom Responder Properties

From Name: Default: *you@youremail.com* Custom Name

Message Subject: Default: *Original Email Subject* Custom Subject

Fig. 3.7 - Auto-Responder Properties.

13. Click **OK**.

► **To Create a New Email Account using the Account Manager**

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, click **Email Account List**.
3. Click **Manage Free Accounts**.

Manage Email Accounts

The email plans you have purchased are listed below.

- ◆ Click Setup Account to create a new address. Once created, addresses will be listed beneath the plan to which they belong.
- ◆ You may change an address from one plan to another that you have purchased at any time by clicking Move.
- ◆ To edit an account or change its password, just click its address in the list below.
- ◆ **Upgrading your account?** Click the upgrade link next to the plan you'd like to add space to.

Search Accounts:

@ -Domain-

Starts With Contains

MANAGE FREE ACCOUNTS **MANAGE EMAIL ACCOUNTS**

Email Account Disk Space

Fig. 3.8 - Manage Free Accounts button in your Account Manager.

- Next to **Email Account - Free**, click **Setup Account**.



The screenshot shows a search interface for accounts. At the top, there is a 'Search Accounts:' section with a text input field, an '@' symbol, and a dropdown menu labeled '-Domain Name-'. Below this are two checkboxes: 'Starts With' and 'Contains', followed by a 'SEARCH NOW' button. There are two main buttons: 'MANAGE FREE ACCOUNTS' and 'MANAGE EMAIL ACCOUNTS'. Below these buttons is a table with two columns: 'Email Account' and 'Disk Space'. The first row in the table is 'Email Account - Free' with a 'Setup Account' link. A red arrow points to the 'Setup Account' link.

Fig. 3.9 - Setup Account link in your Account Manager.

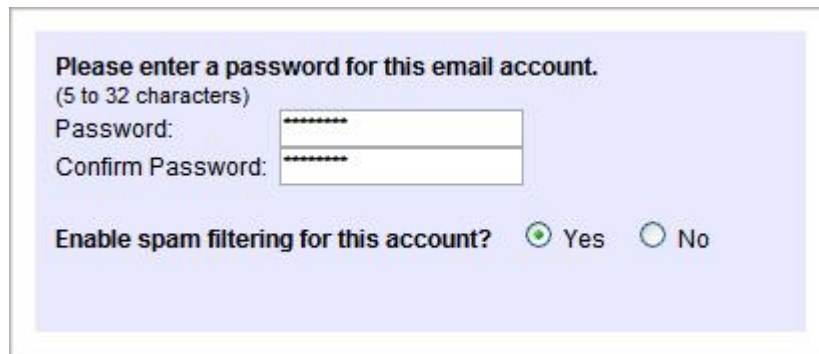
- In the **Email Account** field, type the first part of the email address that you want to create, and then select your domain name from the list. In this example, we'll create the email address "jane@coolexample.com."



The screenshot shows a form titled 'Enter your Email Account:'. It has a text input field for the email account name, which contains 'jane', followed by an '@' symbol and a dropdown menu for the domain name, which is set to 'coolexample.com'.

Fig. 3.10 - Enter your email account name.

- In the **Password** and **Confirm Password** fields, type your password for this account.
- Specify if you want to **Enable spam filtering for this account**



The screenshot shows a form titled 'Please enter a password for this email account. (5 to 32 characters)'. It has two text input fields for 'Password:' and 'Confirm Password:', both containing asterisks. Below these fields is a question: 'Enable spam filtering for this account?' with two radio buttons: 'Yes' (which is selected) and 'No'.

Fig. 3.11 - Enter your email password and specify spam filtering preference.

- To send a carbon copy of all email messages sent to this account to another account, in the **Send Carbon Copies To** field, type the email address(es) you would like to have copies sent to.



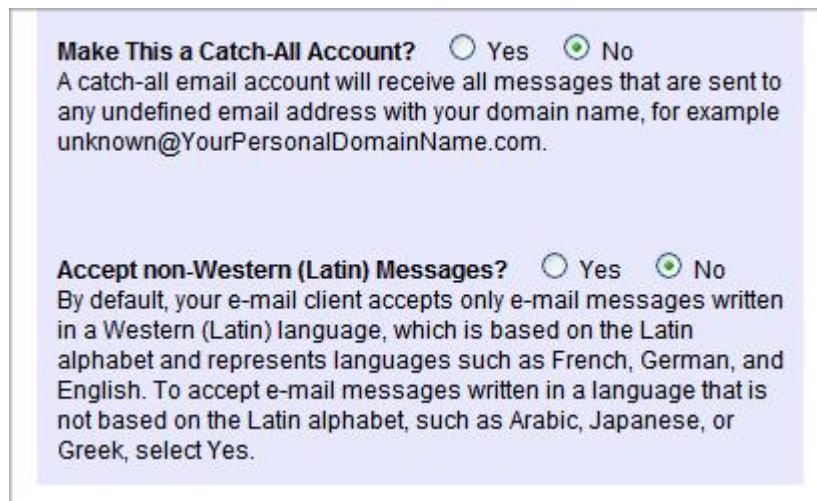
Forward Carbon Copy
You may specify one or more email addresses to receive copies of all messages sent to this account. This feature is great as a monitoring tool for parents, employers, site managers, etc.
Example: you1@emailaddress.com, you2@emailaddress.com

Send Carbon Copies To:

Warning: Auto-Responders will send a response back to the originating sender.

Fig. 3.12 - Enter address to which sent emails are copied.

- Specify if you want to **Make This a Catch-All Account**. A Catch-All Account is an email account that you can use to gather any emails sent to your domain name that don't have legitimate email addresses.
- Specify if you want to **Accept non-Western (Latin) Messages** in order to accept messages sent from a language not based on the Latin alphabet, such as Arabic or Japanese.



