



Netfirms Reference Guide

Your Account Details

Your account details were e-mailed to you when you signed up with Netfirms. Record them here for easy reference.

Username: _____

Password: _____

Control Panel: <https://controlpanel.netfirms.com>

FTP Access: <ftp.netfirms.com> or <ftp.yourdomain.com>

SSH Access: <ssh.netfirms.com>

Your Website: <http://www.yourdomain.com> or
<http://username.netfirms.com>

Your username and password are used for Control Panel, FTP, and SSH access. You can create additional accounts once you have logged in.

Domain Name Transfer Details

For more information on transferring your domain name to Netfirms refer to sections 2.2 - 2.4 of this guide.

Primary DNS: <ns1.netfirms.com>
<64.34.74.221>

Secondary DNS: <ns2.netfirms.com>
<66.244.253.14>

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1. The Netfirms Control Panel

The Netfirms Control Panel XL6 is a next generation, web-based account management tool designed to give you secure and easy access to all aspects of your website hosting and domain products.

Quick Links in the top section give you access to an extensive Support Knowledgebase, your login status and an easy way to Logout.

Menu Tabs give you easy navigation of the primary administration sections, your Website, Domain Names, E-mail and Account Configuration

Site Tools
[File Manager](#)
[FTP User Manager](#)
[Password Protect](#)
[FrontPage Extensions](#)
[Database Manager](#)

Applications
[Netfirms Commerce Pro](#)
[WordPress 1.5](#)
[Netfirms Picture Pro](#)
[phpBB](#)
[Hit Counter](#)

Advanced
[.htaccess Status](#)
[Secure Shell \(SSH\)](#)
[PHP](#)
[Environment](#)
[Dedicated IP](#)

Statistics
[Log Files](#)
[WebStats](#)

Site Admin (Quick Links)
 File Manager WebStats

Site Tools
File Manager
 Create and edit your website files online.
FTP User Manager
 Create and manage FTP accounts.
Password Protect
 Password protected folders.
FrontPage Extensions
 Refresh your FrontPage server extensions.
Database Manager
 Create and manage MySQL databases.

Applications
Netfirms Commerce Pro
 Add e-commerce to your website.
WordPress 1.5
 Create and edit webpages and blog entries.
Netfirms Picture Pro
 Add a photo gallery to your website.
phpBB
 Add a discussion forum to your website.

You are logged in as ecotest [[Log Out](#) | [Customer Support](#)]

Home Site Tools Domains E-mail Account

You are here: [Home](#) / [Site Tools](#)

Sidebar Navigation links give you quick access to sub-sections within the main Menu Tabs.

The **Site Tools** section gives you access to a large library of one-click installable applications including Commerce Pro and WordPress. A full suite of enterprise-class management utilities allow you to create Databases, FTP Users and access your Webspace directly. Netfirms gives you full control of your web hosting.

Additionally the **Netfirms Control Panel XL6** gives you instant access to relevant support documents on each screen, is fully Web 2.0 compliant and works with all major web browsers including Firefox.

1.1 How to Log In and Log Out of Your Netfirms Account

Netfirms provides access to your account through the **Web Hosting Control Panel** hyperlink on the upper right corner of the Netfirms home page. You can also access your account by typing **https://controlpanel.netfirms.com** into your web browser.

Steps:

1. From the **Control Panel Login** screen, enter your domain name or username in the **Login Name** field.
2. Enter your account password in the **Password** field.
3. Click the **Login** button.

Note: To log out of your account, click the **Log Out** hyperlink on the upper right corner of the control panel.

1.2 How to Change Your Password

Netfirms assigns you a unique password upon account setup. This password is used to access your control panel and your primary FTP account. Password settings can be viewed and changed from the **Account** menu tab.

Steps:

1. Click the **Account** menu tab.
2. Click the **Password** icon.
3. Enter your new password in the fields.
4. Click the **Update** button.

Note: It is recommended you change your password the first time you log in to your account. Change your password often and create a password that is hard for others to guess. Choose a combination of alpha and numeric characters.

