

## **Webnames WebHosting Technical Documentation**

This document provides technical documentation for your Webnames WebHosting solution

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## 1. How to upload Content to your Website

Webnames offers full FTP access for all hosting accounts as well as the ability to publish site content using Microsoft FrontPage.

Note: You can only use Microsoft Frontpage on Bronze or higher packages.

The purpose of this document is to outline the preferred settings for your FTP client and Microsoft FrontPage.

### Using FTP (File Transfer Protocol)

To upload your files with FTP you will require an FTP client. Commonly used FTP clients such as CuteFTP or WS\_FTP LE are available here.

Here is the information you will require to configure your FTP client, substituting your domain name for "yourname.com":

Host Name / Address: yourname.com  
User Name: yourname.com  
Password: yourftppassword

Using the IP address provided in your welcome letter as the hostname will ensure that you can upload your website before your domain name's DNS propagates.

\*\*\*Please note that once DNS propagation is completed, www.yourname.com (substitute yourname.com with your domain), will have to be used as the hostname.

You can also click on the FTP icon in the top right corner of the Webnames control panel (WebsiteOS). By selecting the auto-FTP icon on the right side of the taskbar it will start an FTP session for the domain in a new browser window.



Authentication is required using the Webnames control panel (WebsiteOS) password.

\*\*\*Please note that FTP functionality varies between browsers from full drag and drop capability to downloading only.

Once connected, you will see the following directories (may differ depending on the webhosting package you have):

- cgi-bin
- logs
- private
- public

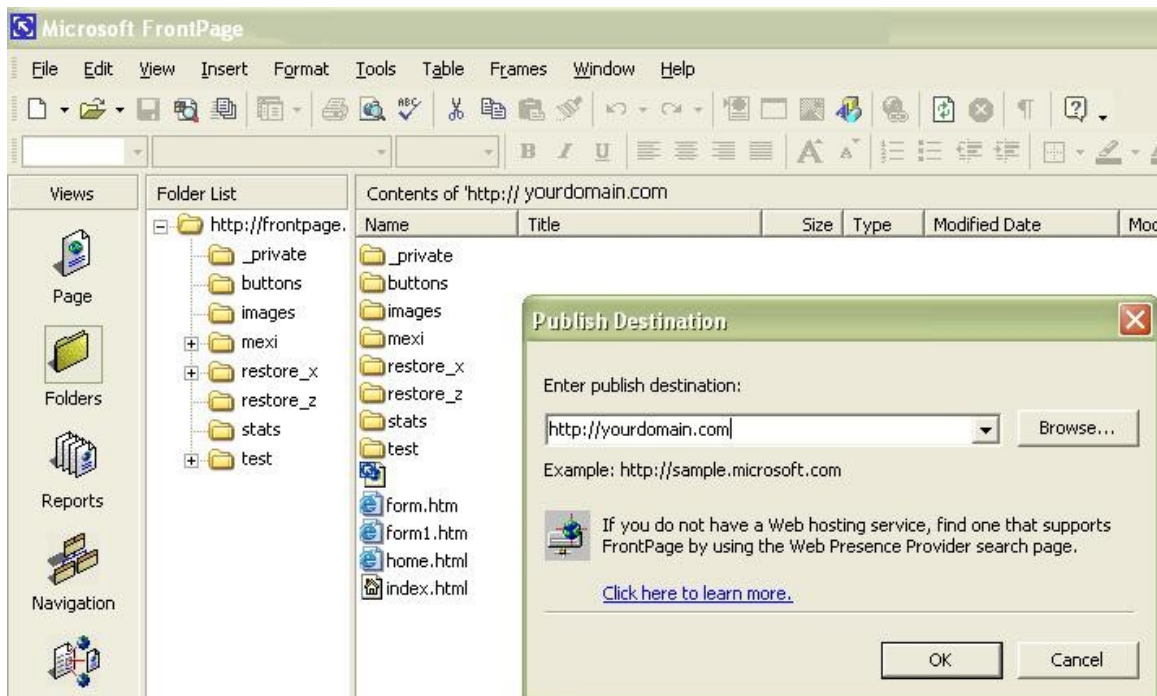
Any files (other than CGI scripts) that are to be viewed by the public should be placed in the "public" directory (or a subdirectory of "public"). CGI scripts must be placed in the "cgi-bin" directory. (CGI-BIN is only available as from the Bronze or higher packages)

