



Web Hosting

User Guide

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Table of Contents

1. Introduction	3
1.1 About This Guide.....	3
1.2 Document Command Conventions	3
1.3 Hosting Packages.....	3
1.3.1 Windows 2003:	3
1.3.2 Signature / FreeBSD:.....	5
2. Administering the Windows 2003 Platform	8
2.1 Accessing the Interface	8
2.1.1 Interface Overview	9
2.2 Managing Websites	10
2.2.1 Account Profile.....	10
2.2.1.1 Contact Information	10
2.2.1.2 Change Password	11
2.2.2 Adding a Website.....	11
2.2.3 Managing Websites	12
2.2.3.1 Default Document	14
2.2.3.2 Custom Errors.....	15
2.2.3.3 ASP Error Message	16
Code: the numeric code for the Windows error.....	16
Error Description: the descriptive text for the Windows error.....	16
2.2.3.4 Document Footer	17
2.2.3.5 Directory Permissions.....	18
2.2.3.6 Host Headers / MultiDomain	19
2.2.3.7 Website Publishing Setup	20
2.2.3.8 AppPool / Site Isolation.....	21
2.2.4 Site Control	23
2.2.5 Generating Logs	23
2.3 Maintaining the System	24
2.3.1 Administrative History	25
2.3.2 Web Disk Management.....	25
2.4 Troubleshooting the System.....	26
3. Creating Your Website with Easy Site	28

1. Introduction

Business Class Web Hosting was previously operating on a Windows 2000 and UNIX platform. We are now offering Business Class Web Hosting on Windows 2003 and UNIX Signature-FreeBSD platforms, along with several aesthetic changes and functionality enhancements.

1.1 About This Guide

This guide is written for user/customer responsible for administering and maintaining the Business Class Web Hosting account. This guide provides an overview of Business Class Web Hosting and includes the following:

- Overview of Business Class Web Hosting
- How to navigate using the enhanced control panel
- Features and functionality of the Signature and Windows 2003 platforms

1.2 Document Command Conventions

This document uses the following conventions:

- Command buttons that you must click/select appear in Times New Roman, **underlined and in bold**.
- Field names on a window or screen are shown in “quotes”.

1.3 Hosting Packages

The eight plans are available based on the customer’s need for hosting their site. Many features found on the previous platform can be found on the newer platform with a new look and feel.

1.3.1 Windows 2003:

	Starter Windows	Advanced Windows	Premier Windows	Webmaster Windows
Bandwidth Transfer in GB	up to 200 GB	up to 400 GB	up to 500 GB	up to 1,000 GB
Web Disk Space in GB	up to 5 GB	up to 20 GB	up to 20 GB	up to 40 GB
MS SQL Space in MB	n/a	n/a	200	200
MultiDomain Hosting	Unlimited	Unlimited	Unlimited	Unlimited
Number of Independent Sites	2	2	2	29
Platform				
Microsoft Windows 2003 w/IIS 6.0	Yes	Yes	Yes	Yes
Control Panel	Yes	Yes	Yes	Yes
Raw log files	Yes	Yes	Yes	Yes
MS FrontPage Server Extensions	Yes	Yes	Yes	Yes
24/7 access via FTP	Yes	Yes	Yes	Yes
Urchin Web traffic reporting	Yes	Yes	Yes	Yes
Search Engines				

Search Engine Submission to 100+ Top Search Engines	1 URL	2 URLs	2 URLs	5 URLs
Spam FREE Submission	Yes	Yes	Yes	Yes
Automatic Resubmissions	No	No	No	Yes
Basic Google Submission	Yes	Yes	Yes	Yes
Search Engines Tools				
Optimization Wizard	Yes	Yes	Yes	Yes
Check Position	Yes	Yes	Yes	Yes
Check Link Popularity	Yes	Yes	Yes	Yes
Keyword Analysis	Yes	Yes	Yes	Yes
Keyword Popularity	Yes	Yes	Yes	Yes
Title Tag Checker	Yes	Yes	Yes	Yes
Meta Tag Checker	Yes	Yes	Yes	Yes
Bad Link Checker	Yes	Yes	Yes	Yes
Optimization Analysis	Yes	Yes	Yes	Yes
Alt Tag Checker	Yes	Yes	Yes	Yes
Robots.txt Checker	Yes	Yes	Yes	Yes
Check Existence	No	No	No	Yes
Meta Tag Generator	No	No	No	Yes
Ask an eMarketing Question	No	No	No	Yes
Marketing Tip of The Day	No	No	No	Yes
Banner Ads				
Banner Impressions	None	1,000 (One Time)	1,000 (One Time)	5,000 (One Time)
# Banners	None	1	1	5
Online Banner Creator/Wizard	NA	Yes	Yes	Yes
Banner Templates	None	15	15	100
Campaign Management/Reporting	NA	Yes	Yes	Yes
Over 100 Small Business Online Guides				
Mail Services (if Verio's proprietary email system is used, otherwise these functions are NA)				
E-mail Accounts/Mail Forwards/Auto Responders	Will Vary by Division	Will Vary by Division	Will Vary by Division	Will Vary by Division
WebMail	Yes	Yes	Yes	Yes
Email Defense Solution (if Verio's proprietary email system is used, otherwise these functions are NA)				
Spam Filtering	NA	NA	NA	NA
Virus Scanning	NA	NA	NA	NA
Whitelisting	NA	NA	NA	NA
Blacklisting	NA	NA	NA	NA
Web Services				
.NET Framework 2.0 (RTM)	Yes	Yes	Yes	Yes
ASP 3.0, ASPUpload, ASP.NET	Yes	Yes	Yes	Yes
ADO.NET, XML, JScript, VB Script	Yes	Yes	Yes	Yes
PHP and PERL	Yes	Yes	Yes	Yes
CGI	Yes	Yes	Yes	Yes

Windows Media Services	Yes	Yes	Yes	Yes
Shared SSL Secure Server	Yes	Yes	Yes	Yes
SSL Site Certificate Available*	Yes	Yes	Yes	Yes
Databases				
MS SQL Database	No	No	Yes	Yes
ODBC data source supported	Yes	Yes	Yes	Yes
E-commerce				
Bring own compatible shopping cart	Yes	Yes	Yes	Yes
Verisign® Payflow Pro	Yes	Yes	Yes	Yes
* SSL certificates sold separately				
Website DIY Tool Add-On (refer to Easy Site Sheet for detailed Product Features)				
Easy Site LV Design Tool	Included	Included	NA	NA
Easy Site Plus Design Tool	\$ 2.50	\$ 2.50	Included	Included
E-Commerce				
Shopsite Shopping Cart - Starter	\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00
Shopsite Shopping Cart - Manager	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00
Shopsite Shopping Cart - Pro	\$ 20.00	\$ 20.00	\$ 20.00	\$ 20.00

1.3.2 UNIX Signature / FreeBSD:

	Starter UNIX	Advanced UNIX	Premier UNIX	Webmaster UNIX
Bandwidth Transfer in GB	up to 200 GB	up to 400 GB	up to 500 GB	up to 1,000 GB
Disk Space in GB	up to 5 GB	up to 10 GB	up to 20 GB	up to 40 GB
Platform				
FreeBSD / Apache Web Server	Yes	Yes	Yes	Yes
MS FrontPage2002	No Longer Support	No Longer Support	No Longer Support	No Longer Support
Search Engine Submission				
Search Engine Submission to 100+ Top Search Engines	1 URL	2 URLs	2 URLs	5 URLs
Spam FREE Submission	Yes	Yes	Yes	Yes
Automatic Resubmissions	No	No	Yes	Yes
Basic Google Submission	Yes	Yes	Yes	Yes
Search Engine Optimization				
Optimization Wizard	Yes	Yes	Yes	Yes
Check Position	Yes	Yes	Yes	Yes
Check Link Popularity	Yes	Yes	Yes	Yes
Keyword Analysis	Yes	Yes	Yes	Yes
Keyword Popularity	Yes	Yes	Yes	Yes

Title Tag Checker	Yes	Yes	Yes	Yes
Meta Tag Checker	Yes	Yes	Yes	Yes
Bad Link Checker	Yes	Yes	Yes	Yes
Optimization Analysis	Yes	Yes	Yes	Yes
Alt Tag Checker	Yes	Yes	Yes	Yes
Robots.txt Checker	Yes	Yes	Yes	Yes
Check Existence	No	No	Yes	Yes
Meta Tag Generator	No	No	Yes	Yes
Ask an eMarketing Question	No	No	No	Yes
Marketing Tip of The Day	No	No	No	Yes
Banner Ads				
Banner Impressions	None	1,000 (One Time)	2,500 (One Time)	5,000 (One Time)
# Banners	None	1	2	5
Online Banner Creator/Wizard	NA	Yes	Yes	Yes
Banner Templates	None	15	25	100
Campaign Management/Reporting	NA	Yes	Yes	Yes
Over 100 Small Business Online Guides				
Mail Services				
E-mail Accounts/Mail Forwards/Auto Responders	Will Vary by location	Will Vary by location	Will Vary by location	Will Vary by location
WebMail	Yes	Yes	Yes	Yes
Web Hosting Services				
Podcasting Manager	Yes	Yes	Yes	Yes
Urchin from Google Web traffic reporting	Yes	Yes	Yes	Yes
Raw log files	Yes	Yes	Yes	Yes
SSH Access	No	No	Yes	Yes
Perl, PHP, Python, Ruby, GCC (GNU C Compiler)	No	Yes	Yes	Yes
SSL Secure Server	Yes	Yes	Yes	Yes
Multimedia (Shockwave Flash)	NA	NA	NA	NA
Website Additions				
Counter	Yes	Yes	Yes	Yes
Site Search tool (CGI Required)	No	Yes	Yes	Yes
Message Board (CGI Required)	No	Yes	Yes	Yes
Applications				
WordPress Blogging Software	No	Yes	Yes	Yes
Gallery 1 Photogallery (CGI Required)	No	Yes	Yes	Yes
Web Calendar (CGI Required)	No	Yes	Yes	Yes
PHP MyAdmin	No	Yes	Yes	Yes
Databases				
MySQL	No	Yes	Yes	Yes
Multiple Databases	No	Yes	Yes	Yes

