
WELCOME TO NEWSOUTH COMMUNICATIONS WEBHOSTING!

Got your web pages designed and ready to go? Here are the how-to's to get your pages up to your site on the web for the world to view.

TABLE OF CONTENTS

01.	DNS GENERAL INFORMATION.....	1
02.	GETTING STARTED.....	2
03.	HOW TO UPLOAD YOUR WEB SITE (FTP).....	3
04.	MOVING YOUR WEB SITE TO NEWSOUTH.....	3
05.	USING MICROSOFT FRONTPAGE EXTENSIONS.....	4
06.	GENERAL FILE STRUCTURE OF YOUR WEB HOSTING ACCOUNT.....	4
07.	WEB HOSTING CONTROL PANEL.....	4
08.	WEB STATISTICS.....	5
09.	CGI-BIN SCRIPTS.....	6
010.	TROUBLESHOOTING & FAQ.....	6

01. USERID AND PASSWORD

Your host is:		www . [DOMAIN]
userid:		[USERID]
password:		[PASSWORD]

02. DNS GENERAL INFORMATION

First things first... before you can upload your web site and have users able to access it, you must have your DNS pointing to your domain name. In order to have your web host [http://www.\[DOMAIN\]](http://www.[DOMAIN]) "point" to your web site (i.e. viewers go automatically to your page when they type in your URL), you must contact your DNS administrator and have the following information added to your zone file:

--start here--

```
www           CNAME           64.90.1.71
```

--end here--

Welcome To WebHosting!

If you don't know who your DNS administrator is, go to: <http://www.geektools.com> and click on the green tab labeled "Whois" (located on the left navigational bar of the home page).

You'll see a box where you can enter information labeled "Whois" (at the top of the page). Type in your domain name (without "www") and click the WHOIS>> button.

A web page will return with your domain contact registration and information. The person listed as your "Zone Contact" is your DNS administrator. There should be an email address and/or a telephone number listed to contact your DNS administrator. Send an email to your "Zone Contact" to have your MX (Mail Exchange) records updated. (See [Moving Your Web Site to NewSouth](#))

NOTE: www.geektools.com is not affiliated with, nor managed by, NewSouth Communications. This web site is only one of many where you can perform whois lookups.

03. GETTING STARTED

Once you're sure your web pages are ready, it's time to put them on the web. This is called "uploading" your pages to the web server.

Here are the steps to upload your pages to your new NewSouth Communications WebHosting account using an FTP client or using Microsoft FrontPage.

NOTE: These steps assume you have already transferred your DNS (see [DNS General Information](#)).

FTP

This section assumes you have basic knowledge of how to use your FTP client.

- When asked for the host, specify the host as:
[USERID].[HOST].newsouth.net (*available immediately*)
-or-
www.[DOMAIN] (*once DNS is setup correctly*)
- When requested by your FTP client, enter your **userid** and **password** (see [UserID and Password](#)).
- Upload your pages in this directory:

web/html

[see [How To Upload Your Web Site \(FTP\)](#)]

Your host is:	www.[DOMAIN]
userid:	[USERID]
password:	[PASSWORD]

If you are using FrontPage to create and publish your web pages, you must have your DNS pointing to your NewSouth WebHosting account (See [DNS General Information](#)). Once your DNS is updated, first access the Control Panel for your WebHosting account (see also [WebHosting Control Panel](#)) and turn on FrontPage extensions. Then, open your web in FrontPage Explorer, go to:

File --> Publish FrontPage Web.

FrontPage will take over from there. Your pages will be published to `www.[DOMAIN]`. Do not use the shortcut key on the upper toolbar of FrontPage Explorer unless you have already set your default to `www.[DOMAIN]`.

04. HOW TO UPLOAD YOUR WEB SITE (FTP)

To use an FTP client to upload your web site, you will need to specify the host as `www.[DOMAIN]`, then enter your userid and password when requested by the FTP program. You will need to go in the `web/directory`, then the `html/directory` before you start uploading your web pages. See ([General File Structure of Your Web Hosting Account](#))

05. MOVING YOUR WEB SITE TO NEWSOUTH

If your web site is currently hosted at another site, these steps will give you a smooth transition (transparent to your viewers) to your NewSouth web site.

1. Upload your site to your NewSouth WebHosting account (see also [Getting Started](#)). Since DNS is still pointing to your current site, you'll need to use an alternate alias to your NewSouth account which is automatically set up at:
`http://[USERID].[HOST].newsouth.net *`
2. Once your pages are uploaded, verify they are correct. If you specify "hard" links in your code (i.e. using `http://www.[DOMAIN]/page2.html` rather than just `page2.html`), you will need to edit them since they will point back to your old web site.
3. Double-check any scripts as some of the paths may have changed.
4. Contact your DNS administrator (see [DNS General Information](#)) to have your zone file changed.
5. Within 24-48 hours, DNS should be updated, and web traffic should be coming to your new site.

***NOTE:** If you're using FrontPage extensions, you will need to have your DNS pointing to your NewSouth WebHosting account *first* as it can only publish to `www.[DOMAIN]`. This is a limitation of the Microsoft FrontPage software, not NewSouth Communications.

06. USING MICROSOFT FRONTPAGE EXTENSIONS

Microsoft FrontPage Extensions are not enabled by default. To activate them for your WebHosting account, you must first enable FrontPage extensions from the Control Panel (see [Web Hosting Control Panel](#)). When you enter the FrontPage Administration screen, it will default to "Install FrontPage Extensions." Click "Go!" and it will install all the necessary files and directories needed for FrontPage operations.

