

# WebsitePanel User Guide

“User” role in WebsitePanel is the last security level in roles hierarchy. Users are created by reseller and they are consumers of hosting services. Users are able to create and manage domains, web sites, databases, files, mail accounts and other hosting resources.

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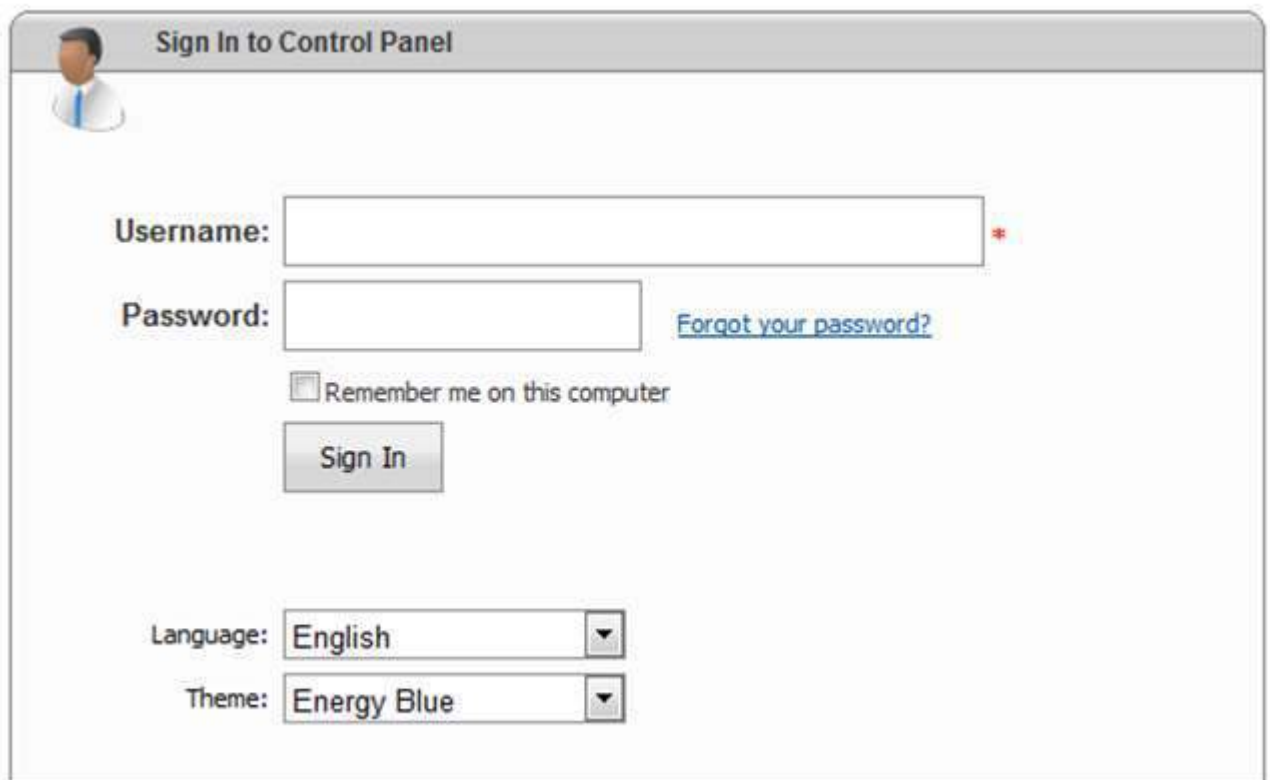
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- Backing up and Restoring SQL Server Database
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# User Account

## Signing In to Control Panel

Go to control panel URL provided to you by your hosting provider.

“Sing In” page will be opened:



The screenshot shows a web browser window titled "Sign In to Control Panel". The window contains a sign-in form with the following elements:

- A small profile icon of a man in a suit in the top left corner.
- A "Username:" label followed by a text input field with a red asterisk on the right.
- A "Password:" label followed by a password input field and a blue link labeled "Forgot your password?".
- A checkbox labeled "Remember me on this computer".
- A "Sign In" button.
- A "Language:" label followed by a dropdown menu showing "English".
- A "Theme:" label followed by a dropdown menu showing "Energy Blue".

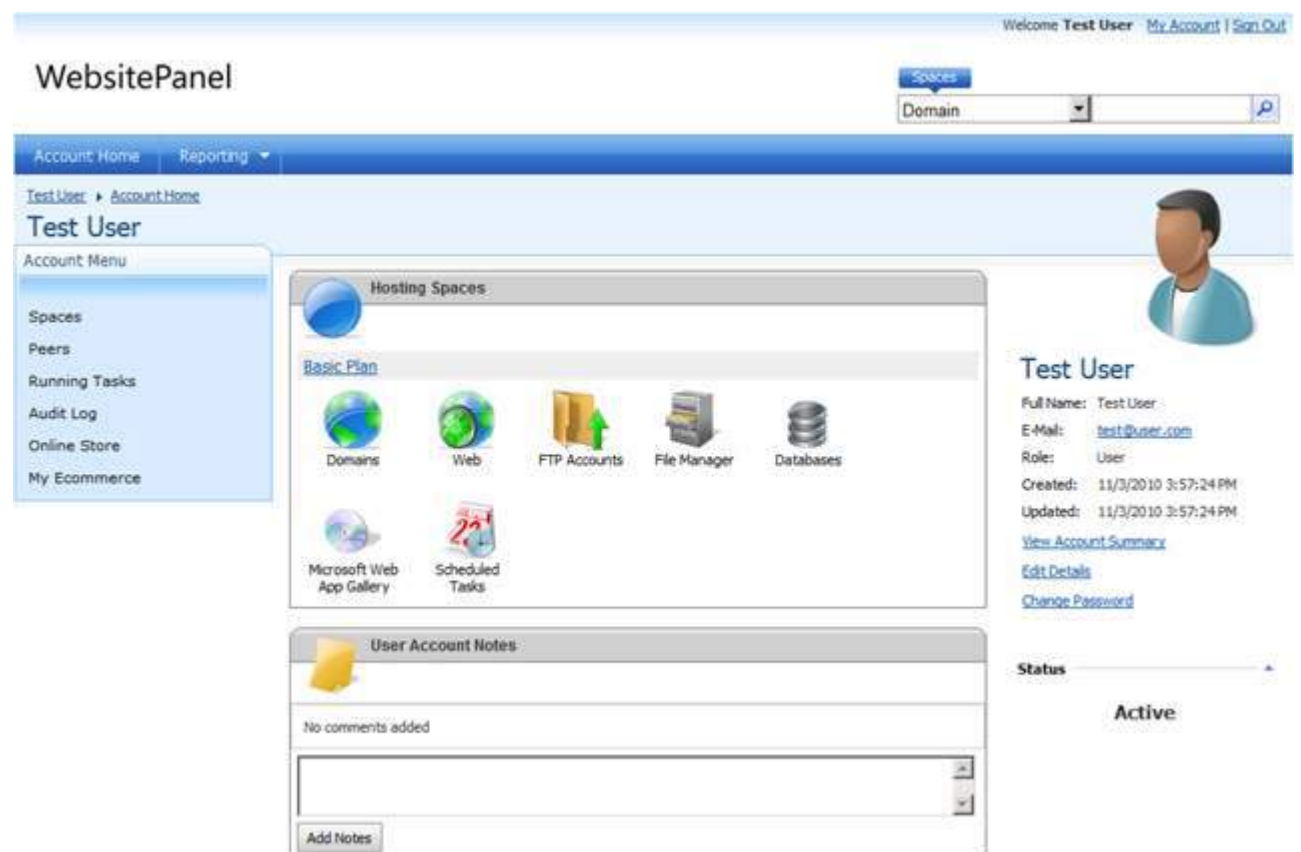
On sign in form you have an option to remember you next time you open control panel, so you don't need to login again. Of course, make sure you don't check this option on a public computer.

Depending on what was configured by your hosting provider there may be additional visual schemes and languages installed. You could select theme or language from the appropriate dropdowns.

OK, in order to sign in I'm entering username and password to appropriate fields and click "Sign In" button.

Click "Sign In" button.

Right after login I'm presented with a user account home page:



In the top part of page we could see account top menu, link to edit account details, sign out link and "global search box" for locating various hosting items (web sites, FTP accounts, databases, etc.)

On the left pane there is a second part of user account menu with functions available to the current user account. You could see selected user account in the top breadcrumb.

On the right pane you could see user details, account status and action links.

On the central part of the page there are list of user account hosting spaces and account notes.

# Restoring Account Password

Open “Sign In” page.

If you have forgotten your password click “Forgot your password” link.

Enter your username and click “Send my password” button:

WebsitePanel



The screenshot shows a web form titled "Password Reminder". It features a text input field labeled "Username:". Below the input field, there is a button labeled "Send my password" and a blue hyperlink labeled "Back to Sign in page".

To return on “Sign In” page click “Back to Sign In page” link or click WebsitePanel logo at the top of the page.

# Changing Account Password

Open “User account home page” .

In order to change your password click “Change password” link on the right pane:

Welcome **Test User** [My Account](#) | [Sign Out](#)

# WebsitePanel

Spaces

Account Home Reporting

Test User > Account Home

## Test User

Account Menu

- Spaces
- Peers
- Running Tasks
- Audit Log
- Online Store
- My Ecommerce

### Hosting Spaces


Basic Plan

- Domains
- Web
- FTP Accounts
- File Manager
- Databases
- Microsoft Web App Gallery
- Scheduled Tasks

### User Account Notes

No comments added

Add Notes



### Test User

Full Name: Test User  
 E-Mail: [test@user.com](mailto:test@user.com)  
 Role: User  
 Created: 11/3/2010 3:57:24 PM  
 Updated: 11/3/2010 3:57:24 PM

[View Account Summary](#)  
[Edit Details](#)  
[Change Password](#)

Status: Active

### Change Password

User name: **Test User**

Password:

Confirm password:

**Warning: This will end the current session.**

Enter new password twice and click “Change password” button or press Enter.

Even a strong password can be guessed. People who have enough time and computing power can eventually determine any password. To help protect your personal information, security experts recommend that you change your password regularly and avoid repeating the previously used passwords.

# Changing Account Details

Open “User account home page” .

To change account details such as your name, e-mail, contact information, mail and display preferences click “My Account” link at the top of the page:

**User Account Details**

User name: **Test User**

First Name:

Last Name:

E-Mail:

Secondary E-Mail:

Mail Format:

---

**Contact Information**

Company Name:

Address:

City:

Country:

State:

Zip Code:

Primary Phone:

Secondary Phone:

Fax:

Instant Messenger ID:

This form allows you changing account password as well.

Change account details and click “Update” button.

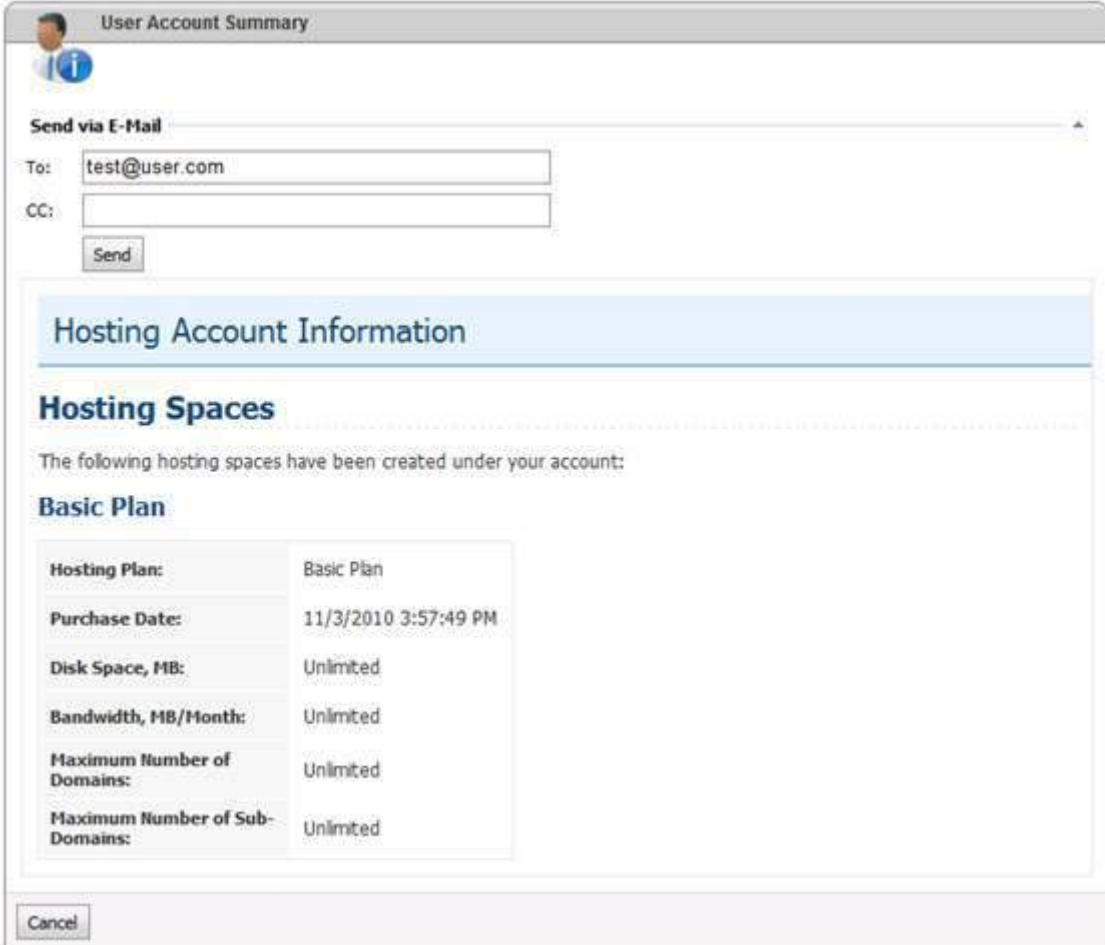
Alternatively, another way to change details of your account is to click “Edit details” link on the right pane of user home page.

# Viewing Account Summary

Open “User account home page” .

Account summary information gives you an overview of your account and what resources does it have. Summary page look-n-feel is based on a template set by your hosting company, so it may vary in your particular case.

