



S h a r e d H o s t i n g S e r v i c e s

An Introduction to Linux and Windows Hosting Services

Updated **July 18, 2007**

ISBN: N/A

Web24 Pty Ltd

5a Harnett Close,

Mulgrave

Victoria, 3170

Australia

Tel: +61 (1300) 884 025

Tel Int: +61 (03) 8562 2248

Copyright © 1999-2007 by Web24 Pty Ltd. All rights reserved

Distribution of this work or derivative of this work in any form is prohibited unless prior written permission is obtained from the copyright holder.

Contents

Welcome.....	4
Feedback.....	4
Contact Information:	4
Your Control Panel.....	5
Logging into your Control Panel	5
Control panel overview	5
All about Email.....	7
How to create a mailbox:	8
How to collect your email.....	11
Using a Web Browser:	11
Using Outlook Express	11
Creating Your Website.....	15
Uploading your Website Files.....	15
Using SmartFTP.....	15
Viewing Your Website	17

Welcome

Dear Friend.

First and foremost we would like to welcome you as a new customer to Web24 and thank you for choosing us as your preferred hosting service provider. To make your experience as enjoyable as possible, we have prepared this introductory document to familiarise yourself with our systems and services and to provide you with some key information that you will need to setup and administer your hosting services.

Feedback

If you spot a typo in this guide, or if you have thought of a way to make this guide better, we would love to hear from you!

If you have a suggestion for improving the documentation (or any other relevant comments), try to be as specific as possible when formulating it. If you have found an error, please include the chapter/section/subsection name and some of the surrounding text so we can find it easily.

Please submit a report by e-mail to userdocs@web24.com.au.

Contact Information:

Support: support@web24.com.au
Customer Care: customercare@web24.com.au
Accounts: accounts@web24.com.au
Sales: sales@web24.com.au

Website References:

Web24: <http://www.web24.com.au>
Support: <http://support.web24.net.au>
Control Panel <https://hspc.web24.net.au/cp>

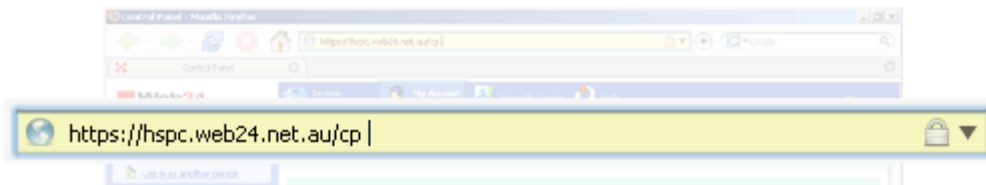
Your Control Panel

Logging into your Control Panel

You can access your Control Panel from any Internet connected computer using your choice of Web Browser such as Internet Explorer, Safari or Firefox.

