



Getting Started Guide

# Getting Started With Windows Shared Hosting

Setting up and configuring your shared hosting account.

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# Introduction

Now that you've purchased your Windows 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 Control Center.

It may take up to thirty minutes for the change 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 Control Center, click the **Account Login** icon.
5. To change your hosting account password, type a new password in the fields and click **Update**.

## CREATING A STRONG PASSWORD

The Hosting Control Center 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 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 **Windows Hosting**.

Context-sensitive help is also provided within the Hosting Control Center through question mark icons that appear beside select form fields. When clicked, these icons provide additional information and/or explanation.

Customer Support is also available to answer questions. You may contact Customer Support directly.

## OTHER RESOURCES

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

Resource	URL
W3Schools	<a href="http://www.w3schools.com/">http://www.w3schools.com/</a> A free repository of Web programming tutorials on topics from XHTML to ASP.
DevGuru	<a href="http://www.devguru.com/">http://www.devguru.com/</a> DevGuru is an exhaustive Web programming reference Web site.

# 2 ■ 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 Control Center.

### ► 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**. The Hosting Control Center opens in a new window.

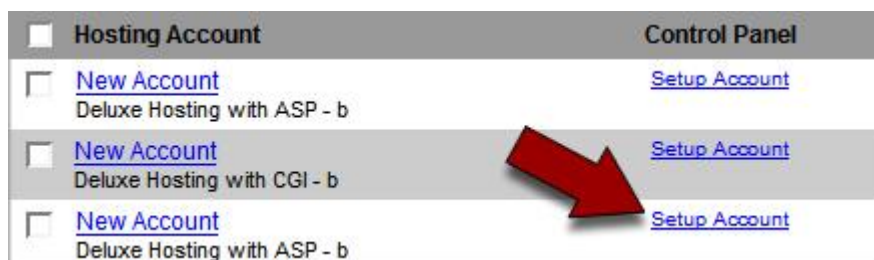


Fig. 2.1 - Set up Account link in your Account Manager.





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

The **Hosting Control Center** is where you configure hosting account functionality.

4. The **End User License Agreement** displays. Read the agreement and click **Accept**.
5. On the **Account Setup** page in the Hosting Control Center, type in the domain name and select the ASP.NET runtime version you want to use for this hosting account.

**Hosting Server Information**

**Domain Name**  Select from existing: REXTONEUROPE.COM  Enter a domain: www.coolexample.com

**Operating System** Windows

**ASP.Net Runtime**  Version 1.1  Version 2.0

**Data Transfer Rate** 1,000,000 MB

**Total Disk Space** 100,000 MB

Fig. 2.2 - Type in the domain name you want to use with your hosting account.

6. 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.

**Hosting Server Login Information**

**Enter New User Name** cooexample

**Enter New Password** \*

**Confirm New Password** \*

Stronger

[How To Generate a Strong Password](#)

Fig. 2.3 - Type in your FTP client user ID and password.

7. Click **Continue**.

8. Verify your account information. If everything looks OK, click **Submit**.

Hosting Server Information	
Verify Domain Name	coolexample.com
Operating System	Windows
ASP.Net Runtime	Version 2.0
Data Transfer Rate	1,000,000 MB
Total Disk Space	100,000 MB
Hosting Server Login Information	
Verify User Name	coolexample

Fig. 2.4 - 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 Control Center.

### ► 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 modify, 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 the name of the account you want to set up.

Status	Explanation
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 name servers 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 Control Center 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 gets it. This period is referred to as the propagation period.

You can check if your name server 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 is registered with us and resides in the same shopper account, its name servers are 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.

## KNOWING YOUR HOSTING CONTROL CENTER

The Hosting Control Center 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 Control Center. Hosting-related products such as email accounts are managed through your Account Manager.

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

▼ Account Summary			
<b>Domain Name:</b>	coolexample.com		
<b>Server IP Address:</b>	64.202.189.130	<b># of MySQL Databases:</b>	0 Setup of 25 Available
<b>Operating System:</b>	Windows	<b>Bandwidth Allotment:</b>	1,000,000 MB
<b># of MSSQL Databases:</b>	0 Setup of 2 Available	<b>Diskspace Allotment:</b>	100,000 MB
<b>DNS Name Servers:</b>	N85.SECURESERVER.NET N86.SECURESERVER.NET		
▶ Settings			
▶ Content			
▶ Databases			
▶ Web Statistics			

Fig. 2.5 - Your Hosting Control Center home page.

The Hosting Control Center 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 Control Center. The Hosting Control Center is also a source of current account status information. Error log, Web statistics, and language management interfaces are accessed from the Hosting Control Center.

# 3 ■ 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 Control Center.

### ► To Upload Your Web Page Using Your Hosting Control Center

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** to open your Hosting Control Center.

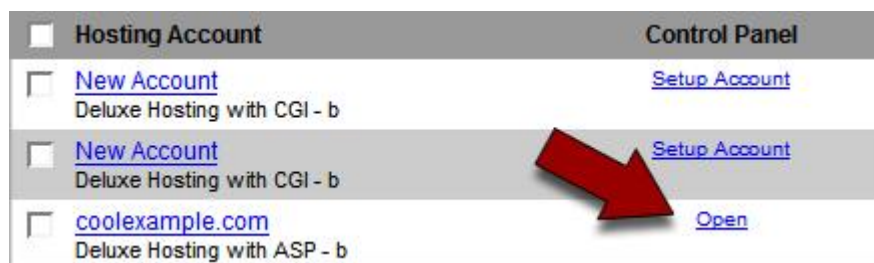


Fig. 3.1 - Open link in your Account Manager.