In order to see account summary click “View Account Summary” link on the right pane of user home page:



The screenshot shows a web interface titled "User Account Summary". At the top left, there is a user profile icon and the title. Below the title, there is a "Send via E-Mail" section with a "To:" field containing "test@user.com" and an empty "CC:" field. A "Send" button is located below these fields. Below the email form, there is a section titled "Hosting Account Information" with a sub-section "Hosting Spaces". Under "Hosting Spaces", it states "The following hosting spaces have been created under your account:" followed by a "Basic Plan" section. This section contains a table with the following details:

Hosting Plan:	Basic Plan
Purchase Date:	11/3/2010 3:57:49 PM
Disk Space, MB:	Unlimited
Bandwidth, MB/Month:	Unlimited
Maximum Number of Domains:	Unlimited
Maximum Number of Sub-Domains:	Unlimited

At the bottom left of the interface, there is a "Cancel" button.

You could send this information to your e-mail account by specifying e-mail address in “To” field and pressing “Send” button. In the message sent over e-mail you would see control panel login information as well.

## Signing Out from Control Panel

Open “User account home page” .



To sign out from control panel click “Sign Out” link at the top of the page. You will be taken to control panel “Sign In” page.

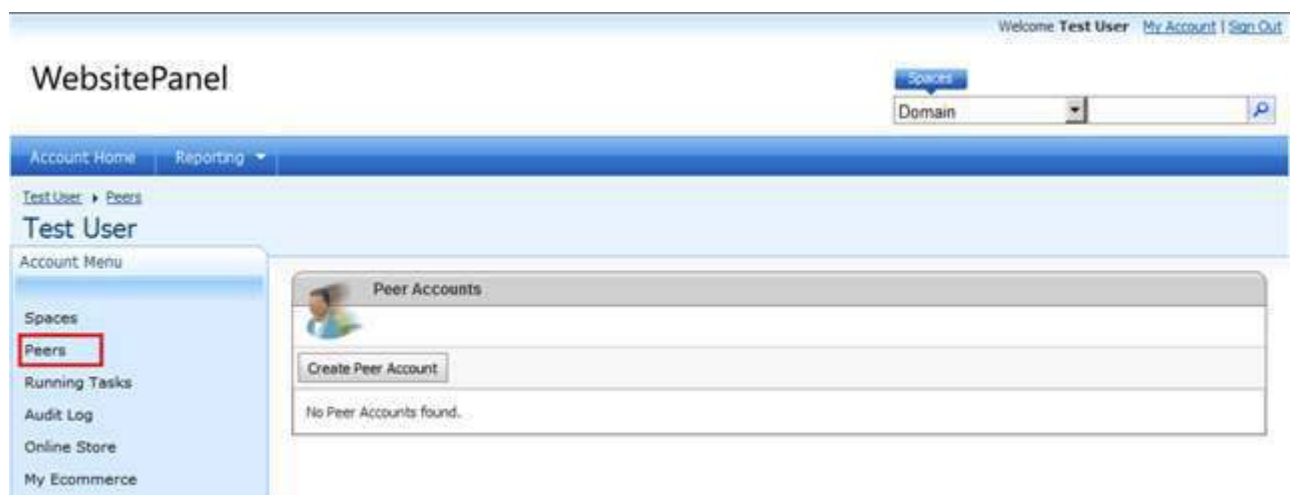
Many browsers keep your session in memory even after you sign out. If you are not the only one that uses your computer, then be sure to close all running copies of your browser before leaving your workstation. This will clear the browser's memory and make it impossible to sign-in to the control panel without the correct password.

## Creating Peer Account

Open “User account home page” .

Peer accounts allow providing your friends, colleagues or co-workers with an access to your user account. Peer account is an alias to user account and it has the same permissions as its parent account.

To create a new peer account click “Peers” on the left navigation menu:



and then “Create Peer Account” button.

**Edit Peer Account**

User name:

Password:

Confirm password:

First name:

Last name:

E-mail:

Secondary e-mail:

Mail Format: Plain Text ▾

Demo Account:  Yes

**Contact Information**

Company Name:

Address:

City:

Country: <Not specified> ▾

State:

Zip Code:

Primary Phone:

Secondary Phone:

Fax:

Instant Messenger ID:

Add Cancel

Fill out the form and click “Add” button.

## Viewing Audit Log

Open “User account home page” .

Audit Log allows viewing of all performed activities in WebsitePanel like web site creations and modifications, database creation, etc.

To view account audit log click “Audit Log” in the left navigation menu:

Welcome Test User My Account | Sign Out

# WebsitePanel

Spaces Domain

Account Home Reporting

Test User > Audit Log

## Test User

Account Menu

- Spaces
- Peers
- Running Tasks
- Audit Log**
- Online Store
- My Ecommerce

### Audit Log

November 2010 Nov 03, 2010 - Nov 03, 2010

>>	Su	Mo	Tu	We	Th	Fr	Sa
>	11	1	2	3	4	5	6
>	7	8	9	10	11	12	13
>	14	15	16	17	18	19	20
>	21	22	23	24	25	26	27
>	28	29	30	1	2	3	4
>	5	6	7	8	9	10	11

Severity: <All>  
Source: <All>  
Task: <All>  
Item Name:   
Display Records

Export Log

Audit Log is empty.

You could filter audit log entries by Data range, Severity, Source and Task name.

To see the details of specific log record click a link in “Task” column.

To export audit log in .csv format click “Export Log” button and specify file name to save results.

# Hosting Spaces

## Understanding Hosting Space

Hosting space is a set of resources (or services); it's a virtual "piece" of hosting environment where hosting items like domains, websites, mail accounts and others can be created.

Hosting space is determined by the hosting plan which dictates where hosting resources are located (on which servers) and how much of them are allocated (hosting plan quotas).

There might be more than one hosting space under your account. You could see the list of hosting spaces on the user account home page:



Click a link with hosting space name to open "Hosting Space home page" :

The screenshot displays the WebsitePanel interface for a 'Basic Plan' hosting space. At the top, there is a navigation bar with 'Welcome Test User', 'My Account', and 'Sign Out'. Below this is a 'Spaces' dropdown menu. The main content area is divided into three panes:

- Left Pane (Hosting Space Menu):** Contains a list of resources: Domains, Web Sites, IP Addresses, FTP Accounts, Databases, Shared SSL Folders, File Manager, Microsoft Web App Gallery, and Scheduled Tasks.
- Central Pane (Space Quotas):** Shows usage statistics:
  - Disk Space, MB: 0 of Unlimited (Click here to see the report)
  - Bandwidth, MB: 0 of Unlimited (Click here to see the report)
  - Domains: 1 of Unlimited
  - Sub-Domains: 0 of Unlimited
  - Domain Aliases: 0 of Unlimited
  - Web Sites: 1 of Unlimited
  - FTP Accounts: 1 of Unlimited
 A 'View All Quotas' button is located at the bottom of this pane.
- Right Pane (Basic Plan Details):** Shows plan information:
  - Created: 11/3/2010 3:57:49 PM
  - Hosting Plan: Basic Plan
  - Location: Web Server
  - [View Space Summary](#)
  - Status: Active
  - Tools: [Backup](#), [Restore](#)

On the left pane of the page there is a menu with available hosting space resources. On the right pane there are hosting space details and action links.

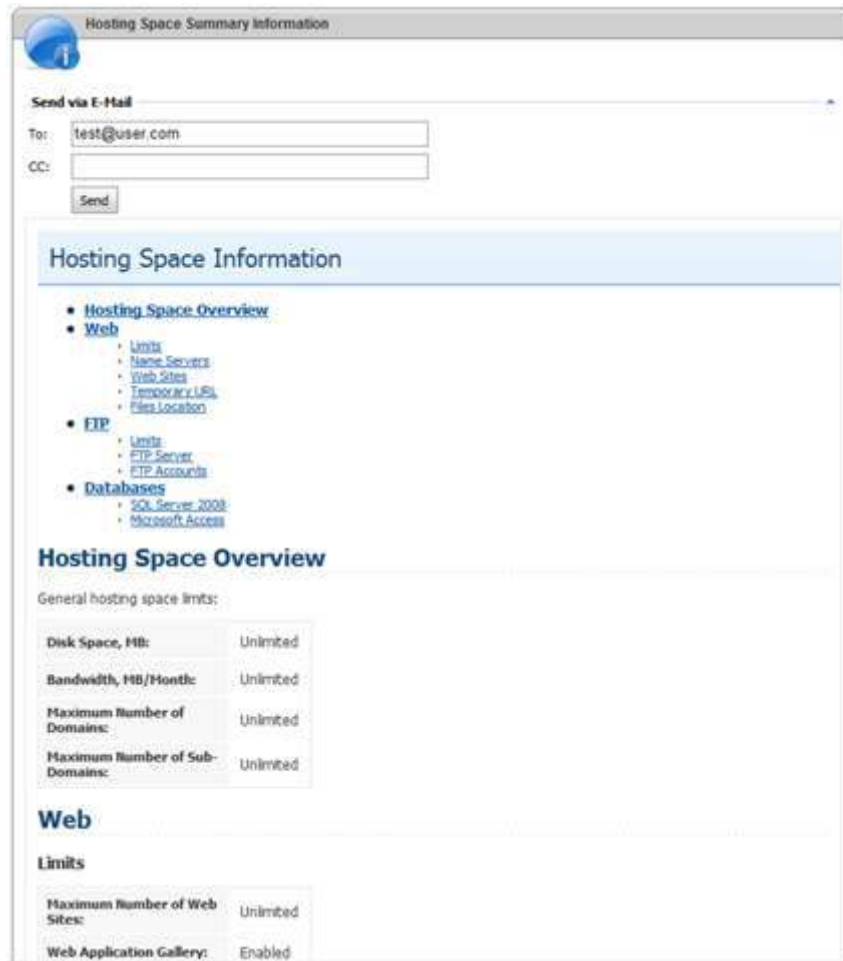
Central pane contains hosting space quotas overview with disk space and bandwidth meters and space notes block.

## Viewing Hosting Space Summary

Open “Hosting space home page” .

Hosting space summary information gives you an overview of particular hosting space and what resources does it have. Summary page look-n-feel is based on a template set by your hosting company, so it may vary in your particular case.

To view hosting space summary information click “View Space Summary” link on the right pane of space home page:



You could send this information to your e-mail account by specifying e-mail address in “To” field and clicking “Send” button.

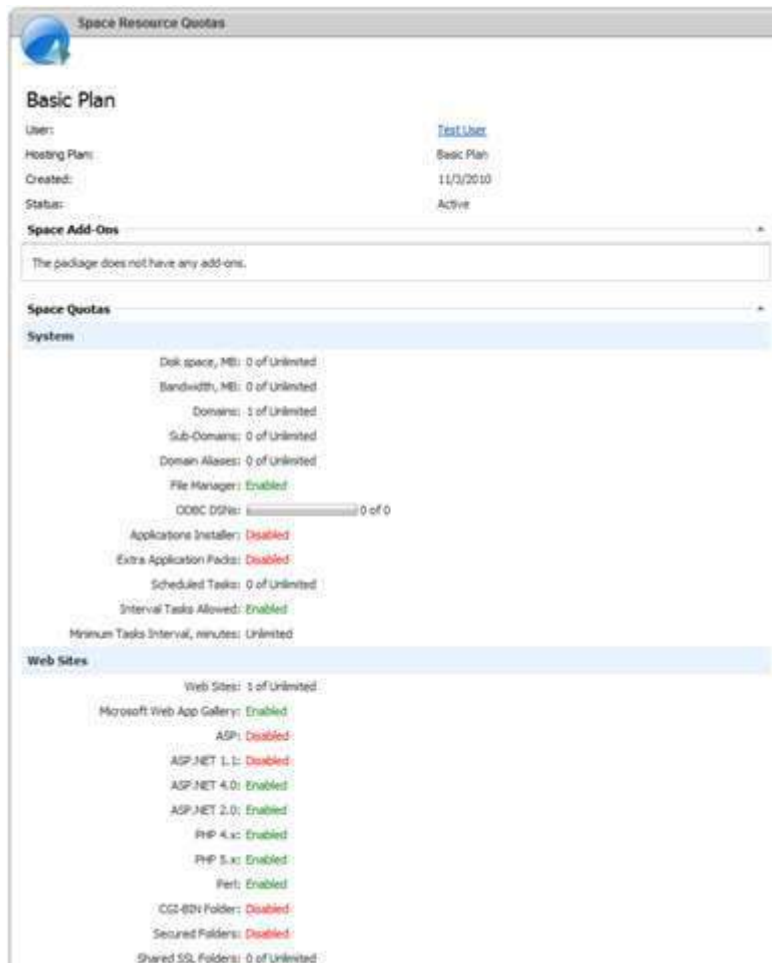
## Viewing Space Quotas and Reports

Open “Hosting space home” page.

Control panel offers various reporting features such as quotas report, disk space and bandwidth reports.

You could see “key” quotas and their usage right on the hosting space home page.

To see full quotas report click “View Quotas” button:



On this form you could see the date hosting space was created, its name, hosting add-ons assigned to the space and full quotas report.

Quotas report shows what services are enabled in the hosting space as well as quotas for each service. Each quota shows the maximum number of allocated resources and how many were used.

To see disk space allocation report click “Reports -> Disk Space Report” in the top navigation menu of your user account. You will be presented with the list of all hosting spaces under your account, their statuses and disk space usage:

	<u>Hosting Space</u>	<u>Status</u>	<u>Allocated, MB</u>	<u>Used, MB</u>	<u>Usage, %</u>	<u>User</u>	<u>Nested Spaces</u>
	Basic Plan	Active	Unlimited	0	0	<a href="#">Test User</a>	0
	Advanced Plan	Active	Unlimited	0	0	<a href="#">Test User</a>	0

To export report in HTML format click “Export Report” button.

To see detailed report for the given hosting space click “light” icon (selected in red above):

**Hosting Space Disk Space Details**

**Basic Plan**

User: [Test User](#)

Hosting Plan: Basic Plan

Created: 11/3/2010

Status: Active

**Disk Space by Resources**

Resource	Disk Space
Files	0 MB
Total: 0 MB	

Cancel

Report shows disk space breakdown for all resource groups within the space.


