
Web Hosting Knowledge Base

Getting Started Category

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Getting Started

My site loads slowly, what's wrong?

Problem: My site seems to download slowly sometimes OR sometimes when using FTP or Frontpage, it just stops. Why is that?

Answer: There are a variety of factors that can contribute to occasional slow download speeds or time-outs. One thing that you can rule out is lack of bandwidth directly into the facility where your site is located.

If it seems that your site generally is always slow, it may be because you have images on your pages that are too large. A rule of thumb is to try to make images 20k or less. If you have larger images, try using image compression software which you can download free at www.download.com. Most new image editing programs such as Photoshop 5.5 or Paint Shop Pro will have JPG/GIF image compression included.

Way to check where the slow-down is:

1) Check the path from your computer to your web site: When you download from your site, you are taking a path to get from your computer to your web site. This tool below will show the path that you are taking to get to your site and where the slowdown may be. To do so using Windows:

Go to START

Click on PROGRAMS

Click on MS-DOS PROMPT

Type TRACERT MYDOMAIN.COM (replace mydomain.com with your domain or IP address)

You will see output that has lines like this:

```
93 ms
81ms
55 ms
sl-bb11-pen-3-2.sprintlink.net
[144.232.5.73]
```

```
*
34 ms
567 ms
sl-bb13-pen-10-0.sprintlink.net
[144.232.5.158]
```

```
132 ms
200 ms
111 ms
pos3-1-0-155M.hr2.IAD.gblx.net
[206.132.253.50]
```

Each of the three numbers above are three attempts that your computer makes to get to that location. A * or any number over 350 is a sign of a slow link.

In the example above, the slow link is with SPRINT. If you see a slow link, we don't suggest you call your Internet provider and immediately report it. Occasional slow links on the Internet are common. However, if it is always like that, you may want to consider calling them.

2) Check the path from your web site to your computer: The return path, that is, going from your web site back to your computer, may take a different path altogether. To check the return path:

Login into your Control Panel

Click on "TRACEROUTE" or "Network Troubleshooter"

Follow the same guidelines for reading the output as the example above.

3) See how fast your Internet Connection really is. Your computer may say 53k, but your ISP may be overloaded. Take this Bandwidth Speed Test.

3) If you want to use a graphical program to show trace routes from your computer, try Neotrace.

4) If your website appears to be down, you should check to see if it's accessible from another location before lodging a support ticket. Sometimes, your Internet provider may have routing issues. To see if your website works from another location try this proxy surfing service. This is a useful tool to check to see if your website is 'truely' down.

My pages aren't being updated when I upload...

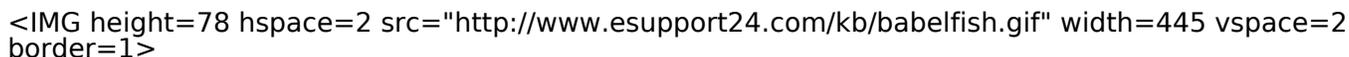
When you upload new or changed pages, the **changes** should be instantaneous. **If they aren't**, please follow the steps below to determine the reasons.

Be sure you are uploading you web page files into the **/public_html** OR **/www** folder. Either will work. MS Frontpage users will not need to worry about this. When publishing or editing with FrontPage, it will automatically place the folders in the correct folder.

Try pressing Reload. If that doesn't work, try Shift+Reload to bring up the new page.

In your web browser, type `www.your-domain.com/cpanel/`. You should see a password box come up. If you don't, then your domain is still pointed at your old web hosting provider. You will need to update your nameservers.

Your Internet Service Provider (especially for AOL users) may be holding the old page on their servers. They do this to save bandwidth space. To see if this is the case, you should check this "third party" web site. After clicking [HERE](#), just type in your domain name in the box as shown below. If the site shows up with the changes made, then you can be sure the problem is that your ISP is holding the old page on their server. You should contact them to remove this 'network page caching.'



If you still haven't solved the problem: In your **Control Panel** (`yourdomain.com/cpanel`), go into your "**File Manager**", and click on the **WWW** folder. The WWW folder is where all of your web page files should be.