Remember, once you have changed your password you will be required to update your user profile in NetObjects, FileZilla and other third-party applications.

2. Domain Names

Netfirms is a fully certified domain name registrar. You can register new domains through Netfirms directly, or use domains registered elsewhere with Netfirms. A unique and memorable web address is the first step in establishing an effective web presence.

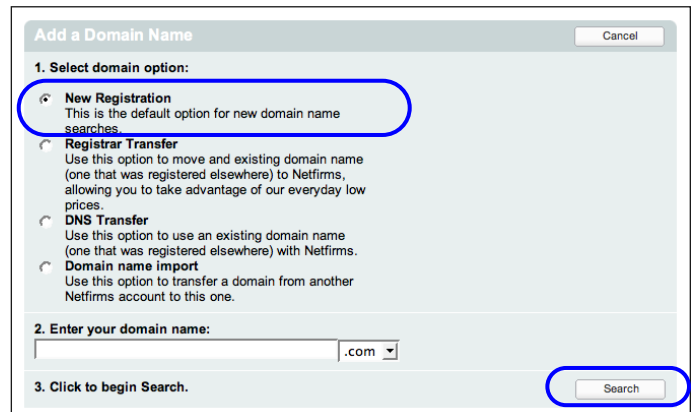
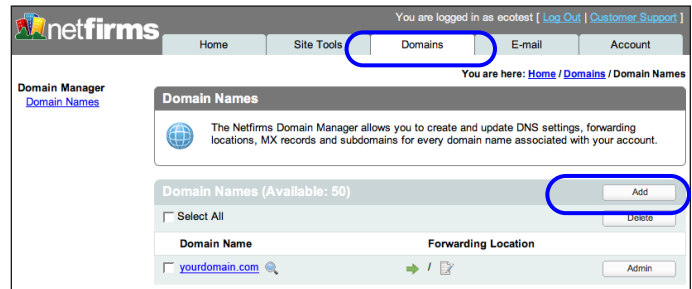
2.1 How to Add a New Domain Name to Your Account

Adding additional domain names to your Netfirms account allows you have multiple web addresses for your website (you may want both www.yourdomain.com and www.yourdomain.net to point to your website). The **Domain Manager** on the **Domains** menu tab lists your domains and allows you to create new ones.

Steps:

1. Click the **Domains** menu tab to access the **Domain Manager**.
2. Click the **Add** button.
3. Select the **New Registration** radio button.
4. Enter the domain name you wish to register.
5. Click the **Search** button. If the domain is available, the **Order Summary** window appears.
6. Review the order summary to ensure the details are correct.
7. Click the **Order** button. You will receive an e-mail confirming the details.

Note: Domain name pricing varies depending on your hosting plan. Advantage and Business plans include multiple free domain names.



2.2 How to Transfer a Domain Name You Already Own

If you have registered a domain name with another company you can still use it with your Netfirms account. The simplest way to do this is through a **DNS transfer**, where you continue to use the original registrar for the domain name, and you use Netfirms for your hosting. Domains are managed from the **Domains** menu tab.

Steps:

1. Click the **Domains** menu tab to access the **Domain Manager**.
2. Click the **Add** button.
3. Select the **DNS Transfer** radio button to move the hosting to Netfirms.
4. Enter the existing domain name.
5. Click the **Search** button. If the domain exists and can be transferred, you will be presented with additional instructions onscreen to complete the installation.
6. Point your domain name **DNS Settings** to Netfirms (see section 2.3 below).