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

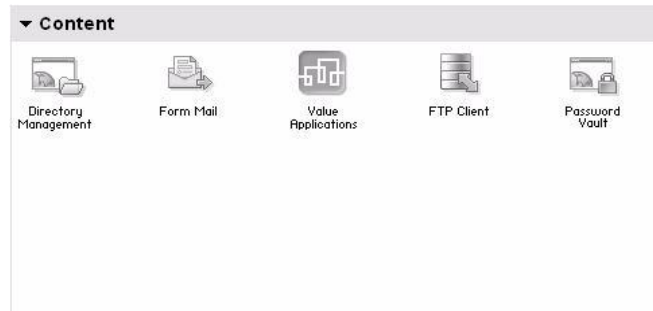


Fig. 3.2 - FTP Client icon in your Account Manager.

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:

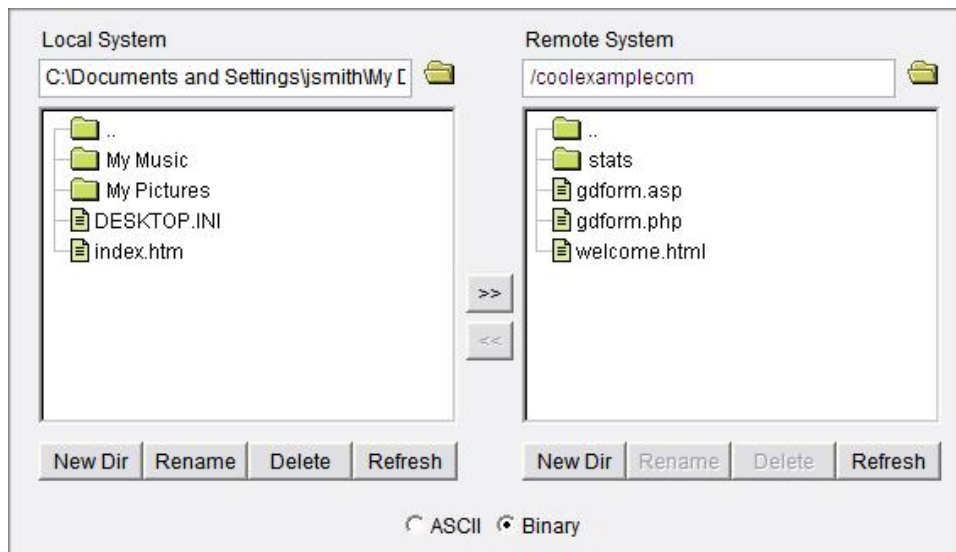


Fig. 3.3 - FTP client interface.



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

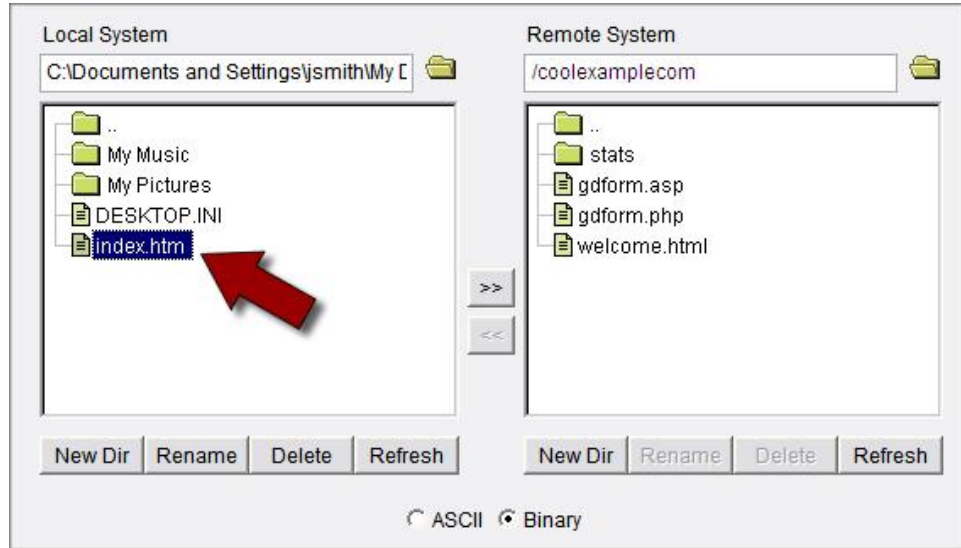


Fig. 3.4 - Select your file to upload.

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

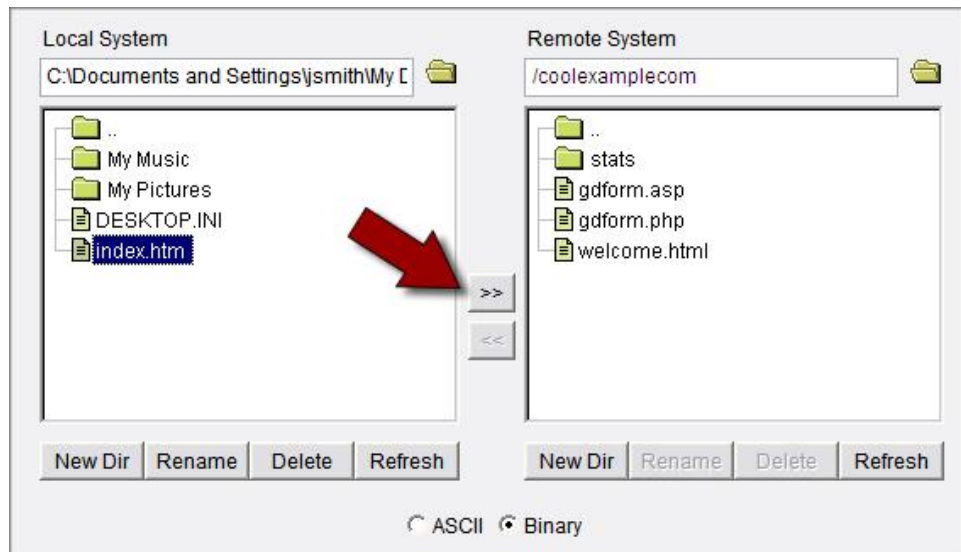


Fig. 3.5 - Upload selected file to hosting server.

After you upload your file, open a new Web browser window and type the URL to your new file in your browser's 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 setup.



Fig. 3.6 - 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.