## Using Frontpage

If you are using Microsoft FrontPage to design and publish your website, it is essential that you follow these instructions:

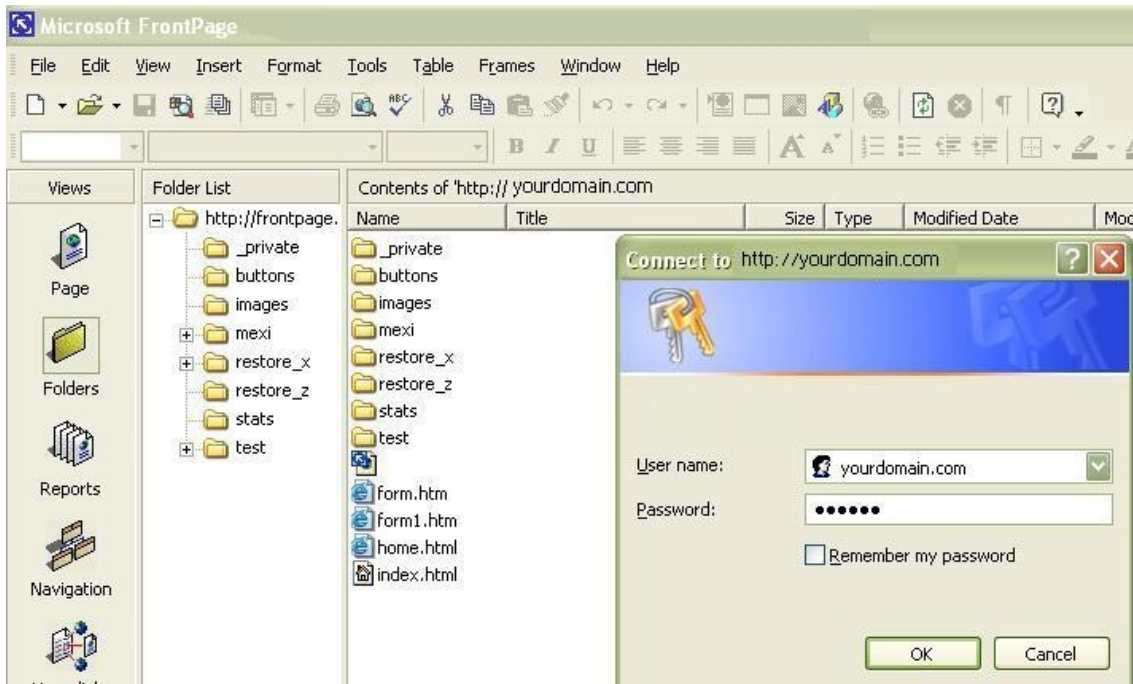
Once logged into the Webnames control panel (Webnames control panel (WebsiteOS)), click on "Site Builders" and then "FrontPage Manager" from the menu on the left. Once the "FrontPage Manager" page is displayed, click the "install" button. You will be prompted to set up a FrontPage password. The FrontPage password is independent of your domain password. It is used exclusively for accessing your FrontPage web with the FrontPage client. Enter and confirm the password, then click the "Submit" button. After reading the warning message concerning FrontPage restrictions, click the "install" button again and the extensions will be installed on your domain.

In FrontPage, from the "File" menu choose the "Publish Web" option. You will be prompted to provide a URL to publish your web to.



Enter your domain (in the form of "yourname.com") as the URL. This will publish your web to your domain and place it in the /public directory.

\*\*\*To publish your site using FrontPage before your domain name's DNS propagates please use <http://yourname.com.previewyoursite.com> as the URL.



After specifying the address to publish to, you have the choice of publishing the entire web, or just the pages that have been changed. If you are publishing for the first time, choose "Publish all pages."

The "Include subwebs" option is for webs that parent multiple webs. If you're not sure if you have subwebs, you probably don't. In this case, leave the box unchecked.