To see bandwidth usage report click “Reports -> Bandwidth Report” in the top navigation menu of your user account. You will be presented with the list of all hosting spaces under your account, their statuses and bandwidth usage for the current month:



**Bandwidth Report**

From:  To:  **Nov 01, 2010 - Nov 30, 2010**

[<< Previous Month](#) [Next Month >>](#)

	<b>Hosting Space</b>	<b>Status</b>	<b>Allocated, MB</b>	<b>Used, MB</b>	<b>Usage, %</b>	<b>User</b>	<b>Nested Spaces</b>
	Basic Plan	Active	0	0	0	<a href="#">Test User</a>	0
	Advanced Plan	Active	0	0	0	<a href="#">Test User</a>	0

**1**

Use date filter or “Previous month” and “Next month” links to see bandwidth overview for desired period.

To export report in HTML format click “Export Report” button.

To see detailed report for the given hosting space click “light” icon:

**Hosting Space Bandwidth Details**



**Basic Plan**

User: [Test User](#)

Hosting Plan: Basic Plan

Created: 11/3/2010

Status: Active

**Bandwidth by Resources**

**Nov 01, 2010 - Nov 30, 2010**

The report is empty.

Total: 0 MB

Report shows bandwidth breakdown for all resource groups within the space for the time period selected on the previous screen.

# Searching Hosting Space

Global search allows you to search hosting space items such as web sites, databases, mail accounts with ease. Space global search is located at the top of control panel header:



Type a part of item name to be searched, select its type from dropdown and hit Enter:



You will be presented with a screen containing search results. By clicking a link in “Space name” column you could easily navigate to hosting space home page.

# Backing up and Restoring Hosting Space

Open “Hosting Space home” page.

Control panel gives you wonderful ability to backup your hosting space and all its resources like domains and DNS zones, web sites, FTP and mail accounts, databases and database users, files and others.

To open Space Backup wizard click “Backup” link in the right “Tools” section on space home page:

**Backup Hosting Space**

**Backup "Basic Plan" Hosting Space**

Backup File Name:

Copy Backup To:

Hosting Space:

Folder:

**Backup Summary:**

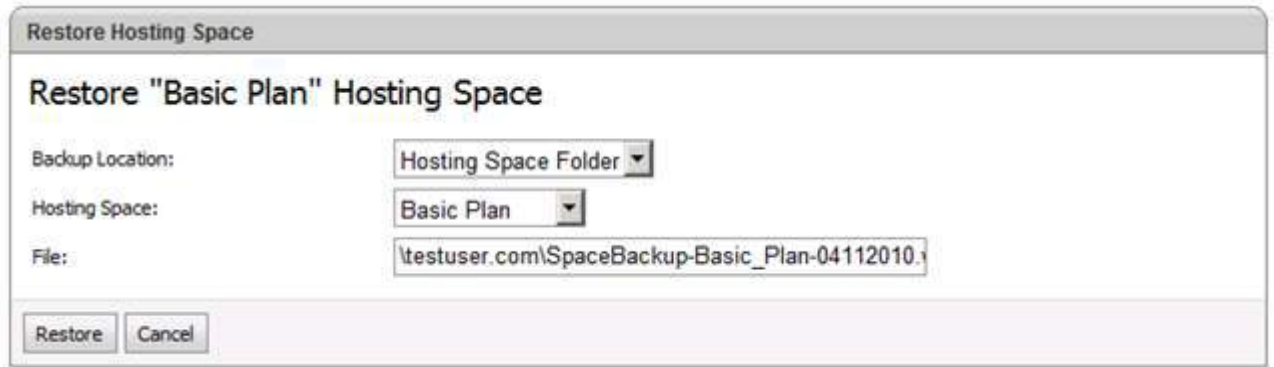
- Home Folder(s)**
  - C:\HostingSpaces\Test User
- Web Site(s)**
  - testuser.com
- FTP Account(s)**
  - Test User

Specify backup name (you could give it any extension) and then select backup destination.

Select target hosting space to save backup files and select folder within that space and then click “Backup” button to finish the wizard.

If you have more than one hosting space under your account (for example if another “backup” hosting space was created for you by hosting provider) you could backup hosting space to a different hosting space.

To restore hosting space click “Restore” link in the right “Tools” section of hosting space home page:



Select hosting space where backup file is stored and then click “File” field to select backup file using popup file picker. Click “Restore” button to finish the wizard.

Please note that you cannot restore selected items from space backup, but only whole space at once. However, restore wizard will skip the restoration of items that already exist in the space, so you could be safe here.

## Creating Scheduled Tasks

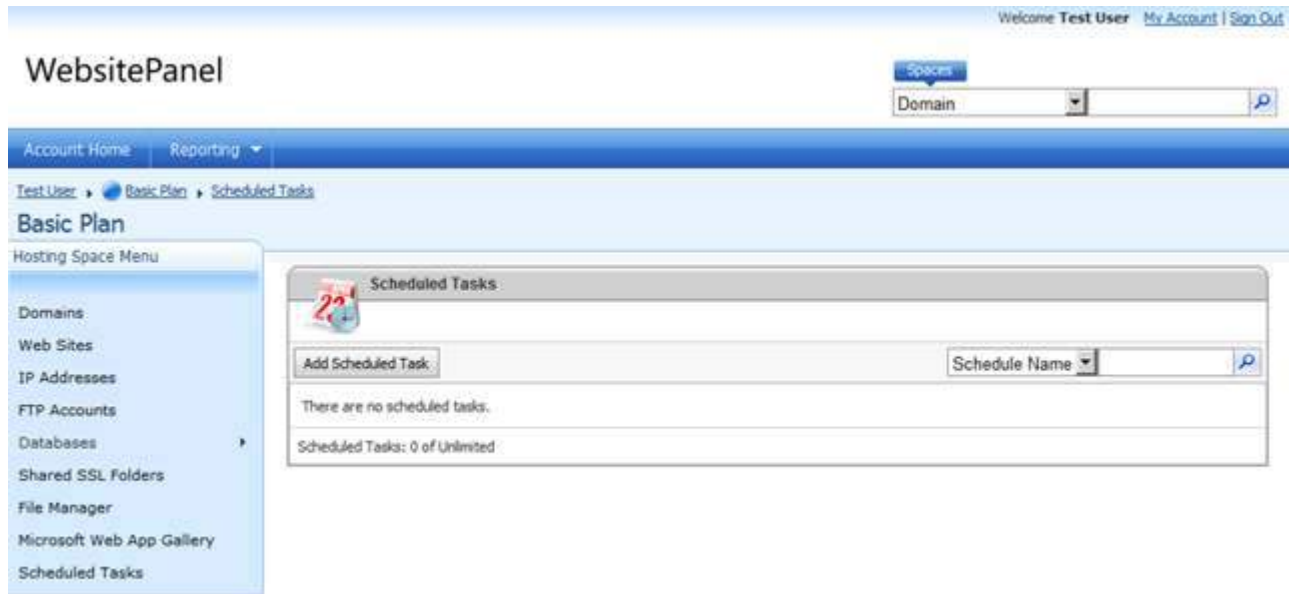
Open “Hosting Space home” page.

Control panel gives you an ability to use its built-in scheduler to run periodic tasks such as:

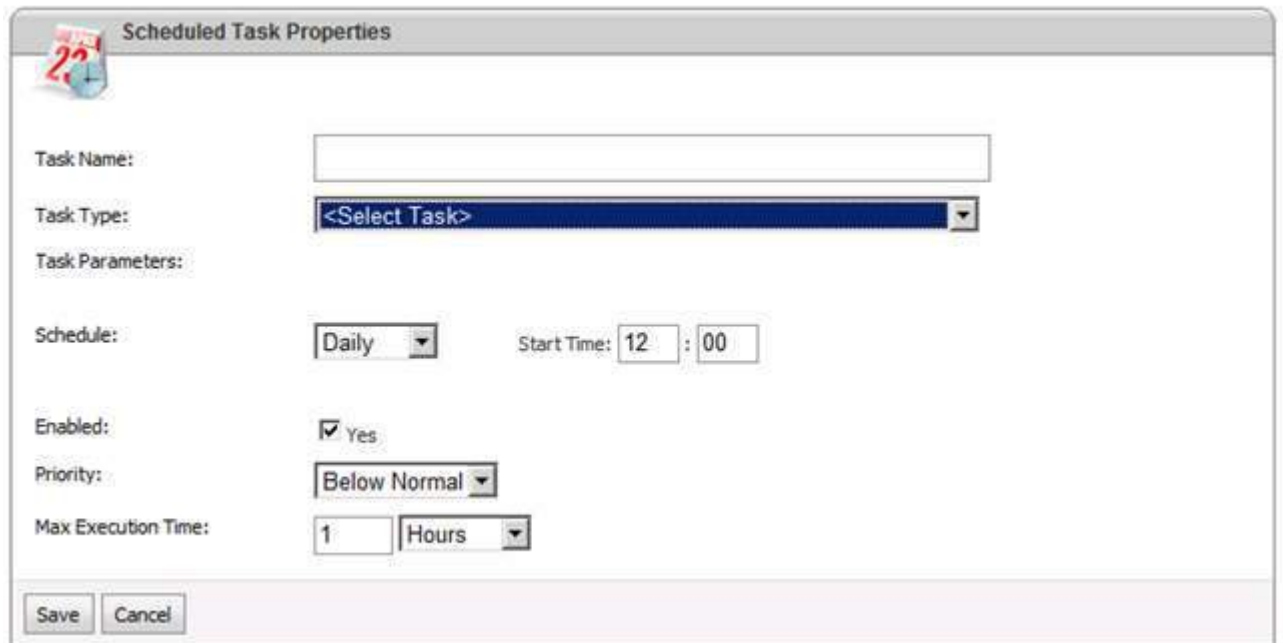
1. Database backup
2. Checking web site availability
3. Sending files over FTP
4. Sending e-mail notifications
5. Zipping hosting space files

Using combinations of scheduled tasks you could perform various maintenance operations, for example zipping space files, sending created archive over FTP to another location and then sending e-mail notification about finishing results.

To see hosting space scheduled tasks click “Scheduled Tasks” link on hosting space left navigation menu:

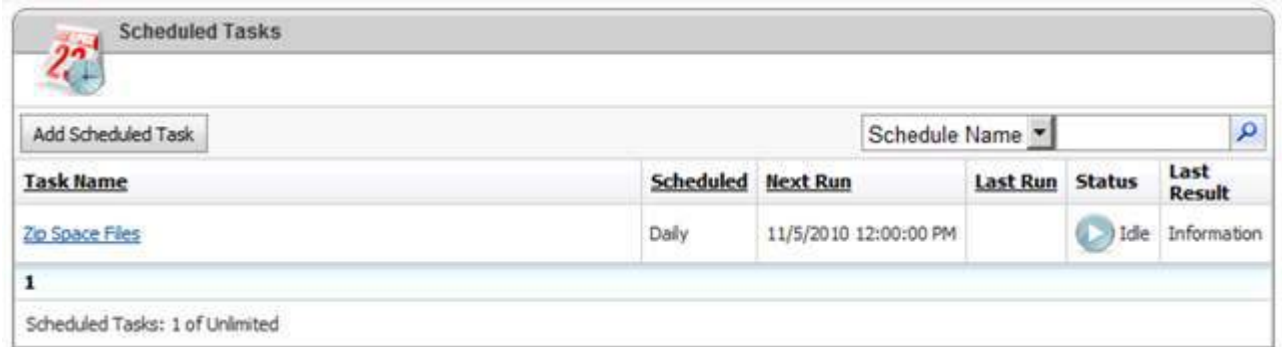


To create a new scheduled task click “Add Scheduled Task” button:



Specify task name then select its type from task type dropdown. You will see parameters list for the selected type.

Specify task parameters, then specify schedule and finally select execution options such as priority and maximum execution time. Click “Save” button to add a task:

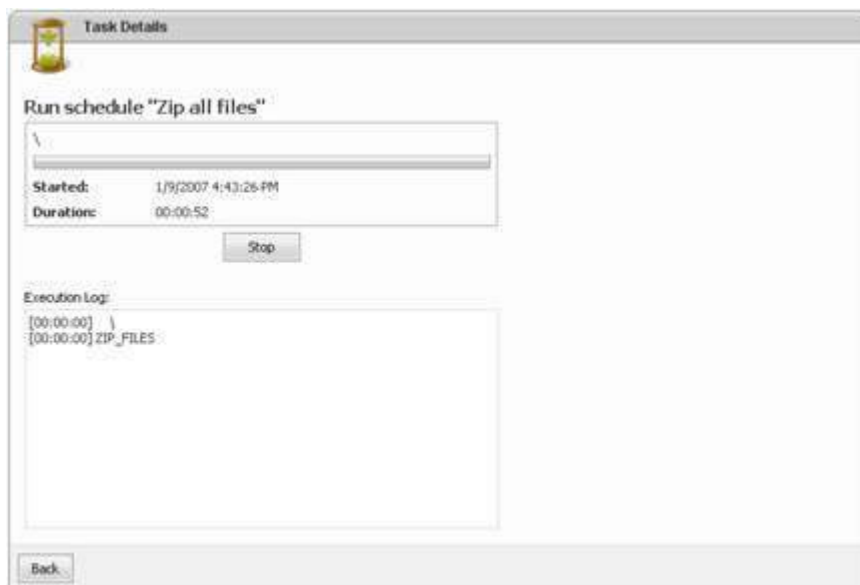


To immediately start created task (for example to check if it could be run without issues) click “Run” icon.

To see your currently running tasks click “Running Tasks” in the left navigation menu of user account home page:



Click a link with a task name to see its detailed execution report:



You could check the results of tasks execution in “Audit Log” under your account.

Please note that scheduled tasks functionality may be disabled in your hosting space by hosting provider.

# Domains

## Managing Domains

Before creating web site or mailbox (standard or Exchange) you have to add “Domain” first. “Domain” in WebsitePanel has the following characteristics:

1. Domain means top-level domain.
2. You could create a new web site for the domain, but domain could not be added as a pointer to another web site.
3. Domain could have an “Instant alias” for accessing related resources before DNS propagation.