Here 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 is 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 Control Center.

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 Control Center, 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 followed by your hosting name (i.e., /<username>).



When you publish or edit with FrontPage, the program automatically places your folders in the correct directory location.

## 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.asp	index.html	home.htm
default.html	index.htm	home.shtml
default.htm	index.asp	home.shtm
default.aspx	index.shtml	welcome.html
default.shtml	index.shtm	welcome.asp

default.shtm      home.html

### ▶ 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.

## 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.

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 Control Center.

# 4. Setting Up Email For Your Hosting Account

All of our hosting plans include a number of free email accounts, that you can 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.

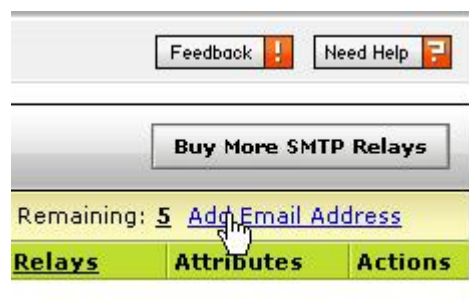


Fig. 4.1 - Add Email Address link in the Email Control Center.

5. 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.

**Add Email**

Use a registered or hosted domain name.  
Email Address:  @

Use a domain name hosted or registered elsewhere.  
Email Address:  @

**Note: If you are hosting elsewhere, you must [modify your domain's](#) 4-8 hours for .COM and .NET domains and 24-48 hours for all othe**

Fig. 4.2 - Add Email area in the Email Control Center.

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

**Set Password**

Set your email password.

Password:  (5-32 characters)

Confirm Password:

Fig. 4.3 - Enter your password.

7. 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

Send CC To:  (separate addresses wit

*(Warning: Auto-Responders send a response back to the sender.)*

Fig. 4.4 - Enter carbon copy address.

8. 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.
9. 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.**

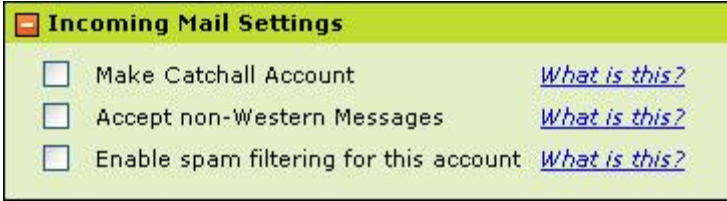


Fig. 4.5 - Incoming mail settings.

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

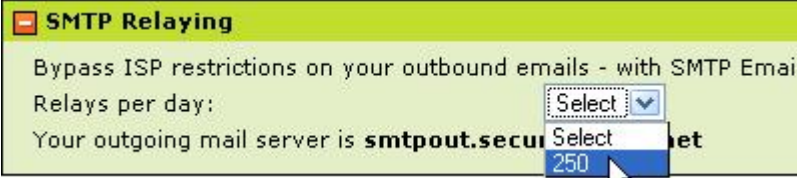


Fig. 4.6 - SMTP Relaying settings.

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. 4.7 - 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. 4.8 - Manage Free Accounts button in your Account Manager.

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

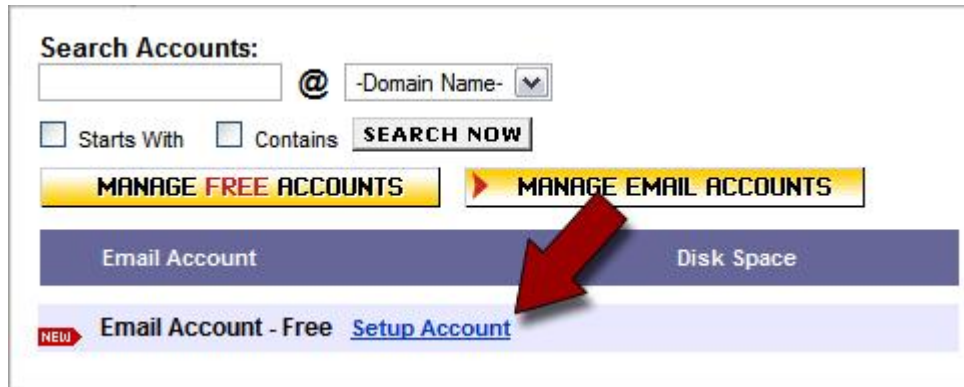


Fig. 4.9 - Setup Account link in your Account Manager.

5. 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@cooexample.com."

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

Fig. 4.10 - Enter your email account name.

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

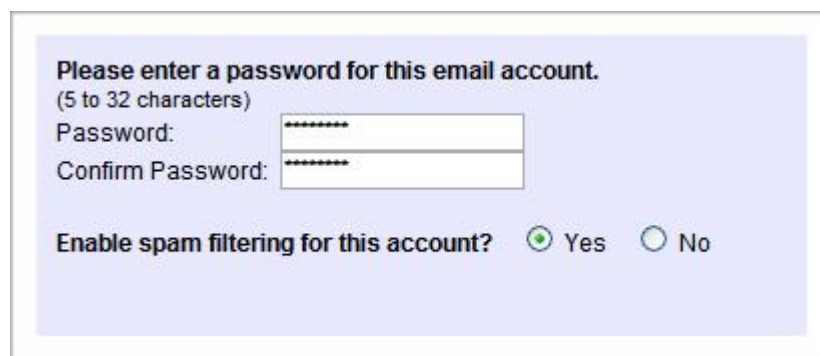
The screenshot shows a form with the heading 'Please enter a password for this email account. (5 to 32 characters)'. It has two text input fields: 'Password:' and 'Confirm Password:'. Below these is a question: 'Enable spam filtering for this account?' with two radio buttons: 'Yes' (which is selected)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

Fig. 4.11 - 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.



