



Biz-hosting Manual



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Domain Control Panel

Domain Settings

The domain control panel allows you to control the various aspects of your domain and hosting package such as domain settings, email settings, FTP Passwords and the services included in your specific plan.

For the purposes of this manual yourdomain.co.uk should be replaced with the actual domain name hosted on our platform.

The domain control panel is the central control station for your domain. Login at <http://cp.yourdomain.co.uk>.

The domain control panel allows you to control the various aspect of your domain and hosting package such as domain settings, email settings, FTP passwords and the services included in your specific plan.

HOW TO LOGIN TO YOUR CONTROL PANEL:

Step 1: Navigate using a web browser to <http://cp.yourdomain.co.uk> (note the absence of the www).

Step 2: Enter your control panel username and password. This is provided in your introductory email.

Note: The password is case sensitive.



Welcome Screen



DOMAIN CONTROL PANEL: DOMAIN SETTINGS

This section is useful as it details the various settings for FTP, Email and the DNS configuration of your domain.

FTP

This section details the ftp settings you should use in order to publish to and retrieve pages from your web server. You can change the FTP password using the provided link.



EMAIL

This section details the settings you should enter in your mail client when configuring sending and receiving of email.

A screenshot of a web control panel. On the left is a vertical sidebar with icons and labels: 'Control Panel', 'Domain setting', 'email', 'FTP', 'ODBC', 'SQL DATABASE', 'PASSWORD PROTECTION', 'CHANGE PASSWORD', and 'Matrix STATS'. The main content area is titled 'General Settings & Information for biz-in-a-box.biz'. It contains sections for 'Scripts', 'FTP', 'Frontpage', 'e-mail', and 'DNS Settings', each with specific configuration details and links for further actions.

Control Panel

- Domain setting
- email
- FTP
- ODBC
- SQL DATABASE
- PASSWORD PROTECTION
- CHANGE PASSWORD
- Matrix STATS

General Settings & Information for biz-in-a-box.biz

The IP address of your virtual server is **213.171.218.19**.

Scripts
Scripts on your domain are currently **enabled**. [Disable scripts](#).

FTP
Frontpage Extensions are installed on your domain. Using FTP is **not** recommended. You should use the Frontpage information below to publish your website.

FTP Hostname:	ftp.biz-in-a-box.biz
FTP Username:	
FTP Password:	Change FTP Password

Frontpage
Frontpage Extensions are **installed** on your domain.

Location:	http://www.biz-in-a-box.biz
Username:	
Password:	Change password

e-mail
You should use the following information when picking up your e-mail from this domain name:

POP3 (incoming) Hostname:	mail.biz-in-a-box.biz
SMTP (outgoing) Hostname:	Provided by your ISP
Username:	The full email address
Password:	As you have specified

DNS Settings
Your domain name should be registered with the relevant naming authority on the following DNS Name Servers:

Primary Name Server:	ns0.biz-hosts.com
Secondary Name Server:	ns1.biz-hosts.com

DNS SETTINGS

Your domain name is registered on the name servers detailed in this section. This is for information only and will only be required in the event of using third party services or transferring your hosting needs away from biz-hosting.

WEBSITE

This sections provides the links to your website



Email

MAIL FORWARDERS EXPLAINED

Mail forwarders are email addresses that automatically send any email they receive to another email address.

Example: You could set up sales@yourdomain.co.uk that automatically sends all email it receives to each member of your sales team.

You could also create a mail forwarder that automatically sends all email direct to your Yahoo! web mail account.

Mail forwarders do not have virus or spam protection.

HOW TO ADD A NEW MAIL FORWARDER

Step 1: Log into your Biz-hosting control panel and click Email.

Step 2: Click mailboxes.

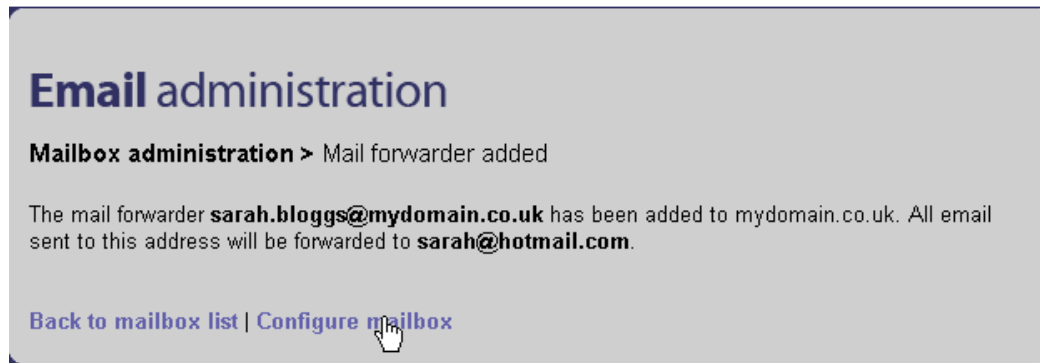
Step 3: Click Add mailbox/forwarder.

Step 4: Select mailbox forwarder.

A screenshot of the Biz-hosting control panel. On the left is a sidebar titled "Control Panel" with icons for: domain setting, email, FTP, ODBC, SQL DATABASE, PASSWORD PROTECTION, CHANGE PASSWORD, and Matrix STATS. The main content area is titled "Mailbox administration > Add mailbox > Mail forwarder". Below the title, it says "Add mail forwarder to biz-in-a-box.biz". There are two input fields: "Mail forwarder name:" followed by a text box and "@biz-in-a-box.biz", and "Destination address:" followed by a text box. Below the first field is a note: "You can use alphanumeric characters, underscores, hyphens and dots to name your mail forwarder." Below the second field is a note: "The destination address can be any valid email address, or a mailbox on this domain." At the bottom, it says "This mail forwarder will be created when you click 'Finish'". There are three buttons: "< Back", "Cancel", and "Finish >".



Step 5: In the Add a new mailbox section of the Email overview box enter the forwarder's name and the destination email address, to which the forwarder's email should be sent, then click Finish.



HOW DO I DELETE A MAIL FORWARDER

- Step 1: Log into your Biz-hosting control panel and click Email.
- Step 2: Click mailboxes.
- Step 3: Select the mailbox you wish to delete and click Delete mailbox.
- Step 4: Click Finish to delete the mailbox.

UNDELIVERABLE EMAIL HANDLING CONFIGURATION

You can choose one of these options for how Biz-hosting should deal with email that is sent to an invalid mailbox on your domain name:

- Return email to sender
- Forward email to an address you specify.

- Step 1: Log into your Biz-hosting control panel and click email.
- Step 2: Click the domain wide settings option.
- Step 3: Click Undeliverable email handling.
- Step 4: Choose what you want to happen to undeliverable email received by your domain name.
- Step 5: Click Next to continue, then click Finish to confirm.

GLOBAL EMAIL FORWARDING


Set up email forwarding so that anything@yourdomain.co.uk is forwarded to one email account.

- Step 1: Log into your Biz-hosting control panel and click Email.

Step 2: Click Domain Wide Settings.

Email administration for **biz-in-a-box.biz**


The settings below affect all mailboxes on biz-in-a-box.biz.



SMS alerts (Inactive)

Never miss an important email again, by being alerted on your mobile phone when a new email arrives.

Next >



Undeliverable email handling

Mail sent to unknown users on biz-in-a-box.biz is currently **forwarded to enquiries@biz-in-a-box.co.uk**.

Next >

< Back to email admin page

Step 3: Select Undeliverable email handling.

Domain-level settings > Undeliverable email handling

Emails sent to addresses that don't exist on **biz-in-a-box.biz** are currently **forwarded to enquiries@biz-in-a-box.co.uk**.

Please choose how you would like to handle undeliverable email:

- Return email to sender
- Delete email without notifying sender
- Forward email to this address:

Address can be **any** valid email address.

< Back Next >



Step 4: Select Forward email to this address and enter the destination email address.

Domain-level settings > Undeliverable email handling > Confirmation

All email sent to addresses that don't exist on **biz-in-a-box.biz** will be **forwarded to enquiries@biz-in-a-box.co.uk**.

Click 'Finish' to confirm.

Step 5: Click Next and Finish to complete the process.

Domain-level settings > Undeliverable email handling updated

All email sent to addresses that don't exist on **biz-in-a-box.biz** will now be **forwarded to enquiries@biz-in-a-box.co.uk**.

[Domain-level settings page](#)

Important: By enabling this setting you may experience increased levels of junk email sent to random address at yourdomain.co.uk. To overcome this issue set up specific mailboxes or mailbox forwarders on yourdomain.co.uk and disable the Undeliverable email handling (see below for details as to how to Disable global email forwarding).

DISABLE GLOBAL EMAIL FORWARDING

Step 1: Log into your Biz-hosting control panel and click Email.

Step 2: Click Domain Wide Settings.

Step 3: Select Undeliverable email handling.

Step 4: Select Return email to sender.

Step 5: Click Next and Finish to complete the process.

Note: By disabling global email forwarding any email addresses not recognised on yourdomain.co.uk will be returned to sender.



HOW TO ADD A MAILBOX ON YOUR DOMAIN NAME

Step 1: Log into your Biz-hosting control panel and click Email.

Step 2: Click mailboxes.

Step 3: Click Add mailbox/forwarder.

The screenshot shows the 'Control Panel' on the left with a sidebar menu containing: Domain setting, email, FTP, ODBC, SQL DATABASE, PASSWORD PROTECTION, CHANGE PASSWORD, and Matrix STATS. The main content area is titled 'Mailbox administration > Add mailbox or forwarder'. It instructs the user to 'Select one of following mailbox types, to add to biz-in-a-box.biz'. There are two options: 'Standard mailbox' (with a blue envelope icon) and 'Mail forwarder' (with a blue envelope icon and an orange arrow). The 'Standard mailbox' option lists: 'Use any POP3 mail software', 'Web mail: send and receive email from anywhere with an internet connection', and '20 MB email space.' Below this, it says 'Standard mailboxes are FREE.' and has a 'Select >' button. The 'Mail forwarder' option says 'Forward mail to any other email address.' and 'Mail forwarders are FREE.' with a 'Select >' button. A '< Back' button is at the bottom left.

Step 4: Select Standard mailbox

The screenshot shows the 'Control Panel' on the left with the same sidebar menu. The main content area is titled 'Mailbox administration > Add mailbox > Standard mailbox'. It says 'Add standard mailbox to biz-in-a-box.biz'. There is a form with a 'Standard mailbox name:' label and a text input field followed by '@biz-in-a-box.biz'. Below this, it says 'You can use alphanumeric characters, underscores, hyphens and dots to name your mailbox.' There are two password fields: 'Password:' and 'Confirm password:'. Below the second field, it says 'Your password should be between 6 and 32 alphanumeric characters (case sensitive)'. At the bottom, it says 'This standard mailbox will be created when you click 'Finish''. There are three buttons: '< Back', 'Cancel', and 'Finish >'.



Step 5: Enter the email address and a password for this mailbox. Please note your password should be between 6 and 32 alphanumeric characters (case sensitive).

Step 6: Click Finish

HOW DO I DELETE A POP3 MAILBOX

Step 1: Log into your Biz-hosting control panel and click Email.

Step 2: Click mailboxes.

Step 3: Select the mailbox you wish to delete and click Delete mailbox.

Step 4: Click Finish to delete the mailbox.

Important: Ensure you have downloaded all emails from this mailbox before completing this process. All emails within the mailbox will be lost when the mailbox is deleted. Biz-hosting do not maintain backups of mailbox information and therefore cannot recover this information if this operation is executed in error.

HOW DO I ADD AN EMAIL FORWARDER TO MY POP3 MAILBOX

All email received by the POP3 mailbox will be forwarded to the destination addresses you supply.

Step 1: Log into your Biz-hosting control panel and click Email.

Step 2: Click mailboxes.

Step 3: Select the mailbox you wish to amend, click Mailbox Control Panel.

Step 4: Click on the link <http://mcp.yourdomain.co.uk> to be forwarded to the Mailbox Control Panel.

Step 5: Select the Administration tab and click Email Forwarding.

Step 6: Enter the destination email address(es) and click add.

Step 7: Select the Leave a copy of each message on the server, if you require this option.

Step 8: Click Save Changes

HOW TO CHANGE THE PASSWORD ON YOUR MAILBOX

Step 1: Log into your Biz-hosting control panel and click Email.

Step 2: Click mailboxes.

Step 3: Select the mailbox you wish to amend, click Mailbox Control Panel.

Step 4: Click on the link <http://mcp.yourdomain.co.uk> to be forwarded to the Mailbox Control Panel.

Step 5: Select the Administration tab and click Change Password.

Step 6: Enter your new password.

Your password must be 6-32 alphanumeric characters.

Important: It may take up to 10 minutes for the password change to take effect.

Note: If you have set up an email client the password will also need to be amended within this program.

Step 7: Click Save Changes



HOW DO I SET UP AN AUTO REPLY ON MY MAILBOX

Set your mailbox to send automatic replies to all email received.

Step 1: Log into your Biz-hosting control panel and click Email.

Step 2: Click mailboxes.

Step 3: Select the mailbox you wish to amend, click Mailbox Control Panel.

Step 4: Click on the link <http://mcp.yourdomain.co.uk> to be forwarded to the Mailbox Control Panel.

Step 5: Select the Administration tab and click Autoreply.

Step 6: Select the Mailbox autoreply status to Active and complete the auto reply text.

Step 7: Click Save Changes.

FTP

FTP, the acronym for File Transfer Protocol, is the mechanism used to publish files to, and retrieve files from your web server. The details of your FTP server can be found on the main details page outlined above, but by clicking on the FTP icon you can change the password used to access your server. A screen similar to the one below will be displayed, and you can change the password as required.

Change Password

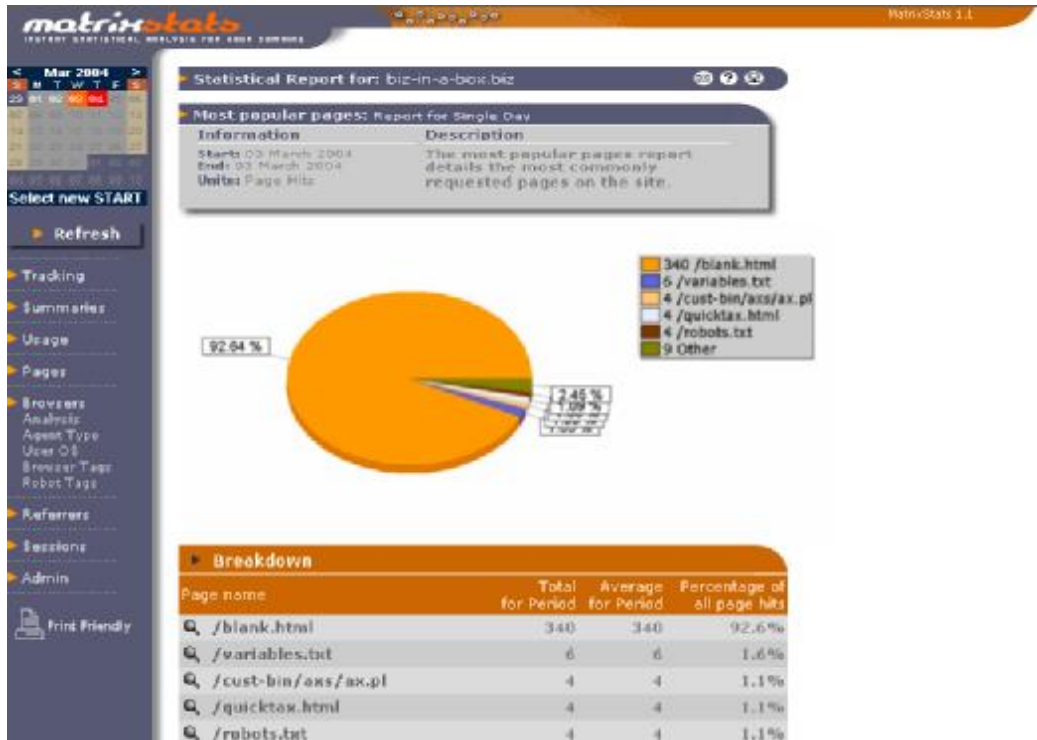
This menu option allows you to change the master password for the control panel. Clicking this option will display a dialogue similar to the one below; simply confirm the new password required twice and click 'Submit Change' to update. Don't forget to take a note of the new password for future reference.