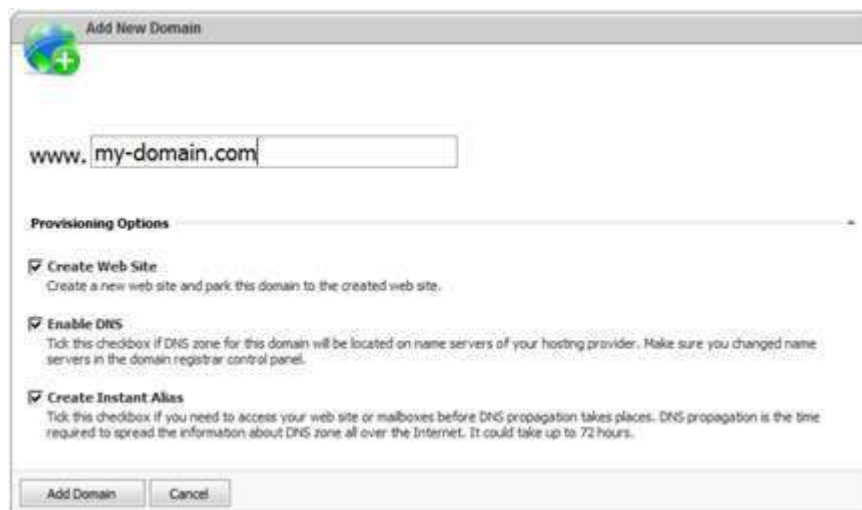
To manage domains click “Domain” in the left menu on hosting space home page.



To add a new domain click “Add Domain” button:



Then click “Domain” option:

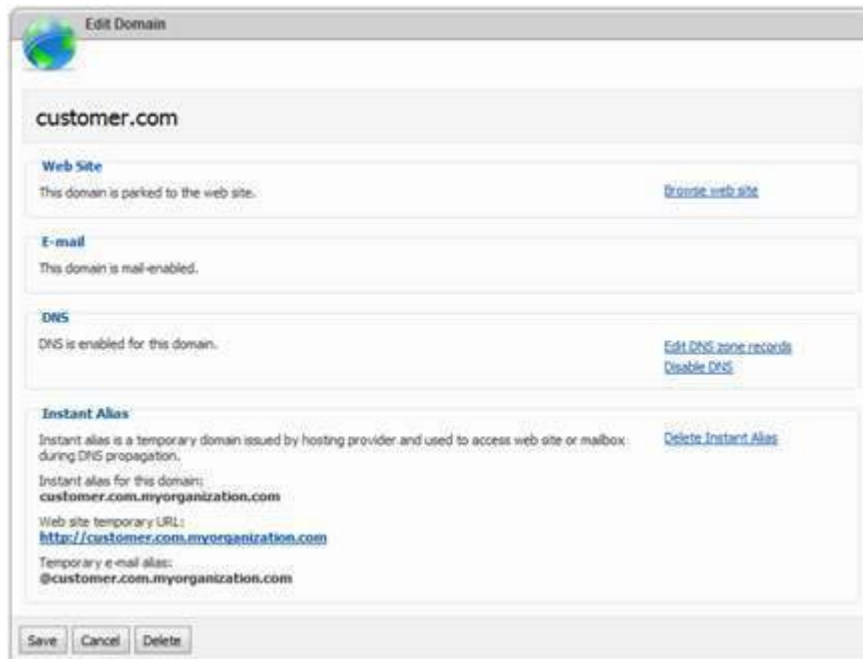


Specify domain name without “www.” in the beginning and then choose provisioning options. There might be various provisioning options depending on resources allowed in the hosting space. “Create Instant Alias” is only available if it’s configured on hosting plan level and “Enable DNS” option is checked as well.

Click “Add Domain” button to create domain.

To see domain properties screen click the link with its name in the list of domains:





On domain properties screen you can see if:

1. Selected domain is mail enabled, i.e. there is a mail domain with the same name was created.
2. Domain is already pointing to a web site.

DNS zone exists for this domain, i.e. DNS is enabled.

## Managing Sub-Domains

Sub-domain can be created for any existing top-level domain under your hosting space or domain provided by hosting provider. You could use a sub-domain to create a new web site, but you cannot create another sub-domain based on it. Sub-domain cannot be added as a pointer to some web site.

To add a new domain click “Add Domain” button and then click “Sub-Domain” link (if available):



Select base domain from the list and then specify sub-domain name. Choose provisioning options and click “Add Domain” button.

## Creating Domain Aliases

Domain alias is a Top-Level Domain (TLD) or sub-domain that could point to the existing web site. Domain alias has the following differences from domains and sub-domains:

1. You cannot create a web site for domain alias, but you could point it to some existing web site or mail domain. Domain pointer could NOT point to web site based on sub-domain.
2. Instant alias is not added when creating domain pointer.

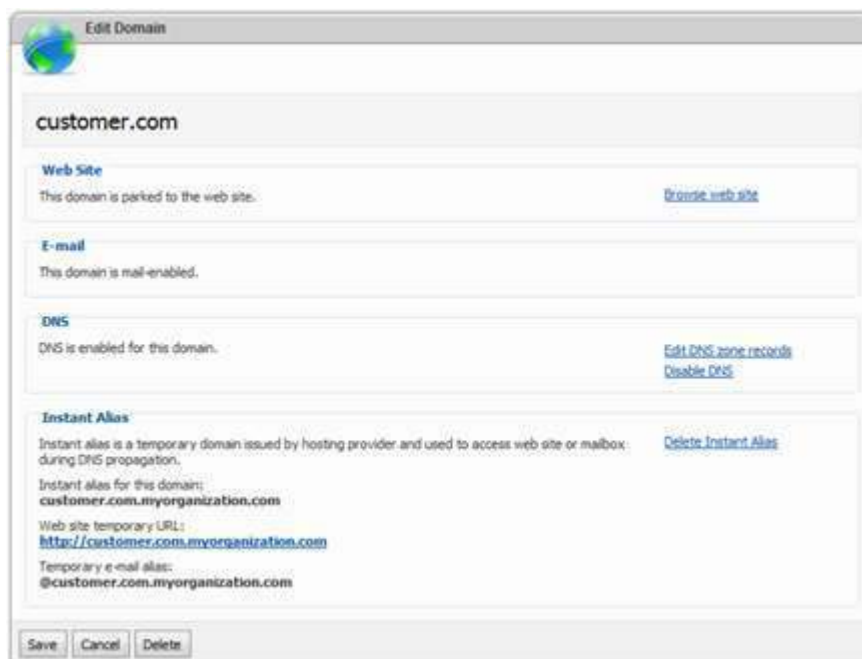
To add a new domain alias click “Add Domain” button on the screen with domains list and then click “Domain Alias” link (if available):



You could select from existing web sites and mail domains to make this domain point to them. Click “Add domain” button to create a domain alias.

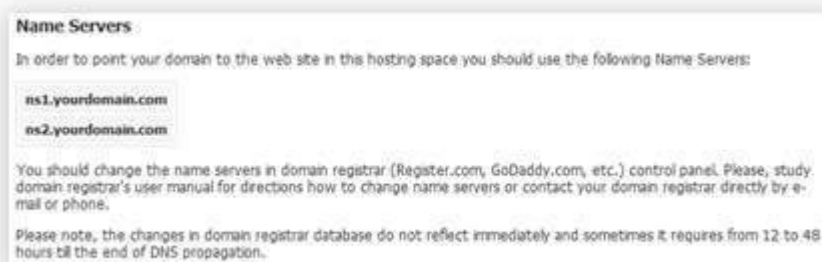
## Managing DNS

Open “Domain properties” screen.



If DNS is enabled in your hosting plan there will be “DNS” section on domain properties screen. You could enable or disable DNS for the selected domain as well as edit DNS zone records. Disabling DNS might be required in the case when domain is not hosted on provider name servers, but somewhere else.

In order to park domain to name servers of your provider you need to know addresses of those name servers. You could find this data on summary information screen:



To edit domain DNS zone records click “Edit DNS zone records” link in “DNS” section:



To add a new DNS record click “Add record” button:



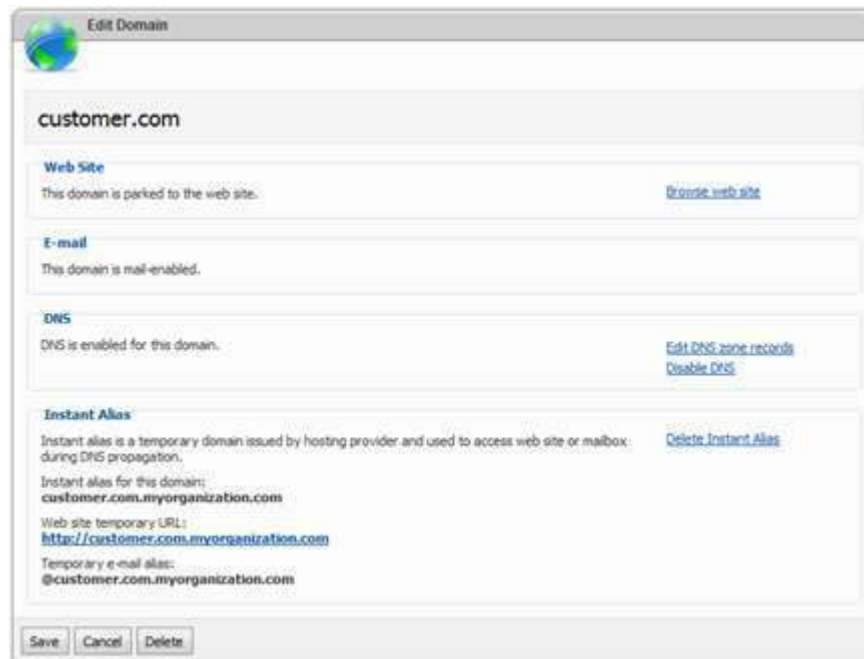
Select record type, specify record name and data. Click “Save” to add a record.

To edit or delete record click appropriate icon button on record line.

Please be aware that editing DNS records is a feature for advanced users and you must be absolutely sure what you are doing.

## Using Instant Aliases

Open “Domain properties” screen.



Instant alias section is visible on domain properties screen if two conditions are met:

1. DNS is enabled for your hosting plan.
2. Instant Alias is configured on hosting plan level by your hosting provider.

Instant alias is a temporary sub-domain provided to you by hosting provider in the form your-domain.com.provider-domain.com. Instant alias allows you to access web site or mailbox during DNS propagation. DNS propagation is the time required to spread out the information about your domain across the Internet and it may take up to 48 hours.

If Instant Alias section is available, but alias was not enabled automatically during domain creation you have to click “Create Instant Alias” button to enable it. Instant alias will be automatically added as a pointer to web site or mail domain created for selected domain.

When DNS propagation is finished and you could access your web site or mailbox using their primary domain you could delete instant alias by clicking “Delete Instant Alias” button.

# Web Sites

## Creating Web Site

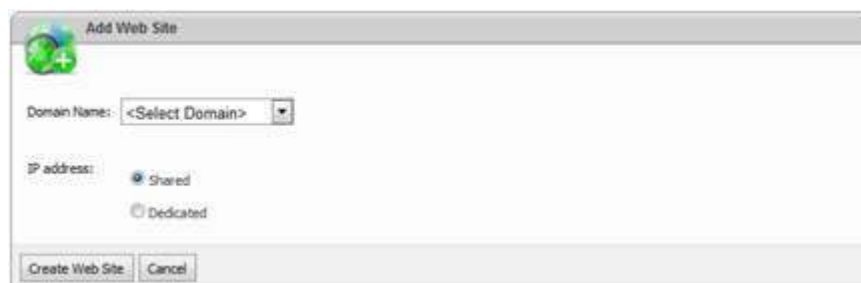
You have two ways for web site creation:

1. You could create a new web site during domain creation.
2. You could create a new web site from “Web Sites” screen.

To create a new web site open “Web Sites” screen through hosting space left navigation menu:



Click “Create Web Site” button to open Web Site creation wizard:



Select domain to base web site on. If dedicated IP addresses were allocated to your hosting plan by your hosting provider then you have an option to create a web site with dedicated IP; otherwise by default name-based web site will be created.

If dedicated IP option is available you will see “IP Address” field. You could select “Dedicated” and pick available IP address from the list. If IP address is already used by some web site it won’ t shown in the list.

Click “Create Web Site” button to finish the wizard.

You could see the list of IP addresses allocated to your hosting space as well as their usages on “IP Addresses” page of the space:

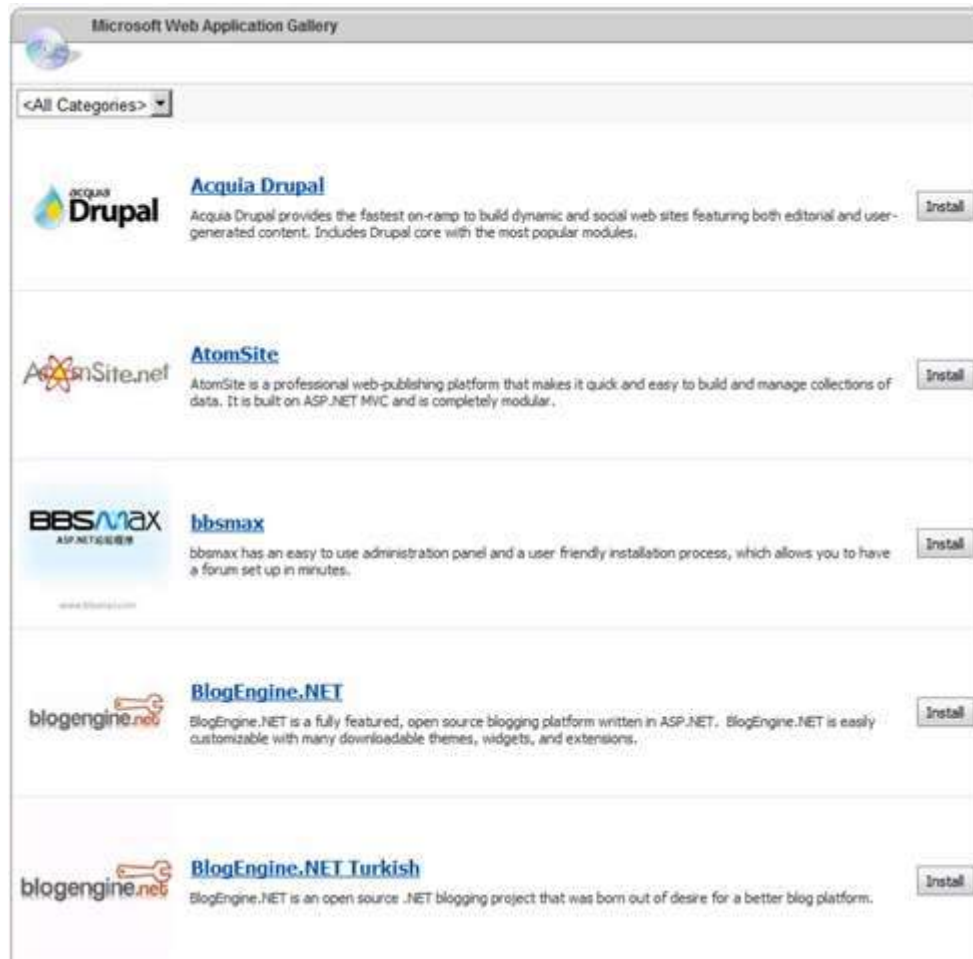


## Using Web Application Gallery to Install Web Application

Control panel is integrated with Microsoft Web Application Gallery enabling you to easily install popular web application to your web site.

