

uplinkearth Hosting Services Guide

A guide to hosting services at uplinkearth, version 2.

What is the ule Hosting Services Guide?

The purpose of the ule Hosting Services Guide is to provide an overview of hosting services at uplinkearth.

How to use the Hosting Services Guide

In your PDF viewer open the **Bookmarks** option in your left pane, **press F5** on your keyboard.

[yourdomain]

Whenever you see "[yourdomain]" we are referring to your domain name.

So for example, if your domain name is "joesmithphoto.com" and you see a reference to **http://www.[yourdomain]**, what you should assume is meant is <http://www.joesmithphoto.com>.

Contacting us

For support issues, we ask you do not email support@uplinkearth.com. If you have a support issue, create a support ticket in your control panel, or contact us by phone.

Phone Support

Office/Phone support hours can be found on our contact page at:

<http://www.uplinkearth.com/contact.cfm>

Phone support is not available for all virtual hosting plans. Please refer to our virtual hosting plans before calling.

As with any correspondence, abusive or offensive language will not be tolerated. Please keep in mind support technicians are ready to help you solve your problem.

All our support staff are well trained in-house technicians. We do not out source our technical support so you get knowledgeable friendly capable support.

Ticket System Support

If you need assistance with your hosting services, please login to the control panel and create a support ticket (see Login to your control panel). The ticket system is monitored by knowledgeable and friendly support technicians ready to answer your questions (see Opening a Support Ticket).

Opening a Support Ticket

Help us help you

When creating a support ticket include as much information as you can in clear sentences in English. The more detailed your description of the issue is, the faster tech support will be able to resolve your question or problem. As with any correspondence, abusive or offensive language will not be tolerated. Any support ticket that contains abusive or offensive language will not be processed.

Make sure you include

- A specific question, request, or description of the issue to the best of your ability.
- The name of specific file, page, or script you are having trouble with, and it's location (if applicable).
- A list of the exact steps you are taking to produce the error or result.
- The operating system and any client or browser software you are using and, if appropriate, which version.
- The error message or output if any (cut and paste it into the ticket if you can).

Response time for your issue will vary depending on the volume of issues in the queue and the type of issue. Some requests require specialized technicians or may take longer to resolve. Typically you will receive a response within 6 hours, but the longest it should ever take to get a response is 24hrs.

To create a support ticket follow these easy steps

Log into your control panel (see [Login to your control panel](#)).

- On the start page of your control panel click the "new ticket" button.
- Then select the plan type (if you have multiple plan types or registered domains) or domain you would like to open a ticket for.
- Fill in the subject field by briefly describing the request or question you have.
- In the description field type your request or question in detailed sentences in English.
- Once complete, click the green submit button.

Basic Programming Support

We provide basic programming support for the configuration and availability of our hosting services, and only via the online ticket system. Technical support does not provide support for website programming, unless it is a programming issue related to the configuration of your hosting services. A support technician will provide the necessary information to help solve your issue, but a support technician cannot analyze or modify your code.

Help us help you

When creating a support ticket include as much information as you can in clear sentences in English. The more detailed your description of the issue is, the faster tech support will be able to resolve your question or problem.

If you need basic programming support, first open a support ticket with the following detailed information:

- Description of the problem to the best of your ability.
- Error message (cut and paste it into the ticket if you can).
- Script Name and location (i.e. "mydomain.com/feedback.asp" would be sufficient).
- Any extra information needed to access the script, if any (i.e. if the script is behind a login area provide a user name and password we can use to test it).

Debugging your web site code, providing instructions on how to write scripts or web page code, or developing or modifying your web pages is beyond the facility of Tech Support. For Advanced Programming services such as these please contact the sales office at sales@uplinkearth.com to obtain the current hourly rate for a web programmer.

Email Support

Support issues are never handled through email for accounting and security reasons.

For this reason support@uplinkearth.com is not monitored. Please do not send questions or requests to support@uplinkearth.com; you will not get a response. If you need to correspond with technical support for questions or requests concerning your hosting services please create a support ticket through your control panel (see Opening a Support Ticket).

Only sales and accounting questions are handled through email correspondence.

Sales: sales@uplinkearth.com

Accounting: accounting@uplinkearth.com

Accounting and billing support

All accounting and billing inquiries are handled by email or phone. Office hours are listed in the Phone Support section. Accounting's email address is accounts@uplinkearth.com.

Become an active participant

We consider your concerns and needs in every decision we make about you and your services. We invite you to provide feedback, suggestions and ideas at any time. Email them to webmaster@uplinkearth.com.

You can also exchange ideas, techniques, and code with other uplinkearth customer by visiting the user forum at:

<https://forum.uplinkearth.com>

Your login credentials for the forum are the same as for your user control panel.

Virtual Hosting Services

uplinkearth virtual hosting services aim to provide a safe, secure environment for domain hosted websites. uplinkearth provides you with access to virtual server resources to publish your website on the Internet.

We assume that by purchasing virtual hosting service, you are able to create and maintain your website by your own means.

At this time we do not offer instruction for HTML coding, programming, publishing, or instruction on using any of the applications needed to create and maintain your website.

Your uplinkearth username

Your username is the key to all your services at uplinkearth. Your username is a system assigned name generated from a combination of letters from your first name and your last name. Names that are long will get truncated. Names that are common might end up including some numbers to ensure uniqueness.

This assigned name is your permanent username with uplinkearth and it cannot be changed. This is the same username you will use for logging into the control panel, FTP, and your administrator webmail account.

Your uplinkearth password

Your password is chosen by you when you open your account with uplinkearth. If you would like to change your password, please open a support ticket indicating what you would like to change it to (see [Opening a Support Ticket](#)).

You use this password to access all of your services, including control panel, FTP, and webmail.

uplinkearth User Types

There are three different user types possible within your hosting account.

1. **Hosting Administrator** – is the owner of the account; typically it is the person who originally opened the account. The Hosting Administrator has full rights to all aspects of the account including control panel, account and billing information, FTP, email, and MSSQL if applicable.
2. **DB (database) Administrator** – has administrator (db owner) rights to a specified database (only applicable for MSSQL SQL plans).
3. **FTP User** – only has FTP access to the folder specified by the Hosting or Domain Administrator

Login to your control panel

To login to the control panel, open up a browser and go to <http://www.uplinkearth.com/>.

Click the **login** button on the upper right of the page underneath the uplinkearth logo **1**.



1 The **login** button on the uplinkearth.com home page opens the login page.

Clicking the **login** button will open the login page. On the login page, type in your **uplinkearth username** and **uplinkearth password** and click the **login** button (see Your uplinkearth username and Your uplinkearth password for more information about usernames and passwords respectively).

If you have forgotten your password use the **Forgot your password** link. In the Forgot Password pop-up window, type in the email address listed in your account information (This is the email address you signed up with if you haven't changed it in your control panel). Your password will be sent to that address and only that address.

Your virtual server

Your virtual server has been designed to make hosting your website easy and secure. The webserver your virtual server uses to handle HTTP requests is Microsoft's Internet Information Services 6 (IIS6) running on Microsoft Windows 2003 Server operating system.

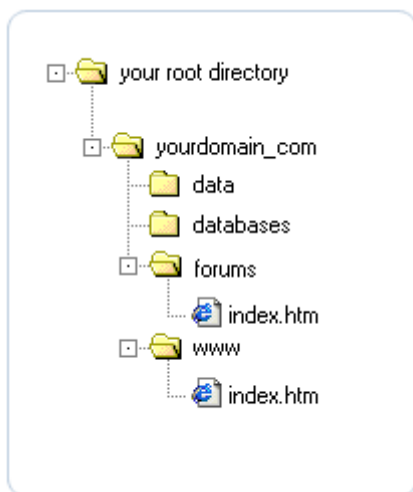
Your 'Webpace'

Any areas of your virtual server reachable by browser (via HTTP) can be considered a webspace. This initially includes the **www** folder. Any sub-domains (or hosts) (see Sub-domains) are also considered to be in the webspace.

An HTTP request is what happens when you type in a web address into your browser's address bar and press enter. Being "reachable by browser (via HTTP)" refers to where the webserver will look for http requests.

Your folders (directory structure)

Your root directory is your starting point for managing all your website's files. All domains you are hosting under that account will be contained in your root directory.



root directory - is where you are when you log into FTP. All domains you are hosting under the account you have logged into will be contained in your root directory.

[yourdomain]_com - is where all the folders and files for a domain is contained. We name the folder with your domain name and replace the '.' with a '_'.

data - write permissions are enabled in this folder. The data folder is generally used to accommodate HTTP upload functionality (see HTTP upload).

databases - is where you put the MS Access databases you want to have write permissions for.