A screenshot of a web control panel interface. On the left is a vertical sidebar titled 'Control Panel' with icons and labels for: Domain setting, email, FTP, ODBC, SQL DATABASE, PASSWORD PROTECTION, CHANGE PASSWORD, and Matrix STATS. The main area shows a dialog box for changing the password. It contains two input fields: 'New Password :' and 'Confirm password :'. Below these fields is a 'Submit Change' button. At the bottom of the dialog box, there is a note: 'Note: When you submit this form, you may asked to re-enter your login password. In this case you should enter your NEW password.'



Matrix Stats

MatrixStats offers advanced, graphical website visitor statistics, including referrer information, session lengths, entry and exit points, plus any files downloaded.



MatrixStats is not automatically installed on your web server. If you require this facility please email us or complete a support form.

Chapter
2

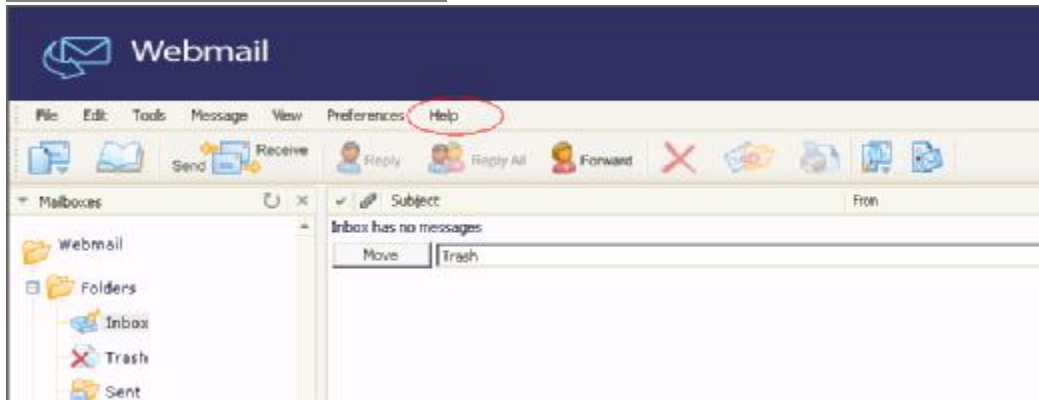
Webmail and Email

Webmail explained

Every domain hosted on our system (excluding customers taking advantage of our free email and web forwarding) has its own private Webmail system. To log onto the Webmail interface, you should type in `http://webmail.yourdomain.co.uk` (note the absence of the www) into a web browser.

Type in the mailbox name and password you configured when setting up the email account. This will log you onto the system and you will be presented with your online inbox.

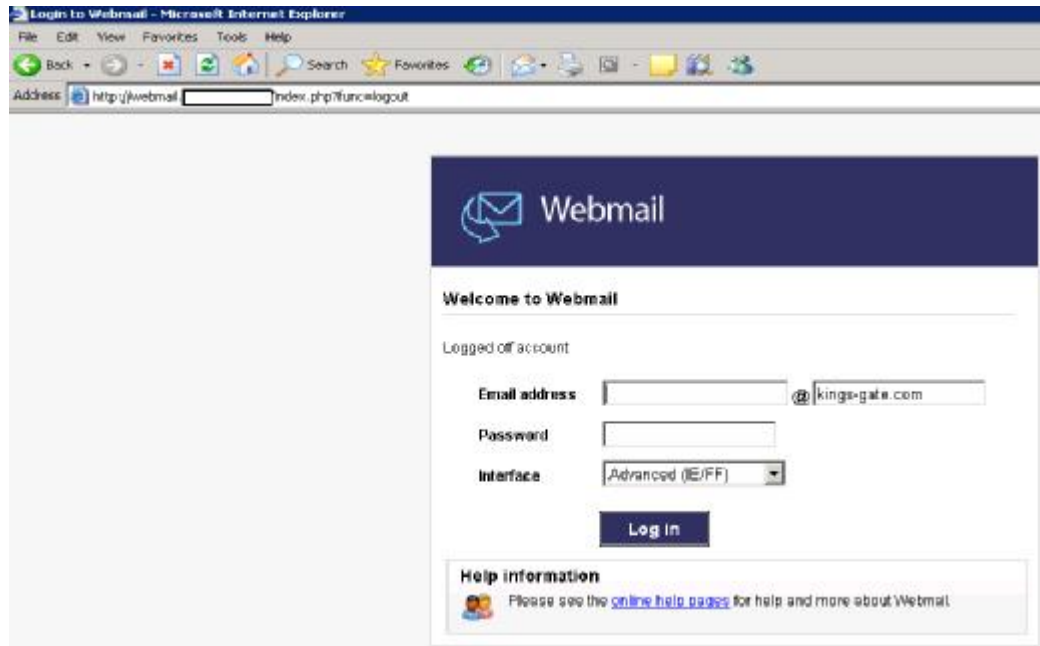
GETTING HELP WITH WEBMAIL:



Much of the Webmail system is self explanatory and specific functions can be examined using the extensive online help system. Simply click on 'Help' from the main menu for more information.



WEB MAIL MAILBOXES



This article shows you how to access the webmail service that lets you look at your email from any web browser

To access the Web mail service for one of your email addresses:

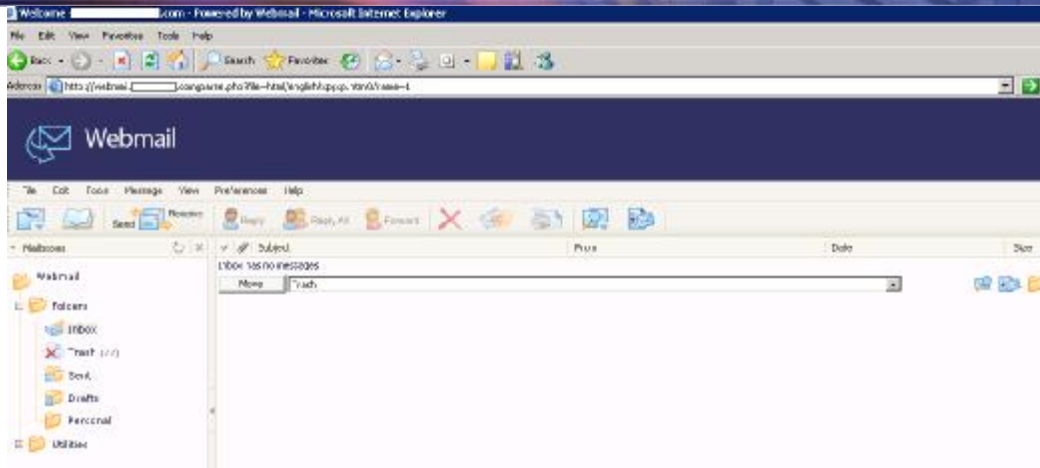
In the URL address bar of your web browser type in webmail followed by your domain name. For example if your domain is anotherwaveyline.co.uk then enter webmail.anotherwaveyline.co.uk. The WebMail login page appears:

For the Mailbox enter the email address you want to check. E.g. sales@anotherwaveyline.co.uk.

Enter your password and click on the Login button. A list of your email messages appears:

For full details on how to use the WebMail service click on the Help link at the top of the WebMail page.

To quit WebMail click on the Logout link.



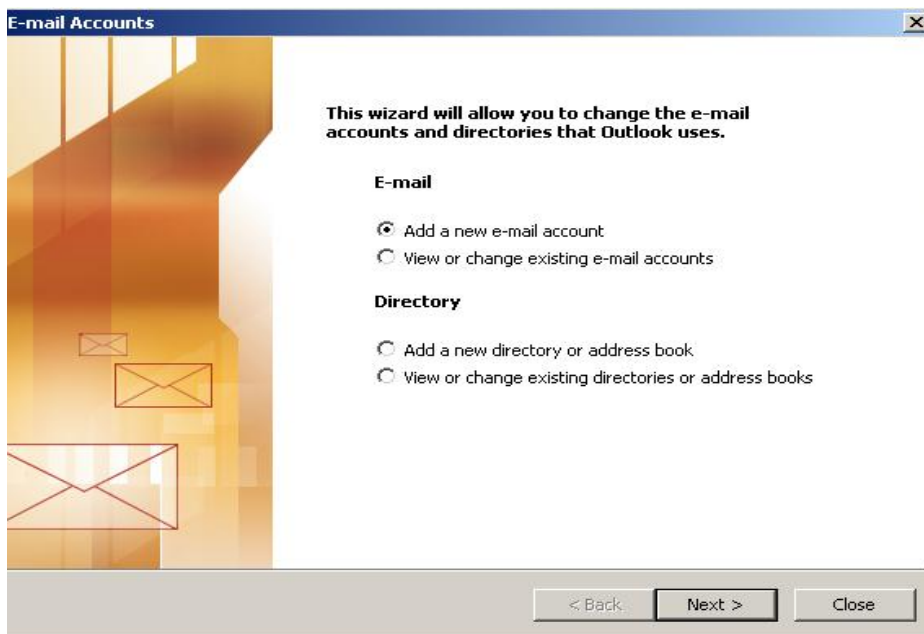
Configuring your email client

For details of how to set up your mailboxes in your control panel see Chapter 1. You must do this before configuring your email client.

CONFIGURE YOUR MAILBOX IN OUTLOOK 2003

You can access mailboxes using Microsoft Outlook 2003

- Step 1: Open Outlook 2003, click Tools in the top menu, then click E-mail Accounts.
- Step 2: Select Add a new e-mail account, then click the Next button.





Step 3: Select POP3 from the list of available server types, then click Next.

Step 4: Enter your name in the Your Name text-box and your email address in the E-mail Address text-box.

Step 5: Enter your full email address in the User Name text-box and your mailbox password in the Password text-box.



Step 6: In the Incoming mail server (POP3) text-box, enter your POP3 mailserv - e.g. mail.yourdomain.co.uk

The screenshot shows the 'E-mail Accounts' dialog box in Outlook 2003, specifically the 'Internet E-mail Settings (POP3)' tab. The window title is 'E-mail Accounts' and it has a close button (X) in the top right corner. Below the title bar, there is a sub-header 'Internet E-mail Settings (POP3)' and a note: 'Each of these settings are required to get your e-mail account working.' The dialog is divided into four main sections: 'User Information', 'Server Information', 'Logon Information', and 'Test Settings'. 'User Information' contains 'Your Name' (text box with 'Your Name') and 'E-mail Address' (text box with 'rname@yourdomain.co.uk'). 'Server Information' contains 'Incoming mail server (POP3):' (text box with 'mail.yourdomain.co.uk') and 'Outgoing mail server (SMTP):' (text box with 'smtp|yourisp.co.uk'). 'Logon Information' contains 'User Name:' (text box with 'rname@yourdomain.co.uk'), 'Password:' (text box with '*****'), a checked 'Remember password' checkbox, and an unchecked 'Log on using Secure Password Authentication (SPA)' checkbox. 'Test Settings' contains a paragraph of text: 'After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)' and a 'Test Account Settings ...' button. At the bottom right, there is a 'More Settings ...' button. At the very bottom of the dialog, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Follow your ISP's instructions for setting up their SMTP server.

Step 7: Click the Test Account Settings button and correct any errors that it identifies.

Note: Outlook's Test Account Settings procedure occasionally fails even if the account settings are correct. If it repeatedly fails and you are certain that the account settings are correct, skip to step 8, then test your setup by sending an email to yourself.

Step 8: When the test gives you the message Congratulations! All tests completed successfully, click the Next button, then click the Finish button.

SETTING UP SMTP AUTHENTICATION IN OUTLOOK 2003

SMTP authentication allows your ISP to check that only legitimate customers send email through their outgoing mail servers. This allows your ISP to control spam and viruses sent through their outgoing mail servers and to protect your email service.

To set up email authentication please follow the steps below:

Step 1: From the Outlook menu bar select Tools/E-Mail Accounts.

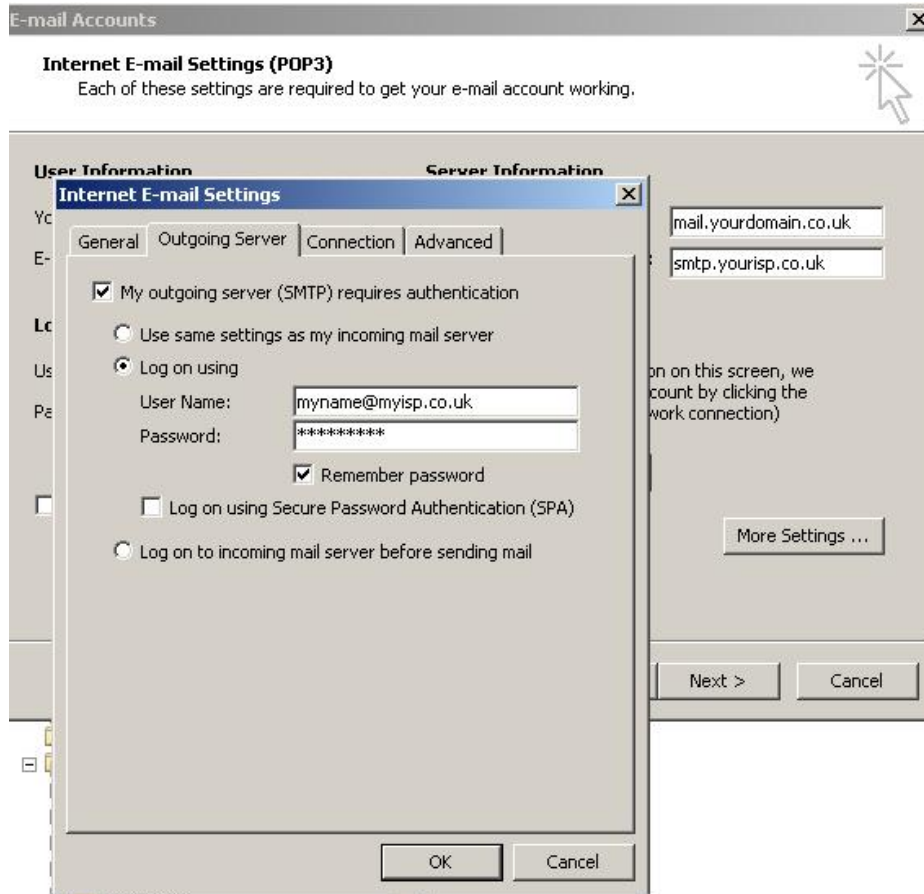
Step 2: Select View or change existing e-mail account and press Next.

Step 3: Select the email account you wish to amend and press Change.

Step 4: Press More settings and select Outgoing server tab.



Step 5: Click the My outgoing server (SMTP) requires authentication box as shown and select Log on using.



Step 6: Enter the username and password supplied to you by your ISP, for example youname@btinternet.com.