Website DIY Tool Add-On (refer to EasySite Sheet for detailed Product Features)				
Easy Site LV Design Tool	Included	Included	NA	NA
Easy Site Plus Design Tool	Contact your local division	Contact your local division	Included	Included
E-Commerce				
Shopsite Shopping Cart - Starter	Contact your local division	Contact your local division	Contact your local division	Contact your local division
Shopsite Shopping Cart - Manager	Contact your local division	Contact your local division	Contact your local division	Contact your local division
Shopsite Shopping Cart - Pro	Contact your local division	Contact your local division	Contact your local division	Contact your local division

2. Administering the Windows 2003 Platform

2.1 Accessing the Interface

To access your Control Panel, go to www.your-domain.com/stats. “your-domain” will be the domain you have registered. You will be prompted with a login dialog window.



2.1.1 Interface Overview

Upon logging in, the control panel will be your default view. The icons you see may vary depending on the web hosting package you have selected. The selected package type will be listed under “Plan Type”

The screenshot displays the Time Warner Cable Business Class Hosting Control Panel. At the top, the header includes the Time Warner Cable logo and the text "Business Class". Below this, the main heading is "Hosting Control Panel". A sub-header indicates "Hosting Control Panel for Account te1149" and "Plan Type: Webmaster Windows 2003".

The interface is organized into several sections:

- Web Site Tools:** This section contains nine icons with corresponding links and descriptions:
 - [Web Sites](#): Manage existing web sites
 - [Add Site](#): Add a new web site
 - [AppPool Settings](#): Manage application pools and resource utilization
 - [Administrative History](#): Logs of your administrative actions
 - [Resource Dashboard](#): Server and account resource summary
 - [Web Disk Management](#): View disk usage and manage quotas
 - [Threshold Notification](#): Request notification based on overage events
- Product Configuration and Quick Links:** This section contains six icons with corresponding links and descriptions:
 - [Windows Labs](#): Our innovations
 - [MSSQL Control Panel](#): Manage MSSQL Server
 - [Data Source Names](#): Configure DSN Connections
 - [Anonymous FTP](#): Enable and disable your anonymous FTP server
 - [DIY Website Creator](#): Blogging, photo galleries, 200 web design templates and much more
 - [Contact Support](#): Contact technical support
- Account Configuration:** This section contains six icons with corresponding links and descriptions:
 - [Account Control Panel](#): Access your account profile and contact information
 - [Change Password](#): Change your account password
 - [Domain Manager](#): Manage domain registrations and DNS
 - [Edit Account Information](#): Access your account settings and billing information
 - [Marketing Tools](#): Access your marketing tools
 - [SSL CSR Request](#): Get a certificate signing request
 - [Account Options](#): Account Options

At the bottom of the interface, there is a yellow bar with a question mark icon and the text "Hosting Control Panel Help".

2.2 Managing Websites

This section explains how to add, modify, and delete user accounts.

2.2.1 Account Profile

This section allows you to manage your account settings and information. To navigate to this module, scroll down to Account Configuration section and select Account Control Panel. You will be prompted to log in again, this is not an error.

TIME WARNER CABLE Business Class

Account Administration

- [Marketing Tools](#)
- [Domain Manager](#)
Manage your domain name registrations online.
- [Change Password](#)
Change your account password.
- [Web Hosting FAQ's](#)
Frequently asked questions and information on web hosting development, applications, and e-commerce.

CONTACT INFORMATION

Name: Margarita Michel [[edit](#)]
E-mail: mmichel@verio.net
Phone: (561) 999-8332
Fax: Unavailable
Company: Time Warner Test Account
Address: 5050 Conference Way N.
City: Boca Raton
State: FL
Postal Code: 33431
Country: US

The contact information box contains all your vital customer information. To edit any of this, simply select **Edit**.

2.2.1.1 Contact Information

We recommend that all fields are filled in for a profile. Once updated, select **Update Contact Information** to apply the changes.

Edit Contact Information

First Name *Either first or last name required*

Last Name

Company

Address
 OPTIONAL

City

State *For U.S. addresses only/Required*

-- or --

Province *OPTIONAL/For non-U.S. addresses only*

Country

Zip Code *Required for U.S. addresses*

Voice ext

Fax ext *OPTIONAL*

E-mail

2.2.1.2 Change Password

Password must be between 6-16 characters and we recommend you use a strong password that includes a capital letter and a number. Example: Changeme9

- Passwords cannot match the user ID of account (main account password)
- Your password must be between 6 and 16 characters and must include at least one digit
- Passwords are cAsE sEnSiTiVe.
- Valid characters are a-z, A-Z, 0-9 and ~!^_+={}\|.,.

New Password

Confirm Password

Change Password

2.2.2 Adding a Website



To begin, select **Add Site** on your Hosting Control Panel. This area is used to enable your Web Server to recognize the domain you have registered to begin populating content.

Hosting Control Panel > Sites > Add New Site

Add New Site

To create a new site, enter the domain name (or third level domain) below. If you would like enable a WebMaster account, enter the password below as well. Once complete, click the **Create New Site** button only once as this operation may take up to a few minutes.

Instructional videos on this topic are available in the [Video Library](#).

Domain Name:

WebMaster Password:
(Optional)

Retype WebMaster Password:

Disk Quota in Megs:
There is 40959 MB available for new sites.

100

Logfile Location

Logging in the Account Owner's Site under ~/Stats/W3SVC#

Note: The newly created web site will be placed in the AppPool titled **AppPool #1**. You may change this by going to the site details page and choosing the *AppPools* tool.

Create New Site

Fill in the fields with your website information. 'www' is not required when inserting your Domain Name. Upon clicking on the **Create New Site**, the button will then change to **Processing, please wait...**

Be sure to specify how much space in MB you want to allocate to this particular site you are creating.

When complete, this will be your confirmation screen:

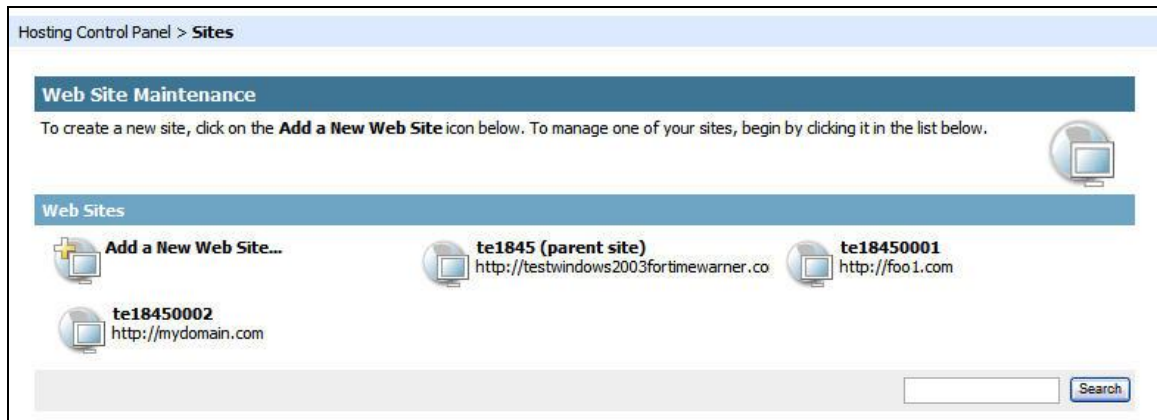


Please note: Adding a Site does not automatically configure your DNS information.

2.2.3 Managing Websites



To manage websites, select **Web Sites** from the Hosting Control Panel.




Once you've added sites, you can manage each site individually by clicking on the respective icon for the site you wish to edit.

This is the default view:


Site Details for mydomain.com (te18450002)

The Site Details page shows an overview of the selected Web Site. This page has the necessary tools for site maintenance and management.



Site Information











Site Name: te18450002
Domain Name: mydomain.com
Site IP: 204.2.110.182
Status: Running
Web Root: <http://mydomain.com>
FTP Root: <ftp://204.2.110.182/te18450002>

 **Warning!** It appears that DNS for this Web Site [216.34.94.184] may not be set correctly (or possibly DNS has not yet propagated). Please verify that DNS has been assigned to [204.2.110.182] in the Domain Manager. Instructional videos on publishing and browsing to this site prior to DNS propagation are available in the [Video Library](#).