We do not allow write permissions in the webspace for security reasons (See Write Permissions). This is for your protection as well as ours.

forums – this is an example of a sub-domain. Sub-domain folders are located at the same level as your www folder (see Sub-domains).

www - is where your website's files are kept. It is also known as the webspace, which means it is visible from the web.

Custom Error Pages

By default your virtual server is configured with default error pages to display when an error occurs. For example, if someone requests a page that no longer exists on your website, a **404 Page not found** error is displayed, which is basic HTML page. You can create your own custom error pages to replace them.

You can configure a custom error page in your control panel. On the Hosted Plans Page. First create the HTML page:

Create your custom error and name it using the error number. For example, if you are creating a 404 error page, name the file **404.htm**. Create an **_errors** directory in the **www** folder and place your custom error pages in there.

Custom ASP Error Pages

When an ASP error occurs, you can capture the error and display your own error message using specific visual basic objects available at the time of the error. If you have created an ASP error page, create an **_errors** folder in the **www** folder and place the custom ASP error script in there.

If you would like more information on how to create an ASP error page, see the following Microsoft article:

<http://support.microsoft.com/default.aspx?scid=KB;EN-US;Q224070&ID=KB;EN-US;Q224070&&FR=1>

Default Documents

The default document is the webpage the webserver will look for when one is not specified.

For example, if someone types your domain into their browser address bar without specifying a document (**http://www.[yourdomain.com]**), the webserver will look in your **www** directory to see if one of the following pages exists:

- default.asp
- index.asp
- default.aspx
- index.aspx
- index.htm
- index.html
- default.htm
- default.html
- index.cfm
- index.php
- index.pl

If the webserver finds a page in the default document list, it will display it. If it does not find one of the default documents, the webserver will respond with a **Directory Listing Denied** error. When there is no default document the webserver will attempt to list the contents of the directory (by default uplinkearth virtual servers configured not to allow directory listings).

Domain Mirrors

A domain mirror is a domain that “mirrors” another domain.

uplinkearth defines a domain mirror as a domain that mirrors an existing domain exactly (i.e. a mirrored domain points to the same physical content as the existing domain and uses the same web host configuration). Domain mirrors are configured with their own DNS entries. Domain mirrors do not have mail services.

For example, you can have **mydomain.com** and **mydomain.org** point to the same website folder.

Domain mirrors cost \$1 per month per mirror.

Domain mirrors can be configured in your control panel on the Hosted Plans Tab.

Forums and Portals

Some forum and portal website software that require write permissions in the web space (see Your 'Webspace') for its normal operation are **not** supported.

Some installations can be modified to make use of writable folders outside the web space; however, it is your responsibility to make the necessary modifications.

Tech support can provide information to help you configure the application, but cannot analyze or modify your code (see Basic Programming Support).

We can create a writable folder in the web space at your request, however, script execute permissions will be turned off for any folder that is writable. We do this because having write and execute in the same folder is a security hole due to how Windows Servers handle user permissions.

If you would like a writable folder created please put in a ticket requesting what folder you would like configured that way and a support technician will create it for you. (see Opening a Support Ticket)

HTTP Upload

HTTP upload operations can be accommodated with writable folders outside the webspace (see Your 'Webspace'). Have your scripts upload user data into a writable folder outside your webspace (see our FAQ located on the support page at <http://www.uplinkearth.com/support.cfm> for available ASP upload components).

To reach the uploaded data via HTTP, we can create a virtual directory with a name of your choice that resolves to the writable folder outside your webspace; this virtual directory will have **read-only permissions**.

To have a virtual directory configured, open a support ticket indicating the virtual directory's name, and the physical folder you would like the virtual directory to resolve to (see Opening a Support Ticket).

We can create a writable folder in the webspace at your request, however, script execute permissions will be turned off for any folder that is writable. We do this because having write and execute in the same folder is a security hole due to how Windows Servers handle user permissions.

If you would like a writable folder created please put in a ticket requesting what folder you would like configured that way and a support technician will create it for you. (see Opening a Support Ticket)

Publish with FrontPage

We understand that publishing with FrontPage can sometimes be problematic. If you run into a problem, make sure you write down the exact error message you get. Open a support ticket (see [Opening a Support ticket](#)) indicating the steps you took, and the error message you wrote down. uplinkearth support technicians are on the lookout for FrontPage issues. Generally if you follow the steps below, you shouldn't have a problem:

1. Turn on FrontPage in your control panel (see [Control Panel](#), [Logging In](#), and [Site Manager](#)).
2. Open FrontPage. From the **File** menu from the main toolbar select **Publish Web**.
3. You will get a Publish Web pop-up window. In the **Specify the location to publish your web to** dropdown field type in `http://www.[yourdomain.com]` and click **Publish**. If your domain name change has not completed yet, use the temporary URL given to you in your confirm email. It should look like `http://[yourdomaincom].[servername].uplinkearth.com/`.
4. You will get the **Name and Password Required** pop-up. For the **Name** field use your uplinkearth [firstname.lastname] username. In the **Password** field use your uplinkearth password and then click **OK**.

Once you click OK you will see your files being transferred to your virtual server. If during the process you are prompted for FTP information it means there is a problem with your FrontPage installation. Open a support ticket (see [Opening a Support ticket](#)) indicating FrontPage is asking you to FTP instead of Publish. A support technician will check and reconfigure your FrontPage installation if necessary.

Sub-domains

(The correct term is actually host or host entry, though it is commonly referred to as a sub-domain.)

Sub-domains can be added through the control panel. Login to the control panel and click the **Site Manager** icon for the domain you would like to add a sub-domain to. Submit a sub-domain request through the **Sub-domain(s) to [yourdomain] link**.

The files for that sub-domain are located in a folder at the same level as your www folder named the exactly like the sub-domain. This is also considered a part of your webspace. For example, if you had a sub-domain called **forums.[yourdomain]**, the folder would be called **forums** (see Your folders (directory structure)).

Subdomains can be added in your control panel through the Hosted Plans tab.

The File Manager (uleExplorer)

uIExporer is a quick and effective tool for maintaining to your web site. We designed it to work like the Windows Explorer and included the ability to **Copy**, **Move**, **Delete**, and **Rename**, entire folders or individual files. We also included an upload and edit facility.

uleExplorer starts you in your root directory by default.

Text based files are clickable and can be edited through a browser based notepad like application.

To manipulate files and folders, click their icons to turn the check mark on and off. A check mark on indicates you have selected to work with that file or folder. Once you have selected a file or folder to work with click the desired action to perform: Copy, Move Delete or Rename.

uplinkearth Components Offering Overview

Our virtual server component offering has been selected by determining which components have the greatest usefulness to the greatest number of people.

When a component is approved for use it gets deployed across all our servers to keep our component offering consistent for each virtual machine for technical and support considerations. For this reason deploying a component is a commitment itself in administrative and technical resources, so more than just the component's cost is weighed when considering new additions.

If you need a component not currently offered by uplinkearth you may request to have it installed. If you decide to make a request please open support ticket indicating this specifically and it will be forwarded to Network Admin for consideration (see [Opening a Support Ticket](#)).

Website Software Installations

Some forum and portal website installations require write permissions in the webspace (see Your 'Webspace') for the installation only. If you need to perform this type of installation please open a support ticket (see Opening a Support Ticket) and a support technician will assist you.

Write Permissions

We can configure a writable folder in the web space (anyplace reachable via http) at your request, however, **script execute permissions will be turned off for any folder that is writable**. Having write and script execute permissions in the same folder is an exploitable security hole for Windows Servers.

If you would like a folder configured for writing, please create a support ticket requesting the folder you would like to have write permissions enabled on. A support technician will configure the permissions for you.

FTP settings and Information

If you are familiar with FTP programs use the following settings to set up your uplinkearth FTP account. See the following sections.

Host name: [yourdomain.com] (Or temporary URL indicated in your set-up confirmation email)

Host directory: /[yourdomain_com]/www

Host type: automatic

User ID: your uplinkearth [firstname.lastname] username

Password: your uplinkearth password

FTP with Dreamweaver

FTPing is the supported method of publishing for Dreamweaver:

1. From the main toolbar at the top, select Site -> Define Sites.
2. From the Define Sites selection window select your website or create a new one if you do not have your website configured as a Dreamweaver site.
3. From the Site Definition window select Remote Info.
4. From the Access drop down select FTP.
5. For FTP Host use [yourdomain.com] without the http:// or if you are using your temporary URL, type that in the same way (i.e. [yourdomaincom].[servername].uplinkearth.com).
6. For Login use your uplinkearth username.
7. For Password use your uplinkearth password.
8. Click the OK button to save your changes.
9. The Define Sites selection window should still be open at this point. Click the Done button and the Site manager window will load up.
10. Next to the Sites: [yourdomain] dropdown on the main toolbar, click the Connect to remote host button.
11. Once connected you will see the root directory of your virtual server in the left panel of the Site manager window.
12. Double click into the [yourdomain_com] folder.
13. Inside the [yourdomain_com] locate and double click the www folder. This is where your website's files go (see Your folders (directory structure)).
14. Drag and drop the files you wish to FTP to your virtual server.