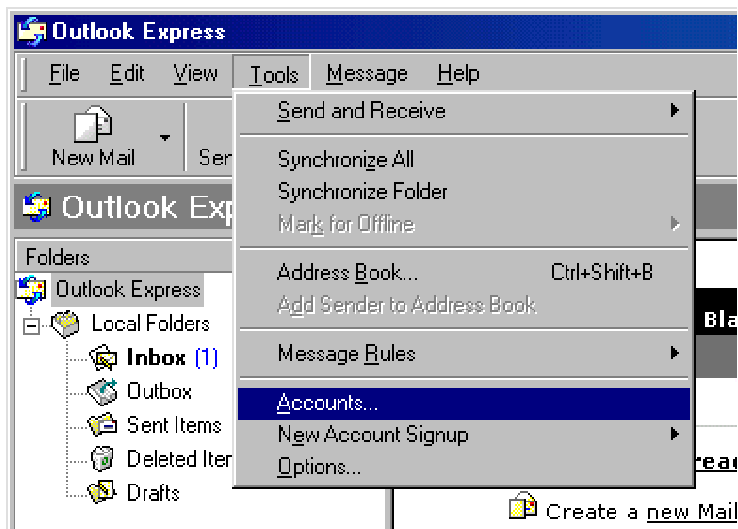
Step 7: Press OK to complete the process

MAILBOX SETUP IN OUTLOOK EXPRESS

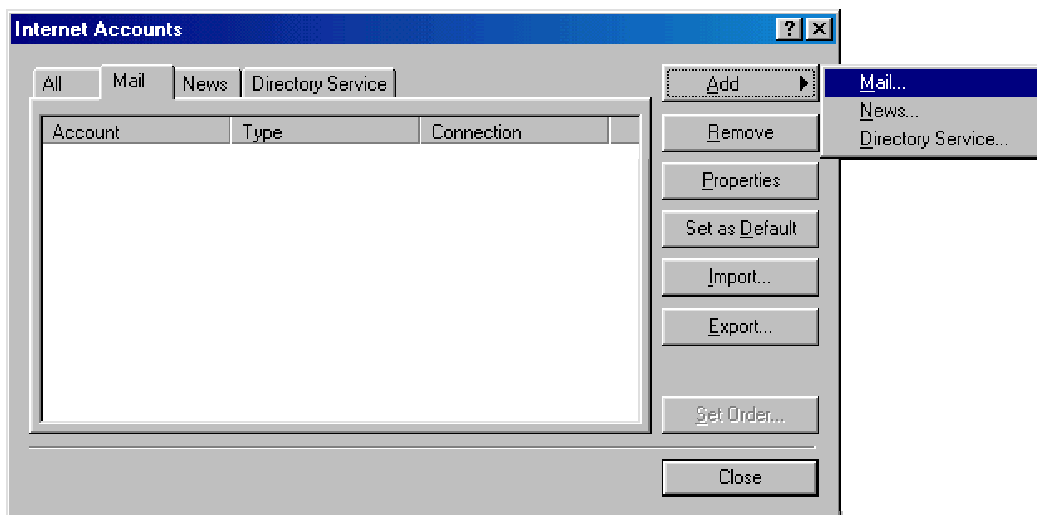
Setting up your new mailbox should take just a few minutes. This guide assumes you are running Windows XP but will also be useful if you are running an older version of Windows.

Step 1: Click the Windows Start button in the bottom left-hand corner of your screen, then click All Programs. Find Outlook Express in the list of software and click it.

Step 2: Outlook Express will open. Click the Tools menu, then click Accounts.



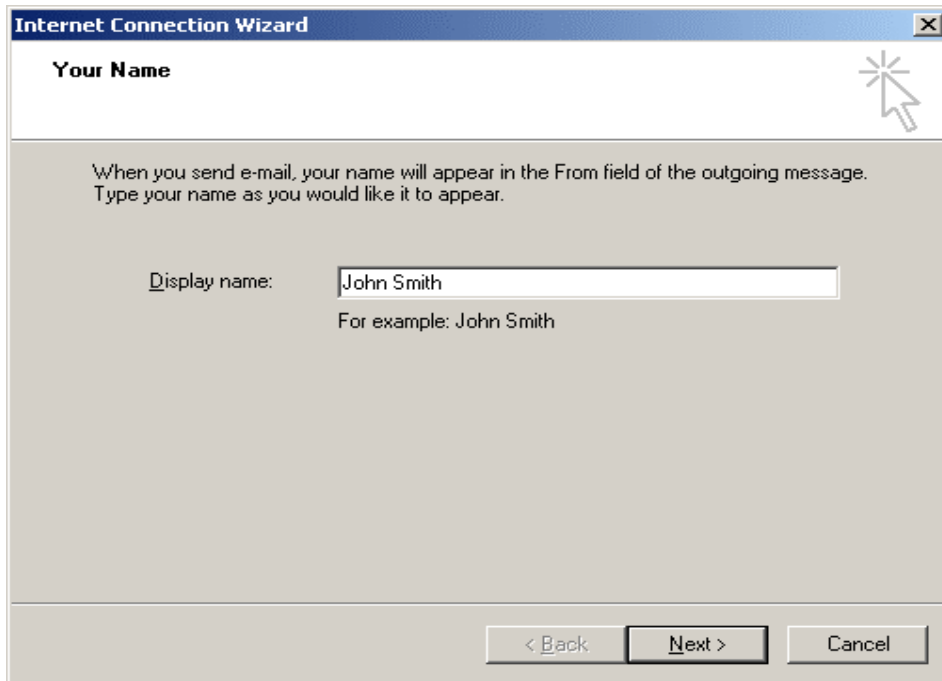
Step 3: The Internet Accounts window will open. Click Add in the top right corner. Click Mail in the menu that appears. This will open the Internet Connection Wizard.



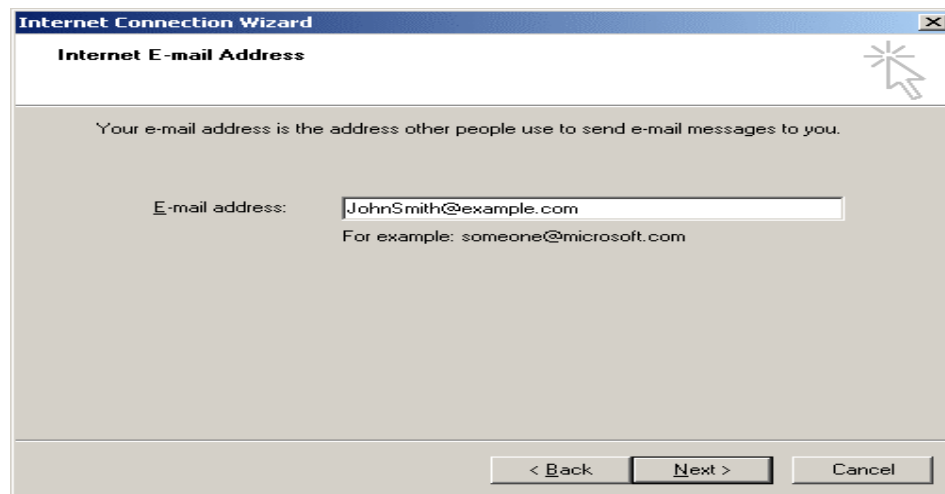


Note: If it is the first time you have run Outlook Express on this computer, the Internet Connection Setup wizard may start automatically.

Step 4: On the first screen of the Internet Connection Wizard, you'll be asked to enter a display name. This is what most email users will see in the inboxes instead of your email address. Enter your name, then click Next.

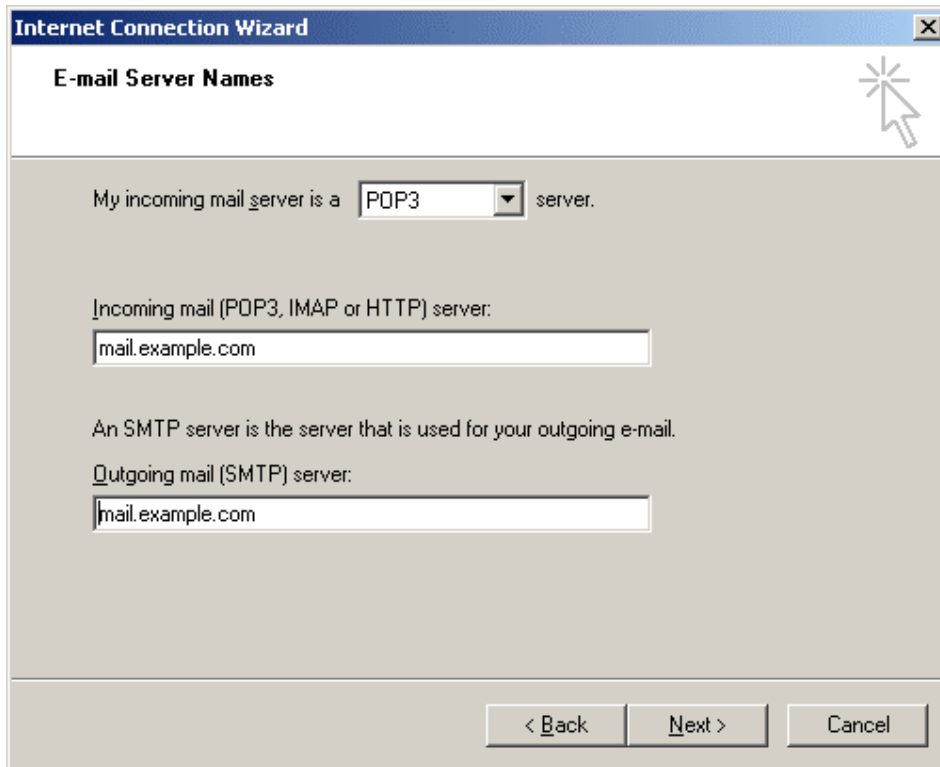


Step 5: Enter your full email address. This made up of the mailbox name you chose, an @ symbol and your domain name.
Example: jeff@yourdomain.co.uk



When you have entered your email address, click Next.

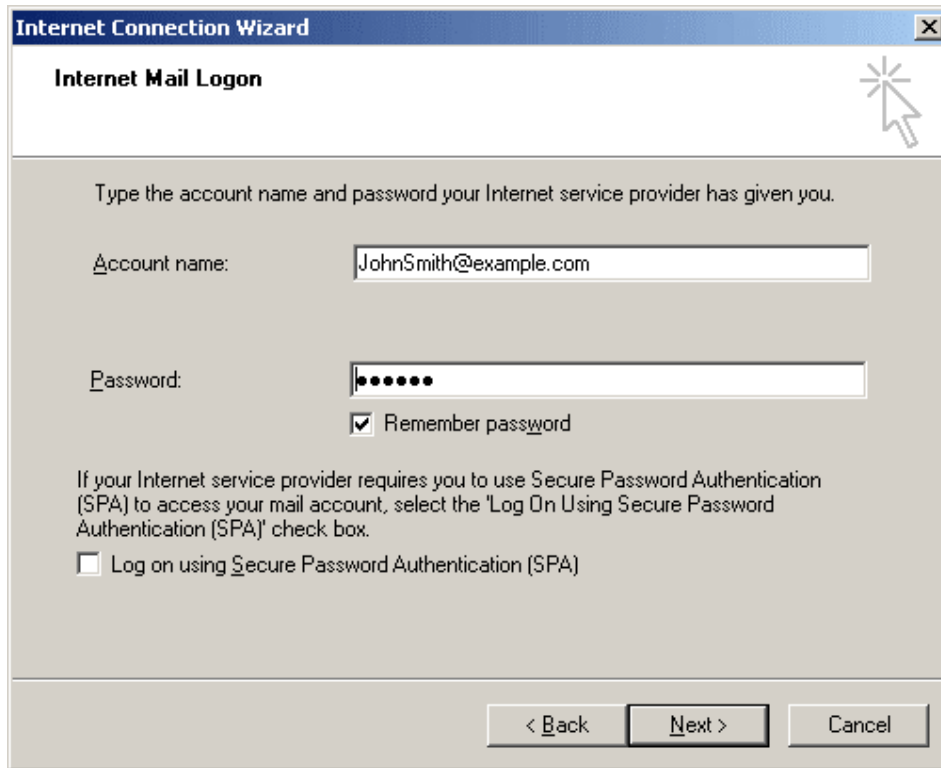
Step 6: On the E-mail Server Names screen, select POP3 from the drop-down list. Enter mail.yourdomain.co.uk (replacing yourdomain.co.uk with your domain name) in the Incoming mail (POP3, IMAP or HTTP) server text box.

The screenshot shows a window titled "Internet Connection Wizard" with a sub-header "E-mail Server Names". It contains a dropdown menu set to "POP3" with the text "My incoming mail server is a ... server." Below this is a text box labeled "Incoming mail (POP3, IMAP or HTTP) server:" containing "mail.example.com". Another section is labeled "An SMTP server is the server that is used for your outgoing e-mail." with a text box labeled "Outgoing mail (SMTP) server:" also containing "mail.example.com". At the bottom are buttons for "< Back", "Next >", and "Cancel".

Contact your ISP for your SMTP details and enter them in the Outgoing mail (SMTP) server text box.

When you have entered your mail server names, click Next.

Step 7: On the Internet Mail Logon screen, enter your full email address in the Account name text box. If you enter just the mailbox name or your control panel username, this will not work.



Internet Connection Wizard

Internet Mail Logon

Type the account name and password your Internet service provider has given you.

Account name:

Password:

Remember password

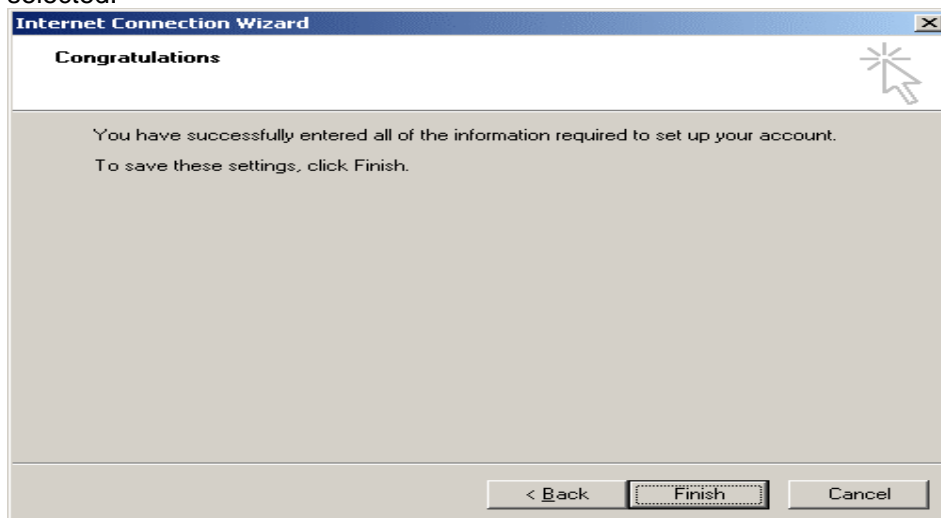
If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.

Log on using Secure Password Authentication (SPA)

< Back Next > Cancel

When you created the mailbox, you chose a password. Enter this in the Password text box. When you have entered your mailbox name and password, click Next.

Important: The Log on using Secure Password Authentication (SPA) should NOT be selected.



Internet Connection Wizard

Congratulations

You have successfully entered all of the information required to set up your account.
To save these settings, click Finish.

< Back Finish Cancel



Step 8: Click Finish and the mailbox will be added to Outlook Express.

Step 9: You will be left at the Internet Accounts window.

Step 10: Click the Mail tab, then double click the email account you have just set up.

Step 11: If your ISP's SMTP server requires username and password authentication, click the Servers tab and ensure the My server requires authentication check box is selected, then click OK.

Step 12: Finally, click the Tools menu, then click Options. Set how often you want Outlook Express to check your mailbox for new mail in the Check for new messages text box. Click OK and your new email account is now ready to use.