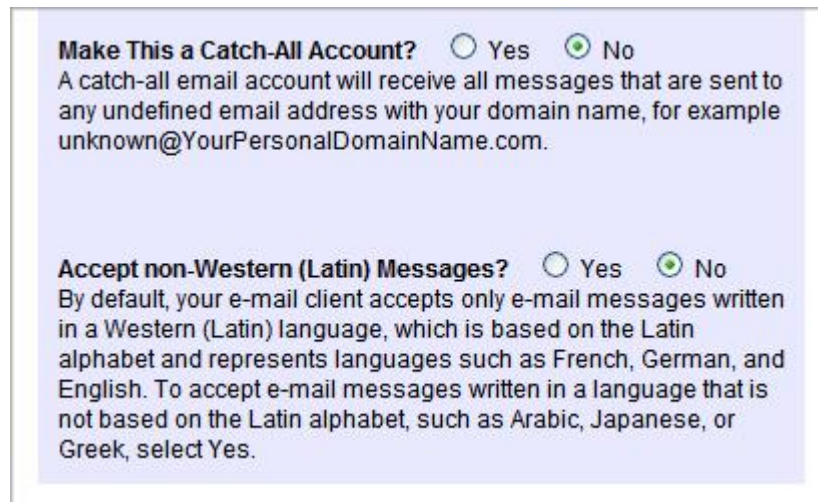
**Forward Carbon Copy**  
You may specify one or more email addresses to receive copies of all messages sent to this account. This feature is great as a monitoring tool for parents, employers, site managers, etc.  
*Example: you1@emailaddress.com, you2@emailaddress.com*

**Send Carbon Copies To:**

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

Fig. 4.12 - 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. 4.13 - 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**.

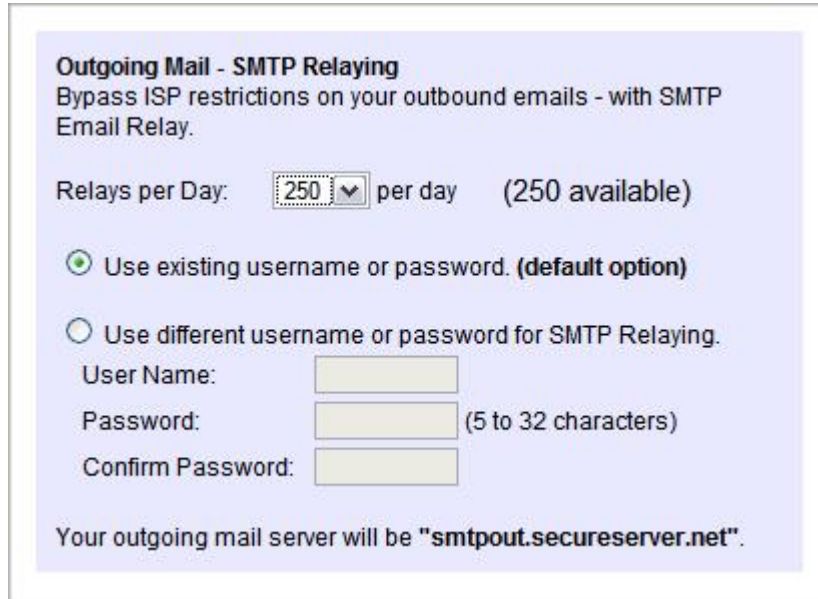


Fig. 4.14 - Specify your SMTP relay settings preferences.

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 <b>25</b> by default. It may also use ports <b>80</b> or <b>3535</b> .

For more information about setting up mail accounts, please visit the support section of our Web site.

## 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](mailto:jane@coolexample.com).

# 5. Managing Domains and Sub Domains on Your Hosting Account

With Windows shared hosting accounts, you can leverage your hard work and existing hosted Web site content through the use of alias and sub domains.

Aliasing allows you to assign multiple domain names to one of your hosting accounts. When users navigate to the alias domain, they see the hosting account's content. Sub domains provide an easy way for users to navigate directly to a content sub directory on your hosting account.

## CREATING A DOMAIN ALIAS

Aliasing allows you to point more than one domain name to existing hosting account content. For example, if you have the domain name "anotherexample.com" set up as an alias to the hosting account for "example.com," users browsing to "anotherexample.com" will see the content located at "example.com."

### ► 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.



4. Under the **Settings** section of the Hosting Control Center, click the **Aliased Domains** icon.

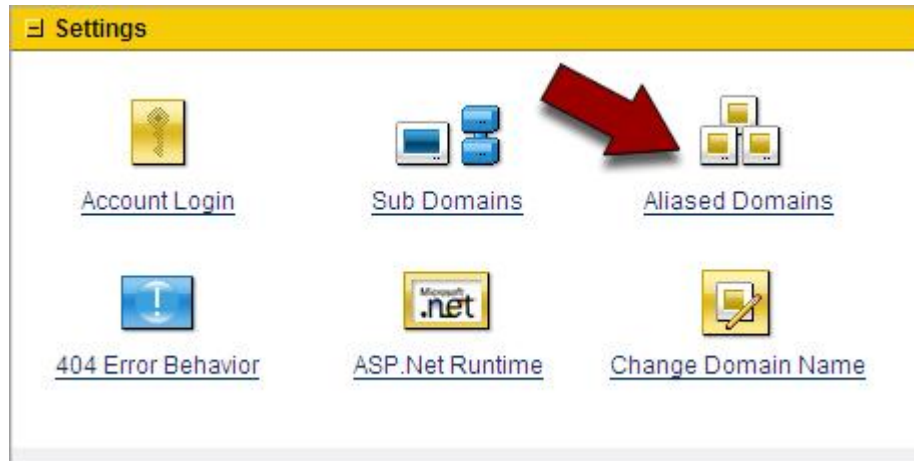


Fig. 5.2 - Aliased Domains icon in your Hosting Control Center.

5. To set up a new domain name alias, click **Add Aliases**



Fig. 5.3 - Click Add Aliases.