Make This a Catch-All Account? Yes No
A catch-all email account will receive all messages that are sent to any undefined email address with your domain name, for example unknown@YourPersonalDomainName.com.

Accept non-Western (Latin) Messages? Yes No
By default, your e-mail client accepts only e-mail messages written in a Western (Latin) language, which is based on the Latin alphabet and represents languages such as French, German, and English. To accept e-mail messages written in a language that is not based on the Latin alphabet, such as Arabic, Japanese, or Greek, select Yes.

Fig. 3.13 - Specify your catch-all and non-Western messages preferences.

11. In the **Outgoing Mail - SMTP Relaying** box, from the **Relays per Day** list, select **250**. Select **Use existing username or password**.

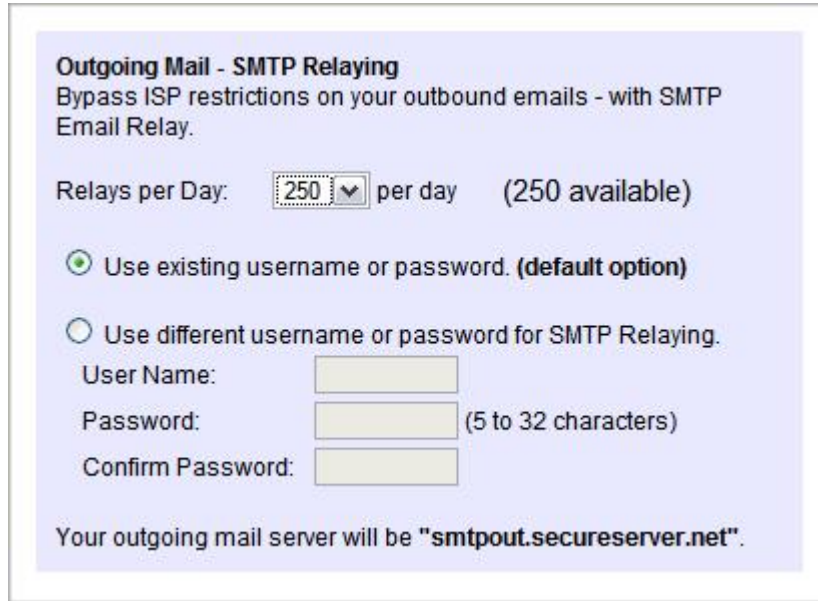


Fig. 3.14 - Specify your SMTP relay settings preferences.

12. In the **Set an auto-responder for this account** box, select **No**.
13. Click **Save Settings**.

Once you create your new email address you can connect to your account using an email client or Webmail.

CONNECTING TO YOUR EMAIL ACCOUNT

Accessing Your Account Using an Email Client

To access your email account using an email client, such as Outlook®, Thunderbird™, or Entourage®, you need the following information:

Client Settings for Your Hosting Account Email	
User Name	The name of the email account you created, for example jane@coolexample.com.
Password	The password you specified when you set up your email account.

Client Settings for Your Hosting Account Email	
POP3 Setting	mail. <i>coolexample.com</i> Where <i>coolexample.com</i> is your domain name.
SMTP Setting	smtpout.secureserver.net The outgoing (SMTP) server requires authentication and uses the same user name and password as the incoming (POP3) server. smtpout.secureserver.net uses port 25 by default. It may also use ports 80 or 3535 .

Why Can't I Connect to my Email Account

After you have set up your email account, there are a few things that might prevent you from connecting. Each of these potential pitfalls, or problems, can be fixed by adjusting your settings.

► Check your SMTP settings

If you are having trouble connecting to your email account, first make sure you have set up SMTP Relay in your email account.

To Set Up SMTP Relay for New Email Accounts

1. Log in to your **Account Manager**.
2. From the **Hosting & Email** menu, click **Email Accounts**.
3. Locate the account you want to set up and click **Setup Account**.

- or -

If you are using a free email account that came with your hosting plan, click **Manage Free Accounts**, and then click **Setup Account** next to the email account you would like to set up.

4. From the **Relays per Day** list, select the number of relays per day you want to use for the account.
5. Specify that you want to use the same user name and password for SMTP Relay that you use to access your account (recommended), or specify that you want to use a different user name and password and then type them in the **User Name**, **Password**, and **Confirm Password** fields.
6. Click **Save Settings**.

► Check your SMTP outgoing mail server name

Make sure the name of the outgoing mail server used for SMTP relaying is:

smtpout.secureserver.net.

▶ Check your port settings

The SMTP relay service is configured to work with the following ports: Port 25, Port 80, and Port 3535. For most email systems, the default port is 25 and your email client uses this automatically. If your ISP has a firewall that prevents relays from using port 25, you may need to change your port settings to 80 or 3535.

▶ Check your message size

Check the size of your message. The maximum message size for our SMTP service is 25MB. The message size limit for SMTP service for most ISP's is much, much smaller, usually 5 or 6 MB.

▶ Check your relay definition

Make sure you haven't exceeded your daily relay limit. One relay consists of one email message sent to each person using the SMTP service. So if you send one email message to 30 people, it counts as 30 relays. Relays are counted on a daily basis and your daily allotment is reset each night at midnight.

Accessing WebMail for Your Email Account

Instead of accessing your email using a traditional email client, you can access your email on the Web using a standard Web browser.

To access your email account using a Web browser, go to the following Web address:

```
http://email.coolexample.com
```

Where *coolexample.com* is the name of your domain.

Sign in to your account using the email address and password you set up in your account manager.

For example, to access Webmail for the domain that we set up in this guide, you would go to <http://email.coolexample.com/>. To sign in, you would use the email address for the account you want to access, jane@coolexample.com.