FTP with Internet Explorer

This is probably the easiest method of FTPing if you do not have an FTP program already. Internet Explorer has FTP functionality built into it that only requires you to specify FTP instead of HTTP when typing in your domain name:

1. Type ftp://www.[yourdomain.com] in your browser's address bar or if you are using your temporary URL, type ftp://[yourdomaincom].[servername].uplinkearth.com (Note there is no dot between [yourdomain] and [com]).
2. In the User Name field of Internet Explorer's Login As pop-up type in your uplinkearth username.
3. In the Password field of Internet Explorer's Login As pop-up type in your uplinkearth password and click OK.
4. Once you have logged in, you will be at your root directory. Locate the [yourdomain_com] folder and double click into it.
5. Inside the [yourdomain_com] locate and double click the www folder. This is where your website's files go (see Publishing your website).

FTP with WS_FTP LE

WS_FTP LE is a free Windows FTP client that is reliable, easy, and recommended if you have no other FTP program available.

If you would like to download a copy of WS_FTP LE go to the <http://download.com.com/> website and type in WS_FTP LE in the search box towards the top of the page. You will be presented with a download link for the program.

Follow the instructions for download and installation.

1. Open up WS_FTP LE (If you have just downloaded it, make sure you install it first).
2. When the program loads the Session Properties window will pop-up.
3. Click the New button to add a new profile for your virtual server.
4. For Profile Name use [yourdomain]. This is really just a description for the profile so technically you can type anything you think is appropriate.
5. For Host Name/Address use [yourdomain] without the http:// or ftp://, or if you are using your temporary URL, type that in the same way (i.e. [yourdomaincom].[servername].uplinkearth.com; note there is no dot between [yourdomain] and [com]). This is the domain name it will try to connect to.
6. For Host Type leave Automatic detect selected. This is a default setting.
7. For User ID use your uplinkearth username.
8. For Password use your uplinkearth password.
9. Once finished, click Apply and then OK to connect to your virtual server.

The left panel contains a view of the folders and files on your computer. The right panel contains a view of the folders and files on your virtual server. To transfer files to your virtual server:

1. In the right panel, click into the [yourdomain_com] folder and then click into the www folder. This is where the webserver will look for your website's files (see Your 'Webpace').
2. Locate them in the left panel and highlight each file by clicking on each one while holding down the CTRL button on your keyboard.
3. Once you have all the files you need to copy to your virtual server selected, click the Right Arrow button located in the middle of the screen.

Name server information
Registering a new domain name with uplinkearth
Domain Mirrors
Parking a domain

Email Services Overview

Email services at uplinkearth are provided by the use of the **virtual mail server (VMS)**. This is your allocated mail server. Your VMS handles all POP3 and SMTP for your domain. So for example, if your domain name is **my-domain.com** your VMS is addressed as **mail.my-domain.com**.

The quantum plan and up have an unlimited number of users (see Unlimited Email User Policy).

Unlimited Email User Policy

The unlimited email accounts feature of the quantum plan virtual mail servers is intended to give businesses or websites room to grow with worrying about email address limitations.

It is not to be used to host your own free email service such as Hotmail. If we find you abusing the service in this way, your mail server will be limited to the number of email accounts you have at that time or 50 email accounts.

Administrator Email Account

By default, we create a single user for the administrator account using your uplinkearth username (see Your uplinkearth username).

This is a system assigned account that cannot be deleted or changed.

If you would like to specify an additional account as an administrator account, please open a support ticket indicating which existing email account you would like to change to an administrator (see Opening a Support Ticket).

Webmail and your username

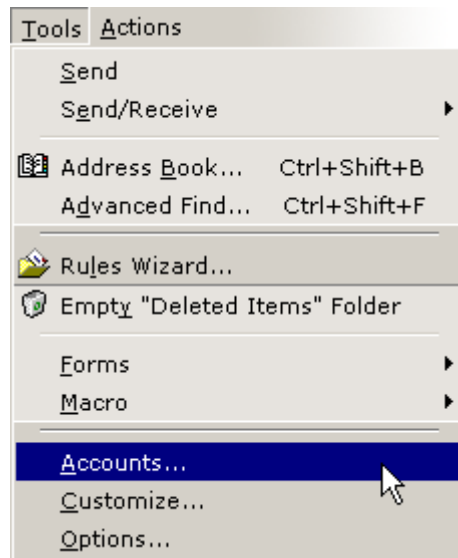
When logging into webmail, your webmail administrator username can include **@[yourdomain]**, for example "joe.smith@mydomain.com". Use the entire email address if your domain name's nameserver information has not updated yet and you are using the name of your mail server to get to log into webmail.

If your domain is resolving and you can reach your webmail via **http://mail.[yourdomain]**, you can leave off the **[@yourdomain]** part of your email address and just type your username.

Setting up Microsoft Outlook/Outlook Express/ Outlook XP

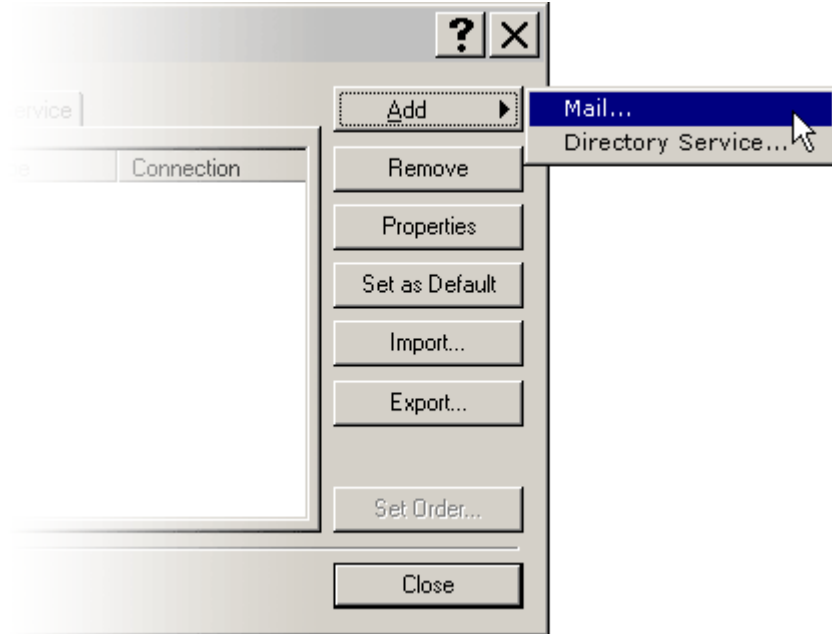
1. Open up Outlook/Express/XP and go to the main menu options Tools -> **Accounts** **1**.

Selecting Accounts will open up the Internet Accounts Window.



1 On the main toolbar select Tools -> **Accounts**

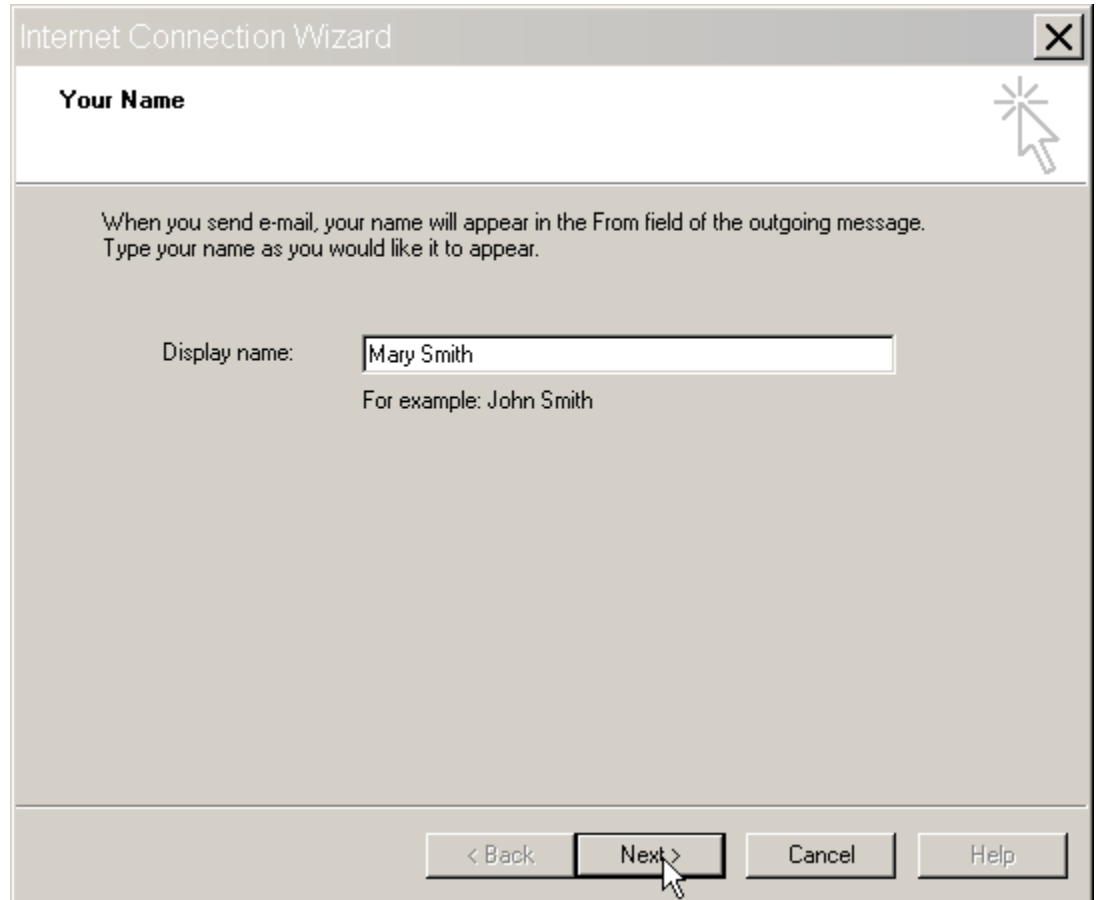
2. In the Internet Accounts window Click on Add -> **Mail** **2**.