6. Select an available domain from the list and click **Add**.

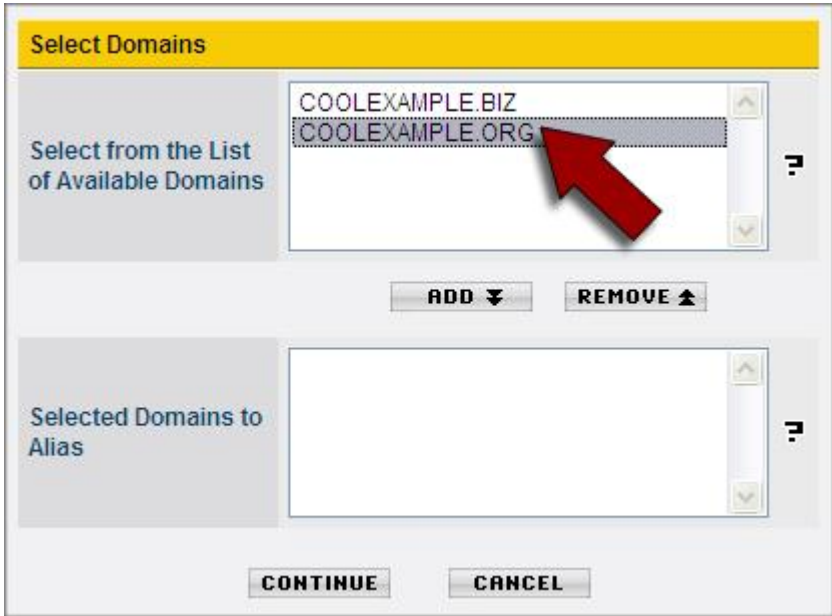


Fig. 5.4 - Select the alias domain.

7. Click **Continue**.

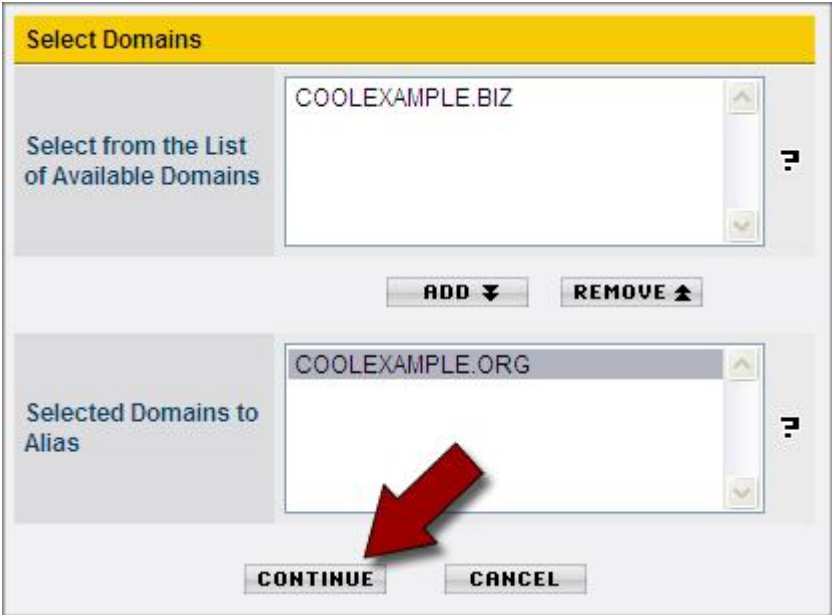


Fig. 5.5 - Click Continue.

- Verify that this is the domain you want to alias and click **Add**.

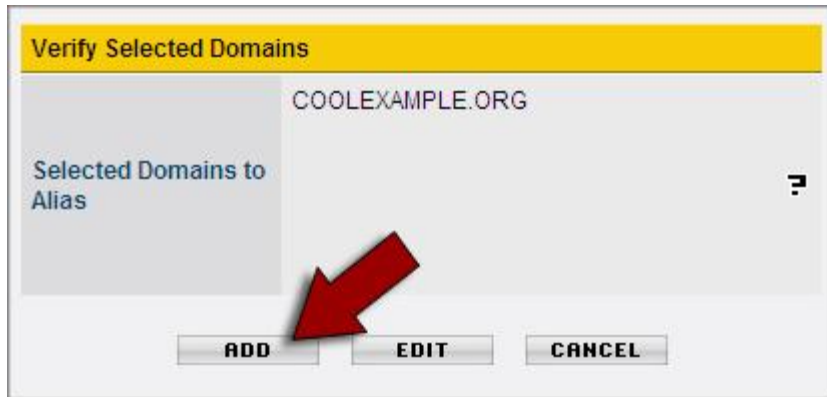


Fig. 5.6 - Click Add.

It can take 4–8 hours for .com and .net domains and 24–48 hours for all other domain extensions to become aliased.

## 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 can create a sub domain for pictures on your site called "pics." Anybody that comes to your Web site can type pics.coolexample.com instead of www.coolexample.com/pics.

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

### ► To Add a Sub Domain to Your Hosting Account

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

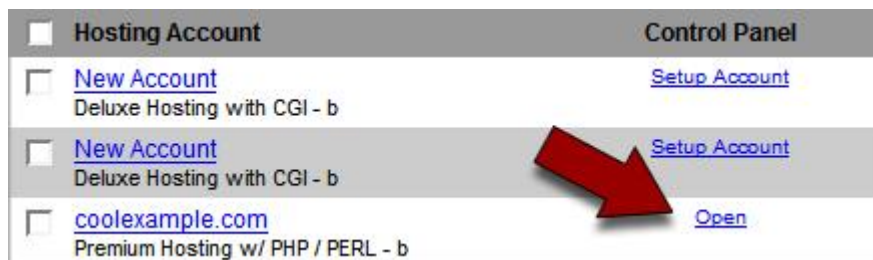


Fig. 5.7 - Open link in your Account Manager.

- Under the **Settings** section of the Hosting Control Center, click the **Sub Domains** icon.