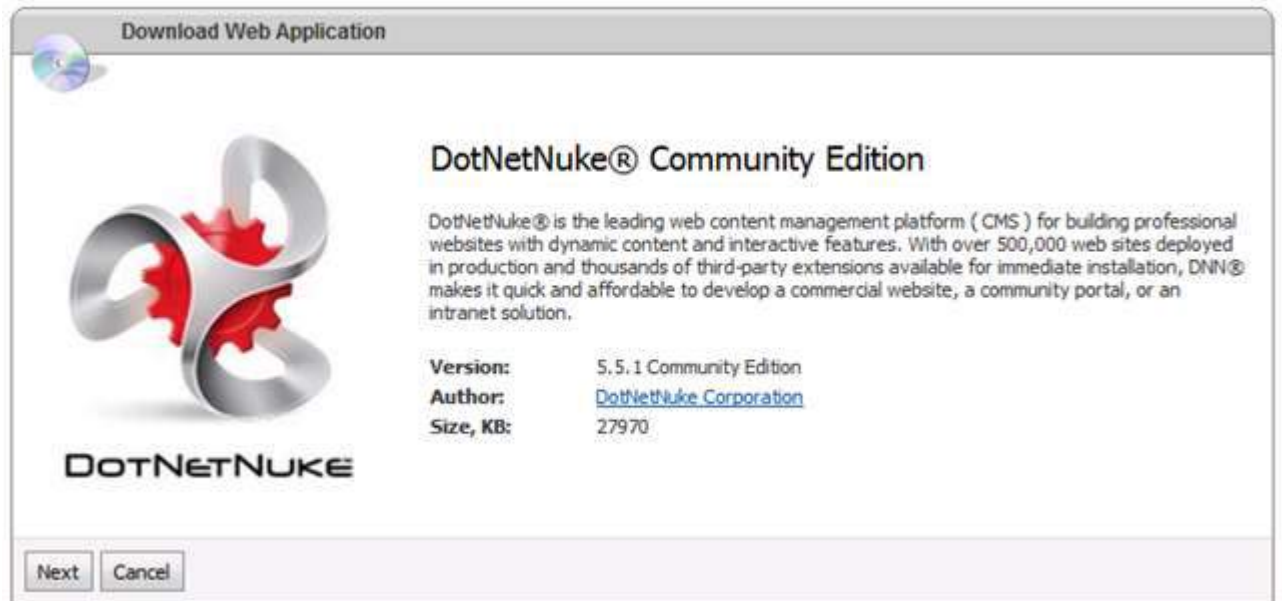
To browse the catalogue of web applications click “Microsoft Web App Gallery” in the hosting space left navigation menu:





To get the list of available web applications control panel connects directly to Microsoft web site. The list of applications is constantly growing, so stay tuned!

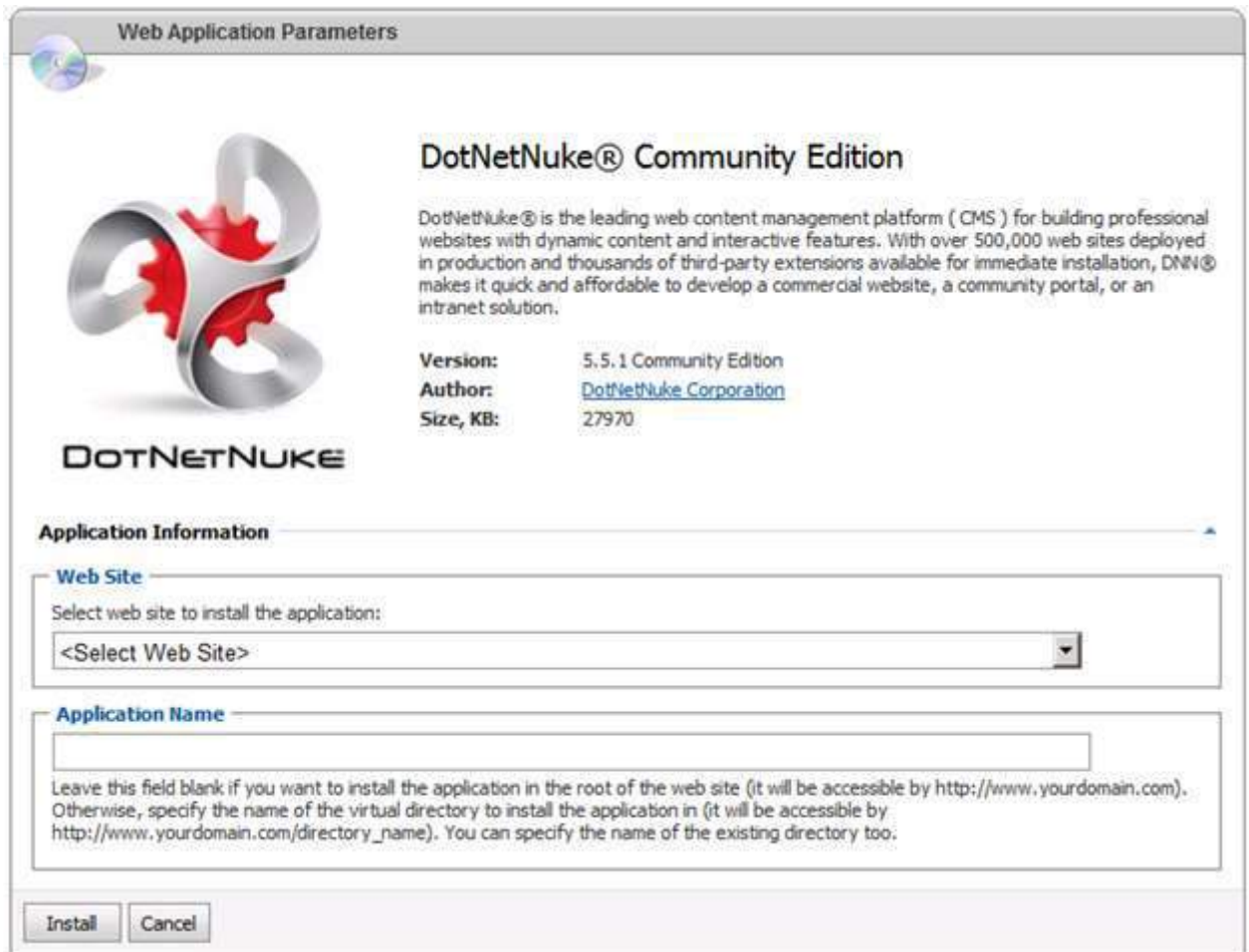
To install the application click its icon in the list or “Install” button. You will see the detailed information about the application you are about to install.



Please note that depending on resources available in a hosting plan, certain applications wouldn't be able to be installed. For example, if SQL Server databases are not allowed in your hosting space you will not be able to install those applications requiring SQL Server database, such as DotNetNuke or BlogEngine.

When you click "Next" button control panel will connect application vendor web site to download the application installation files (it may take some time).

After download is complete you will see application installation screen:



Select web site to install the application. If you want to install the application into some folder under your web site (virtual directory) then specify its name; otherwise the application will be installed in the root of web site.

Specify database options (when required). You could select from existing databases and databases users or create new ones just for this application.

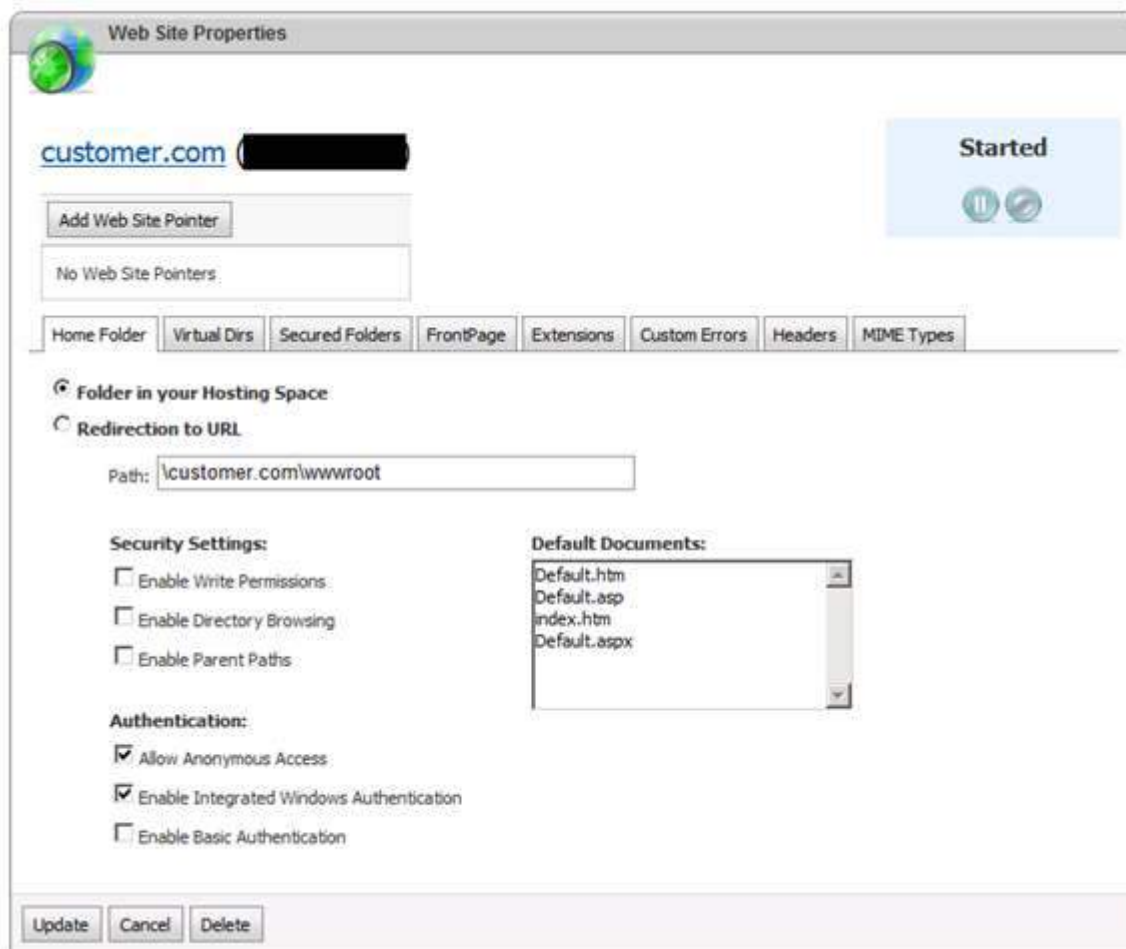
There might be other application settings below “Database” section. Those settings vary from application to application.

To finish installation wizard click “Install” button.

In case of unsuccessful installation you could check “Audit Log” under your account for more details.

## Configuring Web Site Home Folder Settings

Open web site properties page, “Home Folder” tab:



## Home directory location

Select “Folder in your Hosting Space” option to point web site to some folder within the hosting space. You could change web site root folder from default one “wwwroot” if it was allowed in the hosting plan.

Select “Redirection to URL” to redirect all requests from client application, such as web browser, to another Web site or virtual directory by entering a URL in the box below.

# Security settings

Tick “Enable Write Permissions” option to allow web site users uploading files and their associated properties to the enabled directory on your server or to change content in a Write-enabled file. Write access is allowed only when web browser supports the PUT feature of the HTTP 1.1 protocol standard.

Tick “Enable Directory Browsing” to allow web site visitors seeing a hypertext listing of the files and subdirectories in this site.

Tick “Enable Parent Paths” to allow web pages to use relative paths to the parent directory of the current directory (paths using the “..” syntax). This option might be required for legacy ASP applications.

# Authentication

Tick “Allow Anonymous Access” to allow anonymous connection to this web site. Normally, this option must be enabled for the most of web sites.

Tick “Enable Integrated Windows Authentication” to require web site users entering their credentials in order to access the web site. Windows authentication ensures that the user name and password are sent across the network in the form of a hash. This provides secure form of authentication. Normally, this option must be disabled for the most of web sites.

Tick “Enable Basic Authentication” to require web site users entering their credentials in order to access the web site. Basic authentication is part of the HTTP specification and is supported by most browsers; however, user name and password are not encrypted and could present security risks. Normally, this option must be disabled for the most of web sites.