2 Click on **Add** and select **Mail**.

3. In the **Display Name** field type what you would like to appear as your name when using that email address and click **Next**

3.



The screenshot shows a window titled "Internet Connection Wizard" with a close button in the top right corner. Below the title bar is a header area with the text "Your Name" and a mouse cursor icon. The main area contains the following text: "When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear." Below this is a text input field labeled "Display name:" containing the text "Mary Smith". Underneath the input field is the text "For example: John Smith". At the bottom of the window are four buttons: "< Back", "Next >", "Cancel", and "Help". A mouse cursor is pointing at the "Next >" button.

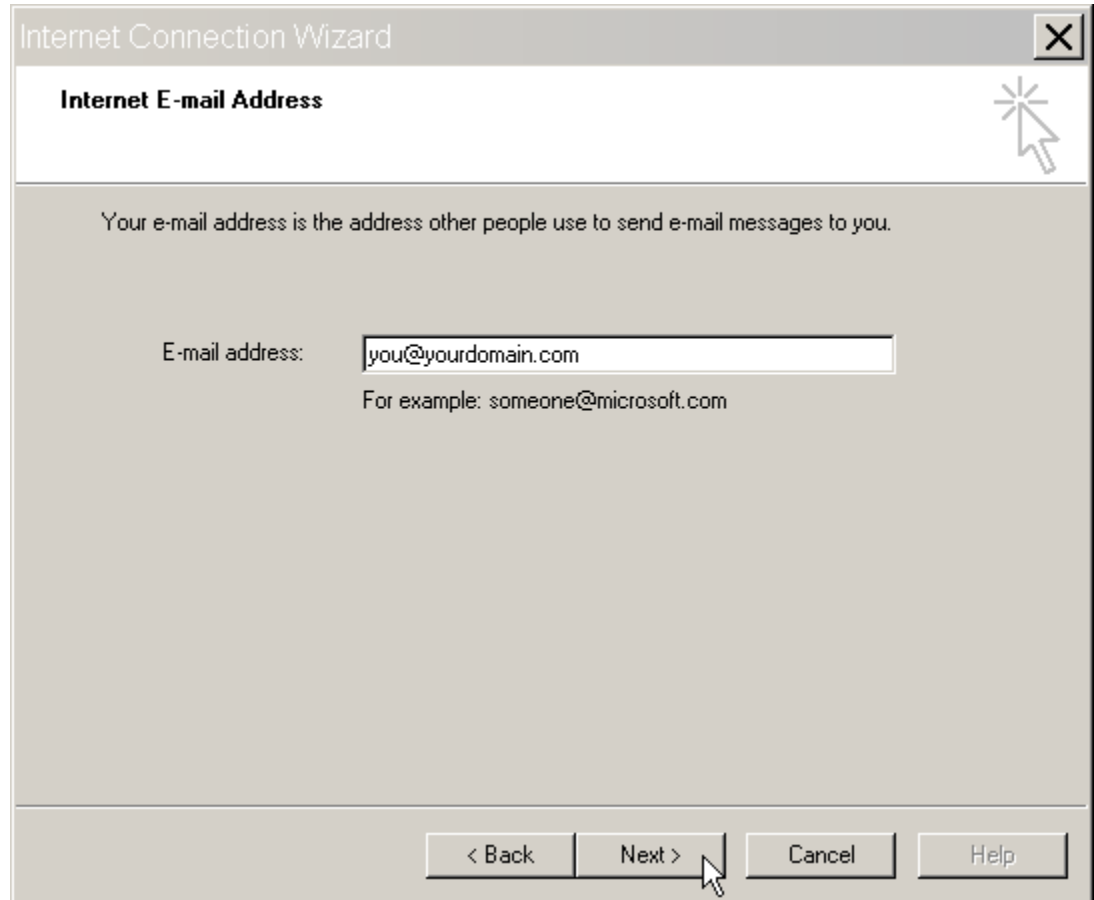
3 Type your name in the **Display Name** field.

4. For the **E-mail address** field type in your full email address:

[username]@[yourdomain]

and click **Next**

4.



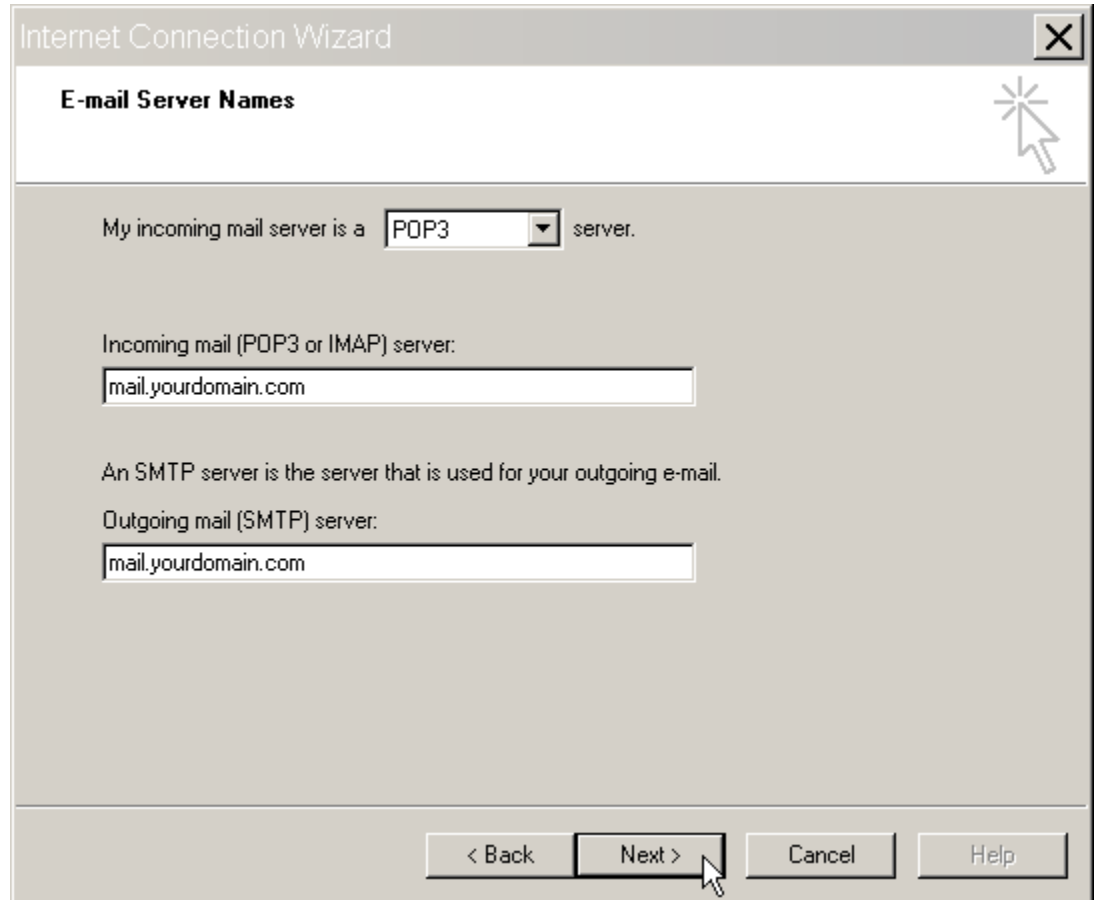
The screenshot shows a window titled "Internet Connection Wizard" with a close button (X) in the top right corner. Below the title bar is a header area with the text "Internet E-mail Address" and a help icon (a hand with a starburst). The main content area contains the text "Your e-mail address is the address other people use to send e-mail messages to you." Below this is a label "E-mail address:" followed by a text input field containing "you@yourdomain.com". Underneath the input field is the text "For example: someone@microsoft.com". At the bottom of the window are four buttons: "< Back", "Next >", "Cancel", and "Help". A mouse cursor is pointing at the "Next >" button.