Site Controls

[\[Start Site\]](#) [\[Stop Site\]](#) [\[Delete Site\]](#)


IIS Web Site Settings

 Logging Configure IIS Logging Settings	 Bandwidth Compression Configure IIS Bandwidth Compression Settings	 Connection Settings Configure IIS Connection Settings
 Default Document Configure Directory Index Order	 Custom Errors Configure IIS Custom Error Pages	 ASP Error Message Set the ASP Script Error Message
 Document Footer Setup a document footer	 Directory Permissions Configure Directory Permissions	 Host Headers/MultiDomain Bind multiple domains to this web site
 IIS Application Mappings Manage your Application Mappings		

Web Site Tools

 Website Publishing Setup Configure FrontPage extensions and the WebMaster/FTP user	 Troubleshooting Troubleshoot Web Site and FTP problems	 AppPool/Site Isolation Manage the AppPool for this web site
 LogFiles Download Web Site Logfiles	 Administrative History Logs of your administrative actions	 Bandwidth Summary Bandwidth Summary
 Web Disk Management Manage and Control Disk Usage and Quotas	 Archive Gateway Extract archives (zip, gzip, tar, etc) into your web site	 Application Roots Create AppRoots in your web site
 MSSQL Express Database Manage your MSSQL Server Express Database	 Urchin Statistics View and manage	

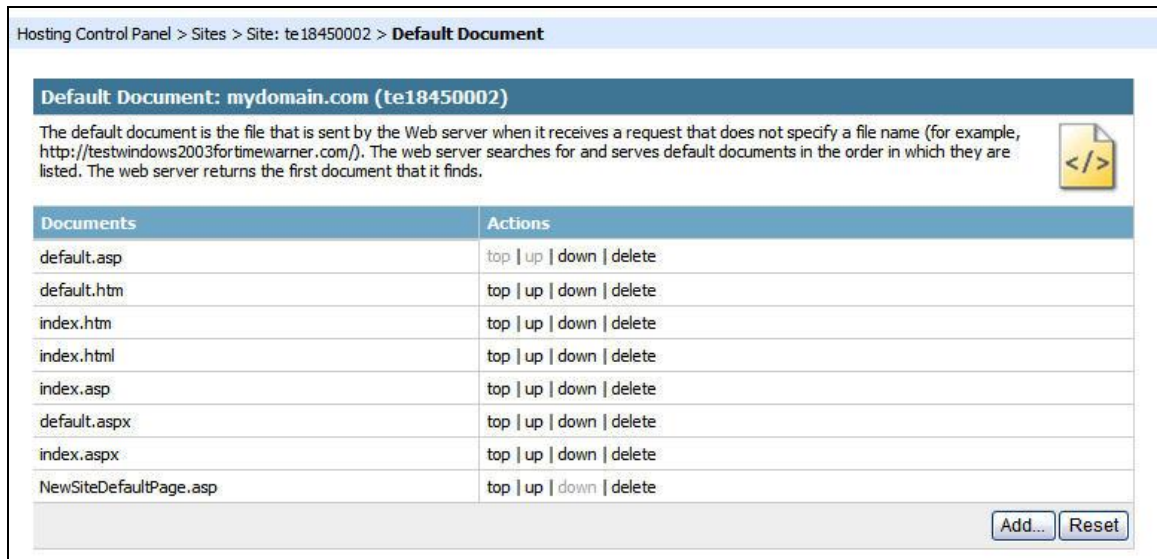
Account Control Panels and External Tools

 **Domain Manager**
Domain Manager

You can access any of the tools simply by clicking on the icon that corresponds to your need. The available features will be described in the next section.

2.2.3.1 Default Document

This setting allows you to control the default document that is sent by the Web Server when it receives a request for a non-specific file.



Hosting Control Panel > Sites > Site: te18450002 > **Default Document**

Default Document: mydomain.com (te18450002)

The default document is the file that is sent by the Web server when it receives a request that does not specify a file name (for example, <http://testwindows2003fortimewarner.com/>). The web server searches for and serves default documents in the order in which they are listed. The web server returns the first document that it finds.

Documents	Actions
default.asp	top up down delete
default.htm	top up down delete
index.htm	top up down delete
index.html	top up down delete
index.asp	top up down delete
default.aspx	top up down delete
index.aspx	top up down delete
NewSiteDefaultPage.asp	top up down delete

[Add...](#) [Reset](#)

The interface allows you to modify the ordering by simply clicking on Top, Up, Down, or Delete. **Top** automatically sets that document as the default document.

To add a document to this list, begin by selecting **Add**. The following screen will appear.



Hosting Control Panel > Sites > Site: te18450002 > Default Document > **Add Default Document**

Add Document mydomain.com (te18450002)

Enter a filename to add to the default document list and save your changes.

New Document:

(Example: index.html)

[Save](#) [Cancel](#)

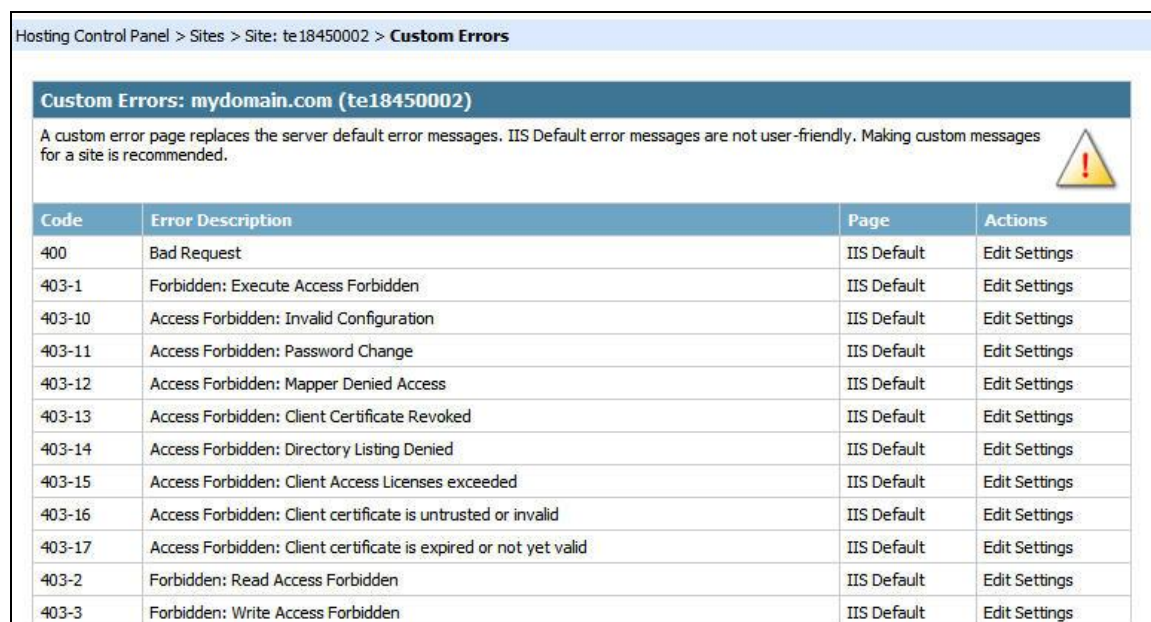
Type in the respective file name and then select **Save** to confirm your addition.

Note: The document name that you add will automatically appear as the Default document, if you do not want this as your default document, be sure to make the necessary modifications to set your default document.

2.2.3.2 Custom Errors

The Windows 2003 Platform allows you to customize the error messages that the user will see. It is common that the default error messages aren't user friendly and aesthetically pleasing.

To access these controls, click on **Custom Errors**. This will take you to the Error Message settings.

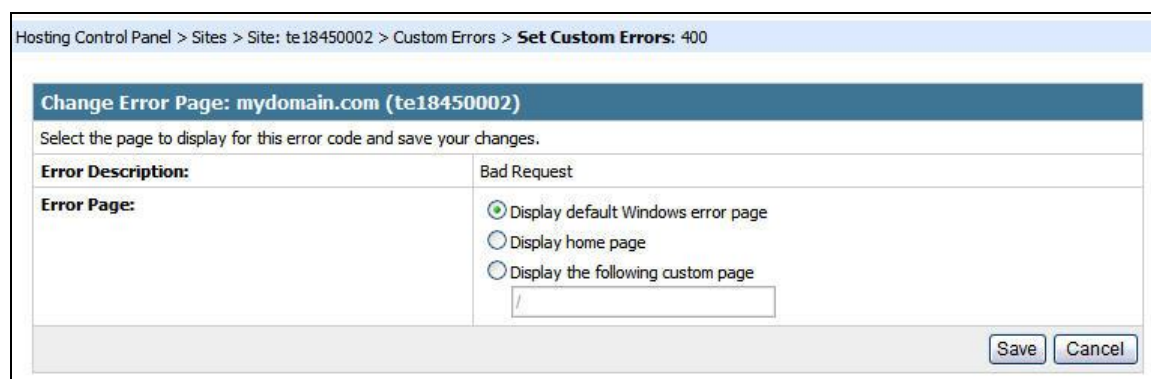


Code	Error Description	Page	Actions
400	Bad Request	IIS Default	Edit Settings
403-1	Forbidden: Execute Access Forbidden	IIS Default	Edit Settings
403-10	Access Forbidden: Invalid Configuration	IIS Default	Edit Settings
403-11	Access Forbidden: Password Change	IIS Default	Edit Settings
403-12	Access Forbidden: Mapper Denied Access	IIS Default	Edit Settings
403-13	Access Forbidden: Client Certificate Revoked	IIS Default	Edit Settings
403-14	Access Forbidden: Directory Listing Denied	IIS Default	Edit Settings
403-15	Access Forbidden: Client Access Licenses exceeded	IIS Default	Edit Settings
403-16	Access Forbidden: Client certificate is untrusted or invalid	IIS Default	Edit Settings
403-17	Access Forbidden: Client certificate is expired or not yet valid	IIS Default	Edit Settings
403-2	Forbidden: Read Access Forbidden	IIS Default	Edit Settings
403-3	Forbidden: Write Access Forbidden	IIS Default	Edit Settings

Here you will see all the available error messages that are generated by the Windows 2003 platform. The “Page” column displays what page is currently set as the error message. It can either be; ISS Default, Home, or Custom.