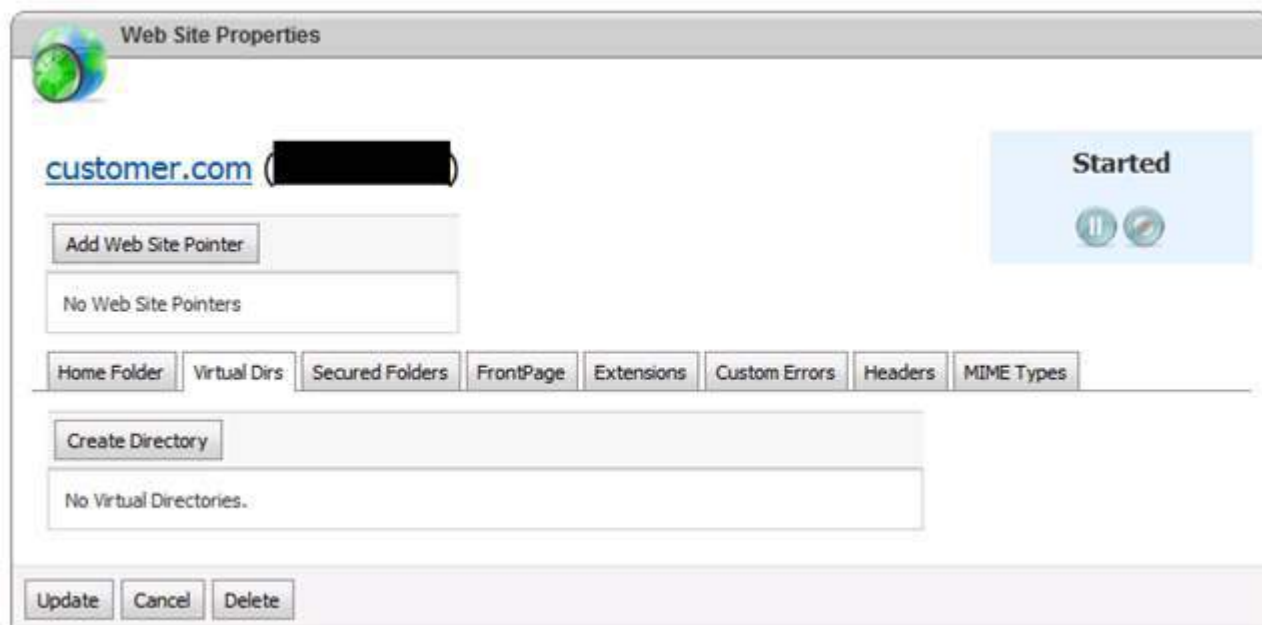
# Default Documents

Default documents are used by web server to identify a default document whenever a browser request does not specify a document name. Specify default documents in a top-down search order.

## Creating Virtual Directories

A virtual directory is a friendly name, or alias, for a physical directory on your server that does not reside in the home directory. For example, if you create a virtual directory called "images" from a folder anywhere on your server, the contents of that folder will appear at <http://www.mydomain.com/images/> even though they are not physically located in the images/ subfolder of your web site's root folder.

To see the list of virtual directories click “Virtual Dirs” tab:

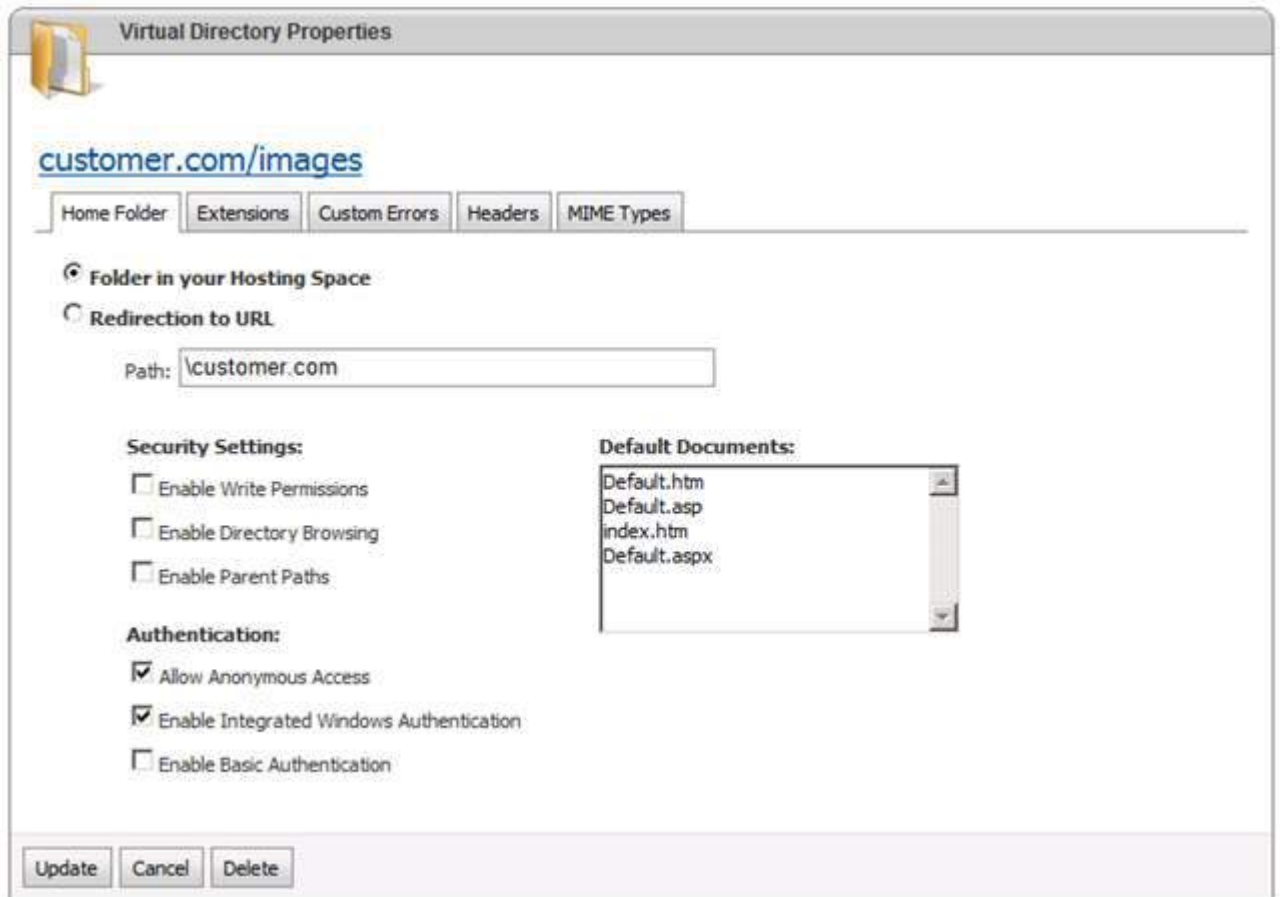


To create a new virtual directory click “Create Directory” button:



Specify virtual directory name and select its root folder. Click “Create Directory” button to finish the wizard.

When directory is created you will be redirected to the screen with its properties:



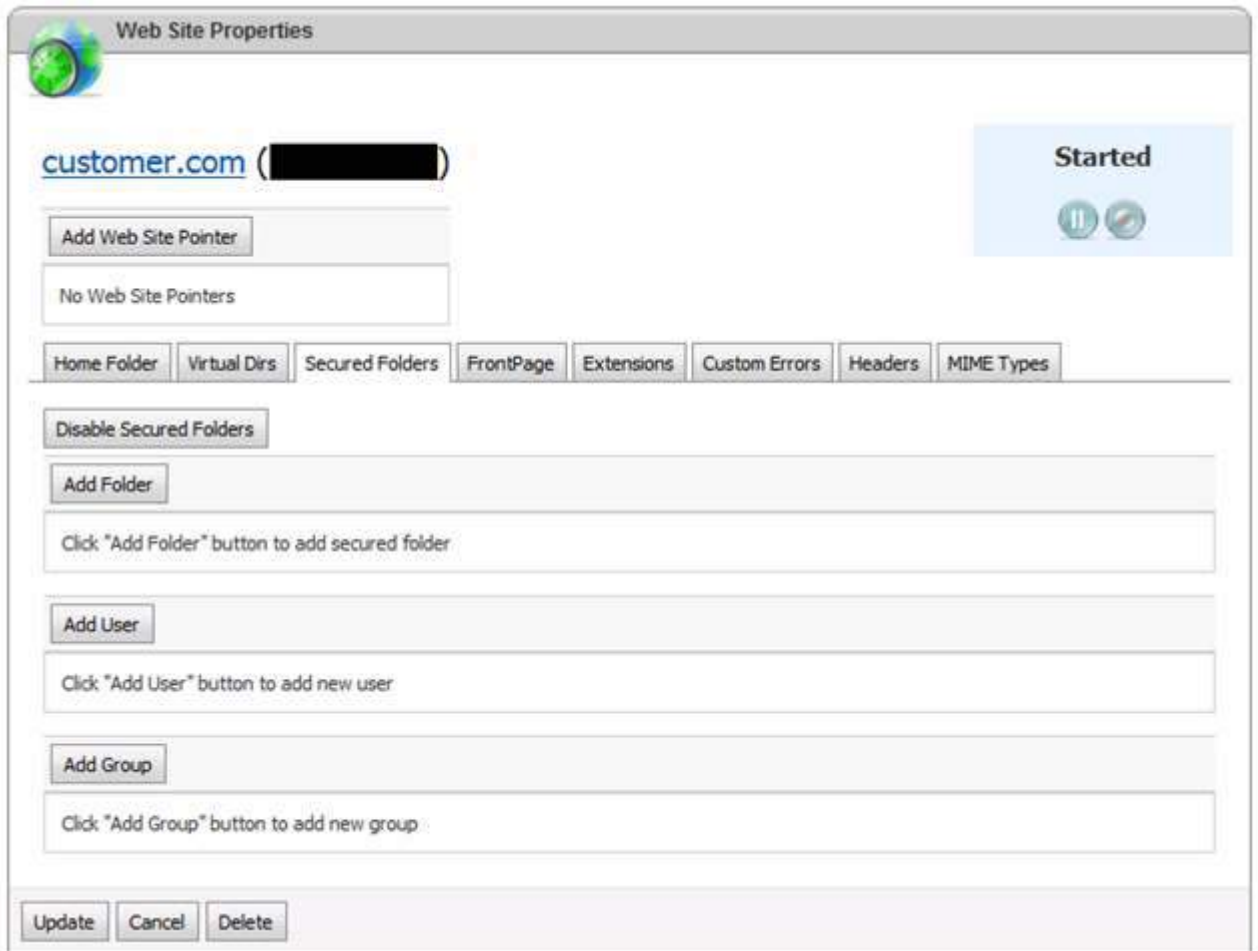
Properties look very similar to web site properties.

## Creating Web Site Secured Folders

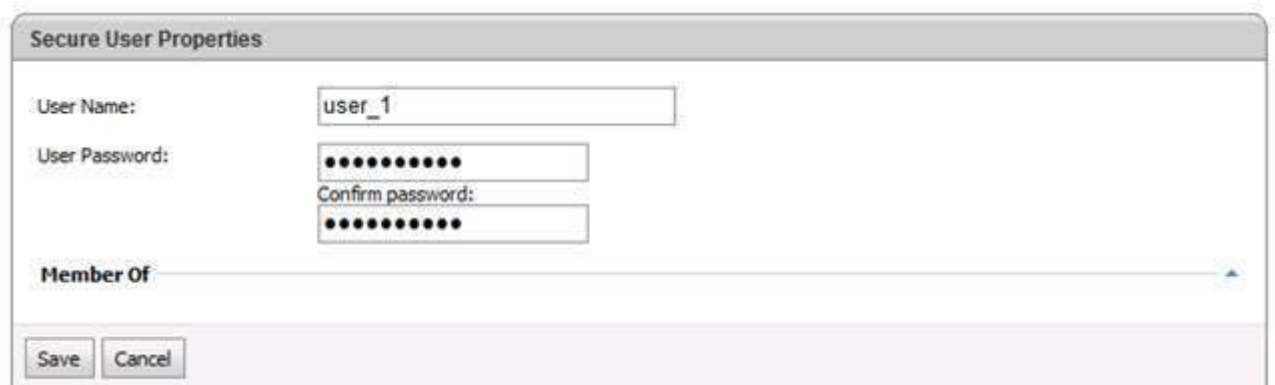
Control panel offers the ability to protect selected web site folders with a password.

To enable secured folders feature open web site properties, navigate “Secured Folders” tab and then click “Enable Secured Folders” button:





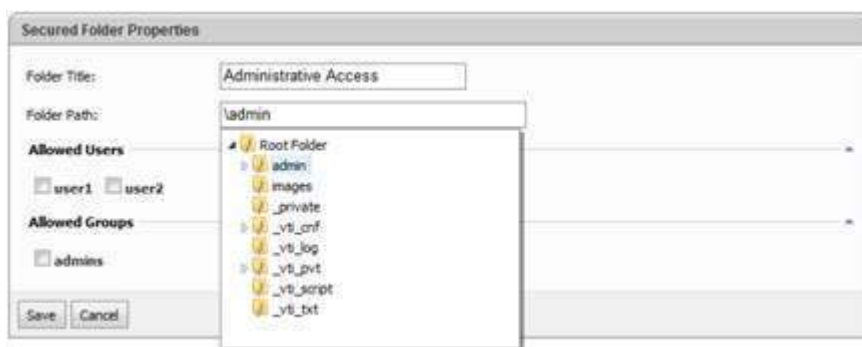
Click “Add User” button and create a new user account. Specify its username and password and click “Save” button:



Click “Add Group” button and create a new security group. Specify its name and select group members. Click “Save” button:



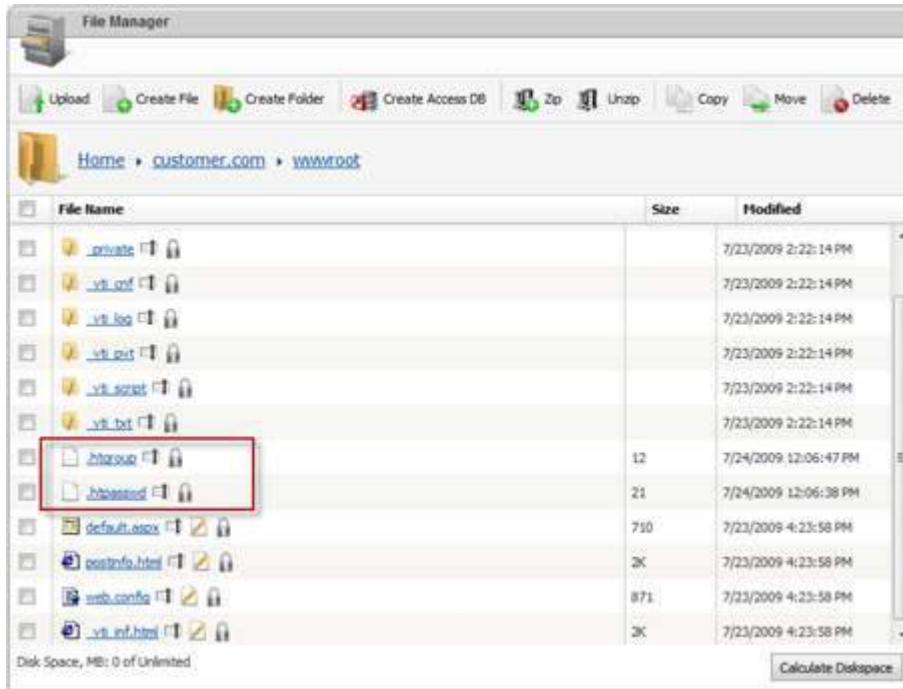
Click “Add Folder” button to create a new secured folder:



“Folder title” is a text that will be displayed on browser logon screen when accessing this folder.