To log in, please type the following URL into your web browser address bar

<https://hspc.web24.net.au/cp>



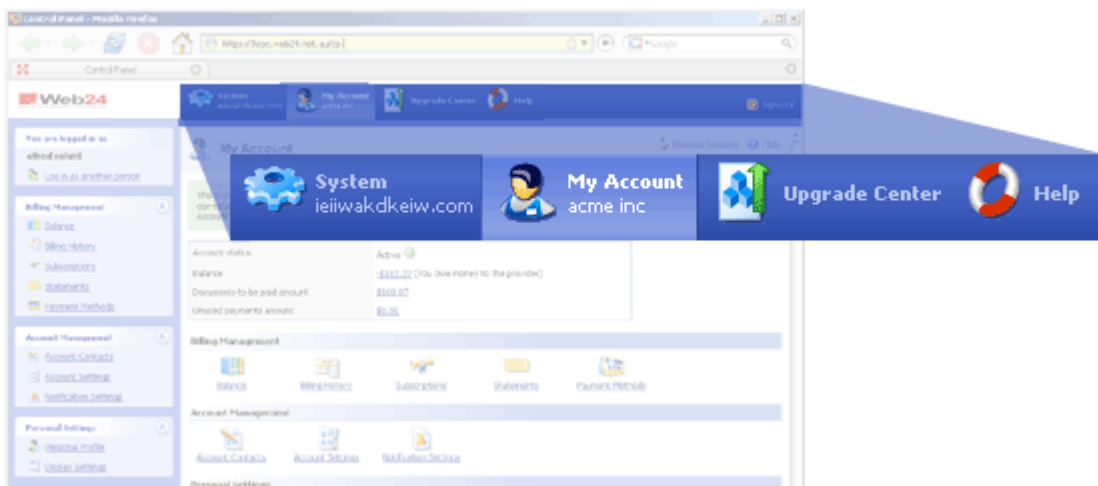
Control panel overview

Our control panel system provides you with a web based interface to manage all aspects of your hosting account. This control panel is broken into four distinctive sections.

The control panel “tabs” are

- My Account
- Upgrade Center
- Help
- System.

These are explained as follows:



My Account

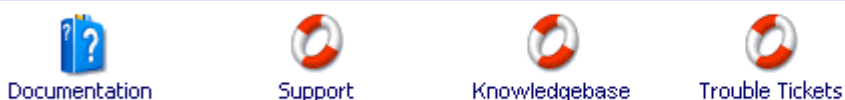
The “My Account” tab provides you with access to all information and screens to manage your account information and is broken into three main sections. They are:

- **Billing Management.**
Use the billing management section to view your account balance, make payments, change and update credit card or payment information, download tax invoices etc.
- **Account Management**
Use the account management tools to manage and change your account contact information, increase or reduce the amount and types of notifications you receive from Web24.
- **Personal Settings**
Use your personal settings tools to change your login password, email address, name and address.

Help

Use the “Help” tab to access resources to assist you with troubleshooting or setup issues. From this screen you can access “Documentation”, “Knowledgebase” and “Trouble Tickets” Icons.

Help and Support

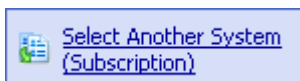


- **Documentation.**
Documentation on Control Panel, Shared Hosting, Virtual Private Servers and more
- **Trouble Tickets**
Use this to view past tickets and to lodge new trouble ticket issues.
- **Knowledgebase**
Access our extensive knowledgebase on all aspects of our hosting services.

System

The System Tab provides the actual functionality you will use to configure and manage your subscriptions with Web24. The terminology of “System” is synonymous with “Subscription”. If you have a number of subscriptions with Web24, for example, one windows and one Linux hosting account, they will both be managed under the single “System” tab.

You can choose between multiple subscriptions by clicking on the “Select another System(Subscription)” link



If your web hosting subscription is not currently selected, click on the “Select Another System(Subscription)” link and choose your “Hosting Plan” subscription

ID	Name ▲	System Type	Status	Server	Hosting Plan	Trial
1017	aaronstest.hosting24.com.au	Virtuozzo VE	<input type="radio"/> Pending	<input checked="" type="radio"/> Running	Ubuntu Starter VPS	✗
1014	ewerwer2324234.com	Shared Hosting	<input checked="" type="radio"/> Active	<input checked="" type="radio"/> Running	Sitebuilder	✗
1012	ieiwwakdkeiw.com	Shared Hosting	<input checked="" type="radio"/> Active	<input checked="" type="radio"/> Running	Linux Silver Hosting	✗

Once your hosting subscription is selected, you will see a contextual menu similar to this.