SETTING UP SMTP AUTHENTICATION IN OUTLOOK 2003

SMTP authentication allows your ISP to check that only legitimate customers send email through their outgoing mail servers. This allows your ISP to control spam and viruses sent through their outgoing mail servers and to protect your email service.

To set up email authentication please follow the steps below:

Step 1: From the Outlook menu bar select Tools/E-Mail Accounts.

Step 2: Select View or change existing e-mail account and press Next.

Step 3: Select the email account you wish to amend and press Change.

Step 4: Press More settings and select Outgoing server tab.

Step 5: Click the My outgoing server (SMTP) requires authentication box as shown and select Log on using.

Step 6: Enter the username and password supplied to you by your ISP, for example youname@btinternet.com.

Step 7: Press OK to complete the process

OUTLOOK ERROR 0X800CCC0F

Outlook and Outlook Express sometimes present the error 0x800CCC0F.

This error means that the connection between your computer and the server has been interrupted. It is usually caused by a faulty network connection or an overly protective firewall.

Check your internet connection

You may be able to resolve the problem by checking your:

LAN connection (if applicable) - ensure your router/switch is correctly sending traffic to your PC.

Hardware firewall - ensure your firewall is configured to allow traffic through ports 110, 25 and any other ports your email software uses.

Wireless connection (if applicable).

Internet connection - check your ISP's status page.

Modem/router - rebooting or reconnecting may solve the problem.

Anti-virus and firewall software

Anti-virus and firewall software is a common cause of this problem. Follow your anti-virus/firewall provider's instructions to allow internet access, including email.

Warning: We do not recommend that you disable virus and firewall software.



Other possible solutions

- Remove your email account from your software, then set it up again. Remember: back up your email and contacts first.
- Reduce the frequency that your email software checks your mailbox.
- Reboot your machine.

Help from Microsoft's knowledge base has further information on Outlook (Express) errors and possible solutions:

<http://support.microsoft.com/?kbid=813514>

Email on Apple Macs:

MAILBOX SETUP WITH ENTOURAGE ON MAC OS X

Step 1: Open Entourage.

Step 2: Click Accounts in the Tools menu.

Step 3: Click the New button in the top-left of the Accounts window.

Step 4: The Account Setup Assistant window will open. Click the Configure account manually button, in the bottom-left of the window

Step 5: The Edit Account window will open. Use the Account name text-box to enter a name for your mailbox. This can be anything and is only seen by you when you use Entourage.

Step 6: Ensure the Include this account in my "Send & Receive All" schedule checkbox is selected.

Step 7: Enter your name in the Name text-box.

Step 8: Enter the mailbox's email address in the E-mail address text-box.

Step 9: Again, enter the mailbox's email address in the Account ID text-box.

Step 10: Enter your incoming mail server in the POP server text-box. This is mail.yourdomain.co.uk (replace yourdomain.co.uk with your domain name).

Step 11: Enter the password you chose when you created the mailbox in the Password text-box.

Step 12: If you'd prefer to save the password, rather than having to type it in each time you access your email, click the Save password in my Mac OS keychain checkbox.

Note: You should follow your ISP's instructions for setting up an outgoing mail server.

Step 13: Click anywhere on the Edit Account window, then click the OK button to finish setting up your mailbox.



SETTING UP YOUR FIRST MAILBOX WITH MAC MAIL

Setting up your first mailbox using Mac Mail will take just a few minutes.

Step 1: Open Mac Mail and the Welcome to Mail window will open.

Step 2: Enter your name in the Full Name text-box.

Step 3: Enter your email address in the Email Address text-box.

Step 3: Enter your incoming mail server in the Incoming Mail Server text-box. This is your domain name with "mail." added to the beginning.

Step 4: Select POP in the Account Type drop-down list.

Step 5: Enter your email address in the User Name text-box.

Step 6: Enter the mailbox password - you chose this when you created the mailbox - in the Password text-box.

Step 7: Enter your ISP's SMTP server. Ask your ISP for their outgoing mail server setup instructions.

Step 8: Click the OK button and Mac Mail will try to connect to your mail server.

Saving your new mailbox

Close the Accounts window, then click the Save button when prompted.

SETTING UP ANOTHER MAILBOX SETUP IN MAC MAIL

Setting up another using Mac Mail will take just a few minutes.

Step 1: Open Mail, then click Preferences in the Mail menu.

Step 2: Click the + button in the bottom-left of the window, to add a new mailbox.

Step 3: A mailbox called New Mailbox will appear in the Accounts list. Choose POP3 in the Account Type drop-down list.

Step 4: Enter a description of the mailbox in the Description text-box. This can be anything you choose and will only be seen by you.

Step 5: Enter your email address in the Email Address text-box.

Step 6: Enter your name the in the Full Name text-box. This will be the name that most people see when they receive email from you.

Step 7: Enter your mailserver in the Incoming Mail Server text-box. This is your domain name with "mail." added to the beginning.

Example: If your domain name were yourdomain.co.uk, it would be mail.yourdomain.co.uk

Step 8: Enter your email address in the User Name text-box.

Step 9: Enter the password you chose for your mailbox in the Password text-box.

Setting up your outgoing mail server

Your outgoing (SMTP) mail server is provided by your ISP. Follow their instructions for setting up your outgoing mail server.

Saving your new mailbox

Close the Accounts window, then click the Save button when prompted.



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SETTING UP MAILBOXES WITH THUNDERBIRD

Thunderbird is an easy to use email application that runs on Windows, Mac OS X and Linux.

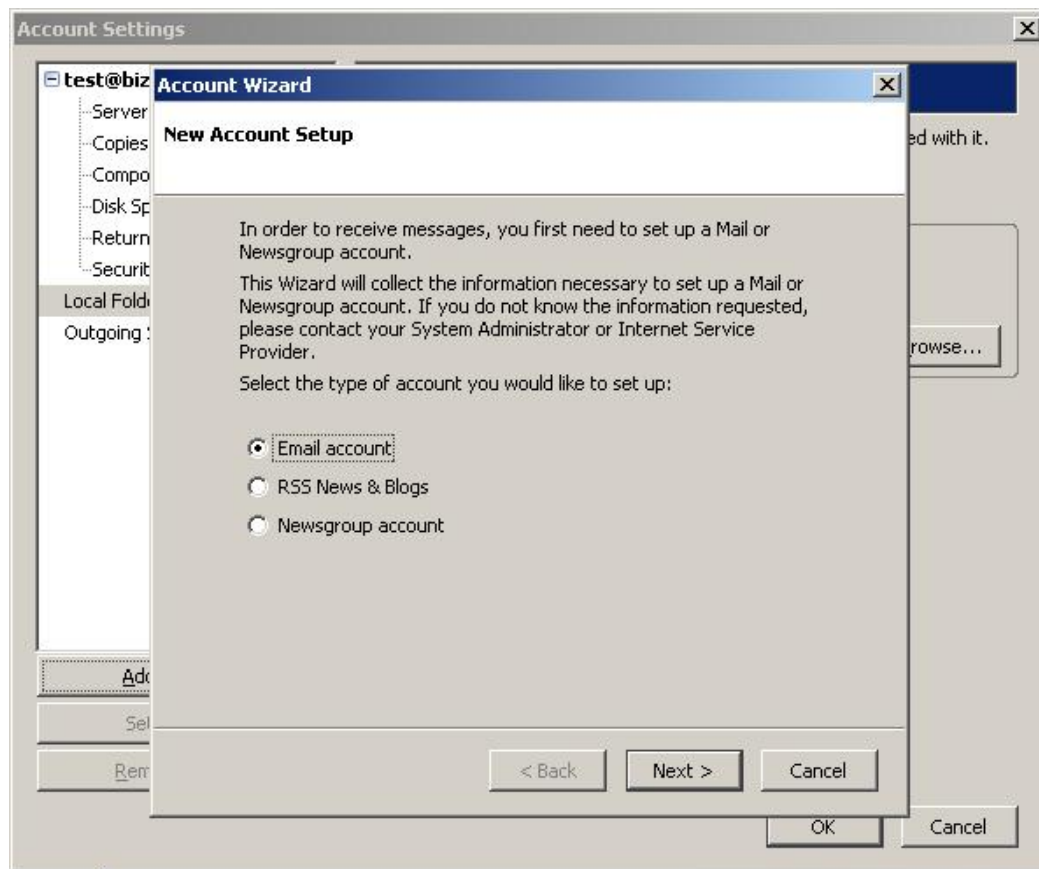
Step 1: Open Thunderbird.

Note: You may be asked if you want to import settings from other email software, such as Outlook Express. This guide shows you how to set up a new mailbox from scratch.

Step 2: The Account Wizard will open, if you don't have any other mailboxes set up in Thunderbird.

If the wizard does not open automatically, click Account Settings in the Tools menu, then click the Add Account button.

Step 3: Select the Email account radio button, then click Next.





Step 4: Enter your name in the Your Name text-box. This is what most people will see when you send them an email.

The 'Account Wizard' dialog box is shown at the 'Identity' step. It contains the following text and fields:

Each account has an identity, which is the information that identifies you to others when they receive your messages.

Enter the name you would like to appear in the "From" field of your outgoing messages (for example, "John Smith").

Your Name:

Enter your email address. This is the address others will use to send email to you (for example, "user@example.net").

Email Address:

At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Step 5: Enter your email address in the Email Address text-box, then click the Next button.

Step 6: Ensure the POP radio button is selected.

The 'Account Wizard' dialog box is shown at the 'Server Information' step. It contains the following text and controls:

Select the type of incoming server you are using.

POP IMAP

Enter the name of your incoming server (for example, "mail.example.net").

Incoming Server:

Uncheck this checkbox to store mail for this account in its own directory. That will make this account appear as a top-level account. Otherwise, it will be part of the Local Folders Global Inbox account.

Use Global Inbox (store mail in Local Folders)

Your existing outgoing server (SMTP), "sdfasdf.sdfgsdfg.com", will be used. You can modify outgoing server settings by choosing Account Settings from the Tools menu.

At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.



Step 7: Enter your mail server in Incoming Server text-box. This is your domain name with "mail." added to the front.
Example: mail.yourdomain.co.uk

Step 8: Enter your ISP's Outgoing Server in the Outgoing Server text-box, then click Next. Contact your ISP to identify the SMTP settings.

A screenshot of a Windows-style dialog box titled "Account Wizard". The window has a blue title bar with a close button (X) on the right. Below the title bar, the text "User Names" is displayed. The main area contains the following text: "Enter the incoming user name given to you by your email provider (for example, 'jsmith')." Below this is a text input field labeled "Incoming User Name:" with the text "john" entered. Further down, it says: "Your existing outgoing (SMTP) username, 'hgfhgdgd', will be used. You can modify outgoing server settings by choosing Account Settings from the Tools menu." At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

Step 9: Enter your full email address in the Incoming User Name text-box.

Step 10: Use the Account Name text-box to enter the name you want to use to identify this account, then click Next. This name will only be visible to you.



Step 11: Confirm the details you have entered, click Finish, then click OK to close the Account Settings window.



HOW DO I CONFIGURE MOZILLA THUNDERBIRD FOR SMTP AUTHENTICATION?

SMTP authentication allows your ISP to check that only legitimate customers send email through their outgoing mail servers. This allows your ISP to control spam and viruses sent through their outgoing mail servers and to protect your email service.

To configure Thunderbird correctly, do the following:

Step 1: Open Mozilla Thunderbird.

Step 2: Choose Account Settings... from the Tools menu.

Step 3: The Account Settings dialog box is displayed.

Step 4: Click Outgoing Server (SMTP), then click the Add... button.

Step 5: Ensure the User name and password checkbox is selected and enter the username given to you by your ISP in the 'User Name:' field.
Click on OK.

Thunderbird will ask you for the password your ISP has set up.

If you require further assistance please go to the Thunderbird Help page.



OUTGOING EMAIL IS BLOCKED BY MY ISP

Some ISPs block outgoing email that isn't delivered through their own mail servers. This can help prevent spam but it also stops you from using your mailbox.

AOL USERS:

SET UP OF THE OUTGOING MAIL SERVER WITHIN YOUR EMAIL CLIENT.

Customers who connect to the Internet with AOL will not be able to use AOL's Outgoing Mail Server. This is because AOL use their own proprietary system.

Solution 1:

Change your Internet Service Provider (the person you use to connect to the Internet). Generally other ISP's allow their customers access to their Outgoing Mail Servers (SMTP).

Solution 2:

Upgrade a mailbox on yourdomain.co.uk to an Advanced mailbox which includes roaming SMTP. This will provide you with your own SMTP server, eg. smtp.yourdomain.co.uk. Contact biz-hosting for further details of how to upgrade to an Advanced mailbox.

BT BUSINESS USERS:

SET UP OF THE OUTGOING MAIL SERVER WITH YOUR EMAIL CLIENT.

Before you can use a third-party domain name with the BT Business mail servers, you first have to contact BT's technical helpdesk to have the domain added to our secure lists.

Contact BT to apply for mail relay authorisation:

This will allow you to send email from your domain name through BT's server, without actually transferring the domain name to BT. To add your domain to the mail relay list, you must contact BT's technical support desk. BT's agents will perform a Whois check to verify that you are the rightful owner of the domain name and add it to your account for e-mail relay.

When setting up your email client, eg. MS Outlook, MS Outlook Express etc, you must enable SMTP Authentication. See Article Setting up SMTP Authentication for further details.



MAILBOX STORAGE SPACE

Each standard mailbox on the biz-hosting system will hold 500 emails or 20MB of emails. If you exceed this limit mail may start to be returned to the sender and therefore it is advisable to set up an email client to collect the emails from your mailbox on a periodical basis.

LIMITS ON SIZE OF EMAIL ATTACHMENTS

This article specifies the limits on the size of an email attachment and explains why you might not be able to send an attachment.

Email attachments sent through your ISP's SMTP server may be limited for any single email. Any email with attachments in excess of this limit, will be rejected. Visit your ISP's website for further information.

Customers needing to send large attachments are advised to compress large files to within a reasonable limit; or to split the attachment into several part and to send each part in a separate email.

There is a 5 MB limit on the size of file attachments that can be received by a mailbox hosted by Biz-hosting. Any email with an attachment exceeding this 5 MB limit will be returned to the sender as undeliverable.

SPAMMERS ARE USING MY DOMAIN NAME

Spammers use many tricks to avoid being caught by spam filters and law enforcers.

If you notice that spammers are sending email that appears to come from your domain name, this could be either:

- email spoofing

Email spoofing is where spammers make their email appear to come from a legitimate source.

This doesn't mean that someone has access your mailboxes. Instead, the spammer has made it appear that his/her email comes from you.

All emails have hidden information, called headers, that describe where they've come from and say where they're going. Spammers can fake an email's headers so that it appears to come from your domain name.

- an unsecure contact form script on your website.

Spam may come from your domain name if you have an unsecure contact form, or other script, on your website.

For example, if your domain name is yourdomain.co.uk, you may see email that seems to come from arthur@yourdomain.co.uk or any other email address using your domain name.

Chapter
3

FTP and Publishing

Logging onto your web server using FTP

To log onto your FTP account you will need to use an FTP client. The client you use depends upon how you are creating and uploading your site. Products such as Dreamweaver have built in clients. If you are looking for an inexpensive client you can try SmartFTP <http://www.smartftp.com> or the shareware WS_FTP product.

If you are using Windows, you can use Internet Explorer as your FTP Client. Set Internet Explorer to use Passive FTP in the options and then connect by typing the following address into your web browser <ftp://ftp.yourdomainname.co.uk> (note the ftp instead of the www) and use the username and password you setup in chapter 1. You can then drag and drop as in any other window.

Irrespective of the client you decide to use you should ensure that it that supports PASV and firewall friendly modes.