Important notes:

- Publish your site using FrontPage's "Publish Web" function. Your publishing address is your domain name (in the form of "yourname.com").
- FrontPage extensions disable regular FTP access along with the following Webnames control panel (WebsiteOS) functions: File Manager and Database Manager (May differ depending on the webhosting package you have).
- Once your website is published, use a browser and check to make sure all your changes occurred. If they haven't, try refreshing your browser and clearing the temporary Internet files (cache) before making further changes to your site. In Internet Explorer, this is done by going to "Tools," "Internet Options." On the General tab under "Temporary Internet files" click "Delete files."

## Homepage Naming Conventions

The first page should be named either "index.htm", "index.html", "index.shtml", "index.phtml", "index.php", "index.wml", "index.asp", "index.cfm" or "index.php3". The server will return the first index file it finds, regardless of any other files you have. Therefore, it is best to keep only one index file in your public directory to avoid confusion. If your package does not include scripting, your page must be named index.htm or index.html. Subsequent pages may be named whatever you wish, but the primary page must be named this way.

## 2. How to preview your Website

To preview content pre-DNS propagation, use the following tool:

`http://yourname.com.previewyoursite.com`

Links using absolute URLs will not work, because DNS has not propagated. For example, this link will not work:

```
<a href="http://yourname.com/images/yourimage.gif">
```

Relative URLs, however, will work properly. For example, this link will work:

```
<a href="images/yourimage.gif">
```

*\*\*\* Please note that the preview option is only available as from the Bronze or higher packages*

## 3. Unix Services

Webnames.ca provides users with a wide variety of Unix services and supports such technologies as Perl, PHP, Python, MySQL and more.

### CGI Q & A

Customers on the Webnames platform will have full access to their cgi-bin directory if they have the equivalent of the BRONZE and higher packages. The cgi-bin currently supports Perl as well as PHP scripts.

#### **CGI FAQ**

##### **How do I upload my CGI scripts using FTP?**

All CGI programs must be uploaded to your cgi-bin directory. You should be sure to use ASCII mode when uploading Perl scripts.

##### **How do I call my CGI script?**

In your HTML documents, reference your cgi script with the following path:

```
http://www.yourdomain.com/cgi-bin/script
```

##### **What path do I use to call sendmail?**

```
/usr/sbin/sendmail
```

#### **Server Side Includes (SSI)**

##### **What are SSI?**

SSI (Server Side Includes) are directives that are placed in HTML pages, and evaluated on the server while the pages are being served. They let you add dynamically generated content to an existing HTML page, without having to serve the entire page via a CGI program, or other dynamic technology.

**Do you support Server Side Includes?**

Yes! You need to make sure that the page with the SSI has a .shtml extension. The web server will only parse files with this extension.

\*\*\* Server Side Includes are supported on Bronze or higher packages only.

**Can I use server-parsed image maps?**

Yes. You may store the image and its associated map file in your own directories. The server then processes the map file as part of the normal html document parsing performed.

**Can I change file permissions if I only have FTP access?**

Yes. ftp access also allows you to run a variety of commands. These include the chmod & chown commands.

**What path do I use to access files in my home directory using my cgi script?**

The path would be as follows:

services/webpages/[first\_letter\_of\_domain]/[second\_letter\_of\_domain]/[domain]/[file]

[domain] is replaced with your domain

[file] is replaced with the filename including sub-directory information being accessed

Here is an example:

/services/webpages/h/o/hosting.bluegenesis.com/chat/chat.log

**Perl Q & A**

All Perl scripts should reside within the cgi-bin located in the root directory. Please ensure that the permissions on your scripts are 755.

**What version of Perl is supported?**

5.006001

**What path do I use to call Perl?**

/usr/bin/perl

**PHP****What version of PHP do you support?**

We currently support PHP version 4.2.2 on Apache

## **MYSQL FAQ**

### **What version of MySQL do you support?**

We currently support MySQL version 3.23.56

### **How do I create a MySQL database?**

1. Login to your Webnames control panel (WebsiteOS), go to Website Management and open Database Manager
2. Set up the Database Manager password. Then create a database. The format will be prefix\_yourdomain\_com where the prefix is something you will choose. (eg. products\_yourdomain\_com)

### **What are the connection settings for MySQL?**

Hostname / IP: sqlc0e.megasqlservers.com

User: dbm.yourdomain.com

Password: the password you set using Database Manager

Database: prefix\_yourdomain\_com (where prefix is your database name)

### **How can I manage my MySQL database?**

There are two ways to manage your MySQL database. Database Manager is a web based MySQL client that allows you to create and manipulate a maximum of two MySQL databases. This can be found in the Webnames control panel (WebsiteOS) under the Website Management section. It is best used for creating databases and tables. For populating a database, you should consider using a script such as PHP or CGI.