4. Accessing Your Web Site Statistics

The only thing more exciting than putting up a Web site is seeing that people actually visit it. Knowing your audience can help you better tailor your site to their behavior. It just so happens that all shared hosting accounts come with built-in Web statistics.

ENABLING WEB STATISTICS

Your Web statistics are disabled by default, so you'll need to enable them to start collecting information about the visitors to your Web site. You enable your Web statistics using the Hosting Manager.

► To Start Collecting Statistics for Your Web Site

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Hosting Account List**.
3. Next to the hosting account you want to modify, click **Open**.



Fig. 4.1 - Open link in your Account Manager.

- Under the **Web Statistics** section of the Hosting Manager, click the **Configure Web Statistics** icon.



Fig. 4.2 - Configure Web Statistics icon in Hosting Manager.

- Select the **Enable Web Statistics** checkbox.



Fig. 4.3 - Enabling hosting account Web statistics.

- When you select Enable Web Statistics, some optional settings display. For now, just accept the defaults (don't change anything).

Reset Website Statistics [Optional]	
Web Statistics	<input type="checkbox"/> Reset Website Statistics ?
Modify Statistics Username/Password [Optional]	
Enter New User Name	<input type="text" value="jsmith"/> ?
Enter New Password	<input type="text"/> ?
Confirm New Password	<input type="text"/>

Fig. 4.4 - Optional Web statistics fields in Hosting Manager.

- Click **Continue**.

8. Click **Submit**.



Fig. 4.5 - Click Submit to enable Web statistics.

After enabling Web statistics for your site, it may take up to **24 hours** for the collection of data to begin.

ACCESSING YOUR WEB SITE STATISTICS

To access the statistics for your Web site, type the following URL into your Web browser:

```
http://www.coolexample.com/stats
```

Replace "coolexample.com" with the name of your domain.

The user ID and password for your statistics page is the same as the user ID and password for your hosting account, unless you have changed it in the Hosting Manager.

RESETTING YOUR WEB STATISTICS

It is possible that after you've collected a lot of data about the visitors to your site, you want to start over again at zero. Perhaps you've recently changed the business focus on your site, or you've just finished a redesign. You can reset your Web statistics any time using the Hosting Manager.

► To Reset Your Web Site Statistics

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Hosting Account List**.

- Next to the hosting account you want to modify, click **Open**.

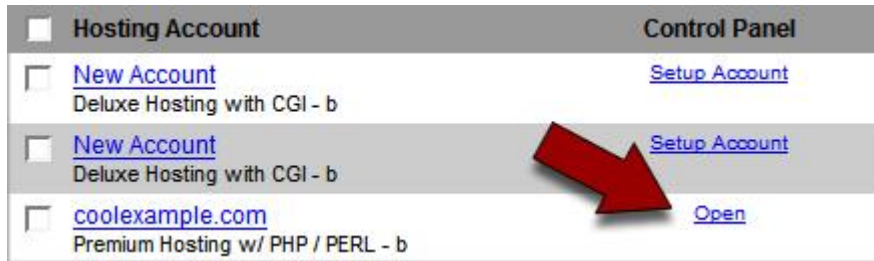


Fig. 4.6 - Open link in your Account Manager.

- Under the **Web Statistics** section of the Hosting Manager, click the **Configure Web Statistics** icon.



Fig. 4.7 - Configure Web Statistics icon in your Hosting Manager.

- Select the **Reset Web site Statistics** checkbox.

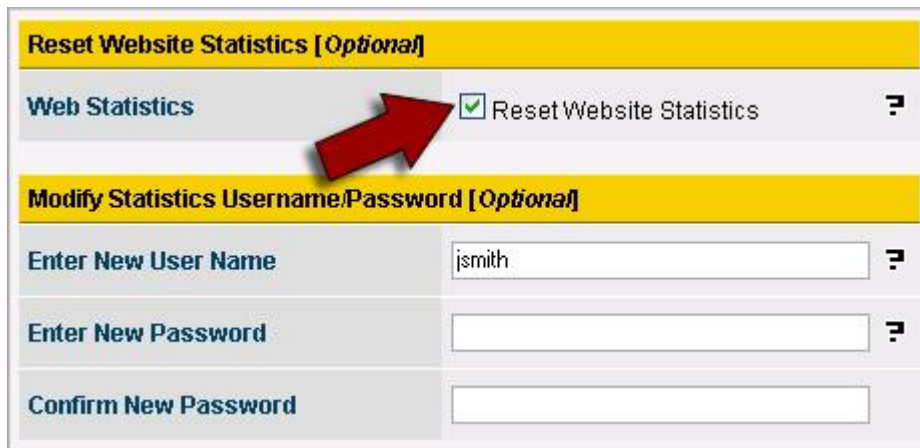


Fig. 4.8 - Resetting Web statistics in your Hosting Manager.

- Click **Continue** and then click **Submit**.

5. Managing Domains and Sub Domains on Your Hosting Account

With Linux shared hosting accounts, you can leverage your hard work and existing hosted Web site content through the use of alias and sub domains. Depending on your hosting plan, both alias and sub domains can point to any existing content directory of your primary hosted domain.

CREATING A DOMAIN ALIAS

Aliasing allows you to point more than one domain name to existing hosting account content. Depending on your hosting plan (Economy, Deluxe, or Premium), you are not limited to pointing an alias domain at the root of your hosting account. Deluxe and Premium plans can point an alias domain to any hosting content directory.

For example, if you have the domain name "anotherexample.com" set up as an alias to the Deluxe (or Premium) hosting account "example.com," you can point "anotherexample.com" to the content directory "/another" off of the hosting account root. Visitors browsing to "anotherexample.com" will see the content located at "example.com/another."

► To Add a Domain Alias

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Hosting Account List**.
3. Next to the hosting account you want to modify, click **Open**.