WHERE TO PUT YOUR WEB PAGES, SCRIPTS AND OTHER FILES

Various web content and other file-types must be placed in the correct directories of your web hosting space. This article describes in which directories to put the various file-types

In your web hosting space are three directories that are automatically created for you. After connecting to your web space with an FTP program, you should see the directories listed.

HTDOCS: ALL web content MUST be published in htdocs or a sub-directory of this.

The web.config file for .NET applications will only work from the htdocs directory. .NET assembly files (compiled dlls) should be placed in the htdocs/bin directory, which you should create.



WHERE TO PUT YOUR WEB PAGES, SCRIPTS AND OTHER FILES CONT'D...

The htdocs/cgi-bin directory is for files that require execute permissions - i.e. Perl or Python scripts and compiled CGI (See Fig. B). Perl and Python scripts must be uploaded in ASCII; and compiled CGI must be uploaded in binary. HTML files and PHP scripts will not work from the htdocs/cgi-bin directory.

LOGFILES: The logfiles directory contains the raw log files for your domain. You should not upload any files to this directory.

PRIVATE: The private directory should be used for files that are not directly accessible by anyone accessing your site. You should use this directory to hold information that the site requires, but which is not displayed (e.g. files and databases containing the names of users and their passwords).

UPLOADING YOUR WEBSITE FILES WITH FTP

All Biz-hosting web hosting accounts allow you to upload your files using FTP (file transfer protocol).

Important: You should not use FTP if you have activated FrontPage Extensions or are using SiteBuilder to create your website.

You should also upload any files for your website to the htdocs folders.

You can find easy-to-use FTP software for your computer:

FTP with Internet Explorer on Windows.

FTP with Mac OS X.

FTP with gFTP on Gnome (Linux, Solaris, BSD).

FTP with Dreamweaver on Windows.

FTP with FileZilla on Windows.

If you have difficulty uploading your website with FTP, follow the article [Common FTP problems](#).

DEFAULT WEB PAGES

When someone visits a folder on your website, the web server will display a default document - e.g. index.html.

If a folder has more than one default document, the web server will usually display whichever is highest on its precedence list. The order in which the server chooses a default page is different depending on the server type you have.

Note: It's best practice to have just one file, in each directory, that has a default page name. This will ensure that page is displayed each time.



DEFAULT WEB PAGES PRESEDENCE TABLE

Server Type		
Windows 2003	Windows 2003 with ASP	Linux
index.wml default.wml index.htm index.html default.html index.asp default.htm default.asp index.shtml index.stm default.shtml index.shtml index.ihtml default.ihtml _index.html	default.asp index.asp default.aspx index.aspx default.htm index.htm default.html index.html default.wml index.wml default.shtml index.shtml default.stm index.stm default.ihtml index.ihtml default.php index.php _index.html	default.html default.htm index.html index.htm index.shtml index.php index.php4 index.php3 index.phtml index.cgi _index.html

UPLOADING FILES USING SMART FTP

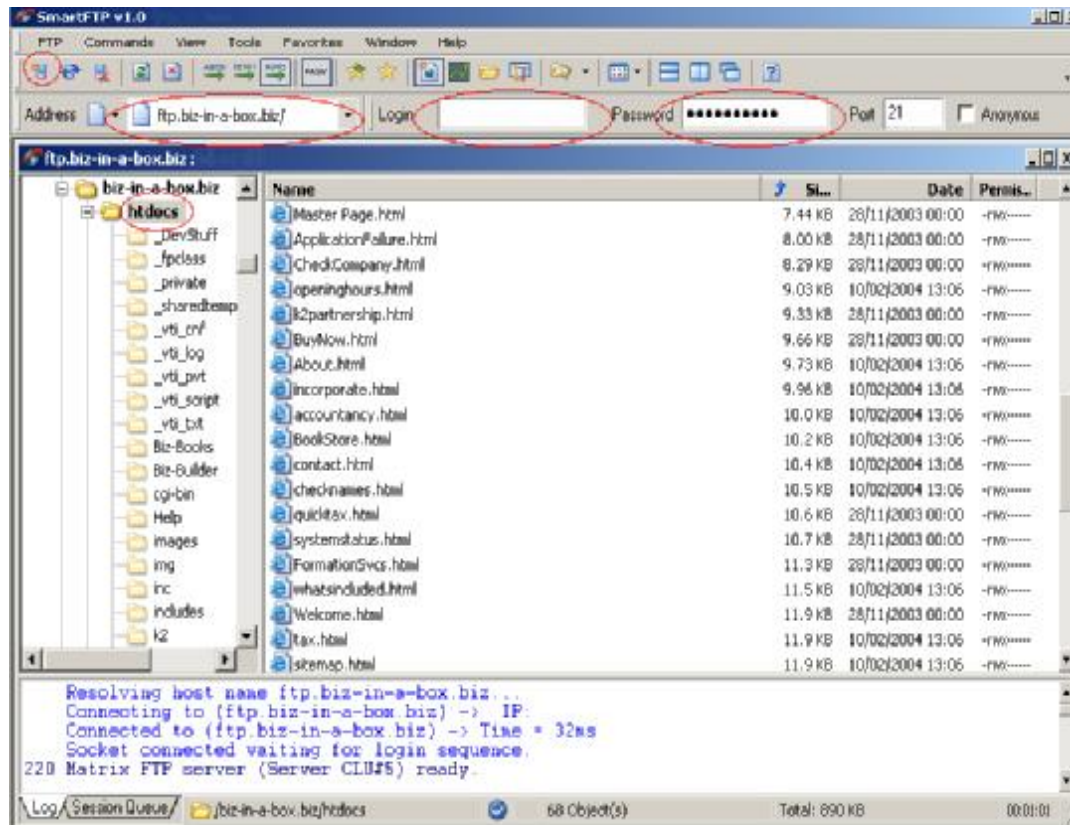
The following describes how to upload files using SmartFTP available from <http://www.smartftp.com>.

First you must log onto your FTP server. The server address will be ftp.yourdomain.co.uk as detailed in the general domain details page of the control panel in chapter one.

Your username and password should be entered in the supplied boxes before hitting the connect icon. See highlighted areas below:



Smart FTP Window



Make sure to navigate to the 'htdocs' directory highlighted above before uploading any files. You can now drag and drop files created in your favourite web publishing application onto the web server or use the 'Upload'...'Direct' option from the 'Commands' menu or pop-up right click menu.

Congratulations, you have now published files to your web server and can view your site by typing www.yourdomain.co.uk into your favourite web browser.

ENABLE FTP IN INTERNET EXPLORER

By default, Internet Explorer should allow you to upload files to your web space using FTP.

However, if you cannot connect to your web space, you may need to change Internet Explorer's Internet Options.



- Step 1: Open Internet Explorer and click Internet Options in the Tools menu.
- Step 2: Click the Advanced tab.
- Step 3: Ensure Enable folder view for FTP sites is ticked.
- Step 4: Scroll down to the Browsing section and ensure Use Passive FTP is ticked.
- Step 5: Click the OK button.

USING MICROSOFT FRONTPAGE TO PUBLISH YOUR WEBSITE

Publishing your website involves copying the web pages that you have already created on your computer, to the web server on which your domain resides.

For information on how to create a website using FrontPage please refer to the documentation supplied with your MS FrontPage software.

To publish your website using FrontPage:

- Step 1: Open the FrontPage application.
- Step 2: Select the Open Web option from the File menu to open the website you want to publish. Select the appropriate web from the list that appears.
- Step 3: Select the Publish Web option from the File menu.
- Step 4: Type in the name of the domain to which you want to publish the web pages.
- Step 5: Select either Publish changed pages only, or Publish all pages, as appropriate.
- Step 6: Do not select the Include subwebs option as subwebs are not supported.
- Step 7: Click the Publish button. You will be asked to enter your FTP username and password to authorise access.

The web pages are now sent to the server on which your domain resides. When this has finished you can use the [Click here](#) to view your published website link to check that the website has been updated correctly.

FTP WITH DREAMWEAVER

You can upload your website files directly to your web space from Dreamweaver.

You can learn how to uploads files directly to your website in Dreamweaver's tutorials. The information you need to enter, when setting up your FTP account in Dreamweaver, is:

- Name: Your website project's name, as seen only by you when using Dreamweaver.
- Access type: Ensure the drop-down box is set to FTP.
- FTP host: ftp.yourdomain.co.uk
- Host directory: htdocs
- Login: Your ftp username. This will be your domain name, if using your account's master FTP account.
- Password: Enter your FTP password, this will be the same as your control panel password unless you have changed your master FTP account's password.
- Use passive FTP: Ensure the check-box is selected.
- URL prefix: Enter your website address, then click OK.



FTP WITH FILEZILLA ON WINDOWS

FileZilla is easy to use FTP software for Windows. You can download it free of charge from filezilla.sourceforge.net.

Step 1: Open FileZilla, click the File menu, then click Site Manager.

Step 2: The Site Manager screen will display any existing connections you have set up. Click the New Site button.

Step 3: Enter a name, such as your website name, for the FTP connection you are about to configure.

Step 4: In the Host text box, enter `ftp.yourdomain.co.uk`.

Step 5: Use the Servertype dropdown list to select FTP.

Step 6: Select the Normal radio button, under Logontype.

Step 7: In the User text box, enter your FTP account username. If you are using your master FTP account, this will be your domain name.

Step 8: Enter your FTP account password in the password text box. If you are using your master FTP account, and have not changed its password, this will be the same as control panel password.

Step 9: If this will be the FTP account you access most, select the Default account radio button.

Step 10: Click the Advanced button.

Step 11 (optional): Click the ... button to find your website folder, select it and then click the OK button.

Whenever FileZilla connects to your FTP space, it will show this folder's contents in the Local Site section of the screen.

Step 12: Enter `/htdocs/` in the Default remote directory text box. This will ensure that FileZilla connects to your live website files folder. You can move up to the parent folder by clicking the .. folder.

Step 13: Drag files from the Local Site pane, on the left hand side, to the Remote Site pane on the right, to upload them.

FTP WITH PANIC TRANSMIT ON MAC OS X

Transmit enables you to upload and download files to your website space using FTP. You can either connect manually each time you use Transmit, or store your web space's FTP details in your favourites.

Manual connection

Step 1: Click the globe icon on the right of the Transmit window.

Step 2: Enter your FTP connection details, then click Connect.

Note: For standard shared hosting accounts, set Initial Path to `/htdocs/` to automatically see your website files.

Step 3: Once connected, drag and drop files and folders using the Your Stuff section on the left of the Transmit window or directly from the Finder.

Add the connection to your Favorites list

You can save your Biz-hosting FTP details in Transmit's Favorites list, like a bookmark in your web browser. Once set up, you'll be able to connect with one click.



FTP WITH PANIC TRANSMIT ON MAC OS X CONT'D...

- Step 1: Click the Bookmark button on the right of the Transmit window.
- Step 2: In the Collections panel, select Favorites, then click the + button to the bottom right of the Collections panel.
- Step 3: The New Favorites dialogue box will open. Give the connection a meaningful nickname, enter your FTP connection details, then click OK.

You can now connect to your Biz-hosting web space by double-clicking the nickname you chose in the Favorites list.

Edit your connection in the Favorites list
Select the connection in your Favorites list, then click the pencil button at the base of the Name list.

FTP WITH MAC OS X

You can upload files to your web space using FTP (file transfer protocol) software. A number of FTP applications are available for Mac OS X, including Cyberduck. You can download Cyberduck free of charge from www.cyberduck.ch.

- Step 1: Enter ftp.yourdomain.co.uk in Cyberduck's Quick connect box and press Enter.
- Step 2: A dialogue box will ask you for your FTP username and password.

Enter your domain name as the username and your account password as the password. This will log you into your master FTP account. You can set up separate FTP accounts, each with their own access rights, using your control panel.

How to create a custom FTP account.

- Step 3: A list of the folders in your web space will appear. Double-click the htdocs folder; this is where your public website files are stored.

Step 4: Upload your website's home page by dragging and dropping it. This is just the same as if you were dragging and dropping files between folders on your own computer. If you upload a file called index.html directly to htdocs, it will automatically become your website's home page.

WHERE TO UPLOAD YOUR FILES AND WHAT TO CALL THEM

Windows servers: For standard html files, your home page should be called index.html or default.html.

Linux servers: For standard html files, your home page should be called index.html.

Creating new folders: Any new folders you create within htdocs can be accessed as part of your website address.

Example: If you create a folder called photos in htdocs, you would access it with www.yourdomain.co.uk/photos in your browser's address bar.



FTP WITH ZONEALARM AND ETRUST PERSONAL FIREWALL

If you protect your PC using the ZoneAlarm or Computer Associates' eTrust Personal Firewall, you may see a warning telling you that your FTP software has been blocked.

You can usually resolve this by configuring Zone Alarm/Personal Firewall to allow your FTP software to access the internet.

Note: eTrust Personal Firewall is the same software as ZoneAlarm, rebranded for Computer Associates.

Step1: Double-click the ZoneAlarm icon - or - in your system tray, to the bottom-right of the screen.

Step 2: Click the Program Control tab in the ZoneAlarm window.

Step 3: In the list of programmes, find your FTP software and click the red crosses under Trusted and Internet in the Access column, turning them into green ticks.

WHERE ARE THE WEBSITE LOG FILES?

The log files contain information regarding all requests (traffic) from the domain.

The log files are stored in the domain's logfiles directory (within the home directory) and can be downloaded using FTP.

The log files are kept for 7 days and then deleted.

If you want statistics on which pages are being visited, when, and by whom you should consider using the MatrixStats package.



COMMON FTP PROBLEMS

When you upload files to your web space, you may encounter problems that have a simple solution.

Question: I've uploaded my website but it doesn't show in my browser

Solution: Upload your files to htdocs.

Any files that you want to make publicly available must be uploaded to the htdocs folder in your web space. It's easy to mistakenly upload your files to your web space's root folder.

Log into your FTP account and make sure that your files are uploaded to htdocs.

You should also check that the web page uses one of the default web page file names:

index.wml
default.wml
index.htm
index.html
default.html
index.asp
default.htm
default.asp
index.shtml
index.stm
default.shtml
index.shtml
index.ihtml
default.ihtml
_index.html

Question: I can't connect to my FTP account

Solution 1: Firewalls can often prevent you from connecting to your FTP account. Ensure that any firewall software you have is configured to allow your FTP software to communicate with the internet and that your FTP software is connecting in passive mode.

Solution 2: Ensure that passive FTP and FTP folder view are enabled, if you are using Internet Explorer for FTP.

Question: I've uploaded a file but it shows as 0 bytes on the server

Solution: This problem is often caused by firewalls that block the file transfer itself but not the opening or closing of the transfer. This causes the FTP server to receive a file containing no data.



FTP WITH FIREWALLS

Some firewalls may be configured to prevent your FTP software from connecting to your web space. You can usually solve this with a quick change to either your firewall or FTP software's settings.

Follow the steps below to fix the most common issues that may prevent your FTP software from connecting to your web space. If a step doesn't help, move to the next.

Step 1: Is your FTP software set to passive mode?

FTP has two different modes - active and passive. In active mode, the FTP server (i.e. your web space) attempts to connect to your computer, which may be treated as a security risk by your firewall.

In passive mode, your FTP software sets up the connection with your web space. As the connection originates with your computer, most firewalls will allow it.

Ensuring your FTP software is set to passive mode is quick, easy and likely to work for most people.

Step 2: Is your FTP software blocked by a firewall application on your computer?

If you run a software firewall on your computer - such as ZoneAlarm, Sygate Personal Firewall or Norton Firewall, amongst many others - it may be configured to block your FTP software.

Open your firewall's configuration utility and ensure that it allows traffic from your FTP software.