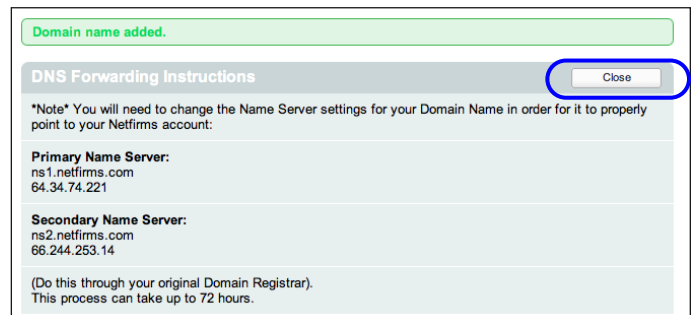
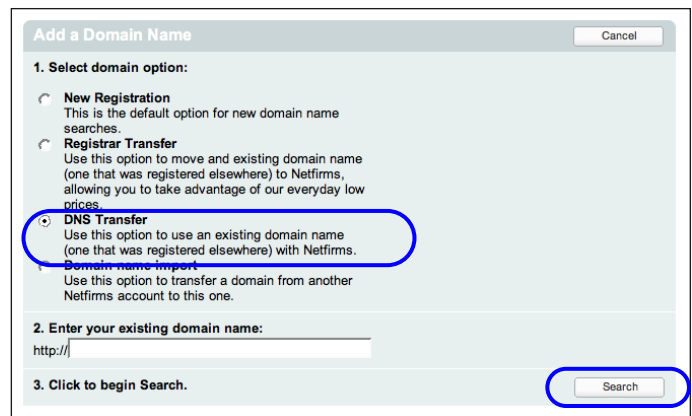
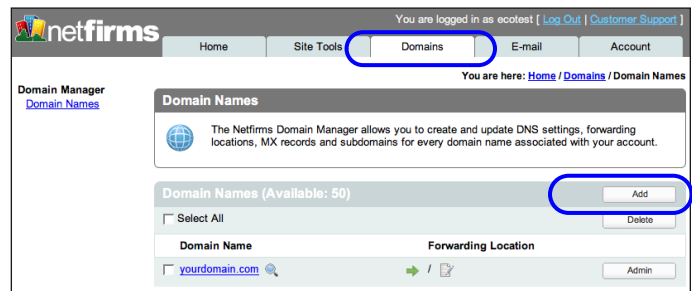
2.3 Point Your DNS Settings to Netfirms

If you have added a domain name to your Netfirms account using the DNS transfer option, you need to point the DNS server information at your current registrar to Netfirms. The company that you originally registered the domain with can provide you with information on how to configure the DNS settings on their system.

The DNS settings should be configured as follows:

Primary Name Server:
ns1.netfirms.com
64.34.74.221

Secondary Name Server:
ns2.netfirms.com
66.244.253.14



2.4 Transferring Registrars

Another method of using a domain name you registered elsewhere with Netfirms involves transferring the entire domain management to Netfirms. This is called a **Registrar Transfer**, and it allows you take advantage of Netfirms' low price.

Steps:

1. Click the **Domains** menu tab to access the **Domain Manager**.
2. Click the **Add** button.
3. Select the **Registrar Transfer** radio button to move the registration to Netfirms.
4. Enter the existing domain name.
5. Click the **Search** button. If the domain exists and is unlocked, the **Order Summary** window appears.
6. Review the order summary to ensure the details are correct.
7. Click the **Order** button. You will receive an e-mail from your current registrar confirming that you wish to transfer the domain to Netfirms.

Note: Make sure the domain is unlocked with the current registrar before you request a transfer. You cannot transfer domains that are suspended, expired, on hold or which have not been active for at least 60 days. Also, it can take up to seven days to complete a registrar transfer.

The screenshot shows the Netfirms Domain Manager interface. At the top, the user is logged in as 'ecotest'. The navigation menu includes Home, Site Tools, Domains (highlighted), E-mail, and Account. The breadcrumb trail shows 'Home / Domains / Domain Names'. The main content area is titled 'Domain Names' and includes a description of the Domain Manager. Below this, there is a section for 'Domain Names (Available: 50)' with an 'Add' button circled in blue. A table below shows a domain 'yourdomain.com' with a 'Forwarding Location' and an 'Admin' button.