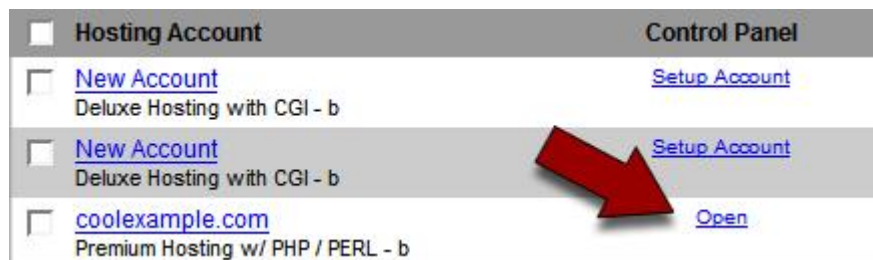


Fig. 5.1 - Open link in your Account Manager.

- Under the **Settings** section of the Hosting Manager, click the **Domain Management** icon.

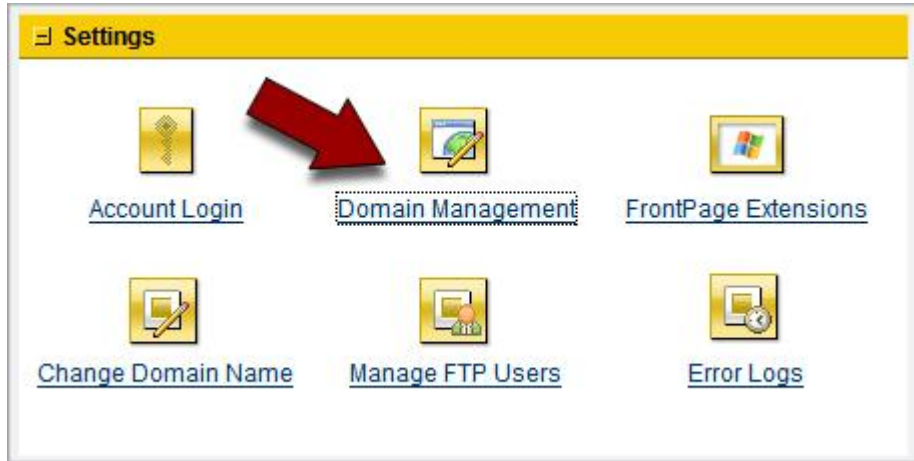


Fig. 5.2 - Domain Management icon in your Hosting Manager.

- From the **Domain** drop-down list, select a domain in your shopper account or type a domain name that does not exist in your account.



Fig. 5.3 - Specify the domain to alias.

- From the **Domain Hosting Path** drop-down list, select an existing content directory or type a new content directory that does not appear in the list.



Fig. 5.4 - Specify the alias domain site directory.



You can only create a Domain Hosting Path on our **Deluxe** and **Premium** hosting plans.

Using a Domain Hosting Path, you can host multiple domains with one hosting plan. In the previous example, the content for the domain "coolexample.net," will be hosted in the "new_directory" folder on your primary hosting account.

7. Click **Add Domain**.

The screenshot shows a web interface titled "Assign Domain to Hosting Site". It features two dropdown menus: "Domain" with the value "coolexample.net" and "Domain Hosting Path" with the value "new_directory". Below these fields is a button labeled "ADD DOMAIN". A large red arrow points from the right towards the "ADD DOMAIN" button.

Fig. 5.5 - Click Add Domain.

ADDING A SUB DOMAIN TO YOUR HOSTING ACCOUNT

A sub domain is an easy way to create a memorable Web address for various areas of your site. For example, you could create a sub domain for pictures on your site called "pics." Anybody that comes to your Web site could type pics.example.com instead of www.example.com/pics.

There is no limit to the number of subdirectories you can use, but the path can be no more than 70 characters.

► To Add a Sub Domain to Your Hosting Account

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Hosting Account List**.

- Next to the hosting account you want to modify, click **Open**.

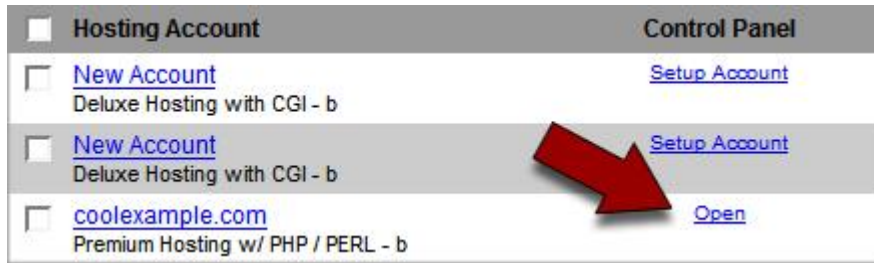


Fig. 5.6 - Open link in your Account Manager.

- Under the **Settings** section of the Hosting Manager, click the **Domain Management** icon.

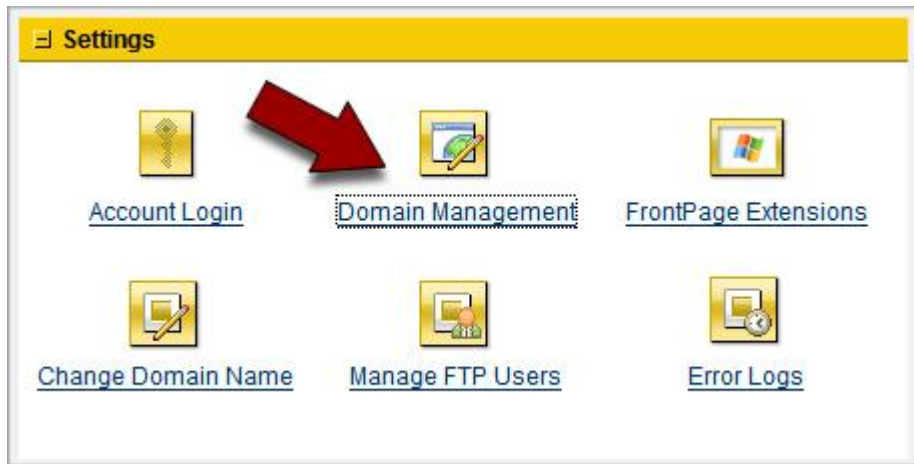


Fig. 5.7 - Domain Management icon in your Hosting Manager.