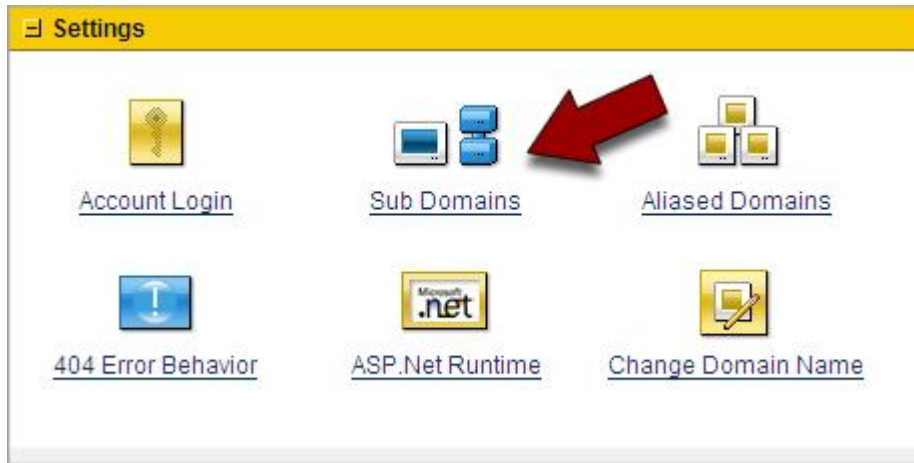


Fig. 5.8 - Sub Domains icon in your Hosting Control Center.

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



Fig. 5.9 - Click Add Subdomain.

- 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 "subdomain."



Fig. 5.10 - Enter the sub domain.

7. Click **Continue**.

A screenshot of a web form titled "Subdomain Name:". Below the title is a text input field with the placeholder text "Enter a Subdomain Name" and the value "subdomain". To the right of the input field is a question mark icon. Below the input field are two buttons: "CONTINUE" and "CANCEL". A red arrow points to the "CONTINUE" button.

Fig. 5.11 - Click Continue.

8. Click **Add**.

A screenshot of a web form titled "Verify Subdomain Name". Below the title is a text input field with the placeholder text "Subdomain Name Value" and the value "subdomain". To the right of the input field is a question mark icon. Below the input field are three buttons: "ADD", "EDIT", and "CANCEL". A red arrow points to the "ADD" button.

Fig. 5.12 - Click Add.

It may take a few minutes for the Hosting Control Center 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/subdomain
```