The screenshot shows a control panel interface with the following sections and items:

- Domain**
 - Report
 - Limits
 - Domain Aliases
 - Domain Administrator
 - Back up
 - Custom Buttons
- Services**
 - DNS Settings
 - Databases
 - Certificates
- Hosting (Domain has physical hosting on IP 203.16.60.8)**
 - Setup
 - Delete
 - Web Users
 - Subdomains
 - Protected Directories
 - Log Manager
 - File Manager
 - Site Preview
 - Scheduled Tasks
 - Application Vault
- Custom buttons**
 - Remote Mail

Upgrade Center

The Upgrade Center is a context sensitive menu system. The options available under the upgrade section are dependent on what subscription is selected under the System Tab

Current hosting plan Linux Silver Hosting

Upgrade Management

- 
[Change Hosting Plan](#)
- 
[Buy Resources](#)
- 
[Buy IP addresses](#)
- 
[Add Application](#)
- 
[Register New Domain](#)

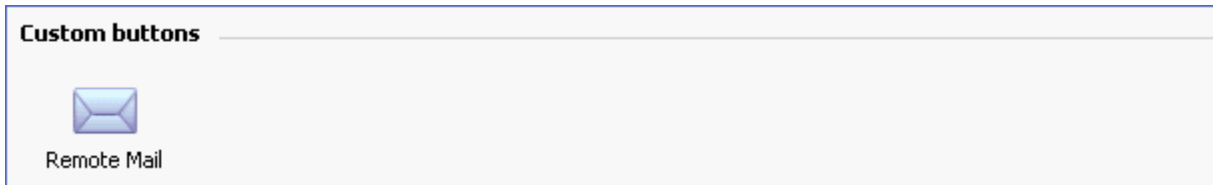
All about Email

One of the most common first steps in setting up your hosting account is to create your email address. This is achieved quickly and easily through the use of your Control Panel system.

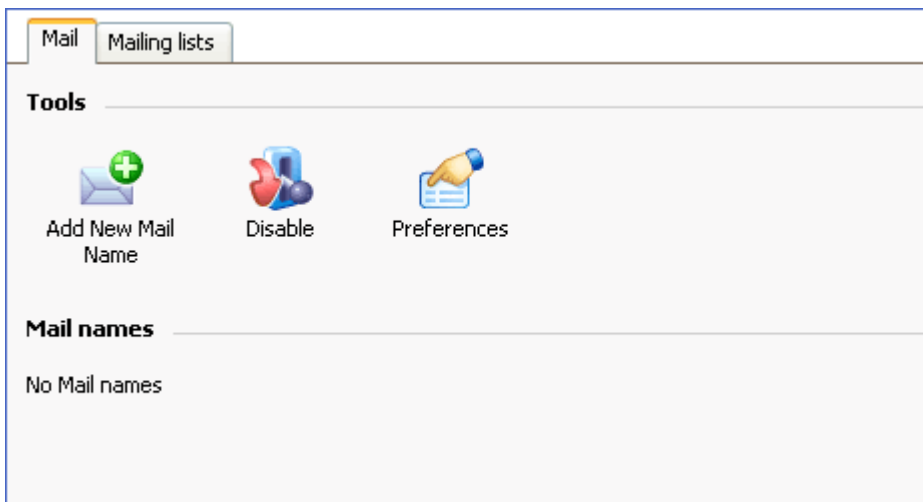
Overview. Mail is sent through the internet by a number of "Mail Servers" forwarding your message from location to location. To receive email you must create a "MailBox" as a final destination that can accept email addressed to you. This mailbox is created on one of Web24's Mail servers and stores your email until such a time as you connect to the Internet and "download" the mail to your computer.

How to create a mailbox:

Log onto your hosting control panel and select your hosting subscription (Click on the "System Tab"). You will be presented with a number of icons, click on the "Remote Mail" icon under Custom buttons



You will now see a new set of icons, click on the "Add New Mail Name"



Complete the form by entering your Mail Name and your password and click OK

Mail name form

Mail name * @ **ieiiwkdkeiw.com**

Old password

New password

Confirm Password

Control panel access

Button label length

Interface language

Interface skin

Allow multiple sessions


Prevent users from working with the control panel until interface screens are completely loaded.