- Expand the appropriate domain name panel, and then click **Add Sub Domain**.

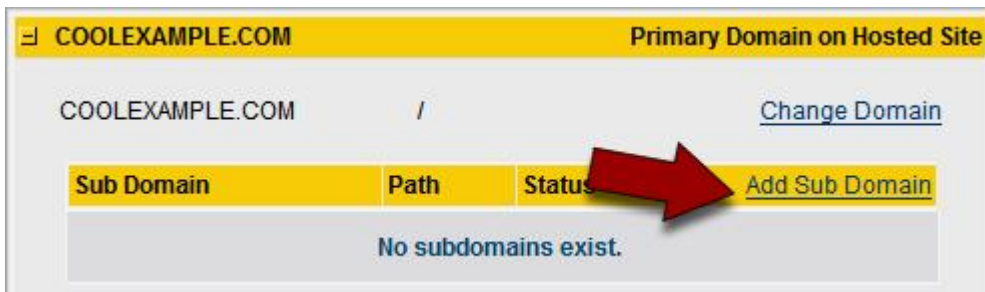
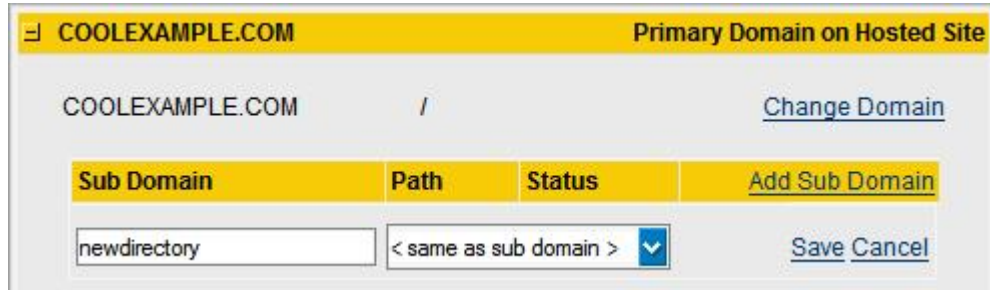


Fig. 5.8 - Add Sub Domain link.

6. In the **Sub Domain** text box, enter the sub domain that you want to use. In this example, we'll create a sub domain called "newdirectory."



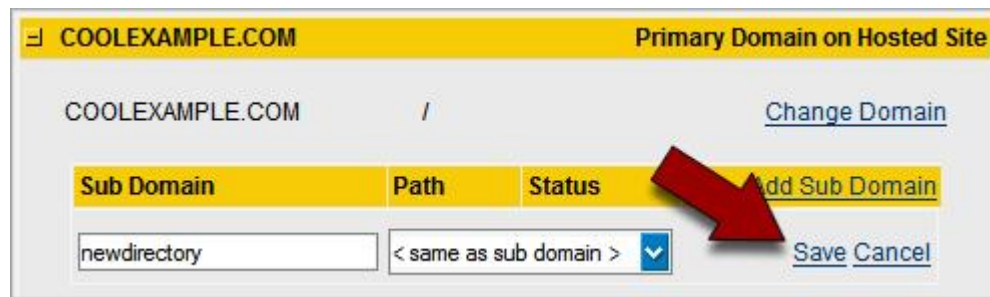
COOLEXAMPLE.COM Primary Domain on Hosted Site

COOLEXAMPLE.COM / [Change Domain](#)

Sub Domain	Path	Status	Add Sub Domain
<input type="text" value="newdirectory"/>	< same as sub domain >	<input type="checkbox"/>	Save Cancel

Fig. 5.9 - Specify the sub domain site directory.

7. In the **Path** drop-down list, leave **<same as sub domain>**. This will create a new directory in your hosting account with the same name as your sub domain. In this example, the hosting manager will create a directory called "newdirectory."
8. Click **Save**.



COOLEXAMPLE.COM Primary Domain on Hosted Site

COOLEXAMPLE.COM / [Change Domain](#)

Sub Domain	Path	Status	Add Sub Domain
<input type="text" value="newdirectory"/>	< same as sub domain >	<input type="checkbox"/>	Save Cancel

Fig. 5.10 - Save link to save your sub domain settings.

It may take a few minutes for the Hosting Manager to set up your sub domain. Once this occurs, you can upload a test HTML file to your new sub directory and navigate to either location below to verify content:

```
http://www.coolexample.com/newdirectory
```

```
http://newdirectory.coolexample.com
```

Where "coolexample.com" is your domain name and "newdirectory" is the name of the sub domain you created.

ADDING ADDITIONAL FTP USER ACCOUNTS

Additional FTP accounts make it possible for you to create users that can upload and manage files in other directories and sub domains on your hosting account.

► To Add an FTP User to Your Hosting Account

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Hosting Account List**.
3. Next to the hosting account you want to modify, click **Open** .
4. Under the **Settings** section in your Hosting Manager, click **Manage FTP Users**.
5. Click **Add FTP User**.
6. Enter the **User Name** and **Password** for the new FTP account.
7. Select the **Path** to use for this FTP user. There are three primary options:
 - Type in the subdirectory you want to use.
 - Use the root level directory (access to your entire hosting account).
 - Create a new directory using the new FTP user name.
8. Click **Save**.

