

OnyxServers Web Hosting
Getting Started Guide

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This guide explains the steps you should take once you have received your welcome e-mail, which contains your login details.

Step 1: Getting your domain name to point to your web hosting account

If you have registered your domain name through OnyxServers, we will take care of pointing your domain name to your account and you can skip this step.

If you already own your own domain name and it was not registered through OnyxServers, you will need to modify its nameservers (or DNS) to the following:

Primary nameserver: dns1.optimalweb.com (IP: 72.52.154.133)

Secondary nameserver: dns2.optimalweb.com (IP: 72.52.155.8)

The nameserver modifications can only be done through the registrar company used to register your domain name. The vast majority of registrars offer the ability to modify the nameserver addresses (as well as other bits of information) through their web site.

If you rather we modify your domain nameservers, please e-mail support your registrar login details and web site URL and we will take care of this step for you.

Please note that nameserver modifications can take anywhere from 24 to 48 hours to take effect.

Common problem #1: You are not sure which registrar company maintains your domain name registration.

Your domain name registrar contact information is visible on its domain name record. You can lookup your domain name record (aka. WHOIS lookup) through the web site <http://www.dnsstuff.com> by entering your domain name in the 'WHOIS Lookup' field. Please note that it is possible that your domain name was registered through a reseller of the registrar company listed. In such a case you will need to figure out which one of their resellers you registered your domain name through. Please e-mail support if you need assistance with this.

Common problem #2: You have lost your registrar login details.

The vast majority of registrars allow you to retrieve or reset your login details through their web site. The link for this is usually found on the same page which asks for your login details. Please e-mail support if you need assistance with this.

Step 2: Familiarize yourself with your accounts webcontrol panel

Your web site webcontrol panel, called cPanel, allows you to configure virtually all aspects of your web hosting account through the browser. To login point your browser to:

<http://YourDomainHere/cpanel>

You will be prompted for the username and password which was sent to you in your welcome e-mail.

Once logged in, you will see the following page:



The cPanel webcontrol guide can be found here:

<http://www.cpanel.net/docs/cpanel/cp11/cPanel-11-User-Manual.htm>

Click on the 'Logout' button (top right hand corner) when you are done exploring the webcontrol panel.

Step 3: Upload your web site

If you are publishing your web site using FrontPage, this section does not apply to you. Before publishing your web site using FrontPage, please install FrontPage extensions for your web site through the 'FrontPage Extensions' icon found in your webcontrol panel.

You can start uploading your web site by using either an FTP client application or the 'File Manager' tool found in your webcontrol panel. **The FTP client application method is both faster and more reliable and is the preferred method.** FTP stands for File Transfer Protocol. If you are not familiar with FTP, here is a link to an FTP beginners guide: <http://www.ftpplanet.com/ftpresources/basics.htm>

Using an FTP client application to upload your web site:

If you do not have an FTP client application installed on your computer, you will need to download and install one. There are commercial and free ones available. [Click here](#) to see a list of FTP client applications available for download through download.com. Here are two popular and free ones you can download and install:

Core FTP: <http://www.coreftp.com>

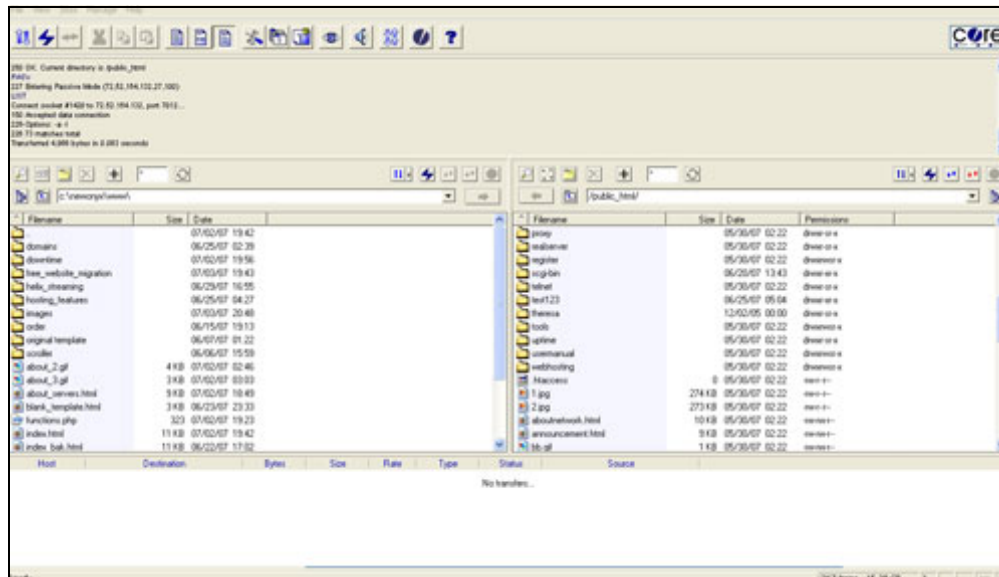
WSFTP: <http://www.wsftp.com>

Once you have installed an FTP client application you can connect via FTP by using the following connection information:

FTP server/hostname: *this is simply your domain name*

Username & Password: *as sent to you in your welcome e-mail*

Once connected through FTP, you will need to upload your web site files into the **public_html/** folder. Most FTP applications present you with two windows upon connecting to your account. One window lists the files on your computer and the other window lists the files on your web hosting account. You should be able to upload files and folders simply by dragging them from the local computer window to the web hosting account window.



Sample screenshot of an FTP connection using Core FTP

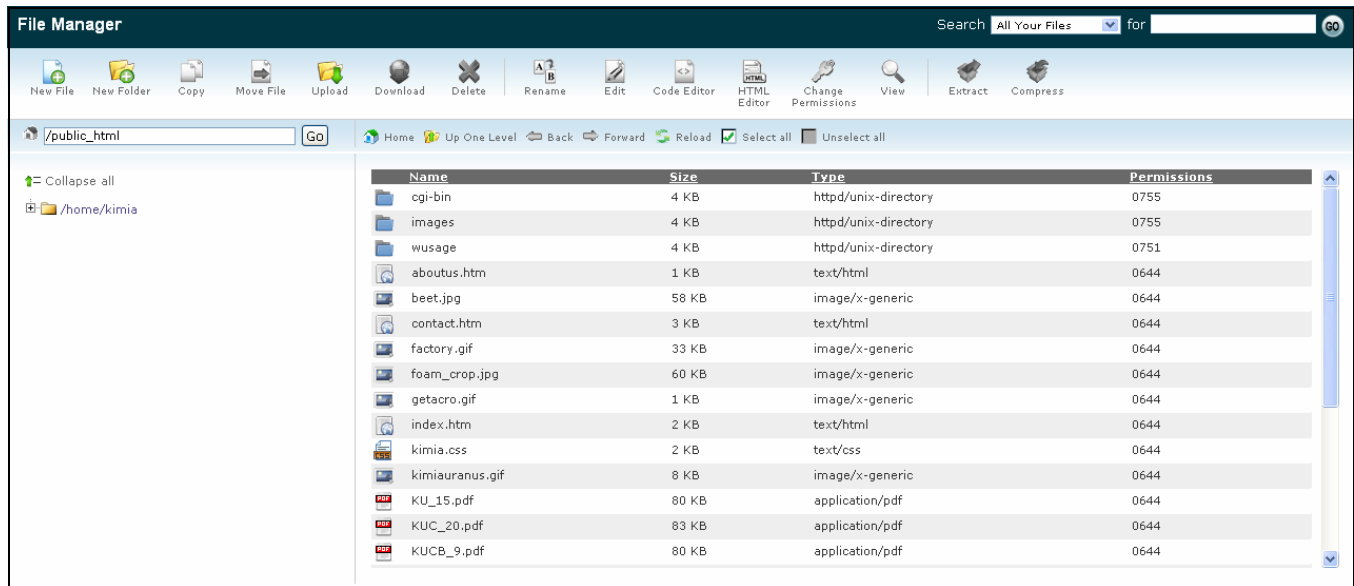
IMPORTANT: Do not delete any existing files or folders in your web hosting account, especially if you are not sure what function they serve.

Using the 'File Manager' tool in your webcontrol panel:

Login to your webcontrol panel and click on the 'File Manager' icon.



You will be asked which directory to open. Select '**Web Root**'. This is the folder you will need to upload your web site files into.



Click on the 'Upload' button to start uploading your web site files. If your web site files are organized into folders, as is the case with most web sites, you will need to create those folders first using the 'New Folder' button and then upload the folder contents, one folder at a time.

IMPORTANT: Do not delete any existing files or folders, especially if you are not sure what function they serve.