Mailbox












Mailbox quota Default for the domain (600 MB)
 Enter size kilobytes

* Required fields








Your mailbox is now created, and you are presented with your mailbox configuration options. You can leave the default settings, or customise it further to suite your purposes. Ie: Add aliases, enable spam and virus filtering setup autoresponders Etc..

ieiikwakdkeiw.com > Mail >
myemail@ieiikwakdkeiw.com  [Up Level](#)

Tools

 Add New Mail Alias	 Preferences	 Permissions	 Mailbox	 Redirect	 Mail Group
 Antivirus	 WebMail	 Groups	 Autoresponders	 Spam Filter	

Info

Control panel access	 On	Mailbox	 On
Redirect	 Off	Autoresponders	 Off
Mail group	 Off	SpamAssassin	 Off
Antivirus (Dr. Web)	 switched off		

Mail aliases

No Mail aliases

Summary of options:

- **Add New Mail Alias**
Allows you to setup additional email addresses that are delivered to this mailbox. Eg. myotherEmail@ieiikwakdkeiw.com
- **Preferences**
Use Preferences to change your mailbox password
- **Permissions**
Set permissions for this mailbox. Allow access to the control panel and allow spam filter management
- **Mailbox**
Set the size of the mailbox, the maximum amount of data this mailbox can hold. Disable and Enable the mailbox.
- **Redirect**
Redirect a copy of all email messages to another address (Note: if you setup a redirect and do not disable the mailbox then a message will be stored in your mailbox as well as sent to the redirection location).
- **Mail Group**
Set this email address up as a group address and deliver a copy of all in bound messages to all members of this group
- **Autoresponder**
Setup automatic response messages for out of office or vacation etc. Includes the ability to attach files

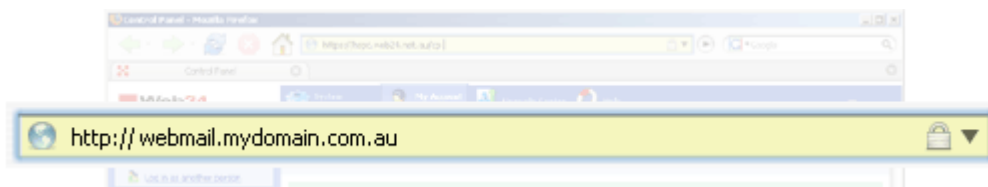
- **Spam Filter**
Configure your spam filtering options, set the spam score (the amount of items/phrases/urls thought to be spam) that are required to tag the message as spam. Add whitelists, blacklists and also train the Spam Filter based upon messages currently in your mailbox.
- **AntiVirus**
Enable Antivirus for inbound and outbound email messages.
- **Webmail**
Access your webmail (you can access your webmail from any Internet Web Browser by typing in the address <http://webmail.yourdomain.com.au>)

How to collect your email

To collect your email you can either use a Web Browser or a Mail Client such as Outlook Express.

Using a Web Browser:

Once you are connected to the internet, open your favourite web browser and type in the address of your webmail site:



You will be presented with a login dialog box, enter your full mailbox name and the password used when creating the mailbox.