Database Manager builds SQL statements from the various options that you select. This is the reason for the "Build SQL Query" button. Viewing the Query gives you an opportunity to review the query before running it. Clicking the "Run SQL Query" button submits the query to the SQL server.

*\*\*\*Database Manager is designed for advanced users. Knowledge of relational databases and SQL is required in order to use this Database Manager efficiently.*

## **4. Windows Services**

### **Database Support**

The Windows database types supported are MS Access and MSSQL

### **DSNs and conventions**

You can integrate your databases into their websites using either of the following methods:

**DSN connection method:** A DSN is used by applications to request a connection to a system ODBC data source. It specifies the computer name and (optionally) the database that the DSN maps to. To create a DSN for MS Access databases, the .mdb file must exist in the /databases directory of the end-users file structure.

**DSN-less connection method:** Also known as the OLE DB connection method. This method allows greater flexibility for end-users; the database does not have to be located in a specific directory. The database can be located anywhere within a client's directory structure, and can be accessed in their code as long as the proper path is specified.

#### **How do I create a DSN connection for a domain name?**

Please get the following information and email to [hosting@webnames.ca](mailto:hosting@webnames.ca)

1. Domain name: abc.ca
2. DSN Prefix: db
3. Coding Language: html or ASP etc
4. Database type: e.g Access database
5. Database Name: Home\_Ownership\_Signup.mdb MSSQL Database: If creating a DSN with the Database:DSN Prefix (your DSN will be called by prefix\_domain\_ext)
6. Language you are using to connect to the database (ASP, ASP.NET, Cold Fusion, Cold Fusion MX)

\*\*\* You MUST activate Windows Services before a DSN can be created for ASP, ASP.NET, Cold Fusion, or Cold Fusion MX.

### **Components Not Recommended**

#### **MS-Access 1997**

##### **Why is MS-Access 1997 *not recommended* ?**

The latest MDAC (version 2.7), which is currently installed on our system, is not compatible with Access 97 databases. You may find that your database worked originally; however, once you write data to the database it will generate this error.

#### **FrontPage + MS Access**

##### **Why is FrontPage + MS Access *not recommended* on your system?**

Our system architecture does not allow you to edit your MS Access database through the FrontPage GUI. Both must be managed separately.

### **Non-Functional Components**

#### **DB Connections from multiple domains**

##### **Why are Connections from multiple domains to one specific database not functional on your system?**

In the best interest of our clients, our system does not allow actions of one domain to affect the population of other domains residing on our system.

Multiple domains to one specific MS Access database are prohibited on our system due to strict system security settings.

**Recommended Alternative:**

If this functionality is required, we recommend the use of an MS SQL database.

## Custom DLLs

### Why are Custom DLLs not functional on your system?

Custom DLLs or ActiveX components are prohibited. Components that are poorly coded are known to cause server instability, excessive resource consumption and reduced site performance. For this reason these types of proprietary, site-specific applications are much better suited to a dedicated server environment.

## MS Access Warning Messages

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**Microsoft OLE DB Provider for ODBC Drivers error '80004005' [Microsoft][ODBC Microsoft Access Driver] Cannot update. Database or object is read-only.**

Please ensure your database has the proper permissions set.

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**Microsoft OLE DB Provider for ODBC Drivers error '80004005' [Microsoft][ODBC Microsoft Access Driver] General error Unable to open registry key 'Temporary (volatile) Jet DSN for process 0x4d4 Thread 0x748 DBC 0x84dbc84 Jet'.**

The process, Thread and DCB numbers may vary

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**Microsoft OLE DB Provider for ODBC Drivers error '80004005' [Microsoft][ODBC Microsoft Access Driver] Cannot open database '(unknown)'. It may not be a database that your application recognizes, or the file may be corrupt.**

The latest MDAC (version 2.7), which is currently installed on our system, is not compatible with Access 97 databases.