6 ■ Creating and Connecting to a Database

If your hosted Web site contains dynamic content or has data-driven, third-party applications installed, it needs a database to store information. Our Linux hosting accounts come with an easy-to-use interface for setting up MySQL® databases.

If you are a more experienced Web developer or just plain feel lucky, you can also use PHPMyAdmin to manage and set up databases for your hosting account.

SETTING UP A MYSQL DATABASE

MySQL is a fast, flexible database that most third-party applications support.

► To Set Up a MySQL Database for Your Web Site

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Hosting Account List**.
3. Next to the hosting account you want to modify, click **Open**.

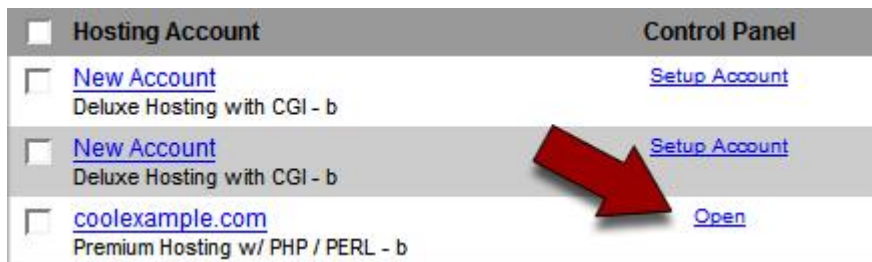


Fig. 6.1 - Open link in your Account Manager.

4. Under the **Databases** section of the Hosting Manager, click the **MySQL** icon.

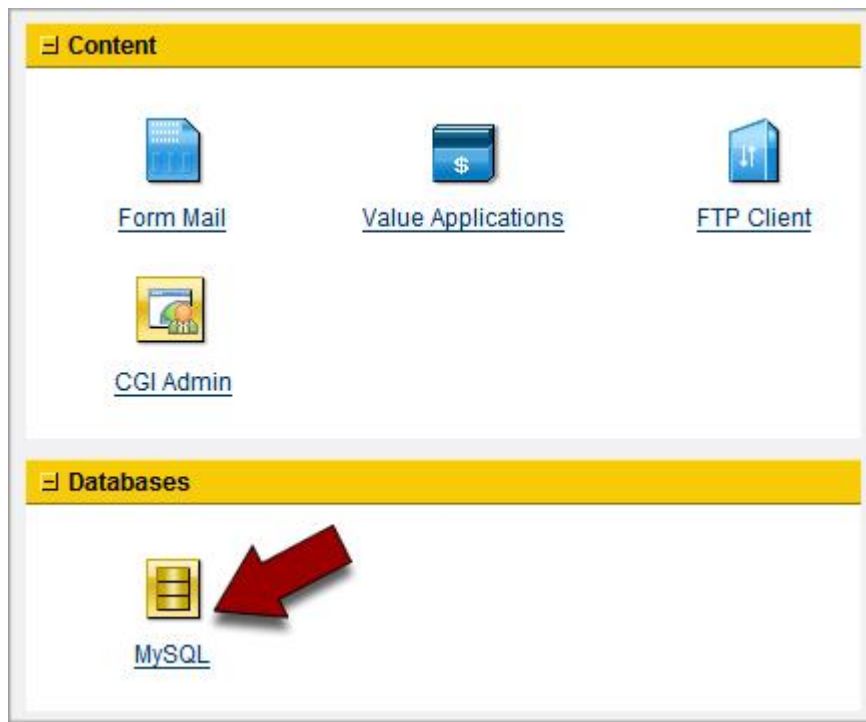


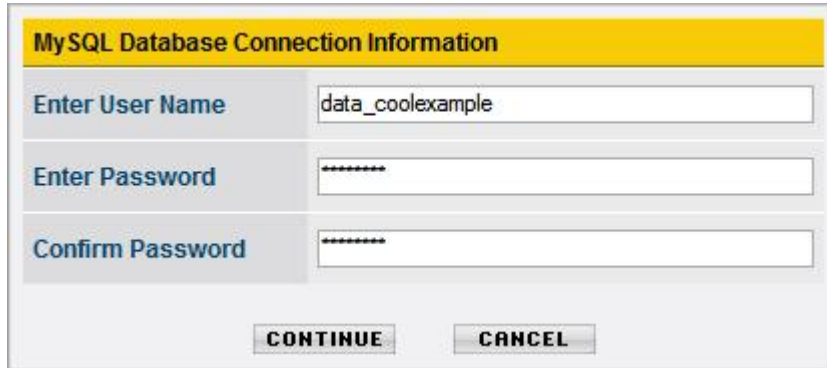
Fig. 6.2 - MySQL icon in your Hosting Manager.

5. Click **Create New Database**.



Fig. 6.3 - Create New Database.

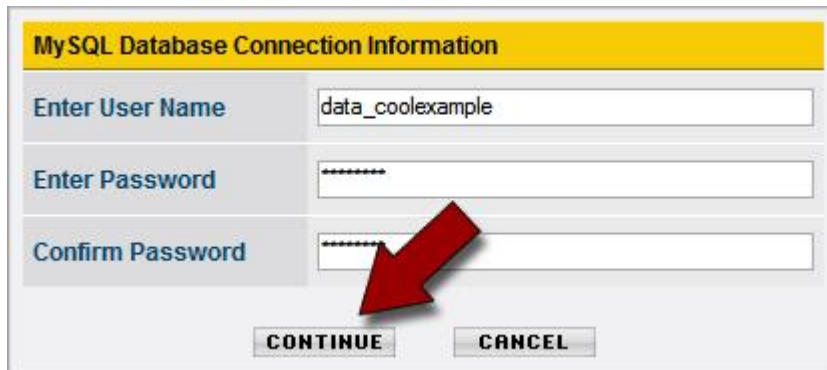
6. Enter a **User Name** and **Password** for your database. You will use this user name and password to connect to your database. The user name that you create here will also be the name of your database.