```
http://subdomain.coolexample.com
```

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

# 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 Windows hosting accounts offer you a plethora of database choices: MySQL, Access, and SQL Server. Database set up and management is accomplished through the Hosting Control Center and SQL Server Web Admin.

## SETTING UP A SQL SERVER DATABASE

SQL Server is a popular database for Windows Web site development. SQL Server comes with all Windows Deluxe and Premium hosting plans.

### ► To Set Up a SQL Server 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**.

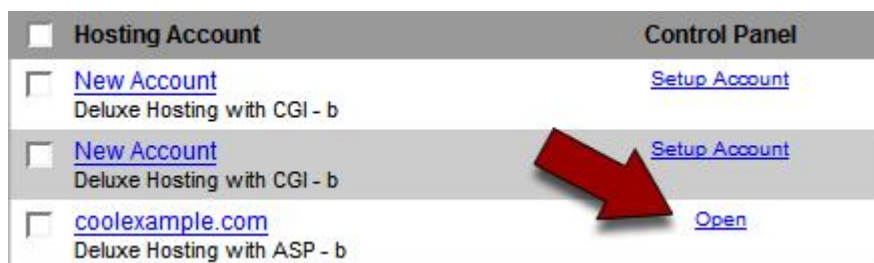


Fig. 6.1 - Open link in your Account Manager.

- Under the **Databases** section of the **Hosting Control Center**, click the **SQL Server** icon.

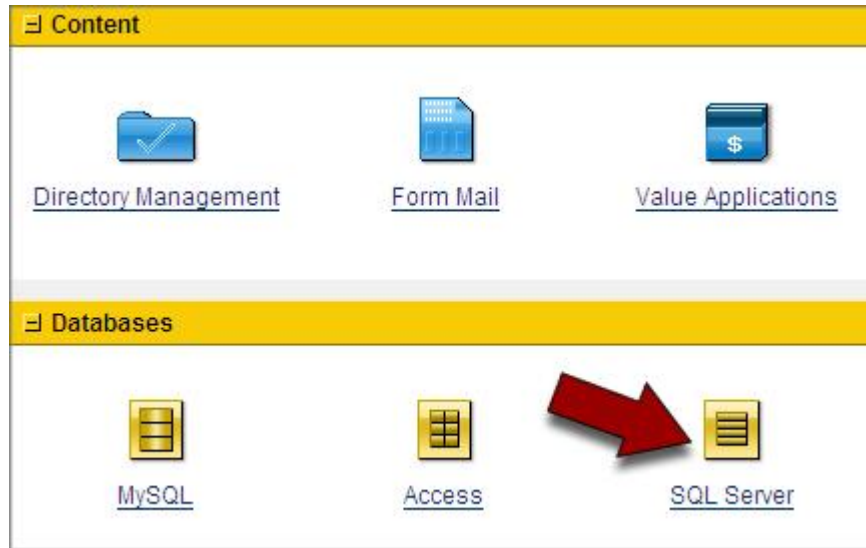


Fig. 6.2 - SQL Server icon in your Hosting Control Center.

- Click **Create New Database**.

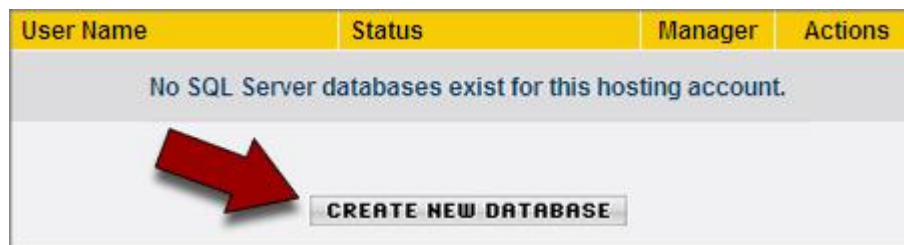


Fig. 6.3 - Click Create New Database.

- If you want to use DSN with this database, select **Create DSN**.



Fig. 6.4 - Create DSN.

7. 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.

SQL Server Database Connection Information	
Enter User Name	<input type="text" value="data_coolexample"/>
Enter Password	<input type="password" value="*****"/>
Confirm Password	<input type="password" value="*****"/>

Fig. 6.5 - Enter your database user name and password.

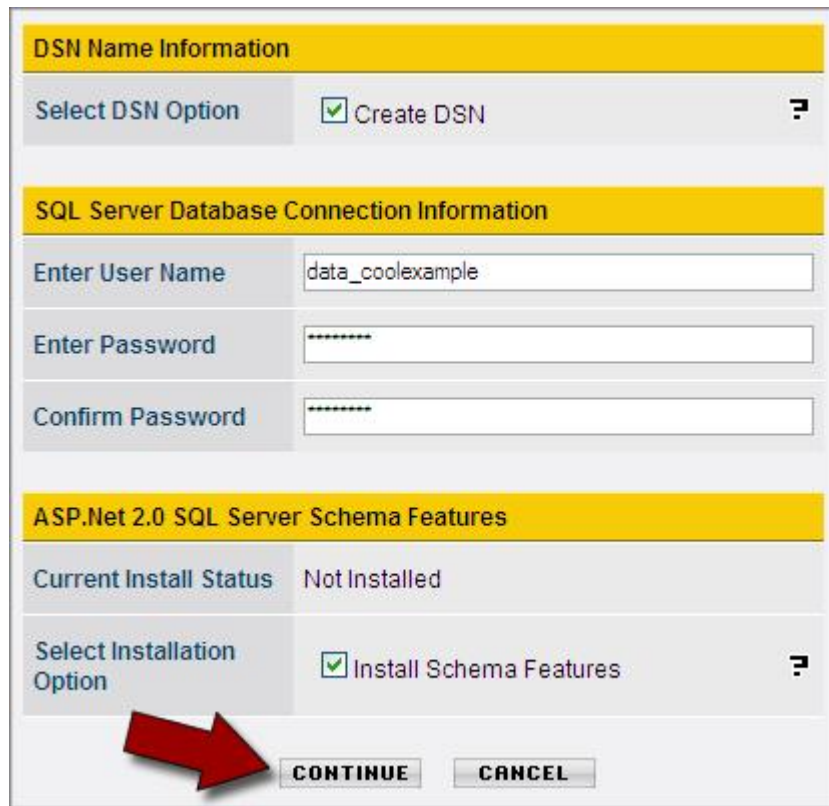
8. If you want to use this new database with an ASP.NET 2.0 application, select **Install Schema Features**.

ASP.Net 2.0 SQL Server Schema Features	
Current Install Status	Not Installed
Select Installation Option	<input type="checkbox"/> Install Schema Features <span>?</span>

Fig. 6.6 - Select Install Schema Features.



9. Click **Continue**.



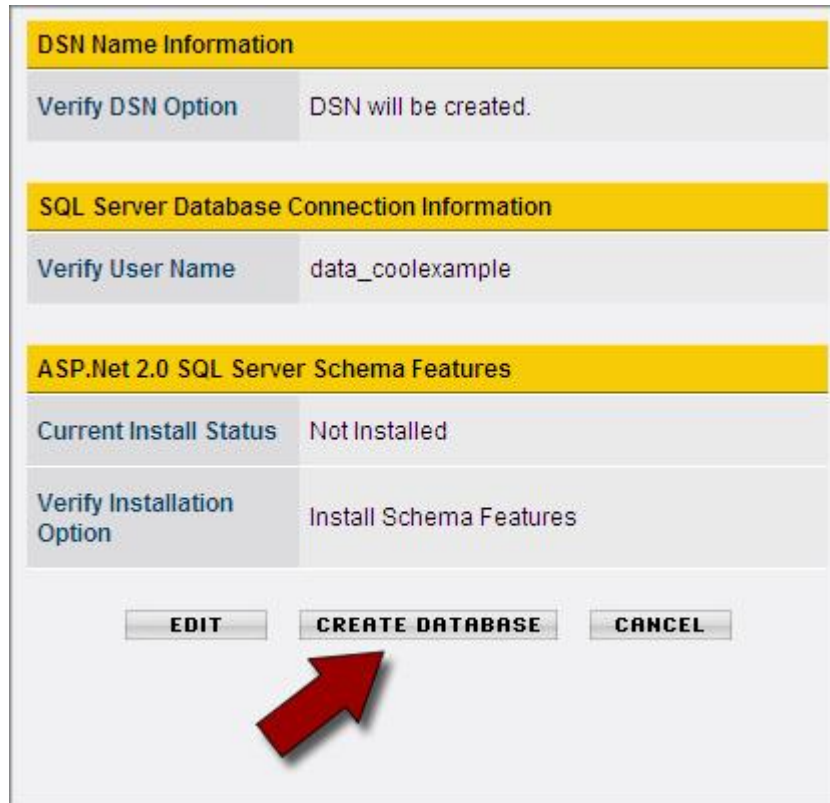
The screenshot shows a configuration wizard with three main sections:

- DSN Name Information:** A checkbox labeled "Create DSN" is checked.
- SQL Server Database Connection Information:** Three input fields are present: "Enter User Name" with the text "data\_cooexample", "Enter Password" with masked characters "\*\*\*\*\*", and "Confirm Password" with masked characters "\*\*\*\*\*".
- ASP.Net 2.0 SQL Server Schema Features:** The "Current Install Status" is "Not Installed". A checkbox labeled "Install Schema Features" is checked.

At the bottom of the wizard, there are two buttons: "CONTINUE" and "CANCEL". A large red arrow points directly to the "CONTINUE" button.

Fig. 6.7 - Click Continue.

10. Verify your SQL Server database settings. If everything looks okay, click **Create Database**.



The screenshot shows a wizard interface for creating a SQL Server database. It is divided into three main sections, each with a yellow header:

- DSN Name Information:** Contains a 'Verify DSN Option' field with the text 'DSN will be created.'
- SQL Server Database Connection Information:** Contains a 'Verify User Name' field with the text 'data\_cooexample'.
- ASP.Net 2.0 SQL Server Schema Features:** Contains a 'Current Install Status' field with the text 'Not Installed' and a 'Verify Installation Option' field with the text 'Install Schema Features'.