4 Type your entire email address in the **E-mail address field**.

5. For My incoming mail server select **POP3** **5**.

For Incoming Mail(POP3 or IMAP)server type in your VMS's address, **mail.[yourdomain]** **5**.

For Outgoing Mail(SMTP) server type in your VMS's address, **mail.[yourdomain]** and click **Next**. **5**.



The screenshot shows a window titled "Internet Connection Wizard" with a close button in the top right corner. Below the title bar is a section titled "E-mail Server Names" with a mouse cursor pointing to it. The main area of the window contains the following text and input fields:

My incoming mail server is a server.

Incoming mail (POP3 or IMAP) server:

An SMTP server is the server that is used for your outgoing e-mail.

Outgoing mail (SMTP) server:

At the bottom of the window, there are four buttons: "< Back", "Next >", "Cancel", and "Help". A mouse cursor is pointing to the "Next >" button.

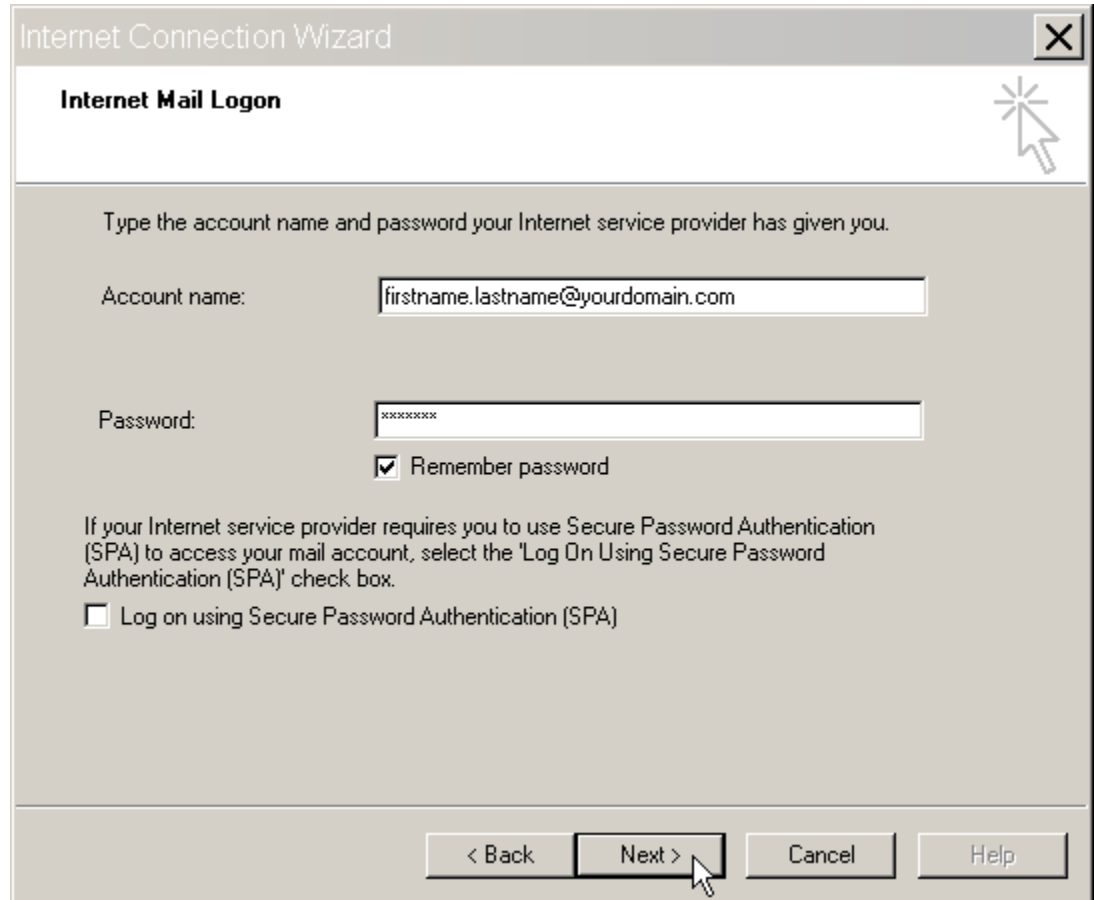
5 Select **POP3** and use your VMS's address **mail.[yourdomain.com]** for both **POP3** and **SMTP**.

6. For **Account name** use your entire email address:

**[username]@
[yourdomain]**

For the **Password** field type in your uplinkearth password or whatever password you chose for that email account and click **Next**

6.



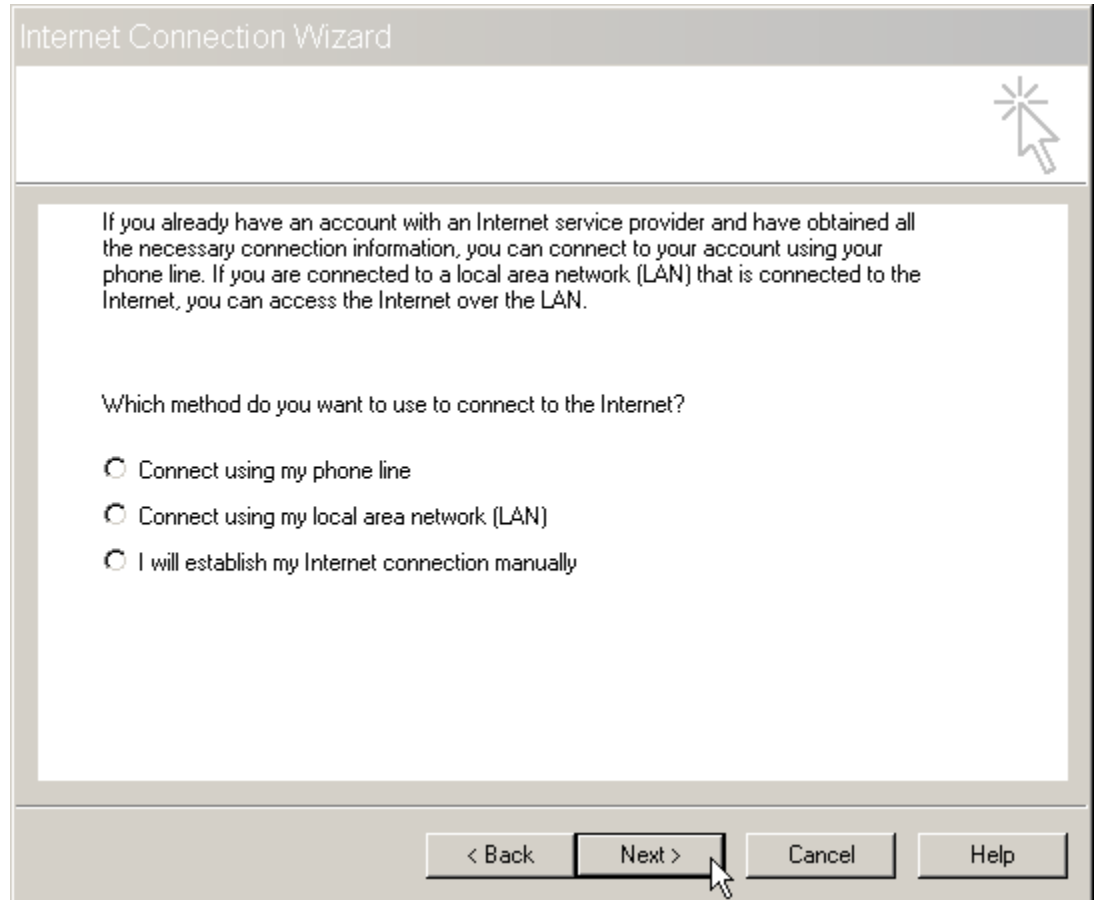
The screenshot shows a Windows dialog box titled "Internet Connection Wizard" with a sub-header "Internet Mail Logon". The main text reads: "Type the account name and password your Internet service provider has given you." There are two input fields: "Account name:" containing "firstname.lastname@yourdomain.com" and "Password:" containing "xxxxxxx". A checked checkbox labeled "Remember password" is below the password field. Below this, there is a paragraph: "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." and an unchecked checkbox labeled "Log on using Secure Password Authentication (SPA)". At the bottom, there are four buttons: "< Back", "Next >", "Cancel", and "Help". A mouse cursor is pointing at the "Next >" button.