Welcome to Horde

Username

Password

Language

Using Outlook Express

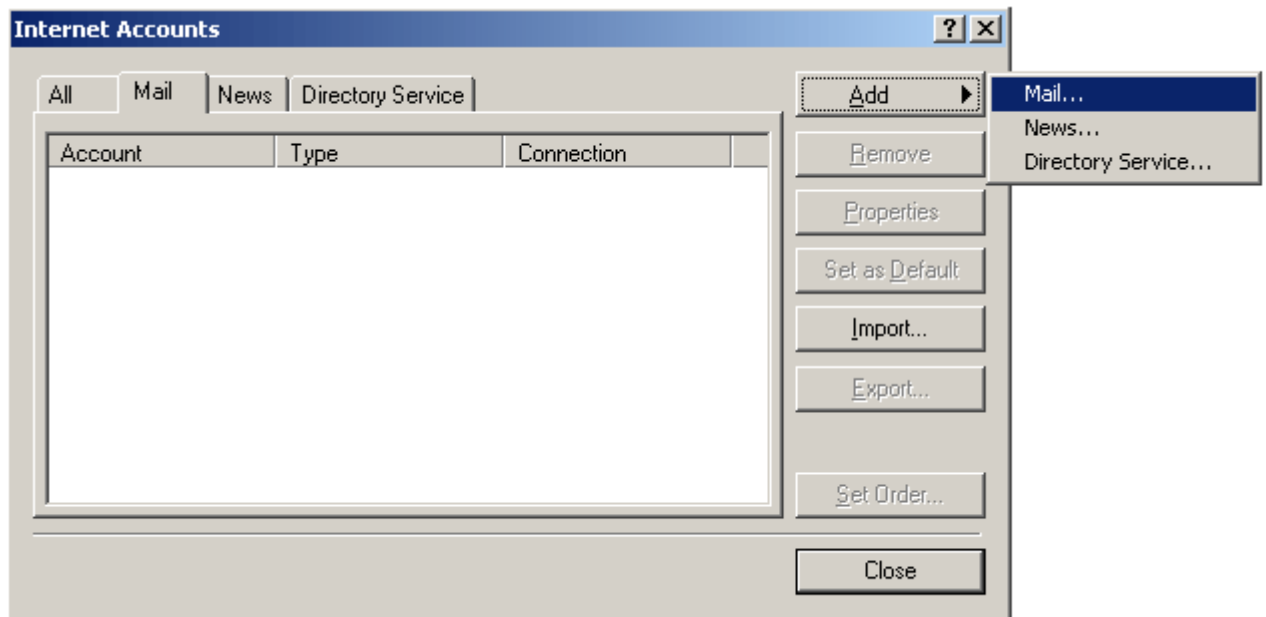
Overview: Outlook and other mail programs allow you to create, view and send email from your local computer, to other Internet mailbox locations. As mail is stored on an Internet Mail Server in a mailbox you created, Outlook needs to establish a connection to that Mail Server and download the stored messages to your local computer.

When sending email, the reverse is applicable, Outlook needs to connect to an "outgoing" Mail Server (Simple Mail Transfer Protocol or SMTP) and pass your message on for delivery. This "outgoing" connection is usually made to the mail server of your Internet Service Provider (ISP).

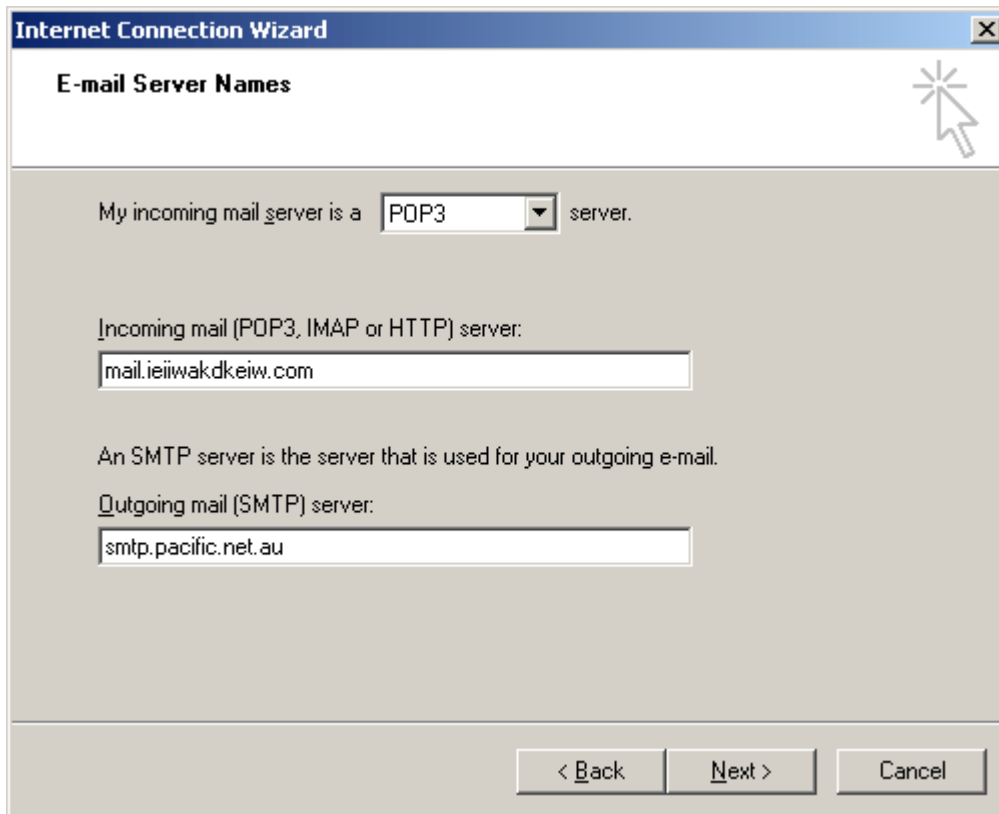
Outlook express is available free with all Windows based PC's. To start Outlook Express, click on Start > All Programs > Outlook Express