To modify what gets displayed for that particular error message, select **Edit Settings**.

This will open up your individual settings for the corresponding error message.



You have three options available. For every error, there is a default error page generated by the web server. (This will display “ISS Default” in the Page column)

Alternatively, you can have it loop back to your Home page. (This will display “Home” in the Page column)

Lastly, you can customize the error message to an HTML file by typing in the file path for the custom page. (This will display “Custom” in the Page column)

Confirm any of your modifications by selecting **Save**.

2.2.3.3 ASP Error Message



Code	Error Description	Page	Actions
400	Bad Request	IIS Default	Edit Settings
403-1	Forbidden: Execute Access Forbidden	IIS Default	Edit Settings
403-10	Access Forbidden: Invalid Configuration	IIS Default	Edit Settings
403-11	Access Forbidden: Password Change	IIS Default	Edit Settings
403-12	Access Forbidden: Mapper Denied Access	IIS Default	Edit Settings
403-13	Access Forbidden: Client Certificate Revoked	IIS Default	Edit Settings
403-14	Access Forbidden: Directory Listing Denied	IIS Default	Edit Settings
403-15	Access Forbidden: Client Access Licenses exceeded	IIS Default	Edit Settings
403-16	Access Forbidden: Client certificate is untrusted or invalid	IIS Default	Edit Settings
403-17	Access Forbidden: Client certificate is expired or not yet valid	IIS Default	Edit Settings
403-2	Forbidden: Read Access Forbidden	IIS Default	Edit Settings
403-3	Forbidden: Write Access Forbidden	IIS Default	Edit Settings
403-4	Forbidden: SSL required	IIS Default	Edit Settings
403-5	Forbidden: SSL 128 required	IIS Default	Edit Settings
403-6	Forbidden: IP address rejected	IIS Default	Edit Settings
403-7	Forbidden: Client certificate required	IIS Default	Edit Settings
403-8	Forbidden: Site access denied	IIS Default	Edit Settings
403-9	Access Forbidden: Too many users are connected	IIS Default	Edit Settings
404	File Not Found	IIS Default	Edit Settings
405	Method Not Allowed	IIS Default	Edit Settings
406	Not Acceptable	IIS Default	Edit Settings
412	Precondition Failed	IIS Default	Edit Settings
414	Request-URI Too Long	IIS Default	Edit Settings
500	Internal Server Error	IIS Default	Edit Settings
500-100	Internal Server Error: Internal ASP Error	IIS Default	Edit Settings
500-12	Internal Server Error: Application is busy restarting	IIS Default	Edit Settings
500-13	Internal Server Error: Web server is too busy	IIS Default	Edit Settings
500-15	Internal Server Error: Direct Global.asa requests are not allowed	IIS Default	Edit Settings
501	Not Implemented	IIS Default	Edit Settings

Custom Errors enables users to replace default Windows error pages with different pages they specify. Windows error pages contain an HTTP error code and description of the error that occurred. The Custom Errors list contains the error messages that can be customized.

Code: The numeric code for the Windows error.

Error Description: The descriptive text for the Windows error.

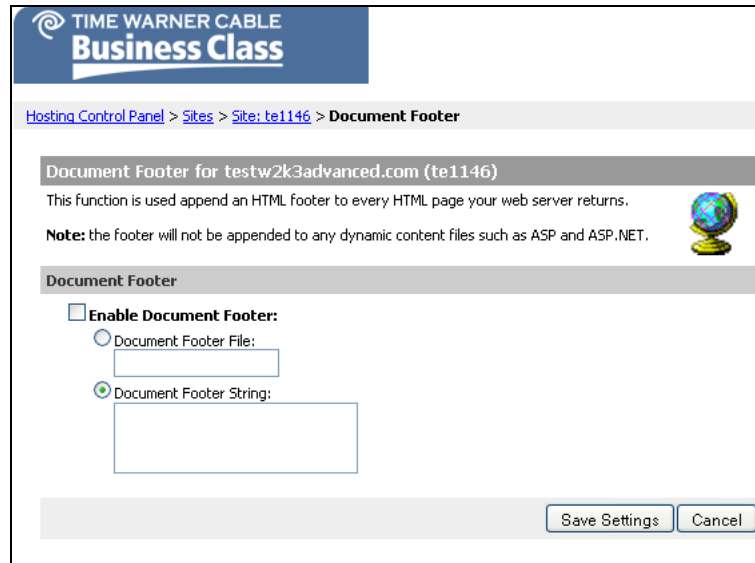
Page: Page displayed for each error. 'Default' indicates that the default Windows HTTP error page will display. 'Home' indicates that your Web Site Home Page will display. 'Custom'

indicates that a custom Web page will display.

Actions: Click **Edit Settings** to access the Set Custom Error page.

2.2.3.4 Document Footer

This function is used to append an HTML footer to every HTML page your web server returns.



The screenshot shows the 'Document Footer' settings page in the Time Warner Cable Business Class Hosting Control Panel. The breadcrumb trail is 'Hosting Control Panel > Sites > Site: te1146 > Document Footer'. The page title is 'Document Footer for testw2k3advanced.com (te1146)'. A description states: 'This function is used append an HTML footer to every HTML page your web server returns.' A note says: 'Note: the footer will not be appended to any dynamic content files such as ASP and ASP.NET.' The 'Document Footer' section has a checkbox 'Enable Document Footer:' which is unchecked. Below it are two radio button options: 'Document Footer File:' (selected) and 'Document Footer String:'. The 'Document Footer File:' option has a text input field. The 'Document Footer String:' option has a larger text input field. At the bottom right are 'Save Settings' and 'Cancel' buttons.

Site Name: the account name for your Web Site.

Domain Name: the domain name that appears in a user's browser when they access your Web Site.

“Document Footer”: select the settings below to specify an information footer to display at the bottom of all pages on your Web Site.

“Enable Document Footer”: select to enable your document footer.

“Document Footer File”: select this footer option, then type the location of an HTML file in the text field to use as the Document Footer. **Note:** the file you indicate should be one that you have created and uploaded to your Web Site.

“Document Footer String”: select this footer option, then type the HTML code in the text box to use as the Document Footer.

Save Settings: click to save your settings.

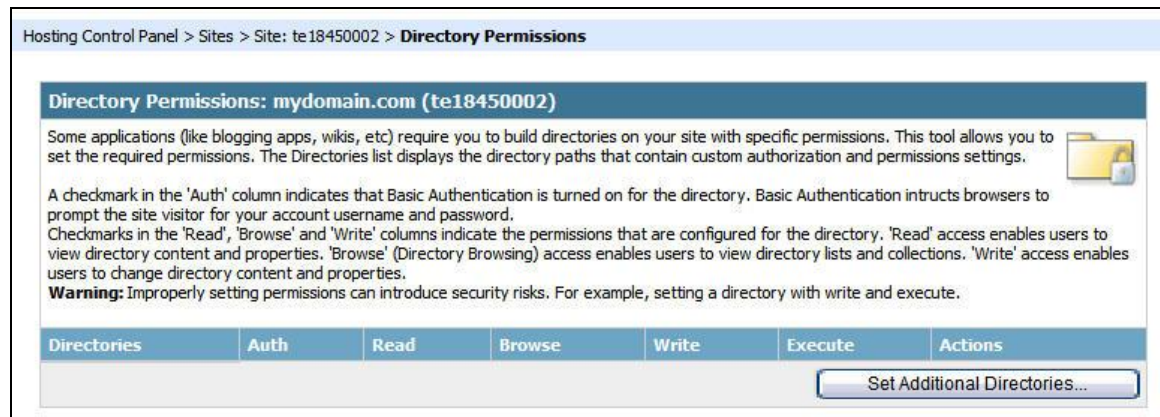
Cancel: click to cancel your changes and return to the Site Details page for your Web Site.

Note: the footer will not be appended to any dynamic content files such as ASP and ASP.NET.

2.2.3.5 Directory Permissions

Directory Permission settings control the access rights of certain directories in your web page.

You will be able to add login requirements for a particular section of your webpage through this setting.



To edit the permissions for each of the directories, select **Set Additional Directories**. This will take you to the details screen.



To select the directory you wish to modify permissions for, click on the drop down menu corresponding to the “Directories” field and it will list all the directories.

Select the directory for which you wish to modify the permissions.

The “Authentication” setting enables/disables the prompt for the user account name and password.

Additionally, you can also add “Read/Write Access” to each directory. Checking the corresponding box for the functionality will enable/disable the feature.

Hosting Control Panel > Sites > Site: te18450002 > Directory Permissions > **Set Directory Permissions**

Set Directory Permissions: mydomain.com (te18450002)

Warning: Improperly setting permissions can introduce security risks. For example, setting a directory with write and execute.

Directories

data/php/tmp

Authentication

☐ Don't Require Authentication
☒ Require Basic Authentication

Permissions

☒ Allow Read Access
☒ Allow Directory Browsing
☒ Allow Execute Access
☒ Allow Write Access

Save

Cancel

Once you're done setting up the directory, the screen should look similar, based on the permissions you wish to enable.

To save your configuration, select **Save**. This will take you back to the overview screen where you can confirm your permissions.

Hosting Control Panel > Sites > Site: te18450002 > **Directory Permissions**

✓ The directory permissions have been saved.

Directory Permissions: mydomain.com (te18450002)

Some applications (like blogging apps, wikis, etc) require you to build directories on your site with specific permissions. This tool allows you to set the required permissions. The Directories list displays the directory paths that contain custom authorization and permissions settings.