Quick tip: You may need to have your FTP software running when you open the firewall's configuration utility.

Step 3: Is your FTP software blocked by a broadband router?

If you have a broadband router that has a built-in firewall, it may block FTP traffic. Follow the instructions in your router's manual to open outgoing access to ports 21 and 20.

Step 4: Is your computer on a corporate network?

Many corporate networks block all non-web or email traffic, including FTP. Contact your system administrator to request that FTP traffic be allowed from your computer.



FTP FROM BEHIND A PROXY SERVER

If your computer is behind an FTP proxy server, you may still be able to upload files to your web space using FTP.

Simply set your operating system to route FTP requests through the proxy server.

FTP proxy settings in Windows XP

Step 1: Click the Windows start button in the bottom-left of the screen.

Step 2: Click Control Panel.

Step 3: Click Network and Internet Connections.

Step 4: Click Internet Options.

Step 5: The Internet Properties window will open. Click the Advanced tab.

Step 6: Click the LAN Settings button towards the bottom of the window.

Step 7: In the Local Area Network (LAN) Settings window, select the Use a proxy server for your LAN check-box.

Step 8: Click the Advanced button.

Step 9: In the Proxy Settings window, Use the FTP text-boxes to enter the proxy address and port given to you by your provider for FTP connections.

Important: You must also specify proxy servers for any other services you wish to use. Ask your internet connection provider for details.

Step 10: Click the OK button.

Step 11: Click the OK button on the Local Area Network (LAN) Settings window.

Step 12: Click OK on the Internet Properties window.

Your PC is now configured to use the FTP proxy provided by your ISP.

Scripting

Full scripting facilities are available for use by suitably qualified webmaster. Please note: Biz-hosting Technical Support Staff do not provide scripting support. Additionally the platform should not be used for development purposes. Only fully functional and tested scripts should be deployed on the Biz-hosting platform.

Enable scripting

Our Windows IIS6 Servers support PHP, Perl, compiled CGI, ISAPI and SHTML scripting.

However if you require ASP scripting you need to specifically ask Biz-hosting to enable web scripting on your domain. The domain name is then moved to a Windows Server with ASP enabled.

This option is free of charge but it will take approximately 24 hours to be fully operational on the new server.

Please contact Biz-hosting if you would like this upgrade.

IMPORTANT INFORMATION USING MAIL FUNCTION ON PHP

PHP ON WINDOWS

If you are using the PHP mail function you must set the 'mail from' using the following line of code - replacing email@yourdomain.co.uk with the correct domain name.

```
ini_set("sendmail_from", " email@yourdomain.co.uk ");
```

Failure to do so will result in all form submissions being rejected by the spam filters. This is part of our continuing efforts to reduce unauthorised use of scripts to generate bulk unsolicited email.



PHP ON LINUX

If you are using the PHP mail function on our Linux platform you must add a fifth -f parameter to the mail function specifying the from address:

```
mail( "yourname@yourdomain.co.uk", "Feedback Form results", $message, "From: $email", "-fuser@yourdomain.co.uk" );
```

Failure to do so will result in all form submissions being rejected by the spam filters. This is part of our continuing efforts to reduce unauthorised use of scripts to generate bulk unsolicited email.

Please note that the 'from' address must be a valid email address on the Biz-hosting platform. Using a third party email address as the 'from' field will result in a submission failure.

ACCESS PERMISSIONS ON SHARED WINDOWS SERVERS

It is not possible to alter the permissions for Windows servers on the shared system.

Available permissions:

Full FTP access to the root directory is allowed. This includes the ability to add/remove folders and files to/from all sub-directories.

Folders above the htdocs folder can only be accessed via FTP and server side scripts.

The website has read only access (with script execute) to the files in the web space (i.e. the files below htdocs).

Write permissions are not allowed on the website as this would be a security risk exposing the website, and the server, to attack by hackers.

The cgi-bin directory has execute permissions.

The access rights to any sub-directories that you create, will be inherited from the parent directory.

Note: Do not remove the existing folder structure. If you do, and try to re-create it, the access permissions will not be set correctly.



SENDING EMAIL FROM WEB SCRIPTS

Important: You are responsible for the misuse of any scripts on your website.

Limitations:

If you use scripts to send email from a website, please be aware that:

- all outbound email is routed through our outgoing email servers
- we filter outbound email to ensure each message is sent from or to an email address on yourdomain.co.uk
- we limit the number of emails you can send in any thirty second period and any ten minute period.
-

This helps us to prevent spammers from using our servers and improves the service we can provide to you.

ASP COMPONENTS

Your ASP code can use any of the following components:

- CDO (Microsoft's Collaborative Data Objects Library) - search the MSDN site for CDO and CDONTS.
- JMail - see www.dimac.net, and example scripts in this knowledgebase.

EMAIL SENT FROM SCRIPTS MUST BE FROM OR TO AN EMAIL ADDRESS ON YOURDOMAIN.CO.UK

Any email sent from scripts running in your web space will be automatically routed through our outbound SMTP servers.

This means that email must be sent to or from an email address on yourdomain.co.uk.

HOW CAN I SHOW MORE DETAILED ERRORS IN INTERNET EXPLORER?

Symptom: You have a scripting error on your page but you get a generic error message.

Solution: Turn off Show friendly HTTP error messages in Internet Explorer (it is under the Advanced tab in Internet Options).



Example

You have the Show friendly HTTP error messages flag turned on, and see the following message:

Server Application Error

The server has encountered an error while loading an application during the processing of your request. Please refer to the event log for more detail information. Please contact the server administrator for assistance.

This will mean one of the following:

- Scripting is not activated - refer to Enable Scripting?
- The web servers are under maintenance - check under System Status on the Biz-hosting website, and, if there is an indication that the servers are under maintenance, try again once the servers are up and running.
- There are errors in the script.

Please note Biz-hosting Technical Support cannot provide scripting support to debug errors within your code. It is your responsibility to write error free code.

SECURING YOUR WEB SCRIPTS

Scripts in languages such as PHP, Perl, Python, ASP and ASP.NET can present security problems. However, you can take a number of relatively simple steps to improve the security of the scripts you run

Form to mail scripts:

Form to mail scripts allow people to fill out a contact, or similar, form on your website. Whatever they enter is then emailed to you.

They are regularly used by spammers, who hijack your script to send unsolicited email. Through a few simple checks, you can ensure that your form to mail script is only used by your website and sends to the email address you choose.

SQL injections

SQL injections enable unscrupulous users to directly manipulate your database. From displaying data that should remain private, to dropping entire tables, SQL injections can be a serious problem but are easily resolved.



For example:

If you dynamically create SQL statements, using parameters passed from a web form or parameters in a URL, you might use something similar to the following pseudo-code:

```
SQL = "SELECT * FROM users WHERE name = " + userName + ";"
```

You might expect the `userName` variable to be just that, a username. However, if the username comes from a script input, such as a form field, a malicious user could type the following:

```
a'; DROP TABLE users;
```

When the script is executed, the SQL statement would become:

```
SELECT * FROM users WHERE name = 'a'; DROP TABLE users;
```

When the SQL statement is run, it would drop the user table from the database. A malicious user could do almost anything that your database user's permissions allow.

You should:

- use your scripting language's escaping functionality
- use SQL variables, rather than concatenating scripting variables to create the SQL statement
- limit the database user's permissions to those needed by your application.

Suggestion:

You can prevent most illegitimate use of your form to mail scripts by checking the referrer string of the page calling your script, before processing it.

WHAT IS IHTML?

Summary

iHTML (Inline HTML) is a powerful server-side scripting language that is available on Windows servers.

iHTML is designed to do anything that requires server-side activity, and can do everything for which ASP and CGI would normally be used.



iHTML can:

- Connect to databases
- Connect to remote web servers
- Dynamically format pages
- Add the current date to an existing page
- Show the time on a page
- Write .gif files 'on the fly'
- Execute complex logic statements

To use iHTML on a web page:

Put <!iHTML> on the first line of the page.

Give the file a .ihtml extension.

For examples of iHTML go to: www.ihtml.com/learning/examples/

EXAMPLE: 'FORM TO MAIL' SCRIPT USING JMAIL

Important: You are responsible for the misuse of any scripts on your website.

Summary

This article provides an example of how to use Dimac w3 JMail to pick up input from a submitted form and send an email to the intended recipient via ASP (Active Server Pages).

For further information on JMail, go to www.dimac.net

EXAMPLE: 'FORM TO MAIL' SCRIPT USING JMAIL CONT'D

Example

First of all, you need a form to receive the data:

e.g. JmailForm.asp

```
<%@LANGUAGE = VBSCRIPT%>
<html>
<body>

<%
' Get the form data
name      = Request.Form("name")
senderEmail = Request.Form("email")
subject   = "Regarding " & Request.Form("subject")
recipient = Request.Form("recipient")
body      = Request.Form("body")
strReferer = request.servervariables("HTTP_REFERER")
```



```
strServer = Replace(request.servervariables("SERVER_NAME"),"www.", "")
strSMTPServer = "smtp." & strServer
```

```
' check referer
intComp = inStr(strReferer, strServer)
If intComp > 0 Then
    blnSpam = False
Else
    ' Spam Attempt Block
    blnSpam = True
End If
```

```
' Create the JMail message Object
set msg = Server.CreateObject( "JMail.Message" )
```

```
' Set logging to true to ease any potential debugging
' And set silent to true in case you wish to handle the errors yourself
msg.Logging = true
msg.silent = true
```

```
' Enter the sender data
msg.From = senderEmail
```

```
' Note that as addRecipient is a method and not
' a property, you do not use an equals ( = ) sign
msg.AddRecipient recipient
```

```
' The subject of the message
msg.Subject = subject
```

```
' And the body
msg.body = body
```

```
' Now send the message, using the indicated mailserver
If NOT blnSpam Then
```

```
if not msg.Send(strSMTPServer ) then
Response.write "<pre>" & msg.log & "</pre>"
else
Response.write "Message sent successfully!"
end if
```

```
end if
```

```
' Clear the object
set msg = nothing
%>
</body>
</html>
```



Next, you need a script to read the form, extract the information, and create the email:

e.g. SendMail.asp

```
<html>
<head>
<title>emailform</title>
</head>
<body>
<form method="post" action="SendMail.asp">
Complete this form and click the Submit button.
<br><br>
Your name<br>
<input type="text" size="25" name="name"><br>

Your email<br>
<input type="text" size="25" name="email"><br> Recipient email<br>
<input type="text" size="25" name="recipient"><br> State your business<br>
<select name="subject" size="1">
<option value="help">help
<option value="tips">tips
<option value="other">other
</select>
<br> Enter your question<br>
<textarea name="body" cols="40" rows="15" wrap="PHYSICAL"></textarea>
<br>
<input type="submit" value="Submit">
</form>
</body>
</html>
```

Note: Do not forget to clear the mail object at the end of the script.

Warning: The JMail component uses SMTP, and you should be aware that all Biz-hostings' SMTP servers have filters which ensure that either the to or from address relates to a domain hosted by Biz-hosting. Any email which is not sent TO or FROM a domain hosted by Biz-hosting, will be rejected by the SMTP servers.



EXAMPLE: 'FORM TO MAIL' SCRIPT USING PHP

Summary

This article gives an example of how to use a PHP script to take input from a feedback form and send it to you in an email message.

Important: You are responsible for the misuse of any scripts on your website.

Note: PHP pages will not work if placed in cgi-bin. They need to be in the htdocs directory.

Example

The following example uses a PHP script to take input from a feedback form and send it to you in an email message.

First of all, you need a form to receive the data, e.g. feedback.html:

```
<php>  
  
<FORM method=post action="sendmail.php">  
Email: <INPUT name="email" type="text"><br>  
Message:<br>  
<TEXTAREA name="message">  
</textarea><br>  
<input type=submit>  
</FORM>  
  
</php>
```

The form asks the visitor for his/her email address (via the email field above) and message (via the message field above), and invites the visitor to click a button to submit the contents of the form. When the form is submitted, it is 'posted' to a script named sendmail.php. Next, you need to create the sendmail.php script, using the facilities available in PHP, e.g.

```
mail( "yourname@yourdomain.co.uk", "Feedback Form results",$message, "From:  
$email", "-fuser@userdomain.co.uk" );  
header( "Location: http://www.yourdomain.co.uk/thankyou.html" );
```

Quick tip: If you are using PHP on a Windows server use the PHP mail function and set the mail 'from' using the following line of code - replacing email@yourdomain.co.uk with the correct domain name.

```
ini_set("sendmail_from", " email@yourdomain.co.uk");
```



When the form is submitted to `sendmail.php`, the contents of the email field in the form are inserted into a PHP variable called `$email`, and the contents of the message field are inserted into the variable `$message`. The script calls a special function called `mail`, which takes care of the actual dispatch. The first parameter to `mail` is the address to which you want the form contents sent, in this case your own email address. The second parameter is the subject of the email message, the third is the content of the message, and the fourth is the "From" header so that you know who the sender is, and can reply.

In order for the script to work, you need to specify, via a fifth `-f` parameter, the domain from which the mail is being sent. The PHP component uses SMTP, and all SMTP servers have filters which ensure that the data returned by either the first or fifth mail parameter relates to one of your domains hosted by Biz-hosting. The final part of the script thanks the visitor for the message. This is done by sending an HTTP header back to the visitor's browser telling it to load a file called `thankyou.html` from your domain. The `/header/function` allows you to send any HTTP header back to the browser.

Note: The script has to be enclosed within the "`<?>`" and "`?>`" tags because the PHP processor treats all input as HTML code unless otherwise specified. On some systems, you may need to use "`<?php`" and "`?>`" as the opening and closing tags to get the script to work.



Common Scripting Problems

PROBLEM: PHP SCRIPTS WILL NOT WORK FROM THE CGI-BIN

Description:

The cgi-bin directory is for files which require execute permissions. Typically, these would be CGI, Perl, or compiled binaries.

PHP will not work from the cgi-bin.

Customers wanting to run PHP scripts, should place these scripts in the htdocs, or sub-directory.

PROBLEM: MY SENDMAIL SCRIPT DOESN'T WORK UNDER WINDOWS

The sendmail script can only be used on Linux servers. It does not work on Windows servers.

For Windows servers you should use Jmail or CDONTS.

PROBLEM: SCRIPT TIMES OUT

In order to ensure server reliability, the timeout on our servers has been set to 10 seconds for CGI scripts, and 15 seconds for ASP scripts.

Solution

If you continue to experience difficulties, you should review the script and try to configure it to run within the above parameters.

PROBLEM: I CONTINUALLY GET 'ERROR 500 - SERVER TOO BUSY' ERROR MESSAGES

If you continually receive the error message: 500 Server too busy

This may be because the scripts you are using are not closing database objects and connections. Such scripts may work well to begin with, but eventually they will consume too many resources and adversely affect the web server.

PROBLEM: MS ACCESS DATABASE PROBLEMS

MS Access has a limit of 255 connections per server, across all sites. Scripts that open many connections, or do not close connections after use, can quickly exceed this limit. Leaving a connection open means that a script has to time out. This can take several minutes - during which time the connection is unavailable to the same, and other, scripts.



Biz-hostings' servers support MS Access 2000 and above. You are strongly recommended to use the latest version.

Solution

When using Access, it is very important to:

- Use OLE-DB ("PROVIDER=MICROSOFT.JET.OLEDB.4.0;DATA SOURCE=path to database.mdb;");
- Open connections only when needed.
- Close open connections as early as possible.
- If resources become exhausted on a regular basis, you are advised to upgrade to an MS SQL database. This is a more reliable, faster technology, and does not suffer from the same access problems.

The connections are on a per server basis, and we cannot control how they are used.

WILL A PERL SCRIPT WRITTEN FOR LINUX RUN ON A WINDOWS SERVER?