6 Use your entire **email address** and email **password**.

7. Choose your connection type depending on your connection method.

If using DSL or a cable modem, choose the Connect through LAN option **7**.

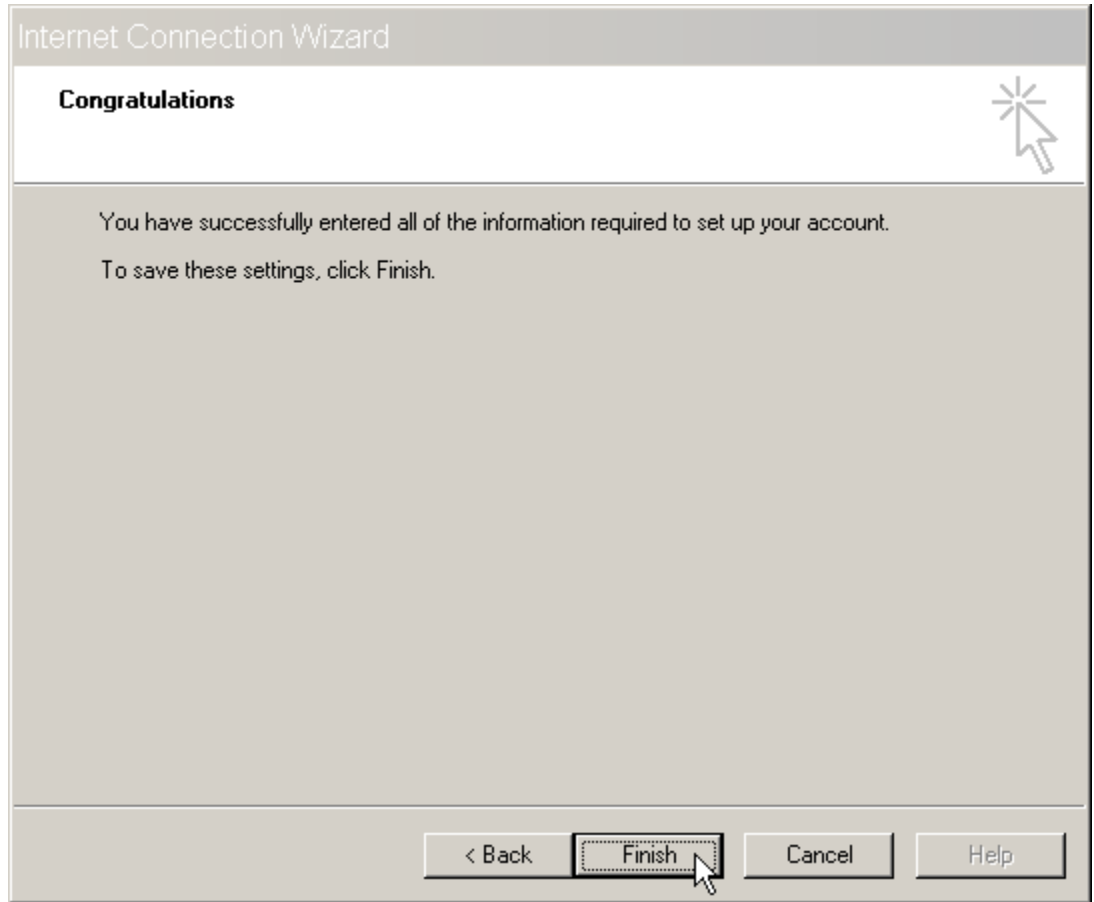
Click **Next**.



7 Select your connection type.

8. Click **Finish**
8.

Once this is complete, your account has been created. There is only one more step: Turning on SMTP Authentication.



8 You are done!

SMTP Authentication

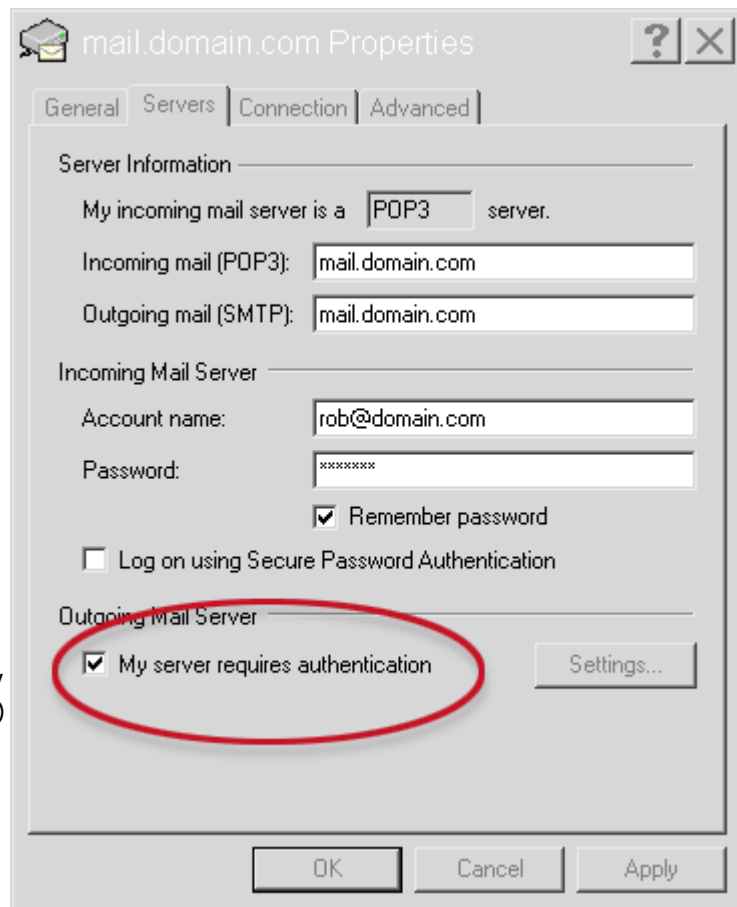
Your uplinkearth mail server requires SMTP secure authentication option in your email client to be enabled. If this option is not enabled in your email client, mail you send from your email client will not get delivered; you will also not receive any error or bounce message that your mail was not delivered.

We have included instructions for some of the more popular email clients below, including Outlook, Outlook Express, and ThunderBird.

If you are using an email client not listed here, please read through the below instructions to familiarize yourself with the procedure, and then refer to your email client's documentation.

Outlook Express:

1. Click the "Tools" menu and select the "Account" option. An Accounts window will appear.
2. Select the account you are working with, and click the "Properties" button in the right of the window. A Properties window for that account will appear.
3. Click the "Servers" tab of that window.
4. Towards the bottom of that tab, check the "My outgoing server (SMTP) requires authentication" option.
5. Then click the "Settings" button next to that option. An Outgoing Mail Server window will appear.
6. Select the "Use same settings as my incoming mail."
7. Try resending



Outlook 2002,2003,XP:

1. Click the "Tools" Menu and select the "Email Accounts" option. An accounts window will appear.
2. Select the "View or change existing email accounts" option. Then select an account to modify. You can double click the account name.
3. Click the "More settings" button. In that window, select the "Outgoing server" tab.
4. Check the "My outgoing server (SMTP) requires authentication" option.
5. Also check the "Use same settings and my incoming mail" option.
6. Try resending.

Thunderbird (or Mozilla Suite):

For Thunderbird, you will need to use the "Use name and password" option for your SMTP server. Note: SMTP authentication has nothing to do with a secure (SSL) connection. Neither does the "Use secure authentication" option, which is for POP3 (incoming mail) rather SMTP (outgoing mail).

1. Go to "Tools -> Account Settings -> Outgoing Server (SMTP)". (If using Mozilla Suite: go to "Edit -> Mail & Newsgroup Account Settings -> Outgoing Server (SMTP)".) Check the "Use name and password" option.
2. Add your username. Your username is your full e-mail address (e.g., "johndoe@domain.com") and Click "OK".
3. Thunderbird will ask you for your password the first time you send email and you can optionally save it at that time.
4. Try resending.

The image shows a screenshot of the "SMTP Server" configuration dialog box. The dialog is titled "SMTP Server" and has a close button in the top right corner. It is divided into two main sections: "Settings" and "Security and Authentication".

In the "Settings" section, there is a "Description" field, a "Server Name" field containing "mail.domain.com", and a "Port" field containing "25" with a "Default: 25" label.

In the "Security and Authentication" section, the "Use name and password" checkbox is checked. Below it is a "User Name" field containing "rob@domain.com". There are three radio buttons for "Use secure connection": "No" (selected), "TLS, if available", and "SSL".

At the bottom of the dialog are "OK" and "Cancel" buttons.

About the web mail interface

The webmail interface is a modified version of Humankind System's Killer Webmail. Since it is heavily driven by JavaScript and DHTML, we recommend using at least Internet Explorer 5.5. If you are using Netscape, use at least Netscape 6 (though some features do not produce the most desired effects). Any previous versions of Netscape are not supported.