A checkmark in the 'Auth' column indicates that Basic Authentication is turned on for the directory. Basic Authentication instructs browsers to prompt the site visitor for your account username and password. Checkmarks in the 'Read', 'Browse' and 'Write' columns indicate the permissions that are configured for the directory. 'Read' access enables users to view directory content and properties. 'Browse' (Directory Browsing) access enables users to view directory lists and collections. 'Write' access enables users to change directory content and properties.

Warning: Improperly setting permissions can introduce security risks. For example, setting a directory with write and execute.

Directories	Auth	Read	Browse	Write	Execute	Actions
/data/php/tmp	✓	✓	✓	✓	✓	edit
/data/php/uploads						edit

Set Additional Directories...

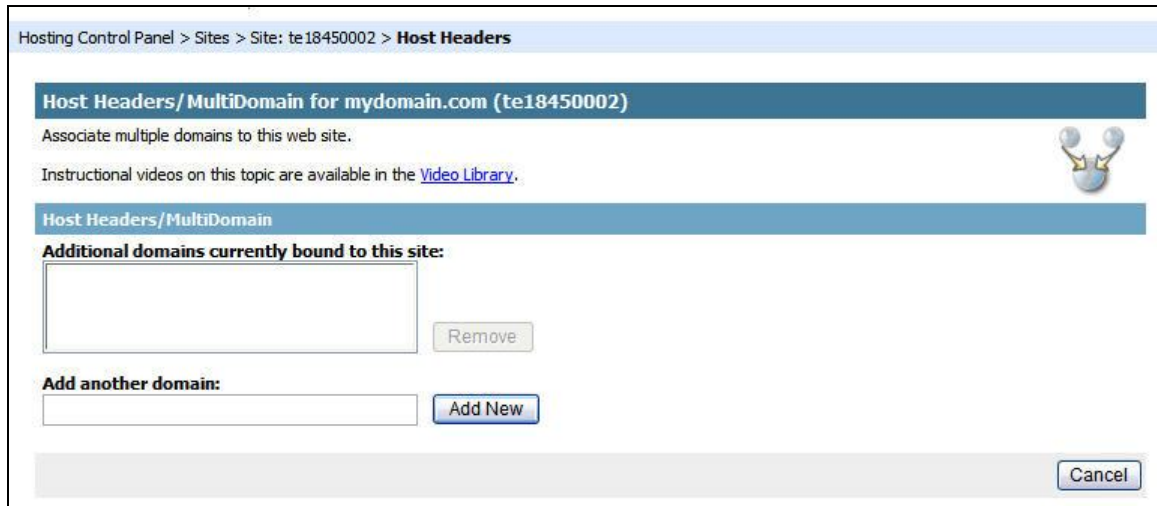
To modify any of the permissions for the directories, simply select **Edit** and it will return you to the details screen.

2.2.3.6 Host Headers / MultiDomain

This section will explain how to configure your website to accept requests for multiple domain names.

For example: Your top level domain is www.foo.com and you also registered foo1.com, foo2.com and foo3.com and when someone requests any of the foo websites, it will respond with www.foo.com.

Begin by selecting **Host Headers / MultiDomain** from your website settings icons. This is your default view.



Hosting Control Panel > Sites > Site: te18450002 > **Host Headers**

Host Headers/MultiDomain for mydomain.com (te18450002)

Associate multiple domains to this web site.

Instructional videos on this topic are available in the [Video Library](#).

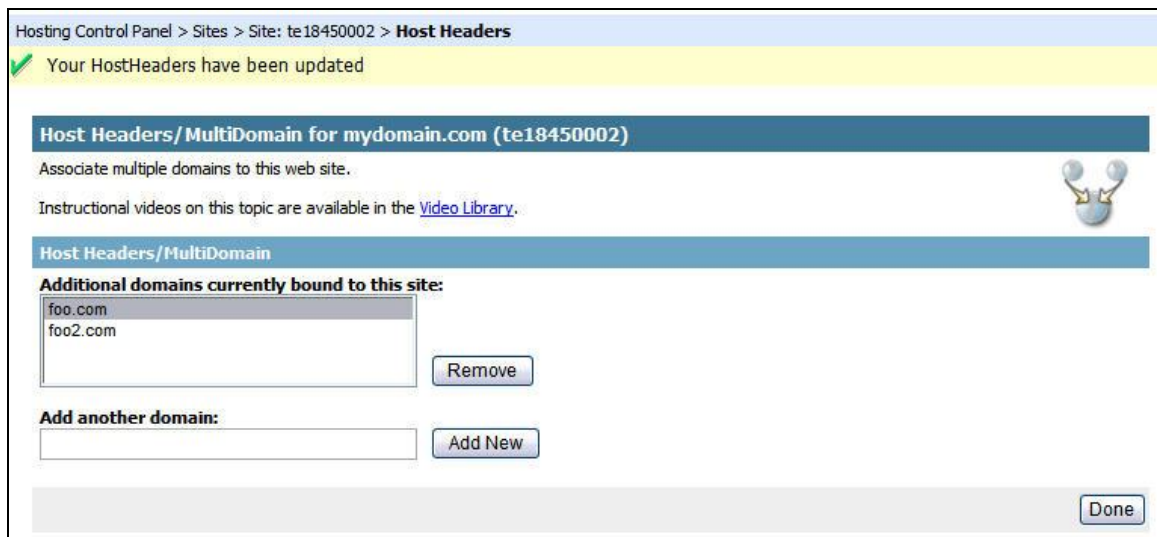
Host Headers/MultiDomain

Additional domains currently bound to this site:

Add another domain:

To add additional domains to which your website will respond, type in the domain you wish to add into the “Add Another Domain” field. To confirm your addition, select **Add New**.

Note: If you have a domain listed as a website in your site list, you will not be able to add it to the MultiDomain option. You will get a “Domain already exists” error.



Hosting Control Panel > Sites > Site: te18450002 > **Host Headers**

✓ Your HostHeaders have been updated

Host Headers/MultiDomain for mydomain.com (te18450002)

Associate multiple domains to this web site.

Instructional videos on this topic are available in the [Video Library](#).

Host Headers/MultiDomain

Additional domains currently bound to this site:

foo.com
foo2.com

Add another domain:

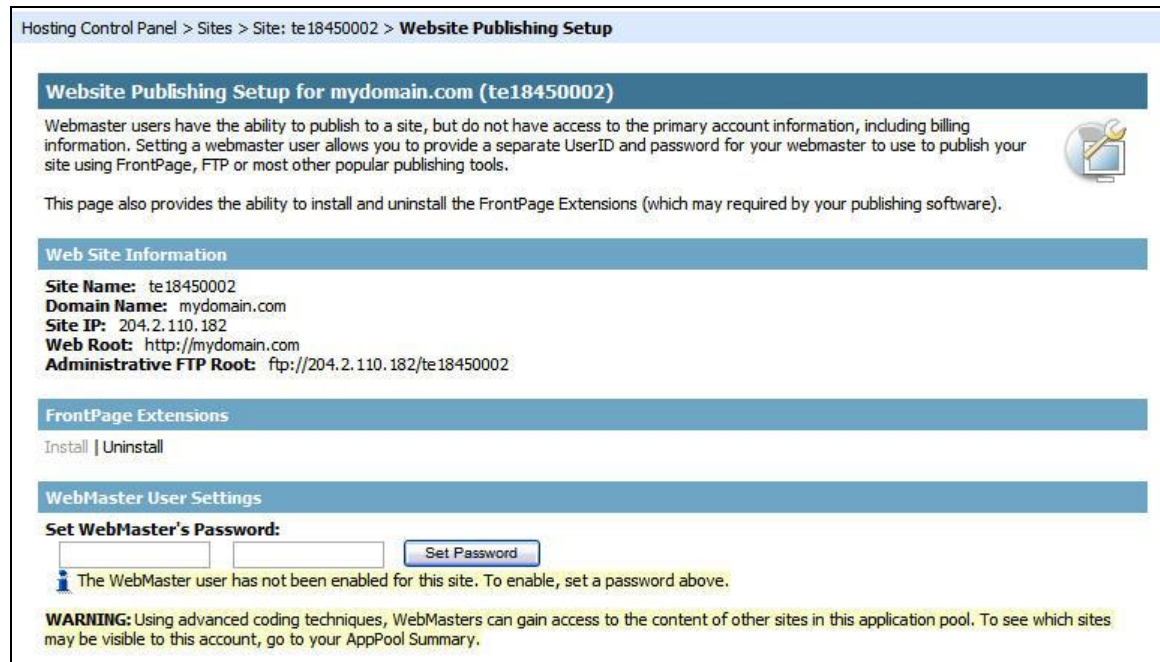
Once complete, your domains will be listed in the “Additional Domains Currently Bound” field.

2.2.3.7 Website Publishing Setup

If the administrator of the web hosting account isn't the person who maintains the website (Webmaster), you will have to set up Website Publishing. The person designated as the Webmaster will have full access to the Control Panel, minus the Primary Account Information.

You can also Enable/Disable your FrontPage Extensions from these settings.

Access this module by selecting **Website Publishing Setup** on your Control Panel. This is the default view.



Hosting Control Panel > Sites > Site: te18450002 > **Website Publishing Setup**

Website Publishing Setup for mydomain.com (te18450002)

Webmaster users have the ability to publish to a site, but do not have access to the primary account information, including billing information. Setting a webmaster user allows you to provide a separate UserID and password for your webmaster to use to publish your site using FrontPage, FTP or most other popular publishing tools.

This page also provides the ability to install and uninstall the FrontPage Extensions (which may required by your publishing software).