Select path to the folder within a web site that must be protected. Select users and groups that will have an access to this folder.

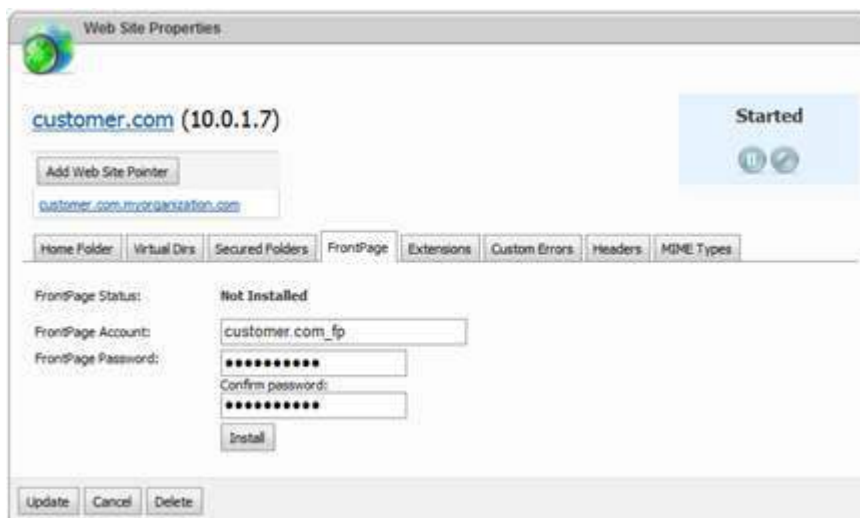
Control panel creates two files in web site root folder: .htpasswd file with user accounts and their password and .htgroup file with secure groups:



## Installing FrontPage Extensions

FrontPage Server Extensions are server-side scripts that extend the functionality of FrontPage client. These extensions allow managing web site contents from Office FrontPage or Visual Studio.NET and support features such as hit counters, data collection, e-mail processing, and database processing.

To manage FrontPage Extensions open “FrontPage” tab on web site properties:

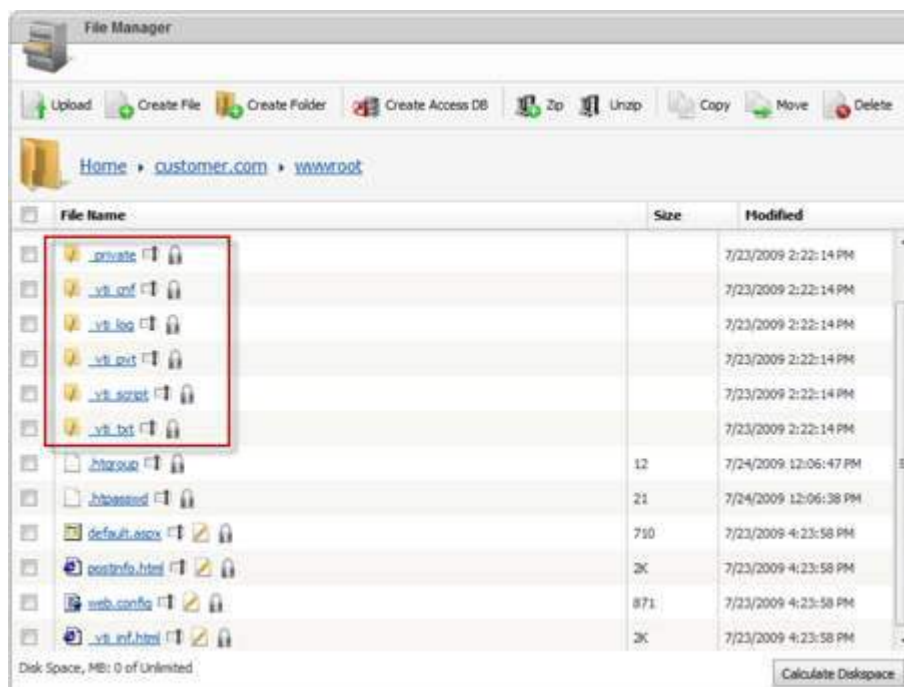


Specify FrontPage account name and its password then click “Install” button to enable FrontPage.



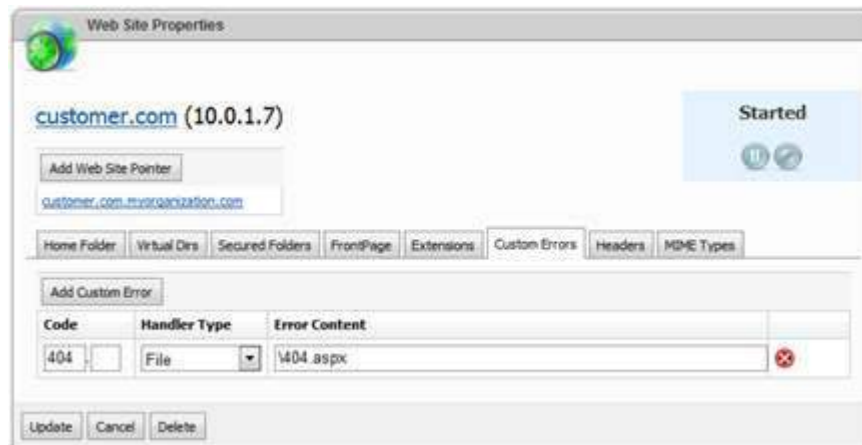
After FrontPage is enabled you could change account password or uninstall FrontPage extensions from the web site.

When installed FrontPage Extensions create special system folders in the root of web site, so make sure you do not delete them or edit manually:



## Configuring Custom Error Pages

“Custom Errors” tab of web site properties allows you to customize HTTP error messages that are sent to clients when web server errors occur. It is possible to use generic default HTTP 1.1 errors, detailed custom error files that IIS provides, or create your own custom error files.



To add a new custom error click “Add Custom Error” button. Specify error code and optional sub-code, select handler type and then type URL or path of custom error page. Error code is a number between 200 and 900; the most popular ones are: 404 – page not found, 401 – unauthorized and 403 – forbidden. To the full list of HTTP error codes type “http error codes” in search engine.

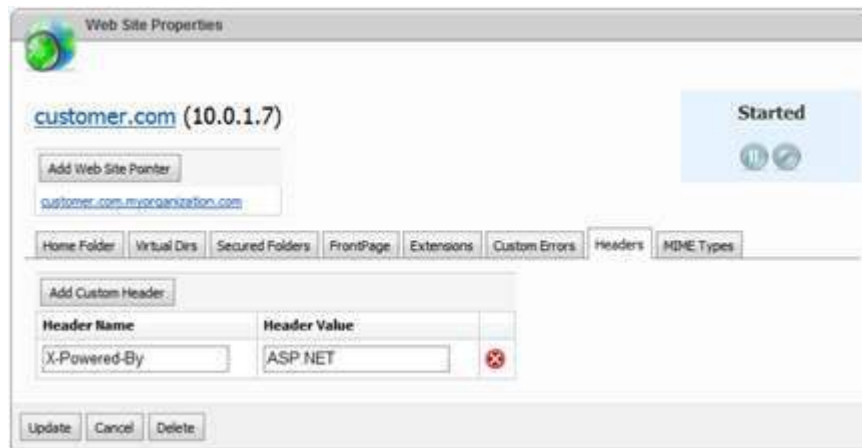
If you select “File” for Handler type you should provide a path to error page file relative to web site root. For example, if 404.htm error page is located in the root of web site type “\404.htm” in Error content field. If you select “Redirect” you have to provide absolute URL to destination page, for example <http://www.site.com/error.aspx>. Finally, if you select “Execute URL” then you have to provide URL of custom error page relative to the web site root, for example “/error.aspx” .

After you’ve added or modified custom errors click “Update” button to update web site settings.

## Configuring Custom HTTP Headers

“Headers” tab of web site properties allows you to customize custom HTTP headers that are sent from the web server to the client browser. Custom headers can be used to send instructions from the Web server to the client browser that are not yet supported in the current HTTP specification, such as newer HTTP headers that IIS may not inherently support at the time of the product's release. For example, you can use a custom HTTP

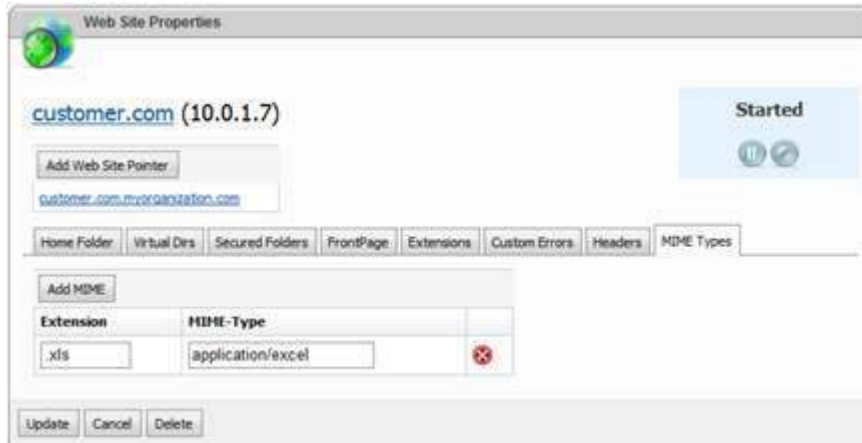
header to allow the client browser to cache the page but prevent proxy servers from caching the page.



To add a new header click “Add Custom Header” button, specify header name and header value in corresponding fields. After you’ ve added or modified headers click “Update” button to update web site settings.

## Configuring Custom MIME Types

“MIME Types” tab allows you to customize Multipurpose Internet Mail Extensions (MIME) types. MIME is a specification for creating file formats to be used in the exchange of e-mail, in Web documents, and in other applications on intranets and on the Internet. Each MIME format includes a MIME content type ("MIME type") and subtype which denote the kind of data stored in the file. IIS includes a table of the most common Web-related MIME types/subtypes and associated file name extensions. If IIS does not have MIME information for a MIME-formatted file that you download, then IIS will attach a default MIME identity to that file. As a result, the client receiving the file may misinterpret its contents. You can manually add MIME types, subtypes, and file name extensions to IIS for files whose MIME identity is not in the table.



To register a new MIME type click “Add MIME” button then specify MIME extension (it must start from the dot) and MIME type. After you’ve added or modified headers click “Update” button to update web site settings.

You could find more information about MIME types by entering “MIME types” in search engine.

# Working with Files

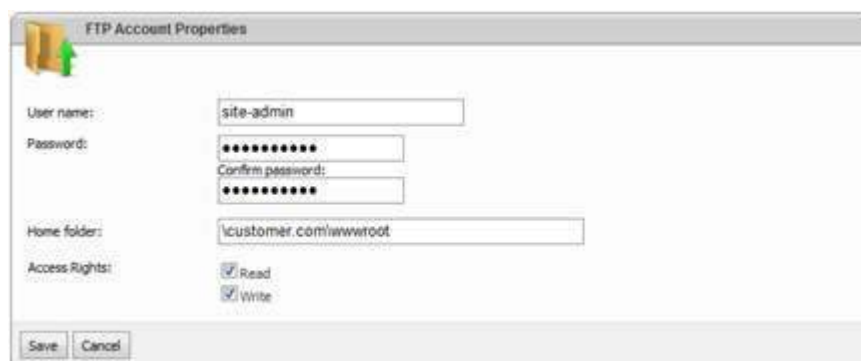
## Creating FTP Account

FTP account allows using of File Transfer Protocol (FTP) to transfer files between hosting space and your local computer.

To view FTP accounts under your hosting space click “FTP Accounts” in hosting space left navigation menu:



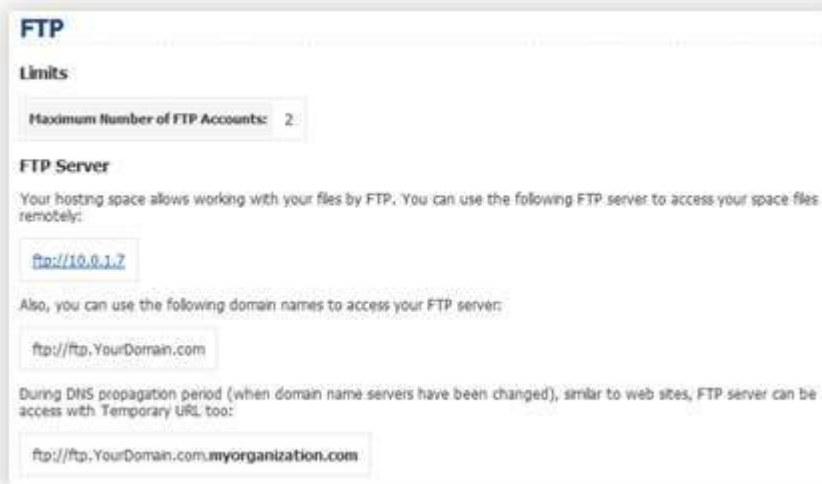
To create a new FTP account click “Create FTP Account” button:



Specify account username (FTP logon name) and its password. Select home folder for FTP account and its permissions. Home folder locks FTP accounts to this folder and all folders below.