PERL scripts that have been written to run under UNIX often require changes in order to run under Windows. For more information on this go to: www.activestate.com

PERL scripts must be uploaded to your cgi-bin directory with a .pl or .cgi extension.



Terms of Usage of Scripts on Biz-hostings' Servers

Scripts on the site must be designed to produce web-based content, and not to use the server as an application server. Using the server to generate large volumes of email from a database is an example of activity that is not allowed.

Scripts should not attempt to manipulate the timeouts on servers. These are set at the present values to ensure the reliability of the server. Sites that reset these do so because they are resource intensive, and adversely affect server performance and are therefore not allowed.

The primary purpose of any script must be to produce a web page. Scripts that send a single email based upon user entered information, or update a database are acceptable. Scripts that send bulk email or perform processor intensive database processes are not allowed. All outgoing mail is monitored and filtered and must be sent to or from a domain hosted on the Biz-hosting platform.

Sites must not contain scripts that attempt to access privileged server resources, or other sites on the same server.

Biz-hosting Technical Support does not provide scripting support.



Terms of Service

All our services are provided by Fasthosts Internet Limited. As a customer of Biz-hosting.co.uk you must also abide by Fasthosts Internet Limited terms of services otherwise use of their facilities may be revoked without our consent. Please read the following:

SERVER USE

Fasthosts reserves the right to refuse service and/or access to its servers to anyone.

Fasthosts does not allow any of the following content to be stored on its servers:

- Adult material - includes all pornography, erotic images, or otherwise lewd or obscene content.
- Excessive download content or non-linked content.

Refusal of service based on content matching either of these two criteria is entirely at the discretion of Fasthosts.

Fasthosts reserves the right to move your data to a different server with no previous notice.

UNLIMITED USE POLICY

High bandwidth usage: Fasthosts offers an unlimited use policy by maintaining very large ratios of bandwidth per customer. In rare cases, Fasthosts may find a customer to be using server resources to such an extent that he or she may jeopardize service performance and resources for other customers. In such instances, at at Fasthosts' discretion, Fasthosts reserves the right to impose the High Resource User Policy for the consideration of all customers.

HIGH RESOURCE USE POLICY

Resources are defined as bandwidth, processor utilization or disk space.

Fasthosts may implement the following policy to its sole discretion:

When the resources utilised by a customer in using a service are abnormally high, Fasthosts reserves the right to suspend that service immediately. This policy is only implemented in extreme circumstances and is intended to prevent the misuse of our services. Customers may be offered an option whereby Fasthosts continues supplying the service under a reduced usage criteria specified by Fasthosts. Failure to comply with such measures may result in your service being terminated.



UPLOADS VIA SCRIPTING LANGUAGES

We limit uploads made via scripting languages - including PHP, ASP and ASP.NET. Uploads made using PHP are limited to 20MB per file.

CANCELLATION AND REFUNDS

Fasthosts reserves the right to cancel the service at any time.

Fees charged on a prepay basis are non-refundable. In addition some accounts incur set-up fees, these charges are also non-refundable.

INDEMNIFICATION

Customer agrees that it shall defend, indemnify, save and hold Fasthosts harmless from any and all demands, liabilities, losses, costs and claims, including reasonable attorney's fees asserted against Fasthosts, its agents, its customers, officers and employees, that may arise or result from any service provided or performed or agreed to be performed or any product sold by customer, its agents, employees or assigns. Customer agrees to defend, indemnify and hold harmless Fasthosts against liabilities arising out of; (1) any injury to person or property caused by any products sold or otherwise distributed in connection with Fasthosts' server; (2) any material supplied by customer infringing or allegedly infringing on the proprietary rights of a third party; (3) copyright infringement and (4) any defective products sold to customer from Fasthosts' server.

DISCLAIMER

Fasthosts will not be responsible for any damages your business may suffer. Fasthosts makes no warranties of any kind, expressed or implied for services we provide. Fasthosts does not back up your data/website and whilst every attempt would be made in the unlikely event of any corruption or hardware failure, Fasthosts cannot guarantee to be able to replace lost data. Fasthosts disclaims any warranty or merchantability or fitness for a particular purpose. This includes loss of data resulting from delays, nondeliveries, wrong delivery, and any and all service interruptions caused by Fasthosts and its employees. Fasthosts reserves the right to revise its policies at any time.



THE FOLLOWING TERMS AND CONDITIONS APPLY TO FASTHOSTS EMAIL SERVICES.

SIZE OF MAILBOX

Each mailbox has a storage quota. This is in place to protect your account and others from potentially large volumes of email sent to a single address that could materially affect the email system server. Additional storage can be purchased through your control panel. It is the mailbox owner's responsibility to ensure that his/her mailbox does not reach its allocated level. Fasthosts cannot be responsible for email lost due to full mailboxes. You can check your mailbox size from your control panel.

PASSWORDS

It is the mailbox owner's responsibility to keep his/her password confidential, and to change the password on a regular basis. Fasthosts is not responsible for any data losses or security issues due to stolen passwords. Fasthosts recommends that you use passwords that contain numbers and symbols in order to prevent unauthorized users from guessing commonly-used choices (i.e. "12345", "password", etc.).

CONTROL PANELS AND SERVER MANAGEMENT

Fasthosts provides web-based account and server management via a control panel. This is designed to give you control over your account. You can use your control panel to perform most of the routine account and server management tasks.

SERVICE AVAILABILITY

Fasthosts monitors the server as a whole but does not monitor individual mailboxes.

SCHEDULED MAINTENANCE

To guarantee optimal performance on the servers, it is necessary for Fasthosts to perform routine maintenance. Such maintenance often requires taking Fasthosts servers off-line, typically performed during off-peak hours. Fasthosts will give you advance notice of maintenance requiring the servers to be taken off-line whenever possible.

SECURITY

Fasthosts makes every reasonable effort to ensure mailbox security at all times. We do this through a combination of various network security policies, load balancing and redundant systems. We make every reasonable effort to ensure the integrity of data on our systems. On the rare occasions where there may be a problem with specific mailbox data, it is the mailbox owners responsibility notify to us. We cannot guarantee to restore data and we accept no liability for the loss of any such data.



MAILBOX AND PUBLIC FOLDER STORAGE CAPACITY

Fasthosts is not responsible for service unavailability or data loss caused by any mailbox or folder exceeding its storage capacity. To prevent such occurrences, you can manage mailbox and public folder storage limits at any time from within the control panel.

ANTI-VIRUS CHECKING

Messages sent to standard mailboxes or between mailboxes on the server are not scanned.

OWNERSHIP OF DATA

All data created or stored by you within Fasthosts' applications and servers are your property. Fasthosts shall allow access to such data by only authorized Fasthosts personnel. Fasthosts makes no claim of ownership of any web server content, email content, or any other type of data contained within the account holder's server space or within applications on Fasthosts' servers.

Customers are responsible for backing up their email before upgrading or removing mailboxes.

USE OF EMAIL ACCOUNT

If Fasthosts identify a mailbox or domain that is causing problems; we will either remove the offending mailboxes or change their settings to resolve the issue. In extreme cases, we will disable email or suspend all services to the domain as appropriate.

For details of what is not allowed by Fasthosts and our spam/ illicit material policies please see the abuse section of our terms & conditions.

EMAIL RETRIEVAL AND TIMESCALE

Fasthosts' policy on maintaining stable data-transfer levels includes a deletion process for email that has not been downloaded locally within 90 days of receipt.

It is the mailbox owner's responsibility to ensure his/her received email is retrieved and saved locally where necessary to ensure that important correspondence is not lost.

Fasthosts cannot be held responsible for lost items that have exceeded this 90 day limit.



THE FOLLOWING TERMS AND CONDITIONS APPLY TO THE DOMAIN REGISTRATION SERVICE:

Governing Bodies

Fasthosts has been granted the right to provide Internet domain registration services for second-level domain names within the .com, .org, .net, .co.uk, .org.uk, .ltd.uk and .plc.uk top-level domains.

ICANN oversees the .com, .org and .net top-level domains. Nominet oversees the .co.uk, .org.uk, .ltd.uk and .plc.uk top-level domains.

Upon Fasthosts's receipt of domain name registration information from you, Fasthosts shall submit the information to the registry administrator for the appropriate top-level domain for approval and processing. The registry administrator then puts into effect the domain name registration. Network Solutions, Inc. currently acts as the registry administrator for the .com, .org, and .net top-level domains. Nominet UK acts as the registry administrator for the .co.uk, .org.uk, .ltd.uk and .plc.uk top-level domains.

SELECTION OF A DOMAIN NAME.

You represent that, to the best of your knowledge and belief, neither this registration of a domain name nor the manner in which it is directly or indirectly to be used infringes upon the legal rights of a third party and, further, that the domain name is not being registered for nor shall it at any time whatsoever be used for any unlawful purpose whatsoever.

If you are registering your name during the finite period of time when owners of trademarks and service marks issued prior to October 2, 2000 and having national effect will have the exclusive opportunity to register identical domain names ("Sunrise Period"). You acknowledge and agree that registrations for domain names during the Sunrise Period will only be accepted for a minimum registration term of five (5) years.

.name RESTRICTIONS.

Registrations in the .name top-level domain must constitute an individual's "Personal Name". For purposes of the .name restrictions (the "Restrictions"), a "Personal Name" is a person's legal name, or a name by which the person is commonly known. A "name by which a person is commonly known" includes, without limitation, a pseudonym used by an author or painter, or a stage name used by a singer or actor.

TERM

This Agreement shall remain in full force during the length of the term of your domain name registration(s) as selected, recorded, and paid for upon registration of the domain name. Should you choose to renew or otherwise lengthen the term of your domain name registration, then the term of this Registration Agreement shall be extended accordingly. Should the domain name be transferred to another Registrar, the terms and conditions of this contract shall cease.



DISPUTE POLICY

You agree to be bound by the Fasthosts Domain Name Dispute Policy (the "Dispute Policy"), as amended from time to time, which is hereby incorporated and made a part of this Agreement by reference. The Dispute Policy can be found at the end of this document.

The Dispute Policy governs any dispute between you and any party other than us over the registration and use of the domain name. The specific disputes which are subject to the Dispute Policy are contained in the Dispute Policy. You agree that you will be subject to the provisions specified in the Dispute Policy in effect at the time the domain name registration is disputed by a third party.

You also agree that in the event a domain name dispute arises with any third party, you shall indemnify and hold Fasthosts harmless pursuant to the terms and conditions contained in the Dispute Policy.

CHANGES TO REGISTRATION AGREEMENT AND DISPUTE POLICY

You acknowledge and recognize that the domain name system and the practice of registering and administering domain names are continuously evolving, and acknowledge and agree that Fasthosts may modify this Agreement and the Dispute Policy as necessary from time to time to comply with any agreements by which Fasthosts is or will be bound, and to adjust to changing business circumstances.

Your continued use of the registered domain name constitutes acceptance of this Agreement and amendments. If at any time, you do not agree to such changes, you agree that your sole remedy is to request that your domain name registration be cancelled or transferred to a different domain name registrar.

DOMAIN NAME REGISTRATION INFORMATION AND ITS USE

Information you are required to Submit

As part of the registration process, you are required to submit to Fasthosts and keep updated the following information in connection with your application for domain name registration:

- (a) the domain name to be registered;
- (b) the domain name holder's name and mailing address;
- (c) the name, mailing address, email address, telephone number, and fax number of the administrative contact for the domain name; and
- (d) the name, mailing address, email address, telephone number and fax number of the billing contact for the domain name.

You shall provide and maintain updated information at all times with Fasthosts. Fasthosts at its option may refuse to renew any registrations unless you maintain current and updated information at all times.



Fasthosts may from time to time request additional information from you. While not obligated to provide the additional information, you should provide the additional requested information to ensure that you will obtain all the products and services which Fasthosts makes available to domain name registrants.

Additional Information Maintained About your Registration

In Addition to the information you provide, we maintain additional information relating to your domain name registration, including:

- (a) the original creation date of the registration;
- (b) the date and time the registration application was submitted to us and the appropriate registry;
- (c) communications constituting registration orders, modifications, or terminations and related correspondence;
- (d) records of account for your domain name registration, including dates and amounts of all payments and refunds;
- (e) the IP names and address of the primary name servers and any secondary name servers;
- (f) the name, mailing address, email address, telephone number, and fax number of the technical contact for the domain name;
- (g) the name, mailing address, email address, telephone number, and fax number of the zone contact for the domain name;
- (h) the expiration date of the registration; and (i) other information regarding all other activity regarding your domain name registration and related services.

Obligations Relating to Data Provided by You

If in registering a domain name you provide information about a third party, you hereby represent that you have provided notice to and have obtained the express consent from the third party to the disclosure and use of the third party's information as set forth in this Agreement.

Disclosure and Use of Registration Information

You agree to authorize Fasthosts to provide any information to ICANN, the registry administrators and to other third parties as ICANN and applicable laws may require or permit. You acknowledge and agree Fasthosts may make publicly available, some or all of the domain registration information provided by you, for purposes of inspection such as through Fasthosts's WHOIS service, for targeted marketing, or for any other purpose as required or permitted by ICANN and applicable laws.

In addition, you acknowledge that ICANN may establish guidelines, limits and requirements that relate to the amount and type of information that Fasthosts may or must make available to the public or to private entities, and the manner in which such information is made available.

You hereby consent to any and all such disclosures and use of, and guidelines, limits and restrictions on disclosure or use of information and updated from time to time provide in connection with registration of a domain name, whether during or after term of the registration of the domain name. You hereby irrevocably waive any and claims and causes of action you may have arising from such disclosure or use of the domain name registration information.



You may access your domain name registration information in Fasthosts's possession to review, modify or update such information.

We will not process any data about any identification natural person that we obtain from you in a way incompatible with the purpose and limitations described in this Agreement. We will take reasonable precautions to protect the information we obtain from you from our loss, misuse, unauthorized access or disclosure, alteration or destruction of that information.

OWNERSHIP OF DATA

You agree and acknowledge that Fasthosts owns the following:

- (a) all database, compilation, collective and similar right, title and interests worldwide in the domain name database;
- (b) all information and derivative works generated from the domain name database; and
- (c) information for the registrations for which Fasthosts acts as the registrar including:
 - (i) the original creation date of the registration;
 - (ii) the expiration date of the registration;
 - (iii) the name, mailing address, email address, telephone number, and fax number of the technical contact, administrative contact, zone contact, and billing contact for the domain name;
 - (iv) remarks concerning the registered domain name that appear or should appear in the WHOIS or similar database; and
 - (v) other information generated or obtained in connection with the provision of domain name registration services, other the domain name being registered, and the IP names and addresses of the primary nameserver and any secondary nameservers.

Fasthosts does not have any ownership interest in your specific personal registration information outside of your right in our domain name database.

TRANSFER OF OWNERSHIP

The person named as administrative contact at the time the user name and password are secured shall be the owner of the domain name. You agree that prior to transferring ownership of your domain name to another person (the Transferee") you shall require the Transferee to agree in writing to be bound by all the terms and conditions of this Agreement. Your domain name will not be transferred until we receive such written assurances or other reasonable assurance that the Transferee has been bound by the contractual terms of this Agreement (such reasonable assurance as determined by us in our sole discretion). If the Transferee fails to be bound in a reasonable fashion (as determine by us in our sole discretion) to the terms and conditions in this Agreement, any such transfer will be null and void.



AGENTS AND LICENSES

You agree that in the event you register a domain name for another entity, you represent that you have the authority to bind that entity as a principal to all terms and conditions contained in this Agreement.