Web Site Information

Site Name: te18450002
Domain Name: mydomain.com
Site IP: 204.2.110.182
Web Root: http://mydomain.com
Administrative FTP Root: ftp://204.2.110.182/te18450002


FrontPage Extensions

[Install](#) | [Uninstall](#)

WebMaster User Settings

Set WebMaster's Password:

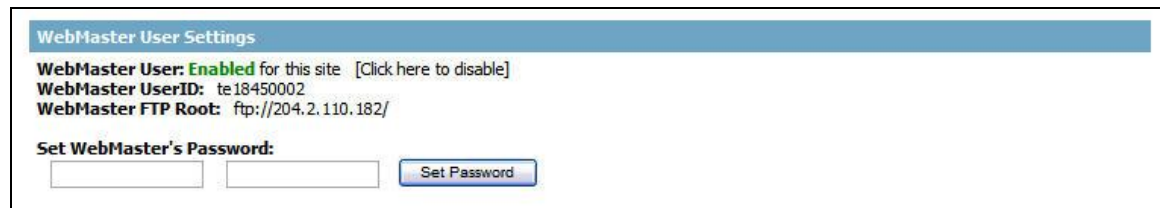
[Set Password](#)

 The WebMaster user has not been enabled for this site. To enable, set a password above.

WARNING: Using advanced coding techniques, WebMasters can gain access to the content of other sites in this application pool. To see which sites may be visible to this account, go to your AppPool Summary.

To enable FrontPage Extensions, simply click on **Install** and the interface will confirm that you've successfully installed the FrontPage Extensions. **Install** will be grayed out once you've activated FrontPage Extensions.

To enable the Webmaster function of your website, begin by setting the password for the Webmaster. Confirm the password by selecting **Set Password**.



WebMaster User Settings

WebMaster User: **Enabled** for this site. [[Click here to disable](#)]
WebMaster UserID: te18450002
WebMaster FTP Root: ftp://204.2.110.182/

Set WebMaster's Password:

[Set Password](#)

This will be your confirmation that the Webmaster user has been enabled for this account.

2.2.3.8 AppPool / Site Isolation




This feature allows to recycle and manage AppPools to keep sites functioning at peak performance.

[Hosting Control Panel](#) > **Application Pool Management**


Application Pool Management

View your Application Pools and Virtual Resource Units assigned. You have a maximum of 15 Virtual Resource Units (VRUs) to divide into each of your Application Pools. Any assigned VRUs will come from the first AppPool called "My Account's AppPool", which cannot drop below 5 VRUs minimum.

Isolating sites in individual AppPools provides a method to increase site performance. This effectively insulates sites from each other, and enables the assignment of CPU and RAM to an AppPool through our VRU (Virtual Resource Unit) technology. Instructional videos are available in the [Video Library](#).

AppPool Name	VRUs	Sites	Actions
 My Account's AppPool	15	1	[Sites] [Recycle] [Properties]

[\[Show All\]](#) [\[Refresh Summary\]](#)

 [Hosting Control Panel Help](#)

Application Pool Summary: the summary page lists your Application Pools and gives access to management tools.

“AppPool Name”: the name for your AppPools.

“VRU”: Virtual Resource Units assigned to your AppPools. Shares (VRU) are a combination of CPU cycles and memory allocation associated with your account. Your first AppPool must contain at least 5 VRU. You should distribute the rest of your VRU to the rest of your AppPools.

“Sites”: the number of sites in the AppPool.

Actions: utilities you can use to manage the resources for your AppPools, and to Recycle your AppPool's VRU.

Edit: click to change the number of VRUs for this AppPool. VRUs added to another AppPool will be removed from your account's first AppPool. The first AppPool cannot have less than 5 VRU.

Sites: click to display the **AppPool Summary Sites** window.

Recycle: click to restart your application pool (AppPool) resources. An AppPool contains sites that share resources such as CPU, Non-Paged Memory (NpM), and Virtual Memory (VM).

Properties: click to display the **Application Pool Settings** window. This feature enables you to automatically recycle your Application Pool or modify your performance settings.

Show All/Hide Unused: click to toggle the AppPool list, showing or hiding the unused AppPools.

Refresh Summary: click to refresh the summary information.

AppPool Summary Sites Listing: click a site name to view its Web Site Details.

Move: click to go to the Move Site interface.

Move Site to which AppPool: select the AppPool you want from the drop-down menu.

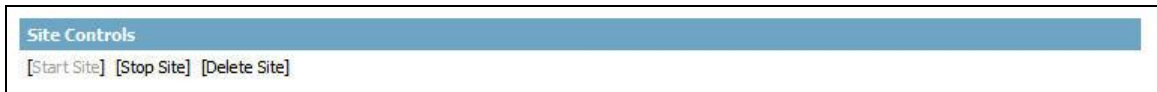
Move Site: click to move your Web Site to another AppPool.

Cancel Move: click to cancel the Web Site move and return to the AppPool sites list.

Isolate: click to isolate the Web Site in an unused AppPool. Isolating a Web Site keeps it secure from other Web Sites sharing an AppPool.

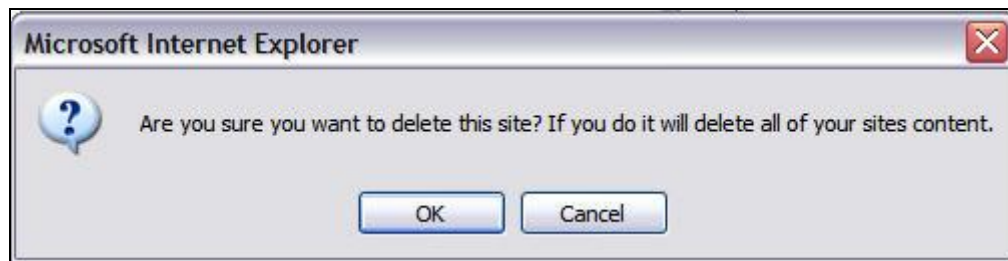
2.2.4 Site Control

Common to every Site Detail screen is an area for Site Controls. This will allow you to Start, Stop, and Delete that particular site.



The current status of the site will be gray, whether it is in a Start or Stopped mode.

If you wish to Delete a site, it will delete all the content as well and the content will not be recoverable. Once you select **Delete Site**, you will be prompted to confirm.



2.2.5 Generating Logs

Logs are automatically generated and inserted into a designated location on your web server. Log files enable you to have a view into what has occurred on your web server. You can select from a variety of fields to log.

To download the logs via Control Panel, select **Logging Settings** from the Web Site Tools section.

Hosting Control Panel > Sites > Site: te1149 > Logging Settings

Logging for testw2k3webmaster.com (te1149)

Note: Logging must be enabled to use Urchin statistics. Log file types supported by Urchin are W3C Extended and NSCA Common.

Logging Settings

IIS Logging:
☒ IIS Logging Enabled

Your logs will be output in the following format:
W3C Extended Log File Format

Your current log file fields are:

<input checked="" type="checkbox"/> Date (date)	<input checked="" type="checkbox"/> Protocol Status (sc-status)
<input checked="" type="checkbox"/> Time (time)	<input type="checkbox"/> Protocol Substatus (sc-substatus)
<input checked="" type="checkbox"/> Client IP (c-ip)	<input type="checkbox"/> Win32 Status (sc-win32-status)
<input checked="" type="checkbox"/> User Name (cs-username)	<input checked="" type="checkbox"/> Bytes Sent (sc-bytes)
<input type="checkbox"/> Service Name (s-sitename)	<input checked="" type="checkbox"/> Bytes Received (cs-bytes)
<input type="checkbox"/> Server Name (s-computename)	<input type="checkbox"/> Time Taken (time-taken)

<input type="checkbox"/> Server Port (s-port)	<input type="checkbox"/> Host (cs-host)
<input checked="" type="checkbox"/> Method (cs-method)	<input checked="" type="checkbox"/> User Agent (cs(User-Agent))
<input checked="" type="checkbox"/> URI Stem (cs-uri-stem)	<input type="checkbox"/> Cookie (cs(Cookie))
<input checked="" type="checkbox"/> URI Query (cs-uri-query)	<input checked="" type="checkbox"/> Referer (cs(Referer))

Your logs will be written to the following location:
D:\Website1149 \ stats \W3SVC184\

Save Settings Cancel

Hosting Control Panel Help

“ISS Logging”: Use this option to enable/disable logging.

“Your logs will be output in the following format”: There are three available formats; W3C Extended Log File Format, Microsoft ISS Log File Format, and NCSA Common Log File Format.

“Your current log file fields are”: You can use this section to select what data you want the log files to capture. It varies from Time/Date to Cookies/Bytes Sent and Received.

“Your logs will be written to the following location”: Select which website directory you want from the drop down menu. Type the directory where you want the logs stored in the next field.

To save all your settings, select the **Save Settings** button.

2.3 Maintaining the System

This section contains various tools to assist you in maintaining your Website. These tools can be accessed on your Control Panel under Web Site Tools.

2.3.1 Administrative History



To view the history of all changes done to any particular site, select **Administrative History**. This generates a list of all changes to your domain.

Hosting Control Panel > Sites > Site: te18450002 > **Administrative History**

Administrative History: mydomain.com

Site Name	Information	Time (UTC)
te18450002	FrontPage Extensions Installed	7/10/2008 7:24:46 PM
te18450002	Set WebMaster Password	7/9/2008 7:48:10 PM
te18450002	File System Permissions Restored	7/9/2008 7:48:09 PM
te18450002	Web Site Successfully Created	7/9/2008 7:47:56 PM

Export Comma Delimited File

The administrative history collected by your web server can be exported into a Comma Delimited File. Selecting the **Export Comma Delimited File** button will prompt you with a Save File dialog.