Common problem #1: I have uploaded the web site files into the Web Root folder but still my web site does not show up.

Make sure your homepage (first page you want shown when someone visits your domain name) is called index.html (lower case). This is called your index file and it should be named index.html, index.php (if it uses PHP), index.jsp (if it uses JSP), index.shtml (if it uses server side includes), or index.cgi (if it's a CGI script). If there is an existing index.html file in your web hosting account, you will need to delete that file first.

Common problem #2: My web site does not show up properly.

There could be many reasons for this. It is very likely a web design related issue so contact your webmaster for assistance. If you are unable to figure out the problem, feel free to e-mail support and we will do our best to help.

Step 4: Setup and configure your e-mail system

You will not be able to receive any e-mails at your domain name until you create a mailbox.

Setting up your mail system

If you want to receive mail sent to your domain name, you will need to first create a mailbox. To create a mailbox, login to your webcontrol panel and click on the 'Email Accounts' icon.



Complete the form under 'Add a New E-mail Account'.

Add a New Email Account

Please Enter the User and the Password you wish to use:

Email:	<input type="text"/>	@	kimiauranus.com	<input type="button" value="v"/>
Password:	<input type="password"/>	Password Strength:	<input type="text"/>	
Password (Again):	<input type="password"/>		Very Weak	
Mailbox quota (optional):	<input type="text" value="250"/>		MB	
<input type="button" value="Create"/>				

E-mail refers to the address which you want to create a mailbox for.

Quota refers to how much disk space should be allocated for this mailbox. If the quota is exceeded, incoming e-mails will not be received and will bounce back to the sender. Click on the 'Create' button when done.

Now you can receive mail sent to the address you just created a mailbox for. If you want to receive mail at more than one e-mail address, you can either create more mailboxes or have mail sent to those addresses placed into the mailbox you just created. Which solution is better?

- Creating one single mailbox and using it to store mail sent to multiple addresses will save you time. There will be only one mailbox you need to connect to every time you want to check for new mail. As well, you need to setup only one mail account in your e-mail client application.
- Creating multiple mailboxes is ideal and required for organizations where each individual must have access only to their own address or a set of addresses, but not all.

Retrieving mail sent to your domain

There are two different methods for retrieving the mail in your mailbox(es):

1. Through an e-mail client application (e.g. Outlook Express, Thunderbird, Apple Mail).

2. Through the browser by logging to your webmail interface at <http://YourDomainHere/webmail> (you can also access your webmail interface by clicking on the 'Webmail' icon in your webcontrol panel)

How to use an e-mail client application to send and receive mail:

Most operating systems come pre-packaged with an e-mail client application. For Windows this is usually Microsoft Outlook or Outlook Express. For Macintosh computers this is usually Apple Mail.

Mozilla Thunderbird is a good and free alternative to using Microsoft Outlook or Outlook Express. Thunderbird includes some excellent features such as built-in SPAM filtering. Thunderbird can be downloaded from <http://www.mozilla.com/en-US/thunderbird/>

Instructions for setting up your e-mail application to send and receive mail will depend on which application you are using. You can expect to be prompted for the following bits of information:

Server type: select POP (or IMAP if you are familiar with IMAP and would like to use it. To learn more refer to our e-mail FAQ: [What is the difference between the POP and IMAP mail protocols and which one should I be using?](#))

Incoming (POP/IMAP) mail server: enter your domain name here (e.g. mydomain.com)

Incoming server port: 110

Outgoing (SMTP) mail server: enter your domain name here (e.g. mydomain.com)

Outgoing server port: 25 or 26 (try port 26 if your ISP restricts SMTP port connections – refer to our [e-mail FAQ](#) for more information)

Username: the e-mail address you created a mailbox for (if your e-mail client application does not accept the @ character in the username field use the '+' character instead. e.g. user+domain.com)

Password: as typed in when you created the mailbox

How to use the webmail interface through the browser to manage your mail:

The webmail interface is an alternative means for sending and receiving mail. While using an e-mail client application is recommended, especially for heavy mail users, beginners might find the webmail interface easier to use. The webmail interface is also a means for customers to access their mailboxes from any computer with an internet connection (e.g. when away on a trip).

There are two different webmail interfaces available to you: **Horde** and **SquirrelMail**.

Horde supports the IMAP protocol and offers more features than SquirrelMail. SquirrelMail supports the POP protocol and users might find it a bit faster to navigate since it is less graphic intensive than Horde.