The screenshot shows the 'Add a Domain Name' dialog box. It has a 'Cancel' button in the top right. The first section is '1. Select domain option:' with four radio buttons: 'New Registration', 'Registrar Transfer' (selected and circled in blue), 'DNS Transfer', and 'Domain name import'. The 'Registrar Transfer' option is described as: 'Use this option to move an existing domain name (one that was registered elsewhere) to Netfirms, allowing you to take advantage of our everyday low prices.' The second section is '2. Enter your domain name:' with a text input field and a '.com' dropdown menu. The third section is '3. Click to begin Search.' with a 'Search' button circled in blue.

The screenshot shows the 'Order Summary' dialog box. It has a 'Finalize' section at the top. Below it, there is a table with the following data:


1. Review your order.			
Item	Description	Term	Amount
1	anotherdomain123a.com Domain Name New Registration - Free	1 year	\$ 0.00
Subtotal:			\$ 0.00
TOTAL:			\$ 0.00

Below the table, it says 'Prices are in USD'. At the bottom, there is a 'Finalize' section with a '2. Click "Order" to complete.' instruction and an 'Order' button circled in blue.

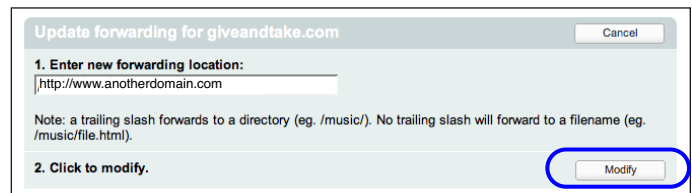
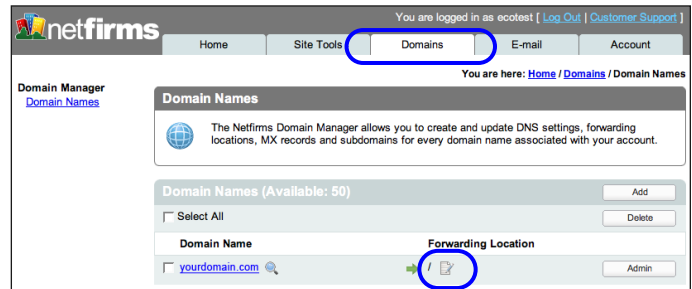
2.5 How to Forward Your Domain to Another Location

Domain forwarding allows you to point multiple domains to a single website or to simply forward a domain to another location. For example, you can point www.yourdomain.org and www.yourdomain.biz to www.yourdomain.com. You can set up domain forwarding from the **Domains** menu tab.

Steps:

1. Click the **Domains** menu tab to access the **Domain Manager**.
2. Click the **Edit**  icon under **Forwarding Location** for the domain you wish to forward.
3. Enter the web address of the new forwarding location.
4. Click the **Modify** button.

Note: In step 3 you can enter a web address, e.g. <http://www.anotherlocation.com>, a directory within your account, e.g. [/members/](http://members/) (be sure to include the trailing slash), or a file within your website, e.g. [/about/me.html](http://about/me.html).

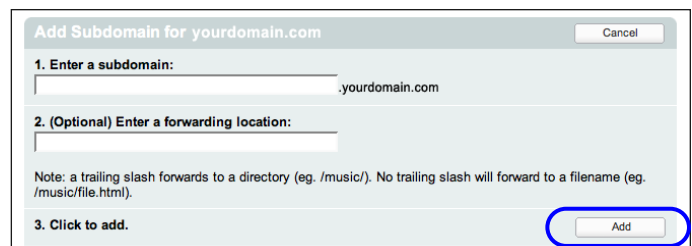
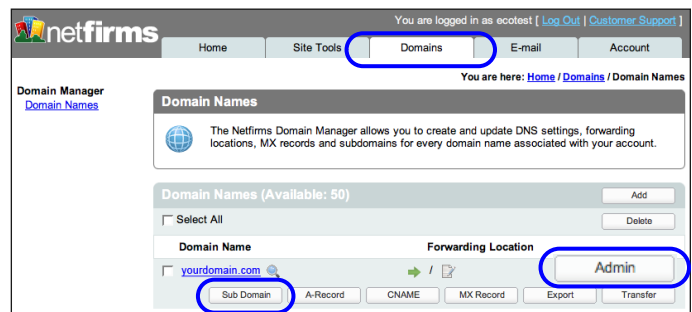


2.6 How to Set Up Subdomains

Subdomains allow you to segment your web site into various user groups or aspects of your business. For example, you can create a subdomain called members.yourdomain.com in addition to the standard www.yourdomain.com. You can set up subdomains from the **Domains** menu tab.