- Find the file that you believe you have changed but is not coming up with the new information and click on it.

- View the file, and see if it is in fact the new file. If it's still has the old page information, then your software didn't upload the file or didn't upload to the correct directory. You should consult your software help material for upload help.

Creating secure passwords...

While we take security very seriously and do everything in our power to prevent unauthorized access to our customer's accounts. Preventing intrusion is an ongoing battle and it never hurts to further secure your account by using secure passwords and to change your passwords regularly.

To maximize the security of your account create unique passwords containing at least eight random alphanumeric characters or symbols, and alternate between upper and lower case letters (ex: 4b1F9Zr2). Avoid using actual dictionary words and never use personal information such as names, dates etc. Also avoid using the same password for different logins (your account, MySQL databases, message boards etc).

Index file naming conventions

By default our servers will look for (in order) a file by the name of index.html, index.cgi, index.php, index.htm, default.htm or home.htm in a given directory and will load the first file it finds as the directory's (or site's) index or "home" page.

If you upload a file named index.html to your public_html directory this page will automatically be set as the index for the site and this page will be loaded automatically when entering http://yourdomain into a web browser.

A brief look into CPanel and its features...

What is cPanel?

cPanel is a server side management system the runs the back end of your site. From here you have access to many controls and scripts that will add everything from tracking abilities to new scripts to your site.

How to login to cPanel

There are several different ways you can gain access to your cPanel. The first and most obvious is by going to yoursite.com/cPanel. Another is by putting in the IP address and follow it up with "/cPanel". Once you have done this, a new login window will pop up. Just put in your user name and password, as assigned to you from your welcome e-mail and you're all set!

The insides of cPanel

All of the different options might be a little over whelming the first time you login to your account. For the most part, everything is sub-divided into it's own category and box. At the top you should see a message logging in your IP address and also telling you "Welcome to Server??" where the "??" will be replaced by your server number. (Make note of this, it makes our jobs easier when you need to put in a help desk ticket if you give us your server number.)

Starting at the top

At the top you should see four boxes reading: Home, File Manager, Update Contact Info, and Log Out.

Home - This will lead you back to the main cPanel screen.

File Manager - This will lead you to cPanel's File Manager.

Update Contact Info - This will allow you to change your contact e-mail.

Log Out - This will log you out of cPanel.

Account Information

On your left, you should see a box titled "Account Information". Listed through this box you should see a plethora of information on your account. Here's a list of some of the more important details and what it means for you and your account.

Sub Domains - The number of sub domains you have set up on your account currently.

MySQL Databases - The number of active MySQL Databases you are using.

Disk Usage - Shows the amount of disk usage you are using.

SQL Disk Usage - Shows the amount of SQL desk usage you are using.
Bandwidth Usage This Month - Your bandwidth usage for the month.
Disk Space Available - The amount of space you have left currently.
Email Accounts - The number of e-mail accounts you have set up.
Email Forwarders - The number of e-mail forwarders you have set up.
Auto-Responders - The number of auto-responders you have set up.
Mailing Lists - The number of mailing lists you have set up.
Email Filters - The number of e-mail filters you have set up.
FTP Accounts - The number of FTP accounts you have set up.

Server Information

This is the box located under the "Account Information" box. In this box you will get more details about the server that you are currently on.

CPanel Version/Build - The version/build number of the cPanel.
Operating System - The operating system the server you're on.
Apache Version - Apache version for the server you're on.
Perl Version - The Perl version for the server you're on.
Perl Path - The path to Perl for the server you're on.
Installed Perl Modules - A list of installed Perl modules on you're on.
PHP Version - The version of PHP your server is using.
MySQL Version - The version of MySQL your server is using.
SendMail Path - The path to SendMail on your server.

Server Status

When you click on this link you'll get a full detailed list of what all is up and running on your site, or what might be down at the moment.

Should I keep a local copy of my website in case of trouble?

Absolutely! It is very easy to spend all night working hard on upgrading your site only to hit the wrong key or have someone else overwrite your changes. Better safe than sorry.

Our backups are for catastrophic server events. We do not restore individual websites unless the situation is caused by us.

What is my absolute path?

/home/username/public_html/