2.3.2 Web Disk Management



Selecting **Web Disk Management** from Web Site Tools will navigate you to the Disk Usage Summary screen as seen below.

Hosting Control Panel > **Web Disk Management**

Web Disk Management

Web Disk Management below shows the amounts of storage space consumed by each web site in megabytes. Clicking on the domain name link in the left column will navigate to the Site Detail page. Your total disk space available to be divided to all sites is 40960 megs.

Site Name	Disk Quota MB	UsedMB	FreeMB	Actions
te1149 testw2k3webmaster.com	40860	1	40859	
te11490001 foo.com	100	1	99	[Edit]

[\[Refresh\]](#)


This section contains a breakdown of all the Domains associated to your site and the disk space allocation corresponding to that domain.



To refresh the data, select **Refresh**.

You can modify the “Disk Quota MB” field by selecting **Edit** from the Actions column corresponding to the site you wish to modify.

Web Disk Management

Web Disk Management below shows the amounts of storage space consumed by each web site in megabytes. Clicking on the domain name link in the left column will navigate to the Site Detail page. Your total disk space available to be divided to all sites is 40960 megs.



Site Name	Disk Quota MB	UsedMB	FreeMB	Actions
 te1149 testw2k3webmaster.com	40860	1	40859	
 te11490001 foo.com	<input type="text" value="100"/>	1	99	[Save] [Cancel]

[\[Refresh\]](#)


Once you select **Edit**, the quota field will change and you can key in up to the maximum free disk quota MB available for your account. To confirm your changes, select **Save**.

2.4 Troubleshooting the System

Within each Site Detail control panel contains a troubleshooting section that has basic tools to troubleshoot your website.


Web Site Troubleshooting for testw2k3webmaster.com (te1149)

The troubleshooting page assists in problem resolution for the selected web site.



Site Information

Site Name: te1149
Domain Name: testw2k3webmaster.com
Site IP: 198.66.138.4
Web Root: <http://testw2k3webmaster.com>


Warning! It appears that DNS for this Web Site [DNS Record Not Found] may not be set correctly (or possibly DNS has not yet propagated). Please verify that DNS has been assigned to [198.66.138.4] in the Domain Manager. Instructional videos on publishing and browsing to this site prior to DNS propagation are available in the [Video Library](#)

Troubleshooting Tools

[Recycle AppPool](#)
 Recycling an AppPool is like rebooting IIS for your web site

[Restore Directory Permissions](#)
 Restores Directory Permissions for all of your website's files and directories

[Detect Problems and Repair Site](#)
 Detect Problems and Repair Site automatically

The troubleshooting tools include; **Recycle AppPool**, **Restoring Directory Permissions** to Default, **Detecting Problems and Repair Site**.

Each of the tools can be activated by selecting on the respective tool you wish to run.

You will receive confirmation once the system has completed the processes for troubleshooting.

3. Easy Site

We offer a simple, comprehensive Web Site creation tool called Easy Site. This feature is available in both Windows 2003 and UNIX (Signature) platforms.

To begin, you must enable Pop-Up Windows on your browser and select the **Easy Site** icon under “Utilities and Files”.

Note: This feature is available on certain hosting packages only. If you do not have it, please check with your Division representative.

			1. Category	2. Design	3. Design Details	4. Arrangement	5. Edit	6. Extras	7. Publish
previous	help	next							
<div><div>Welcome to the Easy Site!</div><div>Here you can quickly proceed to one of the following features:</div><div>>> If you only want to change the content of your website, e.g. insert new text or images, press the button "Edit site".</div><div>>> If you click the button "Change design", the Easy Site will start with the first step and you can change the look of your website. The new design will include your existing content.</div><div><div>> Create / Edit site <</div><div>> Change design <</div></div></div>									


To begin, select **Create / Edit Site** from the Welcome dialog box. This will prompt you to select a key industry first. Select **Ok** from the pop-up window. Then select the category of your website—this helps in selecting the correct template.

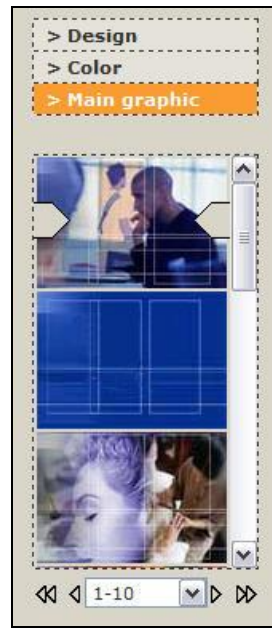
-
- a. **Design**: Selecting this option allows you review the selected template. You won't be able to edit any of the fields or headings from this menu.





- b. **Color**: Selecting this option allows you to modify the color scheme of the selected template. Once you select **Color** from the menu, your template selection area will change to different color schemes of the template you've selected. You can select any of the configurations and it will change the preview located in the right window.






- c. **Main Graphic**: Some of the templates have a “Main Graphic” that is distinctive to the template. If your template has an editable Main Graphic function, it will

have this icon:  located in the bottom right of the template preview. You can select any of the pictures and it will apply to the preview pane on the right.

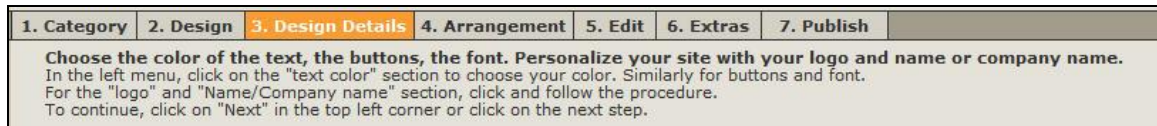


2. **Template Selection:** Easy Site offers several templates based on the industry you selected from the previous section. You can navigate and preview any of the templates by clicking on any of the pictures.
 - a. **Icons:** For each thumbnail of a template, the bottom right corner contains additional features to this template.
 - i. Editable logo - 
 - ii. Editable Main Graphic Option - 
 - iii. Flash Elements - 
 - iv. Favorite - 
3. **Template Pages:** Selecting the drop down menu allows you to select between pages of available templates.
4. **Favorites:** If you design multiple sites and like some of the templates, you can add them to your favorites list for future use.

- a. To add, select the **Add to Favorites** icon - 
- b. To manage all your favorites - 
- c. To delete a favorite -  This will be in place of your Add button if it's already a favorite.

So now you can select a template you want to apply to your website. Once you've selected the template, you can edit the **Color** or the **Main Graphic** if they are available to your template.

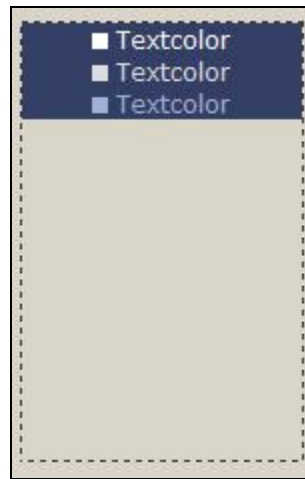
To navigate to the next section, select **Design Details** from the top bar.



Once you're in **Design Details** you will be able to define **Text Color, Font, Buttons (if available), Logo (if available), and Main Name**. Navigate to any of the sections by clicking on the respective title.

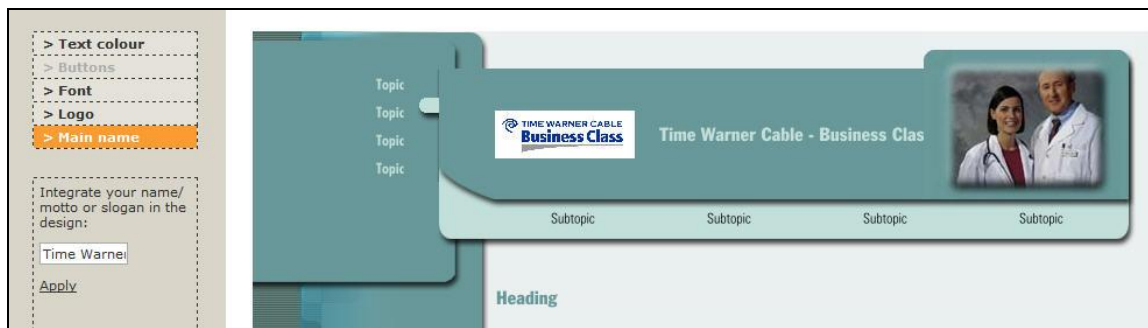


1. **Text Color:** The interface allows you to select from predefined text coloring. Upon selecting the Text Color option, the area below the menu will change to the available coloring options.



2. **Buttons:** Some templates will allow you to modify the navigation buttons, if the template has navigation buttons to modify then the **Buttons** option will not be grayed out.
3. **Logo:** Upload your own Logos using this function. Select **Logo** from the option menu. The area below will prompt you with three options.
 - a. **Upload:** Selecting this will prompt you to upload your own image.