Steps:

1. Click the **Domains** menu tab to access the **Domain Manager**.
2. Click the **Admin** button adjacent to the domain name for which you want to add a subdomain.
3. Click the **Sub Domain** button.
4. Enter a subdomain name. By default, the domain name is already included.
5. Enter a forwarding location (optional). It is common to set this to a directory within your website.
6. Click the **Add** button.



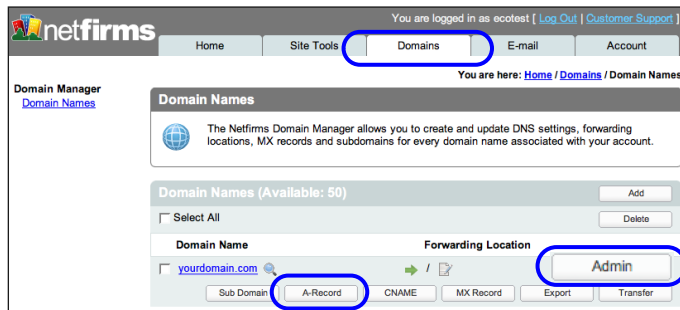
2.7 How to Set Up A-Records

An A-Record is used to point a subdomain name to an external server's IP address. This is commonly used if you have a webserver outside of Netfirms that you wish to use with your domain name. This is an advanced domain feature that can be set up from the **Domains** menu tab.

Steps:

1. Click the **Domains** menu tab to access the **Domain Manager**.
2. Click the **Admin** button adjacent to the domain name for which you want to set up an A-Record.
3. Click the **A-Record** button.
4. Enter a subdomain name.
5. Enter the IP address of the external server.
6. Click the **Add** button.

Note: A-records can sometimes take up to 48 hours to become active across the entire Internet.



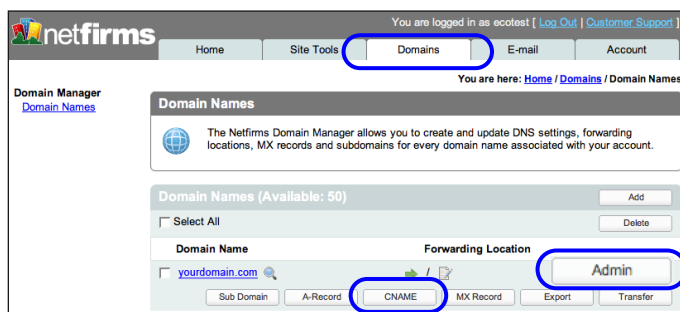
2.7 How to Set Up CNAMEs

CNAMEs are used to create a CNAME DNS record for an external subdomain address. This is an advanced domain feature that can be set up from the **Domains** menu tab.

Steps:

1. Click the **Domains** menu tab to access the **Domain Manager**.
2. Click the **Admin** button adjacent to the domain name for which you want to set up a CNAME.
3. Click the **CNAME** button.
4. Enter a subdomain name address.
5. Enter the subdomain name address of the external server.
6. Click the **Add** button.

Note: CNAMEs can sometimes take up to 48 hours to become active across the entire Internet.



3. E-mail

As part of your web hosting or domain package, Netfirms includes a full suite of business class e-mail features that work with your domain name.