The screenshot shows a dialog box titled "MySQL Database Connection Information". It has three input fields: "Enter User Name" with the text "data_coolexample", "Enter Password" with a masked password "*****", and "Confirm Password" with a masked password "*****". At the bottom, there are two buttons: "CONTINUE" and "CANCEL".

Fig. 6.4 - Enter your database user name and password.

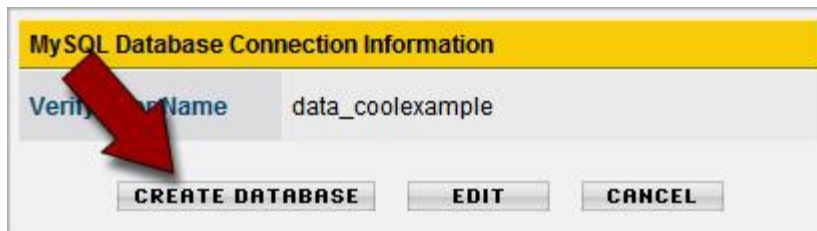
7. Click **Continue**.



This screenshot is identical to Fig. 6.4, but a large red arrow points to the "CONTINUE" button at the bottom of the dialog box.

Fig. 6.5 - Click Continue.

8. Verify your MySQL database settings. If everything looks okay, click **Create Database**.



The screenshot shows the dialog box after clicking "Continue". The "Verify User Name" field now contains "data_coolexample". The "CONTINUE" and "CANCEL" buttons are no longer visible. Instead, there are three buttons at the bottom: "CREATE DATABASE", "EDIT", and "CANCEL". A large red arrow points to the "CREATE DATABASE" button.

Fig. 6.6 - Click Create Database.

It may take a few minutes to create your database. You can click the Refresh button in your browser to check and see if your database is ready.

Once you have set up a database for your account, you can click on the **Pencil** icon next to the name of your database to find your host name information.

To access more advanced management functions (phpMyAdmin), click **Open Manager** next to the database you want to configure.

FINDING YOUR DATABASE HOST NAME

Our hosting accounts do not use "localhost" for their host name. Once you have created a MySQL database, your host name displays on the database information page of your Hosting Manager.

► To Find the Host Name for Your MySQL Database

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Hosting Account List**.
3. Next to the hosting account you want to modify, click **Open**.



Fig. 6.7 - Open link in your Account Manager.

- 4. Under the **Databases** section of the Hosting Manager, click the **MySQL** icon.



Fig. 6.8 - MySQL icon in your Hosting Manager.

- 5. From your list of databases, click the **Pencil** icon next to the appropriate database.

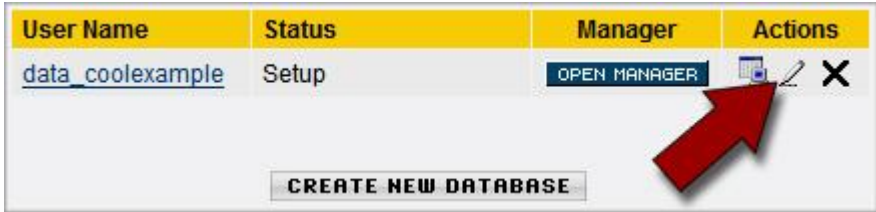


Fig. 6.9 - Pencil icon in your Hosting Manager.

6. The **Database Information** page displays. Here you will find the host name for your database.

MySQL Database Information	
Database Name	data_coolexample
Host Name	mysql.secureserver.net
MySQL Database Connection Information	
User Name	data_coolexample
Select Update Option	<input type="checkbox"/> Update Password
Enter Password	<input type="text"/>
Confirm Password	<input type="text"/>
<input type="button" value="CONTINUE"/> <input type="button" value="CANCEL"/>	

Fig. 6.10 - Database host name.

CONNECTING TO A DATABASE

Once you know the host name, database name, user name, and password for your database, you can connect to it using code (PHP, ColdFusion, Perl) or the configuration file for your Web application. Below is a review of the general information you'll need to connect to your database:

Setting	Explanation
Host name	You can find the host name for your database on the database information page in your Hosting Manager. Do not use localhost.
User Name	The user name you chose when you created your database.
Database Name	This is the same as your user name.
Password	The password you chose when you created your database.

This is an example of PHP code that connects to a MySQL database. This script connects to a database, queries a specified table, and prints the contents. Notice the **//Connect to Database** section that contains all of the information you need to connect to a database.

```
<?php
//Sample Database Connection Syntax for PHP and MySQL.

//Connect To Database
$hostname="mysql.secureserver.net";
$username="your_dbusername";
$password="your_dbpassword";
$dbname="your_dbusername";
$usertable="your_tablename";
$yourfield = "your_field";
mysql_connect($hostname,$username, $password);
mysql_select_db($dbname);

# Check If Record Exists

$query = "SELECT * FROM $usertable";

$result = mysql_query($query);

if($result)
{
while($row = mysql_fetch_array($result))
{
$name = $row["$yourfield"];
echo "Name: ".$name."
";
}
}
?>
```

For more information about MySQL and connecting to a MySQL database, visit the official MySQL Web site at: <http://www.mysql.com/>.

7 ■ Installing Web Applications

As if all we've done wasn't enough, there's one more perk to being a hosting customer: the multitude of Web applications that are free with your account. These applications can be installed in a few steps and instantly add site functionality. The best part is you don't have to dirty your hands by writing code.