To learn about the difference between the IMAP and POP protocols, please refer to the following question in our e-mail FAQ: [What is the difference between the POP and IMAP mail protocols and which one should I be using?](#)

To login to either webmail interface, point your browser to:
<http://YourDomainHere/webmail>

You will be prompted for a username and password. The username is simply your mailbox address (e.g. user@mydomain.com). The password is the password you entered at the time you created the mailbox.

If you have forgot the mailbox password, you can reset it through your cPanel webcontrol panel: click on 'E-mail Accounts' icon followed by 'Change Password' (under 'Current Accounts').

E-mail FAQ

I am downloading duplicate copies of e-mails. What's causing this problem?

If you have configured your e-mail client application to leave a copy of downloaded e-mails on the server, then it is possible to encounter this problem at some point. This annoyance is almost always caused by some sort of problem at the users end. There are different causes so we recommend you google the problem (e.g. search for your e-mail client application name and the keywords "download duplicate e-mails"). Here are some links that might help:

For MS Outlook: <http://www.howto-outlook.com/faq/duplicates.htm>

For MS Outlook Express: http://email.about.com/od/outlookexpresstroubles/qt/et_duplicates.htm

For Mozilla Thunderbird: http://kb.mozillazine.org/Duplicate_messages_received

I am using an e-mail client application and can receive e-mails, but get an error when trying to send e-mails. Why?

There are generally two causes for this problem:

1. The e-mail address you have specified in your e-mail application configuration does not reside at your web hosting domain name. You should be using <something>@yourdomain.com, otherwise our mail server will not authorize you to send e-mails.
2. Your local ISP restricts port 25 connections.

An increasing number of ISP's restrict port 25 connections so they can control SPAM going through their servers. Port 25 is the common port used for SMTP service. To work around this problem we have configured port 26 to also accept SMTP connections so **try changing port 25 to port 26** and see if this works. If you are still unable to send e-mails you will need to use your ISP's own SMTP server (which is fine to do). Contact your ISP if you are not sure what their SMTP server address is.

I have lost my mailbox password. How can I reset it?

You can reset any of your mailbox passwords by logging into your webcontrol panel at **<http://YourDomainHere/cpanel>**

You will be prompted for the username and password which was sent to you in your welcome e-mail (if you have lost this password as well, please e-mail support).

Once logged in, click on the 'Email Accounts' icon. Now click on the 'Password' button (under 'Current Accounts') next to the mailbox you need to reset the password for.

What is the difference between the POP and IMAP mail protocols and which one should I be using?

Basically, IMAP works by keeping mail on the server and POP works by downloading mail to your computer.

If you usually use the POP protocol to check mail, then when you use the webmail interface you will only have access to new mail (the Inbox folder) - none of the folders you created in your e-mail application will be available. Likewise, if you create folders via webmail, those folders will not be available the next time you check your mail via your e-mail application

If you normally use IMAP to check your mail, all of your folders will be accessible using the Horde webmail interface (SquirrelMail does not support IMAP).

Here's a comparison of the IMAP and POP protocols. If you configure your e-mail client application to use IMAP, you should choose Horde when you access webmail.

	IMAP	POP
Where is INBOX being stored?	E-mail Server	E-mail Server
Where are mail folders being stored?	E-mail Server	On users own computer
Can mail folders be created on the mail server?	Yes	No, only on users own computer
Can mail folders be created on local computer?	Yes	Yes
Can mail folders be accessed from different computers, like the PC at home, in office, or from oversea?	Yes	No, only on the computer the mail is being downloaded into

How can I setup auto-responders?

An auto-responder is a prewritten e-mail which is sent back to the sender as soon as their e-mail is received by our mail server. You can create auto-responders by logging into your webcontrol panel at <http://YourDomainHere/cpanel>

Click on the 'Auto Responders' icon followed by 'Add Auto-responder' and complete the form.

Email: @
From:
Subject:
Character Set:
HTML Message:
Body:

Screenshot of a sample auto-responder being setup

How can I create mailing lists?

You can create and maintain a mailing list either through your cPanel webcontrol 'Mailing Lists' icon or by installing the PHPList mailing list software through the Fantastico plugin in your cPanel webcontrol. PHPList is more robust and offers more features but you will need to install it first.