The basic features of webmail are outlined here for your convenience. There is more detailed information about the aspects of webmail and mail administration available in the webmail's Help Topics system (see Webmail help).

Using the webmail interface

The webmail interface is a modified version of Humankind System's Killer Webmail. Since it is heavily driven by JavaScript and DHTML, we recommend using at least **Internet Explorer 5.5 and above, or FireFox.**

Webmail help

In the Administration and Preferences drop down select the Help Topics option (it's about half way down). The Help Topics option will open the Online Help pop-up window .

Online Help pop-up window.

All aspects of the webmail interface and mail administration are available in the Help Topics system.

By default, we create a single user for the administrator account using your uplinkearth username (see Your uplinkearth username).

Login to webmail

Login to your webmail interface by going to the mail host for your domain. For example, if your domain is **mydomain.com**, your webmail interface can be accessed by typing the following into your browser:

http://mail.mydomain.com



1 Webmail login screen.

If your domain name's nameserver record change has not completed yet, you can log into webmail using your virtual mail server's (VMS's) temporary URL which looks like:

http://[server name].uplinkearth.com

Use your administrator username for **Email Address** **1**. For webmail, your administrator username can include **@[yourdomain]**, for example:

joe.smith@mydomain.com

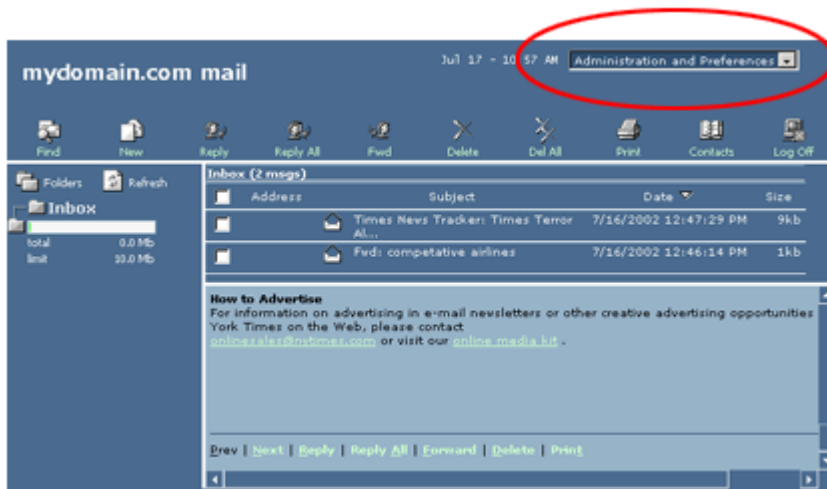
Use the entire email address if your domain name's nameserver information has not updated yet and you are using the name of your mail server to access webmail. If your domain is resolving and you can reach your webmail via

http://mail.[yourdomain], you can leave off the **@[yourdomain]** part of your email address and just type your username.

Your **password** is your uplinkearth password **1**

Modify your email settings

All aspects of your user account can be modified using the Administration and Preferences drop down located in the upper right hand corner of the webmail interface **1**.



1 Administration and Preferences drop down located in the upper right hand corner.

See the follow sections for common administrative tasks:

- Setting your reply-to address
- Create users (email accounts)
- Create an alias
- Create a forward
- Create a catch-all address
- Create lists
- Customize webmail

Setting your reply-to address

Log into webmail (See Login to webmail). In the Administration and Preferences drop down select the User Info option (see Modify your email settings).

In the My User Info pop-up window, modify the Reply To Email field with the reply-to address you would like to use and click Save.

Modify the Reply To Email field.

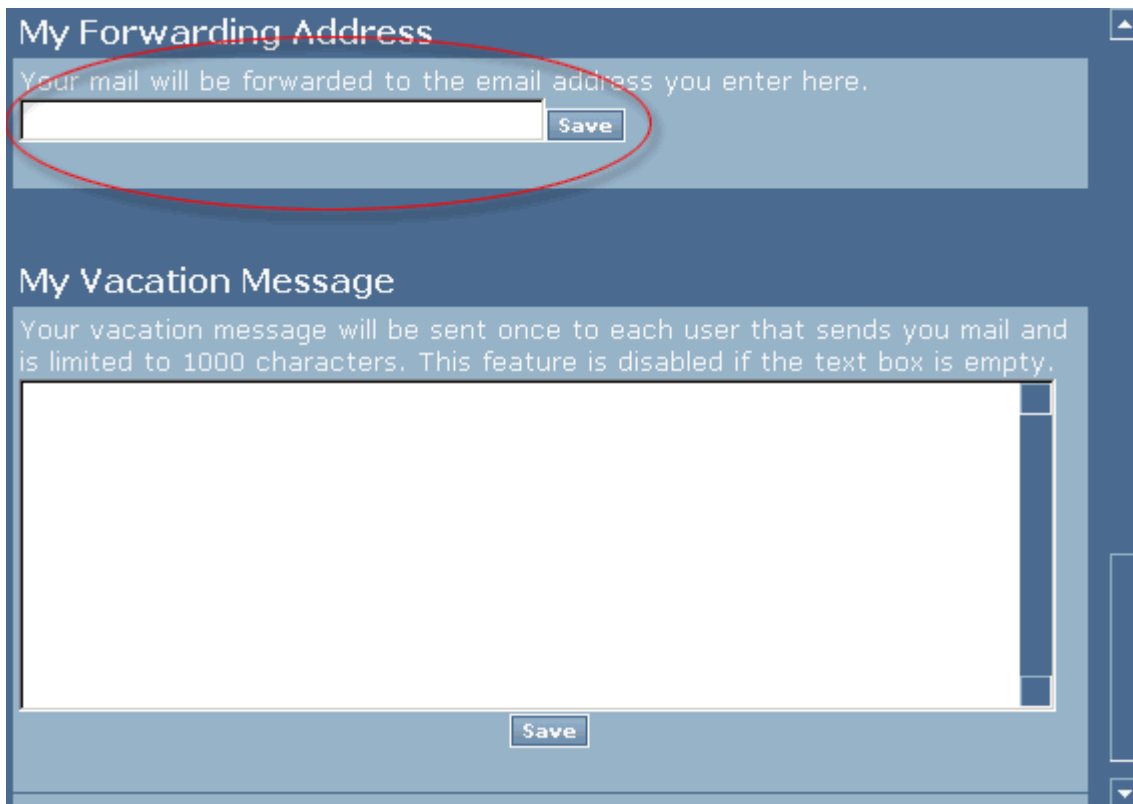
Create a catch-all address

The Catch-all-address will capture all invalidly addressed email sent to your domain. To create a Catch-all-address, create an alias account called "**nobody**" (see Create an Alias).

Create a forward

Log into webmail (See Login to webmail).

In the Administration and Preferences drop down select the **Forwarding** option (see Modify your email settings) . You will get the User Preferences pop-up window **1**.



The screenshot shows a webmail interface with two sections. The top section is titled "My Forwarding Address" and contains a text input field and a "Save" button. The text above the input field reads: "Your mail will be forwarded to the email address you enter here." The input field is circled in red. The bottom section is titled "My Vacation Message" and contains a large text area and a "Save" button. The text above the text area reads: "Your vacation message will be sent once to each user that sends you mail and is limited to 1000 characters. This feature is disabled if the text box is empty."

1 The User Preferences pop-up window.

Type in the email address you would like to forward all mail to into the **My Forwarding Address** field. It can be any email address. Once you create a forward, all email addressed to this account will be forwarded immediately to the specified email address without saving a copy in the **inbox**.

