

**Getting started with your new web hosting account (basic details)**

Do you have FTP software available for download?  
How do I transfer files to the web server?  
What FTP host name do I use to access my web site(s)?  
What should I do if denied access via FTP or to "stats"?  
What should I do if denied access to my web site using a browser?  
What are the folders that appear upon connection to my web site?  
How do I get my home page to load automatically?  
What directory and file names are acceptable?  
How do I update web pages?  
What is the function of the "bin" directory?  
How do I create sub-directories within my web site?  
How do I simulate sub-websites?  
How do I access my account Control Panel?  
When will my domain be active? (propagation)  
How do I monitor web usage statistics?  
Can Genesis i Group restore my file(s) from backup?

---

Do you have FTP software available for download?

Yes, we recommend using an excellent shareware program called WS\_FTP. You can download this program for free. WS\_FTP Lite from [www.ipswitch.com](http://www.ipswitch.com)

---

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

Flexi Hosting: To update your web pages, FTP into <ftp.yourdomain.com>. User ID & password will be included with your account activation notice with details on how to transfer files to your hosting account via FTP. An IP address cannot be used to access the account before the domain is active.

---

What should I do if denied access via FTP or to "stats"?

You may have incorrect log in details, or there is a problem along the network to the server. Please wait up to 15 minutes then try again. If you still cannot get connected, please contact us. While waiting for a response, please continue to try to FTP in to your account, it may become active at any time.

---

What should I do if denied access to my web site when using a browser?

If you receive the message "There is no DNS entry for <http://www.yourdomain.com>", there are several possible explanations:

1) For a NEW domain, it may take a few days for the name to be released by InterNIC and propagated to DNSs (Domain Name Servers) throughout the Internet.

If it is an older domain that has previously been reachable, the name may be on hold with InterNIC. Contact InterNIC directly to determine the reason the name is on hold.

You can check the status of your domain name by doing a "whois" at: <http://rs.internic.net/cgi-bin/whois>

2) If you can reach the site with the IP address and you know it has been more than 72 hours since the name was released by InterNIC:

Clear your browser cache and try again.

If you are using Netscape Navigator, first select Options | Network Preferences, then choose the Cache tab. Click on the buttons "Clear Memory Cache Now" and "Clear Disk Cache Now" and OK, then click Reload.

For Internet Explorer Select View | Options, then the Navigation tab and click "Clear History" and OK, then click Refresh.

Note: Netscape may require manually clearing the cache. With Windows Explorer find the Netscape folder (e.g. C:\Program Files\Netscape\Navigator\Cache - then highlight and delete the files in the Cache folder - then click on Reload)

If you know that others are able to reach the site with the domain name but you can't (even after clearing the Cache), contact your local ISP. They may not have updated their DNS records.

If you are still unable to reach it after all of these steps, e-mail support for assistance. Be sure to describe all the steps you have already taken.

3) If you are unable to reach the site with either the domain name OR the IP address you may be experiencing connectivity problems.

---

What are the folders I see when I connect to my web site?

When you connect to the root or "home" directory of your account via ftp, you will see some of the following system directories/folders which are landmarks suggesting a successful connection:

htdocs  
logfiles  
private

The only directory you may need to use is htdocs (flexi plans) and cgi-local; this directory is reserved for custom scripts. You can transfer files directly to the root level and/or create subdirectories.

---

How do I get my page to load automatically?

You must name your main loading file either "index.htm" or "index.html" . Be sure to name everything in lowercase, not "INDEX.HTM" . Also, this file must be located in your home directory, which is the first directory or in htdocs folder you see when accessing the web server via ftp.

---

What directory and file names are acceptable?

Our operating system (IRIX) is case sensitive. In other words, the file name "faq.html" is NOT the same as "FAQ.html". If your HTML code references a faq.html, but the actual file name is in uppercase, this will result in a File Not Found error. This applies to directory names as well.

To prevent errors, we suggest naming all files in lowercase. Spaces and special control characters are generally not a good idea. The underscore character ("\_") is acceptable. You should avoid special characters (e.g. ! @ # \$ % ^ & \* : ') in file names. We suggest that you keep the length of file names to a minimum. The tilde (~) cannot be used in directory or file names.

---

How do I update my web pages?

You can literally 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.

---

What is the function of the "cgi-bin" directory?

This directory allows you to execute a CGI script written in Perl, Unix Shell, or C. Perl and shell programs are self-compiling and can be utilized immediately after transfer to this directory/folder.

---

How do I create sub-directories?

We recommend using the "make directory" feature in our recommended FTP client software, WS\_FTP.

---

How can I simulate sub-websites within my account?

To simulate a sub-web site, you have to create a new directory (or folder to MAC users) and then upload the main loading page (index.htm). You can setup as many sub-web sites as you wish. We only charges additional fees if you go over the allotted disk and data transfer limits that are established in your pricing plan.

---

How do I access my personal web-based Control Panel?

These details are given at time of ordering a personal control panel. Usually, access is made by the following URL combination: <http://cp.yourdomain.com>

---

When will I be able to reach my site using the domain name?

Once InterNIC/Nominet announces that your domain name has been registered (or transferred, if applicable), it usually takes about 72-hours before it is active. All Internet providers must update their records (DNS tables) to reflect new site locations. This is called propagation.

---

How can I monitor web usage statistics?

Sign up for matrix stats giving you up to date visitor traffic information.

Select View your web usage statistics & logs from your Control Panel (top right hand corner) to see what domains are accessing your web site, how many "hits" you are getting, how much data is being transferred and more. You must specify a stats package before you will be able to view your stats.

---

Can you restore my file(s) from backup?

No, you must keep a local copy of websites or backup your database.