## 5. Java Server Pages

### Frequently Asked Questions (FAQ):

**1. What is supported by the JSP service?**

The current JSP service supports the execution of Java Server Pages. These are files which have the suffix ".jsp" for their file name.

**2. Can I run Java Servlets?**

Not at the present time. Support for Java Servlets is currently in development.

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### 3. How do I enable the JSP service?

In order to enable JSP support, please contact our technical support by email at [hosting@webnames.ca](mailto:hosting@webnames.ca) or 1 866 221 78 78 for assistance.

### 4. How do I disable the JSP service?

In order to disable JSP support, please contact our technical support by email at [hosting@webnames.ca](mailto:hosting@webnames.ca) or 1 866 221 78 78 for assistance.

### 5. After I make my request, how long will it take for the service to be enabled or disabled?

Please allow two business days for JSP support to be activated or deactivated.

### 6. Where should you upload your JSP files so they will work?

You can upload and run your ".jsp" files from anywhere within the **/public/directory**.

### 7. Where should you upload your Java class files (and associated resources)?

You can upload your Java class files and associated resources into **/public/WEB-INF/classes/** directory. This directory contains any Java class files (and associated resources) required for the application, including non-servlet classes that are not combined into JAR files. If the classes are organized into Java packages, you must reflect this in the directory hierarchy under **/WEB-INF/classes/**.

For example, a Java class named **com.mycompany.mypackage.MyServlet** would need to be stored in a file named **/WEB-INF/classes/com/mycompany/mypackage/MyServlet.class**.

### 9. Where should you upload your JAR files?

*You can upload your JAR files into **/WEB-INF/lib/**. This directory holds JAR files that contain Java class files (and associated resources) required for your application, such as third party class libraries or JDBC drivers. The classes in the **/WEB-INF/classes/** directory, as well as all classes in JAR files found in the **/WEB-INF/lib/** directory, are made visible to other classes within your particular web application.*

## 6. General questions about RealServer

### How can I create Real Audio/Video files?

You can create RealAudio and RealVideo files with RealNetworks RealProducer. More information on obtaining and using RealProducer can be found at: <http://www.realnetworks.com/products/>.

### RealServer pricing and package information

#### How much does access to the RealServer cost?

The cost of RealServer Access depends on many streams are desired. Dedicated streams are available in Silver, Gold and Platinum packages.

#### How much bandwidth is allowed per user?

In general, the amount of bandwidth (amount transferred from the domain per month in megabytes) is determined by the type of package you have purchased.

#### Can additional bandwidth be purchased?

Yes. Additional bandwidth can be purchased. Check our pricing list for the current price of additional bandwidth.

### What directory do I upload my RealMedia files to?

You must upload your RealMedia files to your **public** directory. If you upload to a subdirectory of your **public** directory, the subdirectory must be reflected in the access URL. The URL used to access your RealMedia files depends on the protocol being used. See the [next section](#) for details on URL formats.

### How do people connect to my RealMedia files?

The URL used to access a RealMedia file depends on the protocol being used:

#### Protocol URL format

RTSP `rtsp://<your domain>/<your domain>/<filename>.rm`

PNA `pnm://<your domain>/<your domain>/<filename>.rm`

For example, when using the RTSP protocol, if you wanted people to access a RealMedia file called "myrealmedia" and your domain was "mydomain.net", then the URL would be as follows:

`rtsp://mydomain.net/mydomain.net/myrealmedia.rm`

**Note:** In a URL, the PNA protocol is represented by the letters "PNM".

The domain part of the URL represents your **public** directory.

In the previous example, if you place the file "myrealmedia" in a subdirectory of **public**, the subdirectory must be reflected in the access URL. If you upload the file to the directory **/public/files**, the URL for the file (using the RTSP protocol) must be:

`rtsp://mydomain.net/mydomain.net/files/myrealmedia.rm`

### Where can I find more information?

#### RealServer/Media related links

##### Real.com main download and info site

<http://www.real.com>

##### Real.com's support page

<http://service.real.com/>

##### RealNetworks start-up demos

<http://www.realnetworks.com/getstarted/>