If this is the first time you have used Outlook Express, you will be presented with a setup wizard. The following information is pertinent for this wizard and can be substituted in place. If you wish to follow this document, simply cancel the wizard and proceed with the following steps.

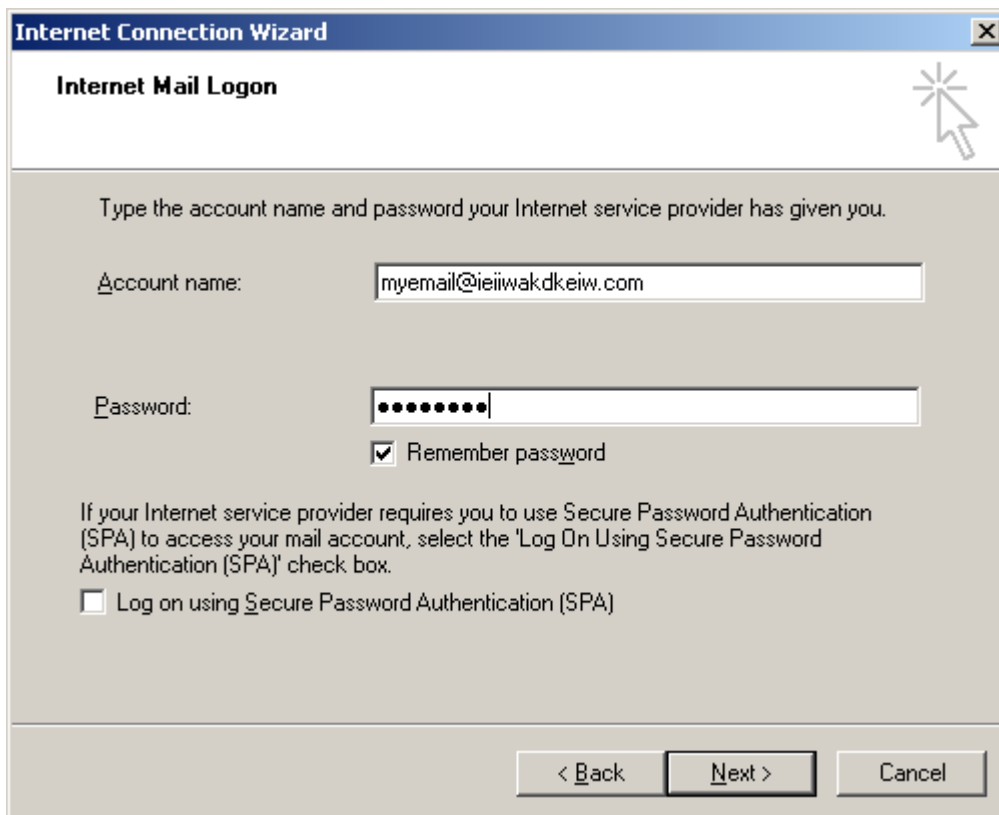
1. Click on Tools > Accounts and then click on the "Mail" Tab
2. Click on the "Add" button and select "Mail"