You acknowledge and agree that if you license the use of your registered domain name to a third party, you remain the domain name holder of record and remain responsible for all obligations under this Agreement, including payment obligations, and providing and updating your full contact information, and accurate technical, administrative, billing, and zone contact information adequate to facilitate timely Resolution of any problems that arise in connection with domain name and domain registration.

LIMITATION OF LIABILITY

You agree that Fasthosts shall, under no circumstances, be liable for any special, indirect, incidental, punitive, exemplary, or consequential damages resulting from loss of profits, arising out of or in connection with this Agreement, even if Fasthosts has been advised of the possibility of such damages, and in particular Fasthosts will not be liable for the following:

- (a) suspension or loss of your domain registration;
- (b) use of your domain name registration;
- (c) interruption of your business;
- (d) access delays or interruptions to any web sites accessed by your registered domain name;
- (e) non-delivery, mis-delivery, corruption, destruction, or modification of data;
- (f) events beyond the reasonable control of Fasthosts;
- (g) processing of an application for domain name registration; or
- (h) application of the Dispute Policy.

Fasthosts shall not, under any circumstances, be liable or responsible for any errors, omissions or other actions by the registry administrator arising out of or related to your application, receipt of, or failure to receive a domain name registration.

INDEMNIFICATION OF Fasthosts

You agree to defend, indemnify and hold harmless Fasthosts and the registry administrator, including our and its employees, directors, officers, representatives, agents and affiliates, from and against any claim, action, suit, demand, loss, damages, costs (including reasonable legal fees, expert witness fees and expenses), or other proceeding related to or arising out of the registration or use of the domain name. This indemnification is in addition to any indemnification required under the Dispute Policy.



REPRESENTATIONS AND WARRANTIES

You represent and warrant that: (a) all information provided in connection with your domain name registration is accurate; and
(b) neither the registration of the domain name nor the manner in which it is directly or indirectly used infringes the legal rights of a third party.

You acknowledge and agree that all domain name registration services provided to you by Fasthosts are provided on an "as is" basis. Fasthosts makes no representations or warranties of any kind, express or implied, in connection with this Agreement or its domain name registrations services, including but not limited to warranties of merchantability or fitness for a particular purpose. Fasthosts makes no representation or warranties of any kind that registrations or use of domain name under this Agreement will immunize you from challenges to the domain name registration or from suspension, cancellation, or transfer of the domain name to you.

BREACH AND REVOCATION

Fasthosts reserves the right to suspend, cancel, transfer or modify your domain name registration in the event that:

- (a) you materially breach this Agreement;
- (b) you use your registered domain name to send unsolicited commercial advertisements in contravention of applicable laws or customary acceptable usage policies of the Internet;
- (c) you use your domain name in connection with unlawful activity;
- (d) grounds arise for such suspension, cancellation, transfer or other modification as provided in this Agreement; or
- (e) you use your domain name in connection with material that is slanderous to UKReg, Fasthosts or other associated companies.

You further acknowledge and agree that your domain name registration is subject to suspension, cancellation or transfer by any ICANN procedure, by any registrar (including Fasthosts) or registry administrator procedures approved by an ICANN-adopted policy, or by any other country code top-level domain registry administering procedures to correct mistakes by Fasthosts, another registrar or the registry administrator in administering the name or for the resolution of disputes concerning the domain name.

You also agree that Fasthosts shall have the right in its sole discretion to suspend, cancel, transfer or otherwise modify a domain name registration upon seven (7) calendar days prior written notice, or at such time as Fasthosts receives a properly authenticated order from a court of competent jurisdiction, or arbitration award, requiring the suspension, cancellation transfer or modification of the domain name registration.



You acknowledge and agree that:

- (a) providing inaccurate information;
 - (b) failing to update information promptly; or
 - (c) failing to respond to Fasthosts's inquiries concerning the accuracy of contact details within fifteen (15) calendar days of request;
- shall constitute a material breach of this Agreement and will be sufficient basis for cancellation of your domain name registration.

OTHER TERMS AND CONDITIONS

Force Majeure. Fasthosts shall not be responsible for any failure to provide any service or perform any obligation because of any act of God, strike, work stoppage, governmental acts or directives, war, riot or civil commotion, equipment or facilities shortages which are being experienced by providers of telecommunication services generally, or other similar force beyond its reasonable control.

Non-Waiver. The failure of Fasthosts to require your performance provision shall not affect the full right to require such performance at any time thereafter; nor shall the waiver by Fasthosts of a breach of any provision hereof be taken or held to be a waiver of the provision itself.

Survival. The provisions, terms, conditions representations, warranties, covenants, and obligations contained in or imposed by this Agreement which by their performance after the termination of this Agreement, shall be and remain enforceable not with standing termination of the Agreement for any reason. However, neither party shall be liable to other for damages of any sort resulting solely from terminating this Agreement in accordance with its terms but each party shall be liable for any damage from any breach by it of this Agreement.

Notice. You agree that any notice or communications required or permitted to be delivered under this Agreement by Fasthosts to you shall be deemed to have been given if delivered by e-mail, overnight mail or United States mail in accordance with the contact information you have provided.

Governing Law. Except as otherwise set forth in the Dispute Policy with respect to disputes, this Agreement, your rights and obligations and all contemplated by this Agreement shall be governed by the laws of the United Kingdom.

Legal Fees. If any legal action or proceeding, including arbitration, relating to the performance or the enforcement of any provision of this Agreement is brought by any party to this Agreement, the prevailing party shall be entitled to recover reasonable legal fees, expert witness fees, costs and disbursements, in addition to any other relief to which the prevailing party may be entitled.

Assignment. You shall not assign, sub-license or transfer your rights or obligations under this Agreement to any third party without the prior written consent of Fasthosts. However, in the event that Fasthosts consents to such an assignment, sub-license or transfer, then this Agreement shall ensure to the benefit of and be binding upon the parties and their respective successors and permitted assigns.



GENERAL

Entire Agreement. This Agreement constitutes the entire Agreement between the parties and agreements are representations or warranties, express or implied, statutory or otherwise and no agreements collateral here to than as expressly set or referred to here in. This Agreement supersedes any prior agreements, representations, statements, negotiations, understandings, proposals or undertakings, oral or written, with respect to the subject matter expressly set forth here in.

Amendment in Writing. This Agreement may not be amended or modified by you except by means of a written document signed by both you and an authorized representative of Fasthosts

Further Assurances. The parties shall execute such further and other documents and instruments and take such further and other actions as may be necessary to carry out and give full effect to the transactions contemplated by this Agreement.

Relationship of the Parties. Nothing in this Agreement shall be construed as creating an agency relationship, partnership or joint venture between the parties.

Joint and Several Obligations. If any party consists of more than one entity, their obligations here under are joint and several.

No Third Party Beneficiaries. This Agreement does not provide and shall not be constructed to provide any third parties, with any remedy, claim, cause of action or privilege.

Severability. In the event that any provision of this Agreement shall be unenforceable or invalid under any applicable law or be so held by applicable court decision, such unenforceability or invalidity shall not render this Agreement unenforceable or invalid as a whole. Fasthosts will amend or replace such provision with one that is valid and enforceable and which achieves, to the extent possible, the original objectives and intent of Fasthosts as reflected in the original provision.

No Guarantee. You acknowledge that registration or reservation of your chosen domain name, does not confer immunity from objection

ACCEPTABLE USE POLICY

Guidelines

This policy is subject to change, so please check regularly for updates. This policy is in addition to Fasthosts Terms and Conditions.

1) Web hosting

1.1) Fasthosts reserves the right to suspend or cancel a customer's access to any or all services provided by Fasthosts, where Fasthosts decides that the account has been inappropriately used. Fasthosts reserves the right to refuse service and/or access to its servers to anyone.

1.2) Fasthosts offer unlimited web space and bandwidth with some account types. By this, we mean unlimited space for legitimate web site content and bandwidth for



visitors to view it. All files on a domain must be part of the active website and linked to the site. Sites should not contain any backups, downloads, or other non-web based content. We will treat all password protected archive (e.g. zip and rar) files as unacceptable. Multimedia content such as audio and video is acceptable provided it is streamed to the user, links to HTTP download of this content is not acceptable. Fasthosts offers a streaming media service for this type of content.

1.3) Scripts on the site must be designed to produce web-based content, and not to use the server as an application server. Using the server to generate large volumes of email from a database is an example of activity that is not allowed. Scripts should not attempt to manipulate the timeouts on servers. These are set at the present values to ensure the reliability of the server. Sites that reset these do so because they are resource intensive, and adversely affect server performance and are therefore not allowed.

1.4) Fasthosts will disable any domain that fails to adhere to the following criteria as soon as we are made aware, in line with current working practices:

1.4.1) The primary purpose of any site must be to provide web-based content to viewers. Files on the site must be linked to the web site.

1.4.2) The primary purpose of any script must be to produce a web page. Scripts that send a single email based upon user entered information, or update a database are acceptable. Scripts that send bulk email or perform processor intensive database processes are not allowed. All outgoing mail is monitored and filtered and must be sent to or from a Fasthosts-hosted domain.

1.4.3) Sites must not contain Warez, copyright or other illegal material. The onus is on you the customer to prove that you own the rights to publish material, not for Fasthosts to prove that you do not.

1.4.4) Sites must not contain pornographic or other lewd material. Adult Material includes all pornography, erotic images, or otherwise lewd or obscene content. The designation of "adult material" is left entirely to the discretion of Fasthosts.

1.4.5) Sites must not use excessive amounts of server resources. These include bandwidth, processor utilization and / or disk space. Please see the 'High Resource Use Policy' in the General Terms and Conditions.

1.4.6) Sites must not contain scripts that attempt to access privileged server resources, or other sites on the same server.

2) Email

2.1) If Fasthosts identify a mailbox or domain that is causing problems; we will either remove the offending mailboxes or change their settings to resolve the issue. In extreme cases, we will disable email or suspend all services to the domain as appropriate.

2.2) Common issues that cause problems are:

2.2.1) Where a mailbox receives large volumes of undeliverable email.



2.2.2) Where mailboxes have forwarders set to other mailboxes where mail cannot be delivered.

2.2.3) Where mailboxes have forwarders and/or auto-responders that generate circular mail loops.

2.3) You may not use Fasthosts email services for any of the following:

2.3.4) To send messages or communications, which are unsolicited, offensive, abusive, indecent or obscene.

2.3.5) To send messages causing annoyance, inconvenience or anxiety to another user of the Internet.

2.3.6) To send messages for the purpose of Fraud and /or with the intention of committing a criminal offence.

2.4) To prevent the sending of bulk unsolicited mail, SMTP traffic to and from a server will be blocked in the following scenarios:

2.4.1) Where we identify a server that has an open mail relay.

2.4.2) Where a significant volume of mail is sent from a domain in a defined timescale.

2.4.3) Where we have received significant volumes of complaints concerning unsolicited mail originating from a Fasthosts hosted domain.

2.5) To prevent Fasthosts' IP Addresses being blocked by IP Address blocking, a domain held on Fasthosts servers may be disabled:

2.5.1) Where we have received significant volumes of complaints concerning unsolicited mail originating from or unsolicited email being sent to promote sites being hosted on a Fasthosts server.

3) General

3.1) Fasthosts have a Police Liaison function and we are committed to assisting, and cooperating with, all law enforcement and government agencies in helping to reduce Internet Crime.

3.2) Fasthosts will suspend access to an account which:

3.2.1) Contains invalid or fraudulent details.

3.2.2) Initiates a payment card chargeback.

3.3) If Fasthosts disable a site or server, we will:



3.3.1) Send an automated mail to the account administrator, informing them of the suspension - please ensure you use an email address that will be unaffected by any suspensions, to ensure that you are immediately made aware of any changes in your account status.

3.3.2) Provide follow up correspondence during office hours from our Misuse Department, detailing the reasons for the suspension and what actions, if any, the administrator should take to rectify the situation.

3.3.3) Work with you to suggest a resolution to the issue at hand and arrange for the restoration of services in the shortest timescale possible once an agreement has been reached.

3.3.4) Not re-enable any domain or server that has a history of similar misuse.

3.3.5) Pass the account to the appropriate department to resolve any outstanding issues such as account balance or closure.

3.4) For less serious cases, such as email problems, the Misuse department will contact you during office hours and inform you of any changes made to your account and the reasons for those changes.

3.5) If an action is taken against a site or server, you should communicate directly with the Misuse Investigations Department within office hours. Outside of office hours our Customer Support Department will be able to discuss the matter and assist in the resolution of the majority of investigations..

3.6) Restoration of any and all services suspended during a Misuse Investigation will be considered on a case-by-case basis.

Please note: by signing up for any of our services you agree to be bound by all Fasthosts terms and conditions.



Reporting misuse

In order to efficiently process your report we need you to send as much information as possible and your contact email address and phone number. Below are details that we will need from you when investigating internet misuse. Reports will not be investigated until the below details are received, so if any of the below is missing from your report, please re-send the information.

1) Reporting port scanning, attempted hacking and firewall activity

Where your report is based upon information obtained from a firewall, please ensure that you send the relevant unedited firewall log (or excerpt). Please ensure that the log includes the time, date and time zone.

You also need to confirm that the clock on your PC is accurate and that you are using the correct time zone for your locale. If your clock is inaccurate please indicate how many minutes and seconds wrong it is (There is an online clock website to check your PC clock here: <http://www.timeticker.com/main.htm>).

Screenshots or image files will not be accepted as evidence of a system intrusion.

If you see any other misuse on your own servers originating from a Fasthosts IP Address, then please send us the following information:

Your URL, your web server log, shows the IP Address, Time, Date and Time zone of the IP Address logging into your server and any details of the misuse that has taken place.

2) Reporting email / newsgroup misuse (including spam)

We require the full header and content of the Email/Newsgroup post. The header enables us to trace the journey that an Email/Newsgroup post has made from the computer it originated from to the computer it was downloaded to. Please see below for instructions on retrieving full mail headers within Microsoft Outlook. If you use another mail client, Please check your providers support documentation for this information.

To retrieve headers in Outlook (with the email not opened in your inbox):

Right click on a message and choose "Options"
From pop-up box, copy all from "Internet Headers" window
Close pop-up box
Right click on the message again and choose "Forward"
Paste headers into the top of the pop-up email forward window
Send to misuse@fasthosts.co.uk



To retrieve email headers from Outlook Express for Windows:

With the mail unopened in your inbox
Right click on the mail
Choose properties
Click on the 'details' tab at the top of the 'pop-up' box
Press "message source"
Copy the contents of the new window and paste it into your email to
misuse@fasthosts.co.uk

To retrieve email headers from Outlook Express for Macintosh:

With the mail unopened in your inbox
Click View
Click Source
To select all use: command + a
To copy use: command + c
To paste the header use: command + v
Paste the contents into a new email addressed to misuse@fasthosts.co.uk

3) Reporting virus activity

If you have received or been infected by a virus, worm or Trojan please note that Fasthosts are unable to offer any support in their removal. We recommend that you install Anti-Virus software and ensure that it is updated regularly. Please include the following information in your complaint.

Header of the email (if one is available) and content of the email.

The email attachment that was sent to you (if any). The attachment may need to be placed in an archived file (.zip, .rar etc) for our email software to receive it. The website contains helpful instructions to help you with this procedure. If you cannot attach the virus, then please send the email and header only.

4) Reporting web space abuse

If you become aware of any web space hosted by Fasthosts that you feel is in contravention of our Terms and Conditions or Acceptable Use Policy, then please email us with the details.

Please send the following information:

The URL (such as www.fasthosts.co.uk), the time and date that you noticed the infringement, any details regarding how you came to view the material and a precise description of why you believe the domain to be in breach.

Fasthosts actively report any illegal activities that take place on our servers to the Police. Fasthosts also work with the Internet Watch Foundation to ensure that any images of child abuse are removed from our service and reported as soon as we are made aware, in line with current working practices.