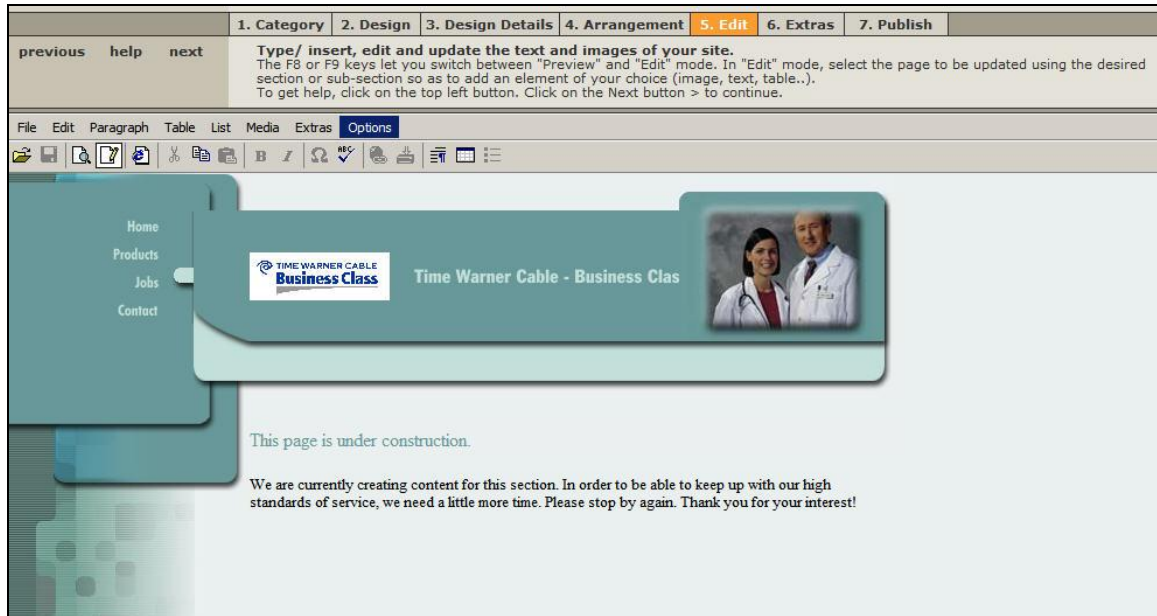
- b. **Download:** This gives you a sample background so that you can design your logo accordingly.
 - c. **Delete Logo:** In event you don't like the current logo and want to delete it.
 4. **Main Name:** You can define the Main Name that appears at the top of your website. Selecting **Main Name** from the menu will allow you to apply a new name. Type the desired name into the dialog box then select **Apply**.



Now that you've edited the design of your template, you will now have to define your site map. To begin, select **Arrangement** from the top menu.

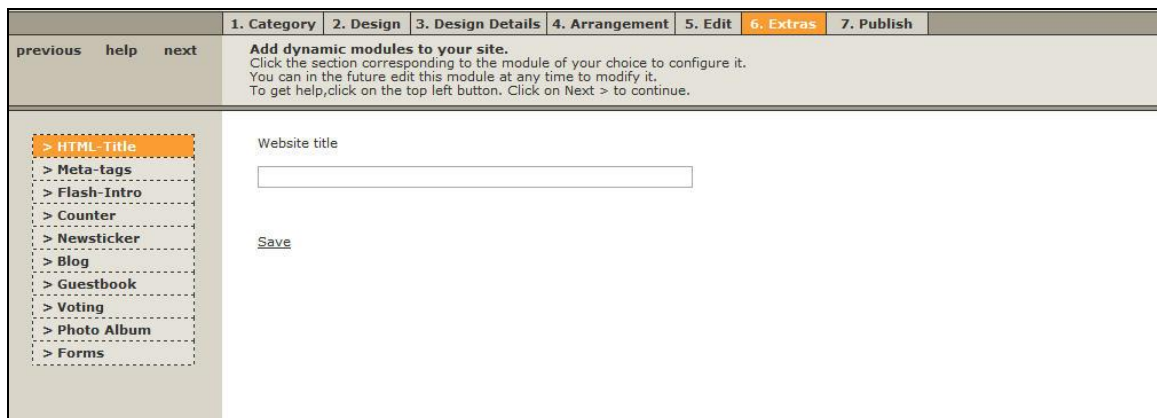


Once you've defined your site map, you can move onto editing the actual text of your website. To do so, select **Edit** from your top menu. This will load an HTML editor in your browser where you can edit all the text regions.



You can navigate to edit any of the other pages by clicking on the respective links on the page. This will take you to that webpage and allow you to edit the text regions.

To put the finishing touches on your site, Easy Site also offers a variety of extras to be implemented into your website. You can access these extras by selecting **Extras** from the top menu.



Flash introduction

A Flash introduction is an animation using Flash technology, allowing you to create a moving sequence composed of different elements about your business for a more attractive and professional-looking site. If you wish to use a Flash introduction, under Extras select the **“Flash-intro”** section, and in the next window, select **“Yes, I would like to use a flash intro for free.”** From the drop down menu, choose the desired design. The color will automatically adapt to your site design and color. Type your title and slogan or company objectives when prompted to do so. For the text to be taken into account, click **“Resume”**.

Counter

You can use a counter to monitor in real time the number of visitors to your site. This counter is free to use, and can be installed in a single click. You only need to select the corresponding check box, select a design and enter the number of digits for your counter. Then click on **“Resume”** and the counter will appear in your website the next time you publish. To make your counter invisible, select the design **“transparent”**. Make sure you select the number of digits. You'll be able to view the count via your Web Site Creator interface, stage 5 "Edit".

Guestbook

For your visitors to give their opinion about your site or service, you can open a guestbook, adapted to the design of your site. To enable your guestbook, click on **“Activate guestbook”**. This creates two pages in your site structure: **“Guestbook”** that lets your visitors enter their comments, and another one that opens you guestbook for viewing. You can add comments to your visitors' comments, or delete some of them.

You can, in step 4. “Arrangement” rename the guestbook and determine its place and level (section / subsection) in the site map.

Voting

To insert a voting capability in your site, in step 5 "Edit", select the "Extras" menu, and click on **“Insert Voting”**.

The common tasks linked to voting are carried out in step 6 "Extras", in the "Voting" section.

You can set up as many polls as you like. Select "Install new poll". Delete the sample text and enter your own question. Similarly for the reply choices, specify one reply per field. The visitor must have at least two replies to choose from.

You can add as many replies as you like by selecting the **“Add further options”**. To delete a reply option, click the **“delete”** button (next to the last reply created)

Note: Reply options cannot be modified once online. To delete a reply then, you would need to delete the whole poll, and set up a new one.

A poll is active by default. Once the poll is closed, the visitor can no longer vote but a graph illustrates the results of the poll.

You can activate, reactivate or close a poll by clicking the **“Active/ended”** option.

NOTE: to delete a poll, you needn't delete the whole webpage.

Forum

To set up a new discussion forum, in step 6, click the **“Forum”** section, and **“Open new forum”**. Type the name of the forum. Your forum can be inserted into any page of your site as a ready-to-use component in step 5, "Edit".

As owner of the site, it is your role to manage and update your forum via the site editing tool—you can read a message, reply to it or delete it using the appropriate icons.

Any new message constitutes the starting point to a "thread". If the first message of a thread is deleted, the whole subsequent thread is deleted too. This principle applies to any reply that would have generated further comments or replies.

Forums can be deactivated or deleted. When the forum is just deactivated (the **"Active"** box is unchecked), the forum is not deleted, and it is still possible to manage it. As long as it has not been reactivated, it is no longer visible on the site. By clicking on the trash icon called "delete forum", you delete the forum once and for all, from the site and from the site editing tool.

Use of the Forum

From the list of forums, select the forum you wish to edit and click **“Edit forum”**. You see a list of all the posts. To go back to the list of forums, click **“Select forum”**. To write a new message, click **“New thread”**. A form will open. Enter your name and email address as well as a "subject". Make sure the subject you've entered is as precise and informative as possible, since it will show in all the subsequent messages.

Type the text of your message in the text box. Once you've clicked on **“Reply”** the message is added to your forum. All new messages immediately appear online. You can start the procedure at any point by clicking **“Overview”**.

All the new posts and replies in the forum can be viewed and replied to via the online assistant. Select a forum and click on the reply from the list of posts. The full post or reply is shown. By clicking the relevant link, you can reply to or delete a post or its reply. A click on **“Overview”** lets you go back to the full list of posts and replies.

If you click on **“Use a quote”**, the post or reply you're replying to is added below your reply.

Photo album

Photo albums can serve professional or personal purposes. Businesses can use a photo album as a product gallery, or to introduce their team or company premises. Individuals can use a photo album to share pictures with family and friends, and share vacations, weddings, etc. All photo albums share the same structure—photographs are presented in a gallery. To enlarge a specific picture, just click on it. Photo albums can be accessed in step 6, "Extras", by clicking on **“Photo album”**.

Note: Additional Photo album help files can be found within Easy Site tool help files.

If you are satisfied with your site, you can then proceed to the next section to publish your site and make it live. Access the publishing screen by selecting **"Publish"** on your top menu.

1. Category	2. Design	3. Design Details	4. Arrangement	5. Edit	6. Extras	7. Publish
--------------------	------------------	--------------------------	-----------------------	----------------	------------------	-------------------

Congratulations !
Your site is ready to be published.
You just need to click on "Publish"

You have chosen a design and its details, selected how your information will appear and now you are ready to Publish.

> Publish <

After transferring your data, you can naturally return to any one of the preceding 6 steps to make changes and fine-tune your online presence. To leave the Easy Site, just close this browser window. Your data has already been stored.

Thank you for using the Easy Site!

You can navigate to any of the other previous sections by clicking on the respective links.

Select **"Publish"** when you are ready and the site will now be live. Easy Site will provide you with a Status as it publishes the site to your FTP server and once it is complete you will see:

Status:
Connected to FTP server.
9 of 9 pages published.
Pattern resources are published.
0 of 0 pictures published.

Publishing finished