3. Enter your "Display Name"
4. Enter your e-mail address which is exactly the same as your Internet Mailbox name
5. Enter your "Incoming mail server" name and "outgoing" SMTP server name.
Incoming Mail is the "mail.yourdomain.com.au" (substitute yourdomain.com.au for your actual domain name) and Outgoing Mail is that of your ISP. Eg: smtp.bigpond.com, smtp.pacific.net.au, mail.internode.on.net eg (Please contact your ISP for your smtp server name if unsure)



6. Internet Mail Logon – Enter your Full email address and the password you used when creating your mailbox



7. You have finished setting up your mailbox, click Finish and then close the Internet Accounts Dialog box.

8. Congratulations! You can now click “Send/Recv” to send and receive your email.



Creating Your Website

There are a huge number of website creation packages available to you to start creating your website. Web24 provides a "Sitebuilder" tool for customers that wish to use a set of professional customizable templates and an easy to use "What You See Is What You Get" (WYSIWIG) editor. This is available by visiting our website at www.web24.com.au

If you wish to have finer control over your website, you can use commercial programs such as DreamWeaver, Golive and others. There is also a large number of "free" or "OpenSource" software alternatives such as Nvu (pronounced N-View) <http://www.nvu.com/index.php>

To create your website using non Sitebuilder creation tools you will need to have a basic understanding of HTML. HTML is a very simple and easy to use markup language. To learn more about HTML visit one of the many online tutorial websites such as <http://www.w3schools.com/html/>

Uploading your Website Files

Once you have created your website, you will need to move the files from your local computer to the hosting server. This is called "uploading" your files and you can do this in a number of ways.

Using SmartFTP

1. Download and install the latest version of SmartFTP from <http://www.smartftp.com/download/>
2. Personal and Educational Users can use SmartFTP free of charge, commercial users can purchase a license after 30 days
3. Start the SmartFTP program
4. Refer to the Welcome email from Web24 entitled "Hosting and FTP Account Information" and take note of the FTP Details

YOUR FTP AND FRONTPAGE INFORMATION

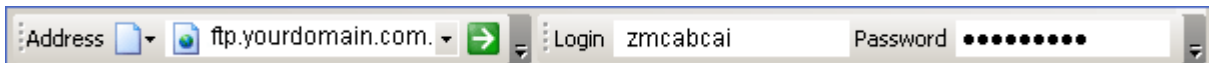
FTP (File Transfer Protocol) allows you to move your website files from your computer to your website account. If you are unfamiliar with FTP please visit our support website at <http://support.web24.com.au>

The following information will be required to configure your FTP application

FTP/FrontPage Server	ftp.yourdomain.com.au
FTP IP Address	203.16.60.8
FTP/FrontPage login	zmcabcai
FTP/FrontPage password	myuniquesecretpass
FTP Server Path	/httpdocs/
FTP Server Path (SSL)	/httpdocs