You can "Uninstall" FrontPage extensions later by going to the Control Panel and selecting "Uninstall and Remove FrontPage Extensions."

07. GENERAL FILE STRUCTURE OF YOUR WEB HOSTING ACCOUNT

`/data/customers/[USERID]/access`

This directory keeps the configuration files needed for the web hosting system.

`/data/customers/[USERID]/web/html`

This is the directory where you upload your pages, placing all your .htm, .html, etc. files here. The web server looks in this directory for your web pages.

`/data/customers/[USERID]/web/cgi-bin`

This is the directory where you can place your executable scripts (cgi-bin, perl, etc.)

`/data/customers/[USERID]/web/search`

This directory is created when you use the Administrator Search Page option from the Control Panel (see [Web Hosting Control Panel](#)). It holds the database search engine files.

08. WEBHOSTING CONTROL PANEL

You can access your control panel by entering the following URL in your web browser:

[http://\[USERID\].\[HOST\].newsouth.net:2652](http://[USERID].[HOST].newsouth.net:2652) (*This URL can be accessed immediately*)

-or-

[http://www.\[DOMAIN\]:2652](http://www.[DOMAIN]:2652) (*This URL is available once you have DNS set up*)

Once connected to the site, you will be prompted for your user name and password (see [Getting Started](#)). From the Control Panel, you can access your administrative tools for your web site including:

- Change contact information (for your WebHosting account)
 - Change your password
 - View/download your web page statistics
 - Administer FrontPage extensions
 - Set up a search page for your site
 - View the amount of disk space and bandwidth you've used for the month
-

- Password-protect a subdirectory in your WebHosting account

09. WEB STATISTICS

You can view your current web statistics via the Control Panel (see [WebHosting Control Panel](#)) by clicking on the "Log Files and Stats" link. These files are owned by the system (meaning they do not count against your total disk space used) for three months. After that, they will be removed unless you take ownership of the files.

From here, you see two tables:

Web Statistics Available		
Column 1	Month, Year	This is a link to the Analog-generated summary of your web traffic. Analog is an Open Source web traffic analyzing application. Refer to their web site (www.analog.org) about how the information is being generated and what the various sub-sections mean. Statistics are current from the first day of the month until the present day. At the end of the month, the log files and Analog-generated reports are preserved. They are kept on the server for three months before they are removed. If you wish to keep them on the server, you will need to "take ownership" of the files so they will not be removed after three months.
Column 2	Delete	This option allows you to delete the Analog-generated summary of your web traffic. You can only do this after the end of the month.
Column 3	Take Ownership	This link will transfer the ownership of the file from the system to you, thus preventing the file from being automatically removed at the end of three months.
Column 4	Download	This link lets you download the current page to your local machine (hard drive) for storage.

Log Files Available		
Column 1	Current Access Error Log	This link will show you the current log for your system. On higher traffic sites, this file can be quite large. The Error Log is useful to reference when debugging cgi-bin scripts or searching for broken links or images.
Column 2	Delete	This option allows you to delete the archived web statistics. You can only do this after the end of the month.
Column 3	Take Ownership	This link will transfer the ownership of the file from the system to you, thus preventing the file from automatically being removed at the end of three months. However, it will count against your total disk space used.
Column 4	Download	This link allows you to download the log file to your local machine (or hard drive) for archiving purposes or to run the web traffic statistics through a different web statistic analyzer.

010. CGI-BIN SCRIPTS

NewSouth Communications allows customers to design and/or upload their own cgi-bin scripts. However, due to the nature of the shared hosting system, scripts that exceed acceptable CPU utilization will be killed. Also, you may not run daemons, cron or cron-like scripts on the web hosting system.

Scripts must be owned by the user, have a umask of 755 (user has read/write/execute group permission plus other read/execute permission) and must not try to change directories, setuid/setgid, or access unauthorized parts of the system.

perl is located at: `/usr/bin/perl`

sendmail is located at: `/usr/lib/sendmail`

011. TROUBLESHOOTING & FAQ

- *When I type `http:www.[DOMAIN]`, I don't see my homepage?*

Make sure you've uploaded your files to the `web/html` directory. Also, make sure DNS is set up properly and pointing to your NewSouth Account (see [DNS General Information](#)).

- *When I type `http://www.[DOMAIN]`, I only get a file listing?*

Make sure you have an `index.htm`, `index.html`, `index.cgi` or `default.htm` file in your `web/html` directory. The web server looks for one of these filenames in order to bring up the pages.

- *When I try to publish my FrontPage web, I get the error "FrontPage extensions are not installed on this server"?*

Go to the Control Panel and make sure you've installed FrontPage extensions. If you have, click past the error message when publishing from FrontPage and see if the files are uploaded anyway. This is a potential glitch in Microsoft FrontPage, not NewSouth Communications web hosting, caught in testing.

- *When I try to run my cgi-bin script, I get a "Premature End of Script Error"?*

Make sure your script is executable. This can be done through most FTP clients, however you may need to change the permissions manually. To do this:

1. telnet to `www.[DOMAIN]`
 2. enter your login id and password as prompted
 3. at the prompt, type:
 - > `cd web/cgi-bin`
 - > `chmod 755 [script name]`
 - > `exit` (to logoff)
-