These applications can fill in your site's functionality gaps with blogs, classified ads, content management, and image galleries, to name a few. Below is a list of some of the applications you can use:

- Mambo
- Joomla
- Xoops
- Nucleus
- Serendipity
- Postnuke
- pLog

SETTING UP A “VALUE APPLICATION”

Value applications are free with your Linux shared hosting account. You can install them using your value applications manager. In this example, we will install Joomla! on the coolexample.com hosting account we set up earlier in this guide. Joomla! is a program that will help you build Web sites using a simple, browser-based interface. You don't need to know HTML to use Joomla!.

► To Install a Free, Value Application

1. Log in to your **Account Manager**.
2. Under the **Hosting & Email** section, select **Hosting Account List**.

3. Next to the hosting account you want to modify, click **Open**.

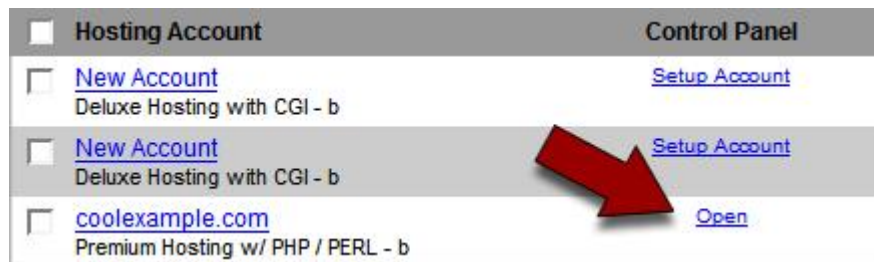


Fig. 7.1 - Open link in your Account Manager.

4. Under the **Content** section of the Hosting Manager, click the **Value Applications** icon.

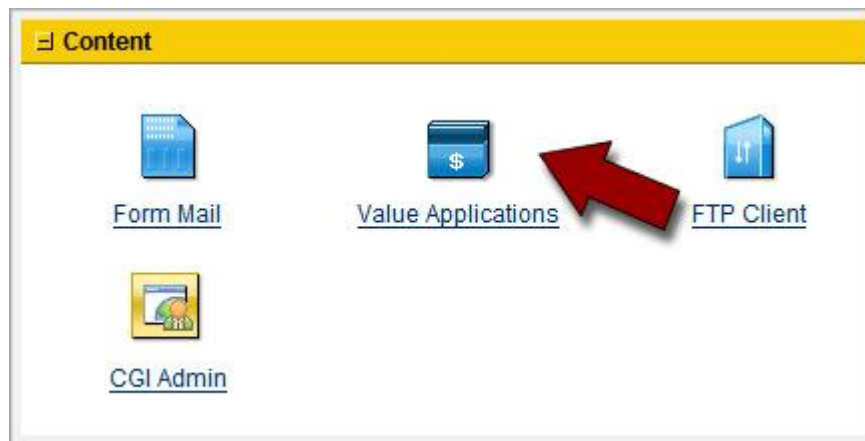


Fig. 7.2 - Value Applications icon in your Hosting Manager.

5. Using your value applications manager find the program you would like to install to your hosting account.

6. On the application's information page click the **Install Now!** button..



Fig. 7.3 - Install Now button from value application.

7. Select the hosted domain where you would like the program installed.

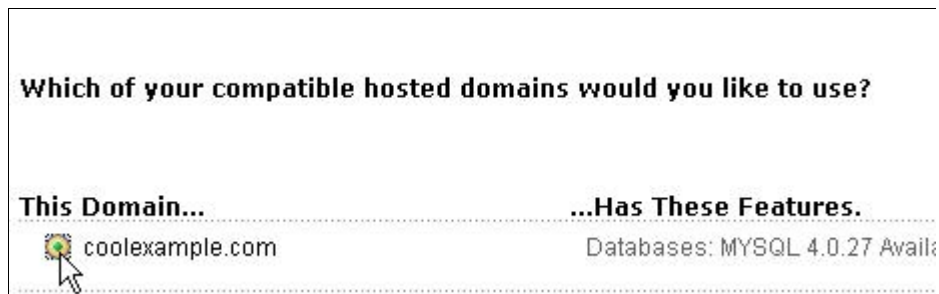


Fig. 7.4 - Select compatible domains.

8. Enter the **Database description** and type the **database password**. Click **Next**.

Domain: coolexample.com

► **Set up database**

Database cool634711270623 [\(Use an existing database\)](#)

Database description:

 Example: "Database for Joomla 1.0.11 on coolexample.com"

Create a database password:

A valid password must be
 • at least 5 characters long
 • contain at least 2 different

Fig. 7.5 - Configure database and create a database password.

9. Choose the **install directory**. Click **Next**.

Domain: coolexample.com

▶ [Set up database](#)

▶ **Choose install directory**

Install it into a folder:

http://www.coolexample.com/

(Optional. You may install applications into the root directory.)

The FTP path to your Joomla 1.0.11 installation is:

/joomla

WARNING: Installing Joomla 1.0.11 into an existing directory can overwrite existing files.

Fig. 7.6 - Choose install directory.

10. Enter the **Admin Name**, **Admin Password** and **Email**. Click **Finish**.

Domain: coolexample.com

▶ [Set up database](#)

▶ [Choose install directory](#)

▶ **Configuration**

Admin Name: *

Admin Password: *

Verify Admin Password: *

Email: *

Fig. 7.7 - Configure Administration options.

Your value applications manager automatically installs the necessary files and creates the database you will need to use your Web application. Once your Web application is ready to use, you can access it on your hosting account by clicking on the **Launch Application** link in the Value Applications section of your Hosting Manager, or you can go to the following URL:

```
http://www.coolexample.com/joomla
```

Where "coolexample.com" is your domain name and "joomla" is the name of the free application you installed.