At the bottom of the wizard, there are three buttons: 'EDIT', 'CREATE DATABASE', and 'CANCEL'. A large red arrow points directly to the 'CREATE DATABASE' button.

Fig. 6.8 - 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, 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 SQL Server database, your host name displays on the database information page of your Hosting Control Center.

### ► To Find the Host Name for Your SQL Server 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**.

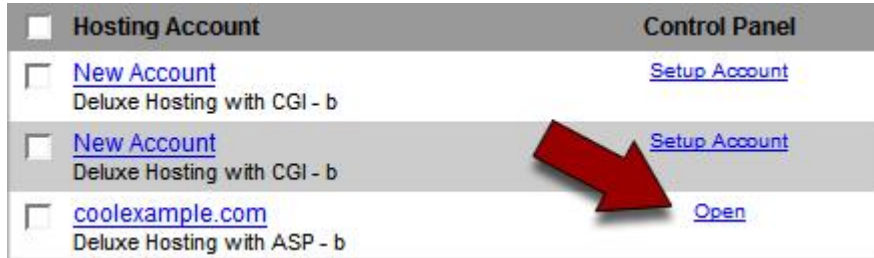


Fig. 6.9 - Open link in your Account Manager.

4. Under the **Databases** section of the **Hosting Control Center**, click the **SQL Server** icon.

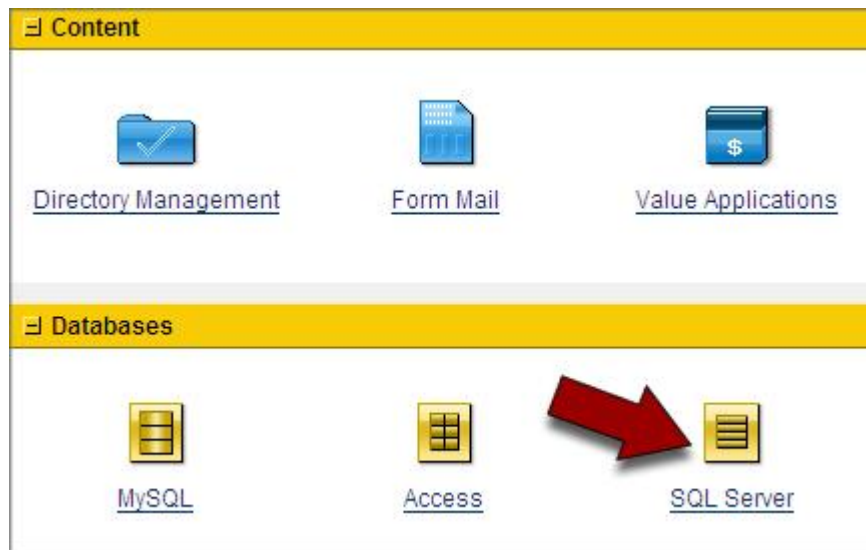


Fig. 6.10 - SQL Server icon in your Hosting Control Center.

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

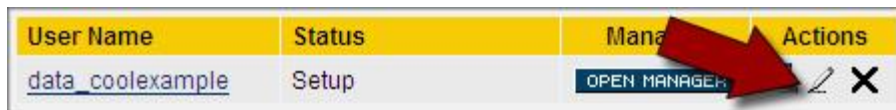


Fig. 6.11 - Pencil icon in your Hosting Control Center.

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

SQL Server Database Information	
Database Name	DB_68430
Host Name:	whsql-v02.prod.mesa1.secureserver.net
DSN Name Information	
DSN Name	mssql_DB_68430.dsn ?
Select DSN Option	<input type="checkbox"/> Remove DSN ?
SQL Server 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"/>
ASP.Net 2.0 SQL Server Schema Features	
Current Install Status	All Schema Features Installed
Select Installation Option	<input type="checkbox"/> Uninstall Schema Features ?
<input type="button" value="CONTINUE"/> <input type="button" value="CANCEL"/>	

Fig. 6.12 - 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 or the configuration file for your Web application. In general, this is a review of the information you'll need to connect to your database:

Setting	Explanation
Hostname	You can find the host name for your database on the database information page in your Hosting Control Center. <b>Do not use localhost.</b>
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 code example uses ADO and VB Script to connect to a SQL Server database. This script connects to a database, queries a specified table, and prints the contents. **NOTE:** Windows shared hosting accounts do not support PHP scripts.

```
<%  
Dim oConn, oRS  
Dim qry, connectstr  
Dim db_name, db_username, db_userpassword  
Dim db_server, fieldname, tablename  
  
db_server = "sql.secureserver.net"  
db_name = "your_dbusername"  
db_username = "your_dbusername"  
db_userpassword = "your_dbpassword"  
fieldname = "your_field"  
tablename = "your_table"  
  
connectstr = "Driver={SQL Server};SERVER=" & db_server &  
";DATABASE=" & db_name & ";UID=" & db_username & ";PWD=" &  
db_userpassword  
  
Set oConn = Server.CreateObject("ADODB.Connection")  
oConn.Open connectstr  
  
qry = "SELECT * FROM " & tablename  
  
Set oRS = oConn.Execute(qry)  
  
Do Until oRS.EOF  
response.write ucase(fieldname) & ": " & oRS.Fields(field-  
name) & "<br/>"  
oRS.movenext  
Loop  
  
oRS.close  
  
Set oRS = nothing  
Set oConn = nothing  
%>
```

For more information about SQL Server and connecting to a SQL Server database, visit Microsoft SQL Server Home at: <http://www.microsoft.com/sql/default.mspx/>.