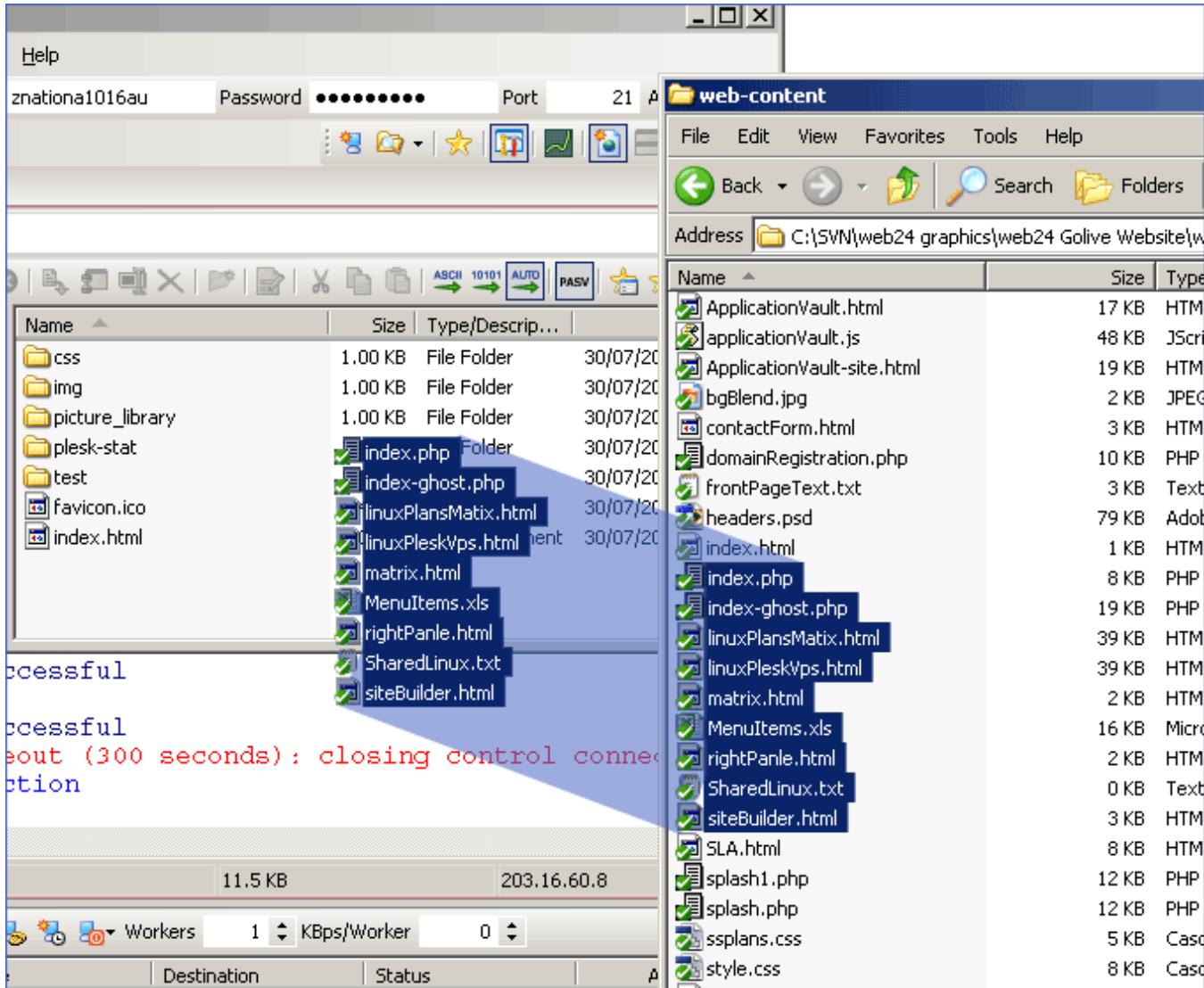
Advanced: If your domain's DNS has not propagated and you wish to use FTP you can use your hosting IP address in place of a FTP server name. You can also preview your website prior to DNS propagation by clicking on the "Site Preview" button from your control panel. FrontPage or SharePoint requires your domain name be setup correctly.

5. Enter the website address in the address bar and enter the Login and Password as per the signup email you received entitled "Hosting and FTP Account Information"



6. Once you have logged in you will see the remote folders, double click on the "httpdocs" to open it.

- Now you can copy and paste or drag and drop files from your local computer to the remote folder.



- For a complete set of video tutorials on using SmartFTP please visit <http://www.smartftp.com/support/howto/>

Viewing Your Website

Once your website is uploaded to the /httpdocs folder you will be able to use a Web Browser to view your new website. Once connected to the Internet, type the website address into your favourite Web Browser address bar and you will see your new site.

If you cannot see your site, check that you have typed in the correct address and have uploaded an index.html file as a minimum.