To create a mailing list using cPanel, just login to your cPanel webcontrol panel at **<http://YourDomainHere/cpanel>** and click on the 'Mailing Lists' icon.

To install PHPList:

1. Login to your cPanel webcontrol panel at **<http://YourDomainHere/cpanel>**
2. Click on the 'Fantastico' icon.
3. Click on PHPList from the list.
4. Click on the 'New Installation' link.
5. Follow the instructions.

Please note that PHPList is a complimentary application and support for it does not fall within the scope of OnyxServers support. For help please try the PHPList support forums at <http://www.phplist.com/support>

How can I filter out e-mails to a specific address or containing a specific string?

Login to your webcontrol panel at **<http://YourDomainHere/cpanel>** and click on the 'Account Level Filtering' icon ('User Level Filtering' if you want to setup filters for a specific mailbox only). Now click on the 'Create a New Filter' icon and fill out the required fields.

Edit Filter for All Mail On Your Account

Please create or edit a filter below. You can add multiple rules to match subjects, addresses or other parts of the message. You can then add multiple actions to take on a message such as to deliver the message to a different address and then discard it.

Filter Name:

The Filter name must be unique. If you give the filter the same name as another filter, it will be overwritten.

Rules

Subject	contains	-	+
<input type="text" value="viagara"/>			

Actions

Discard Message	-	+
-----------------	---	---

Screenshot of a filter being setup to discard mail containing keyword 'viagara' in the subject

What is the 'Default Address' icon in the webcontrol panel used for?

The default address (also known as "catch-all" feature) determines what happens to mail sent to an address that you have not created a mailbox, forwarding entry, or auto-responder for. In other words, it "catches" mail going to a non-existent address. For example, if your master username is "myloginid", your default address will be myloginid@yourdomain.com. Now, let's assume someone sends an email

to mary@yourdomain.com but you have not created a mailbox for that address (nor created a forwarding entry or autoresponder for). What happens to that e-mail?

- If your default address behavior is set to 'Discard with error to sender', then the e-mail will bounce back to the sender with the error "No such person at this address".
- If your default address behavior is set to 'Forward to email address', then the e-mail will be forwarded to the e-mail address or mailbox specified. In the example below, mail to non-existent addresses are placed into the default mailbox (not recommended).

Default Address Maintenance
Send all unrouted e-mail for:
kimiauranus.com **Current Setting:** kimia@kimiauranus.com
 Forward to email address
Forward to email address:
 Discard with error to sender (at SMTP time)
Failure Message (seen by sender):

PLEASE NOTE: Customers who choose to receive mail sent to non-existent addresses can expect to receive a large volume of junk mail.

As of July 11th, 2007 new accounts setup will have the default address disabled by default and unrouted mails will bounce back to senders. This measure was taken to reduce the accumulation of junk mail in customer mailboxes.

I am receiving lots of SPAM. What can I do?

Please download a copy of the [OnyxServers SPAM Protection Guide](#).

Do's and Don'ts

- Do upload your web site files into the public_html/ (Web Root) folder.
- Do upload your CGI scripts into the public_html/cgi-bin/ folder.
- Do name your homepage file index.html, index.shtml, index.php, index.jsp, or index.cgi.
- Do not use the Squirrelmail webmail interface if you are managing your e-mails using the IMAP protocol (use Horde instead).
- Do mask e-mail addresses on your web site from spambots (refer to the [OnyxServers SPAM Protection Guide](#) for help with this).
- Do set your 'Default Address' (e-mail "catch-all") behavior to 'Discard with error to sender' in order to block incoming junk mail (done through the 'Default Address' icon in your webcontrol).
- Do not use FTP if you have published your web site using FrontPage.
- Do not use the 'Password Protect Directories' tool in the webcontrol if you are using FrontPage to publish your web site (instead use FrontPage to password protect folders).
- Do not configure your e-mail application to leave a copy of downloaded e-mails on the server indefinitely (instead instruct your e-mail application to remove downloaded mail after 5 days or so).
- Do keep your web hosting account contact and billing details up to date via the account manager at <https://secure.onyxservers.com>.
- If your domain name was registered through OnyxServers, do keep your domain name contact details up to date via <http://www.onyxservers.com/domains/>.
- Do periodically check and flush the contents of your SPAM folder if you have turned on the Spam Box feature.
- Do optimize your web site graphics so your web pages load faster (here's a guide: <http://www.webmonkey.com/99/15/index0a.html>)