To view FTP connection information such as server name open “Space summary information” page and scroll down to “FTP” section:





To access your hosting space via FTP use Windows Explorer:



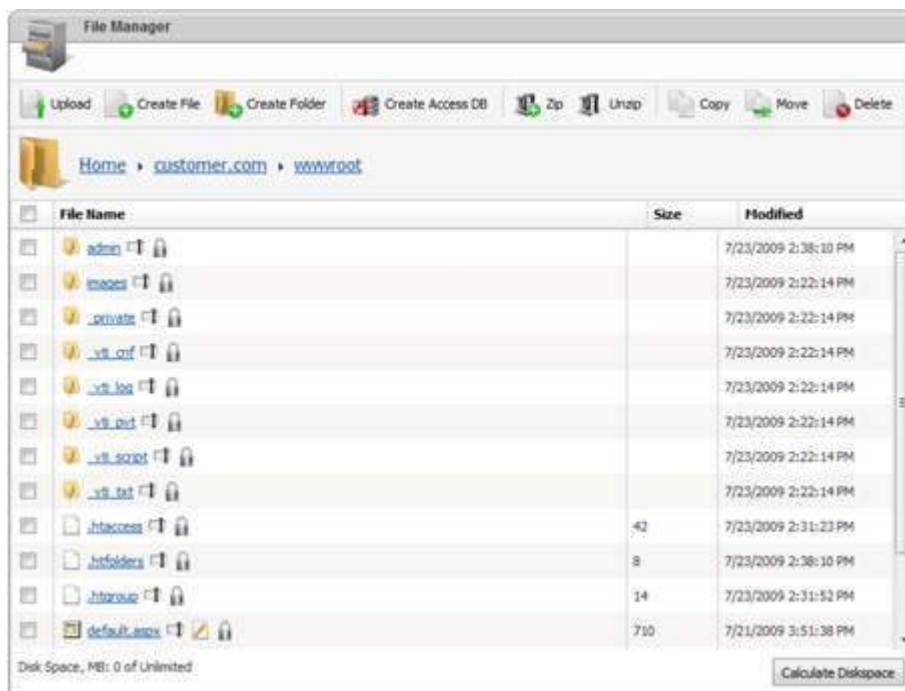
Specify FTP server name in the address bar and press Enter. Then specify FTP account name and its password:



## Using File Manager

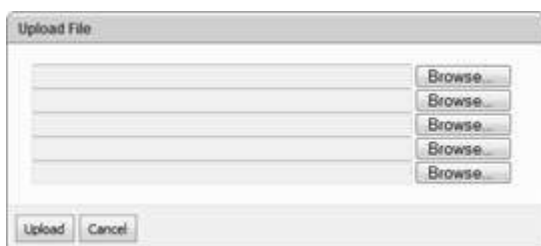
File manager allows you to fully manage file system within the hosting space. You can browse, copy, move, rename, delete files and folders; change files and folders permissions; create new files and folders; upload, zip, unzip files through your web browser. Frankly speaking, there is no necessity in FTP as it could be completely replaced by file manager.

To open File Manager click its link in the hosting space left navigation menu:



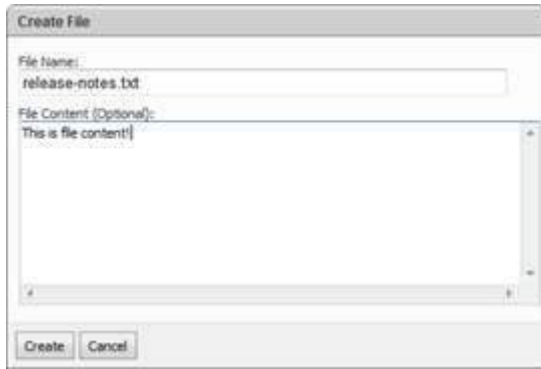
To browse folders click their links in the files list pane. You could use path breadcrumb to navigate folders above up to “Home” folder – root folder of your hosting space.

To upload new files click “Upload” button:



Click “Browse...” button to browse files on your local drive. You could upload up to 5 files in the same time. Click “Upload” button to upload files into your hosting space.

To create new text file click “Create File” button:



Specify file name with extension and optional file contents. Click “Create” button to create a file.

To create new folder click “Create Folder” button:



Specify folder name and click “Create” button.

To zip files and folders select them in files list:

<input type="checkbox"/>	File Name	Size	Modified
<input checked="" type="checkbox"/>	accounting.customer.com		7/21/2009 3:55:47 PM
<input checked="" type="checkbox"/>	customer.com		7/21/2009 3:51:35 PM

and then click “Zip” button:



Specify archive name and click “Zip” button. For archiving control panel supports “zip” format only supported in most operating systems.

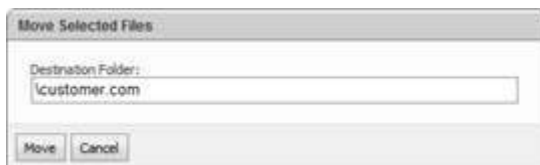
To unzip selected archive click “Unzip” button. Archive will be unpacked in the current folder, so make sure you copied it into the right location.

To copy selected files and folders click “Copy” button:



Specify destination folder or pick it from file selector and click “Copy” button to complete operation.

To move selected files and folders click “Move” button:



Specify destination folder or pick it from file selector and click “Move” button to complete operation.

To create a new empty Microsoft Access 2000 database click “Create Access DB” button:



Specify database file name and then click “Create” button. You could access your database from the application by creating ODBC data source or by specify direct path to it in the connection string. To allow your web site write access to the database click “Lock” icon on its file in the files list and then tick “Write” checkbox over desired web site:



Alternatively, you could create a database in web site' s “Data” folder (Home -> Web site name -> Data) which allows write access by default.

File Manager allows you to recalculate disk space consumption by clicking “Calculate Diskspace” button in the bottom of File Manager screen:



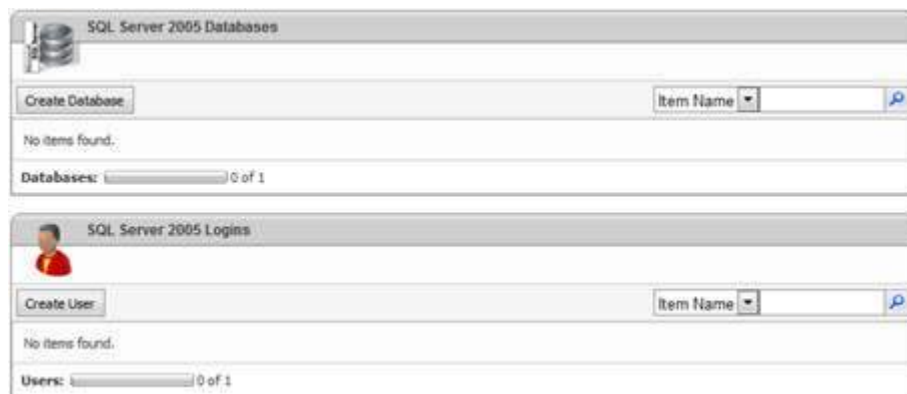
Disk space calculation could take some time, so it will be run asynchronously. No need to click “Calculate Diskspace” button twice.

# SQL Server Databases

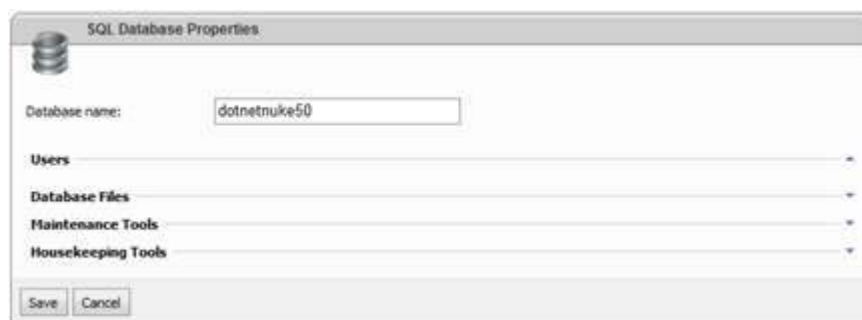
## Creating SQL Server Database and Database User

Open “Hosting Space home” page.

To see the list of SQL Server databases and users point “Databases” in the hosting space left navigation menu and click select “SQL Server” from the popup menu:



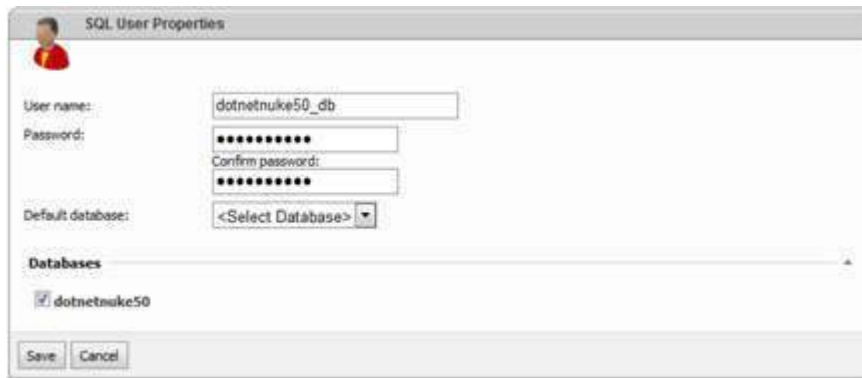
To create a new SQL Server database click “Create Database” button:



Specify database name and click “Save” button to finish the wizard.

The next step is to create database user account and associate it with the database.

To create database user account click “Create User” button:

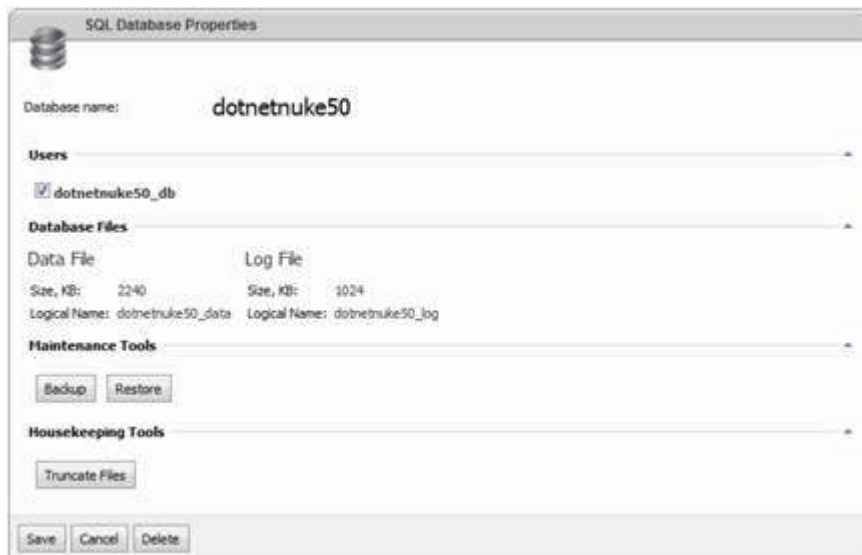


Specify username, password and then in “Databases” sections tick those databases you want to grant access for this user account. Database user will granted “db\_owner” role in the selected databases.

You could specify “Default database” as well. It’s optional field, but once selected the name of the database could be omitted from connection string of your application.

## Backing up and Restoring SQL Server Database

To backup SQL Server database open its properties screen:



and then click “Backup” button:



Specify backup name and select preferred method for storing backup. You could download it immediately or copy to some folder within your hosting space.

Control panel produces SQL Server backups in BAK format. Resulting file could be very large (it depends on actual size of database and its transaction log), but you have an option to compress it by ticking “ZIP Backup” option.

To restore SQL Server database click “Restore” button on database properties screen:



Click “Browse...” button to select backup file from your local file system or tick “Hosting Space File” option and then pick backup file from hosting space file system.

Click “Restore” to finish restoration wizard.

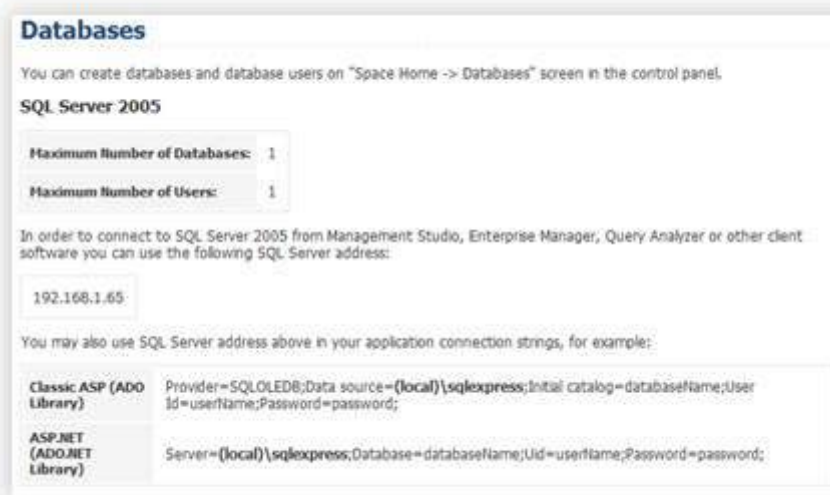
To reduce the size of SQL Server database data and log files, you can truncate database files. To truncate database files click “Truncate Files” button on database properties screen.

## Connecting to SQL Server Database

Open “Hosting Space home” page.



To see connection information for SQL Server databases under your hosting space open “Space Summary information” page and scroll down to “Databases” section:



If external connections to SQL Server are allowed by your hosting provider you should see server address in the section. Use this address to manage your databases from your local machine using Microsoft SQL Server 2008 Management Studio Express. It’s a free product that can be downloaded from Microsoft web site:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=08e52ac2-1d62-45f6-9a4a-4b76a8564a2b&displaylang=en>



In “Databases” section there are also connection string samples for both classic ASP and ASP.NET. You could find more connection string samples at [www.connectionstrings.com](http://www.connectionstrings.com) web site.

## Creating ODBC Data Source

Open “Hosting Space home” page.

Some legacy applications require ODBC Data Source Name (DSN) in order to access your SQL Server, MySQL or Access database.

You could access ODBC DSN screen by clicking “ODBC DSNs” in the hosting space left navigation menu.

To create new data source click “Create ODBC DSN” button:



Specify data source name, select ODBC driver and then specify driver specific values.

Click “Save” to finish the wizard.