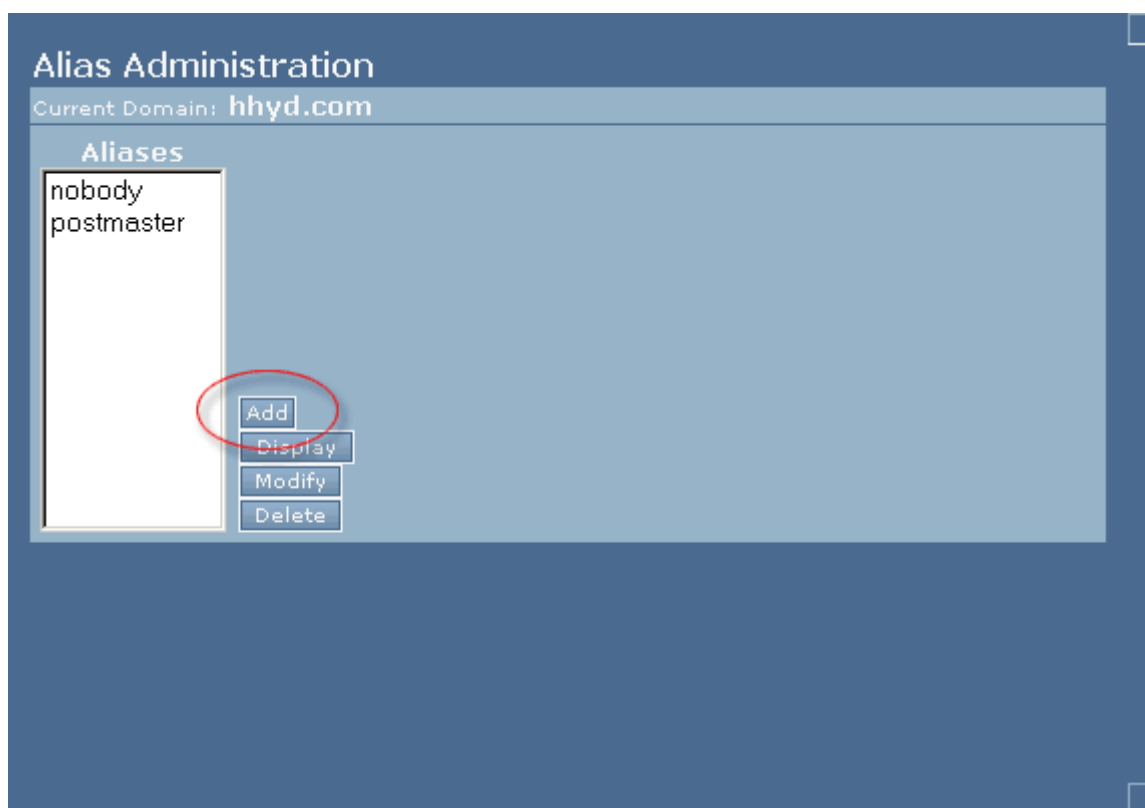
You will no longer see email being received for this forwarded account, nor will sent email from this account be stored in the sent folder.

Create an alias

An alias is an email address that forwards all email received by it to the email addresses specified in its settings. An alias can forward email to a single email address, multiple email addresses, or a list.

To create an alias, first, log into webmail (See Login to webmail).

In the Administration and Preferences drop down select the Alias Administration option (it's about half way down, see Modify your email settings). In the **Alias Administration** pop-up window click the Add button **1**.



1 Alias Administration pop-up window.

The **Alias ID** field will be the email address for the alias **2**. The **Group File** is the name of any list you would like to include. Place the email address(es) you would like messages received by this account to be sent to in the **Destination** field. Separate multiple email addresses with a line break (pressing Enter on your keyboard after each email address).

Add Alias to hhyd.com

[Back to Alias Admin](#)

Alias ID	<input type="text"/>
Alias Type	<input checked="" type="radio"/> Standard <input type="radio"/> Group
Group File:	<input type="text"/>
Destination	<div style="border: 1px solid #ccc; height: 100px;"></div>

Alias ID Alias names are limited to 45 characters and must be created from the character set of A-Z, a-z, 0-9, '_' and '-'. If an alias is created with the same name as a user in this domain, the alias will override the user account.
For example aliases such as Phil@domain.com, Phillip@domain.com, Phill@domain.com could all be directed to Phillip_Thomas@domain.com

Standard Aliases A standard alias can point to a single userid on the same system, multiple userids on the same system, a remote mail address, multiple mail addresses, another alias, or any combination of the same. Please enter one complete mail address per line, up to 50.

2 Fill in the **Alias ID** and **Destination** fields in the Alias administration pop-up window.

Alias names are limited to 45 characters and must be created from the character set of A-Z, a-z, 0-9, '_' and '-'. If an alias is created with the same name as a user in this domain, the alias will override the user account.

Create lists

To create list, first, log into webmail (See Login to webmail).

In the **Administration and Preferences** drop down select the **List Administration** option (it's about half way down, see Modify your email settings). The **List Administration** pop-up window will open **1**.

List Administration for [yourdomain]

Create New List

Name	Description	Administrator	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Create"/>

Edit Existing Lists

Name	Description	Administrator	Actions
faculty	<input type="text" value="faculty"/>	<input type="text"/>	<input type="button" value="Modify"/> <input type="button" value="Delete"/>

Auto-Response Files

[Edit Syntax Response File](#) - [Edit No List by That Name File](#)

1 List Administration pop-up window.

In the **List Administration** pop-up window, fill in **Name** field with the name of the list you would like to create. This is the email address of the list you want your users to post to. For example, if you enter the name "**support**," users will send mail to the list by specifying the To address: **support@[yourdomain]**.

The name must be from 3 to 23 characters in length, with no spaces between characters.

For more detail about list functionality and settings, see the webmail help topic (see Webmail help).

Create users (email accounts)

Log into webmail (See Login to webmail). In the Administration and Preferences drop down select the User Administration option **1** (it's about half way down, see Modify your email settings).

Click the Add button and you will get the following screen **1**.

Add User to [yourdomain]

[Back to User Admin](#)

UserID:

First Name:

Last Name:

Password:

Confirm Password:

User cannot change password Allow Web access

Account access disabled List administrator

Hide from information services User cannot modify LDAP attributes

Enable Spell Checking Enable Calendaring

UserID
User IDs may be from 3 to 30 characters long and may consist only of alphanumeric, '_', '-' and periods.

Password
Passwords may be from 4 to 30 characters long and cannot contain spaces.

1 The Add User pop-up window.

Fill the **UserID** field in with the name of the email account you would like to create. For example, if you would like to create **sales@[yourdomain]**, just type in **sales**.

User IDs may be from 3 to 30 characters long and may consist only of alphanumeric, '_', '-', and periods. Passwords may be from 4 to 30 characters long and cannot contain spaces.

Click **Save** to add the account and close this window.

Hosting your domain name with uplinkearth

Having your domain hosted at uplinkearth means the domain records with your domain registrar has our name server information specified. We do not at any time take ownership of your domain. Your domain belongs to you. We serve only as the name server host and the cause of a domain you register with uplinkearth, the technical contact.

Changing your nameserver information ("transferring" your domain)

Three things to consider when setting up a web host for your domain are:

1. Your domain registrar.
2. Your name server information with your domain registrar.
3. The 72 hour name server change waiting period.

Your domain registrar

This is the place where your domain is registered. For example, if you register a domain with Network Solutions, your domain registrar is Network Solutions until you transfer your domain to another registrar.

When changing your web host you do not have to transfer your domain registration. You need only to specify new name server information with your current domain registrar (specifying new name servers for a domain is often incorrectly referred to as "transferring a domain" which lends itself to some confusion).

Your domain name server information

When someone types your domain name into their browser, it gets the information about where your domain is hosted from your domain registrar; it uses the name server information to get the computer address of the server your website is hosted on (the process is actually a little more in depth, but in the interest of keeping it simple and brief, this is essentially what happens).

In order for your domain to resolve to your website hosted at uplinkearth, the name server information specified in the domain records at your registrar should be:

Primary: ns1.uplinkearth.com (IP address: 65.211.123.67)
Secondary: ns2.uplinkearth.com (IP Address: 65.211.123.36)

The process of changing your name server information varies from registrar to registrar. For instance, some registrars have a control panel where you can do it your self. Contact your domain registrar to find out how.

If you are not sure who your domain registrar is, go to <http://www.internic.com/whois.html> and type in your domain name. Your domain registrar will be listed in the query results.

The 72 hour name server change waiting period

It could take up to 72hrs for your domain name to resolve to your new hosting account. This has nothing to do with uplinkearth's services. All the servers on the Internet that handle routing website requests need time to recognize your name server change, which usually takes no more than 72 hours.

Name server information

See Changing your nameserver information ("transferring a domain") for more information about the nameserver change process.

Primary: **ns1.uplinkearth.com** (IP address: 65.211.123.67)
Secondary: **ns2.uplinkearth.com** (IP Address: 65.211.123.36)

Parking a domain

To register a domain, go to <http://www.uplinkearth.com> and click the register domain link. You may also find a register domain form at the bottom of any page at uplinkearth.com (see Registering a new domain name with uplinkearth).

If you register a domain with uplinkearth you may park it at uplinkearth for as long as it is valid for free. Your domain will resolve to a parked page, which will indicate it is parked at uplinkearth.

Registering a new domain name with uplinkearth

When registering a domain name with uplinkearth, you retain full legal ownership of the registration. We only serve as the technical contact.

If you need to update domain records at any time you can login to the control panel and submit a request to update domain your domain records. Use the "registered domains" tab of the control panel. Select the domain you would like to manage from your list of registered domains at uplinkearth and you will be provided with management options for that domain.

You may park any domain registered at uplinkearth for as long as the domain is valid for free.

To register a domain, go to <http://www.uplinkearth.com> and click the register domain link. You may also find a register domain form at the bottom of any page at uplinkearth.com.