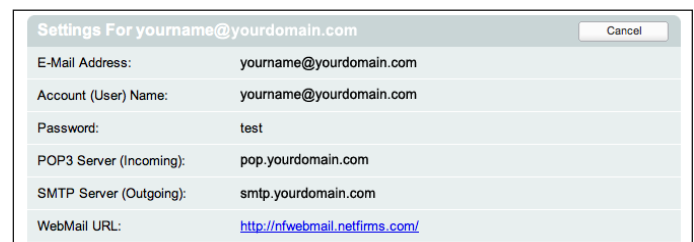
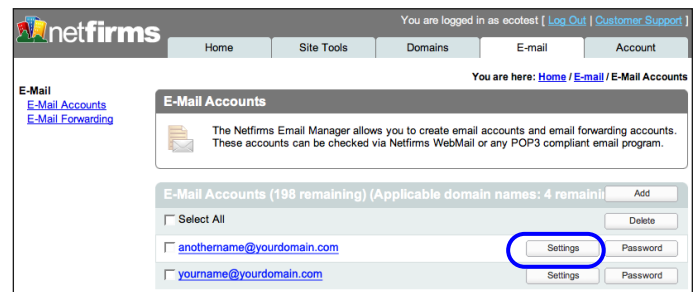
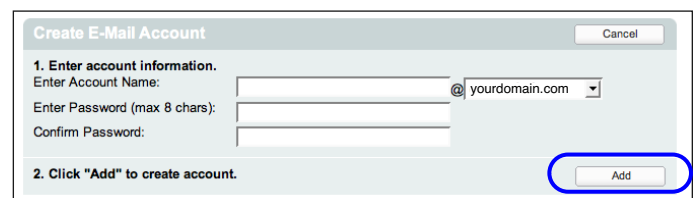
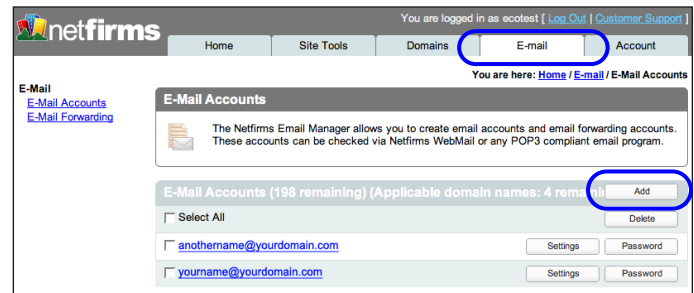
3.1 How to Create a New E-mail Account

Netfirms allows you to create personalized e-mail addresses at your domain name, eg. yourname@yourdomain.com. From the **E-mail** menu tab, you can manage all e-mail addresses and settings.

Steps:

1. Click the **E-mail** menu tab to access the **E-mail Accounts** summary list.
2. Click the **Add New** button.
3. Enter a name or a word in the **Account Name** field. This will be the part of the e-mail address before @yourdomain.com.
4. Select a domain name from the drop-down menu.
5. Enter a unique password specific to this e-mail address in the Enter **Password** field.
6. Confirm the new password.
7. Click the **Add** button.
8. Click the **Settings** button to view account details.

Note: Once you have created an e-mail address you will need to configure your e-mail program to retrieve mail sent to that address. You can also use Netfirms web-based e-mail. See sections 3.3 and 3.4 for more information.



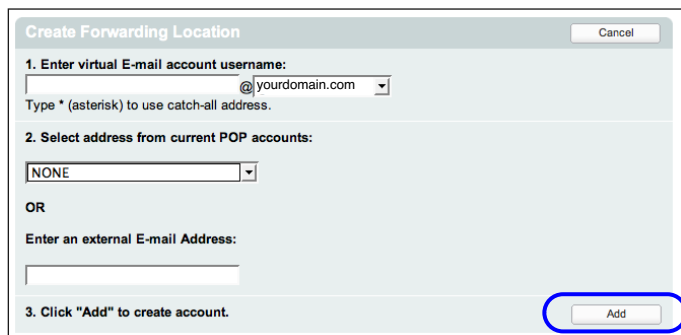
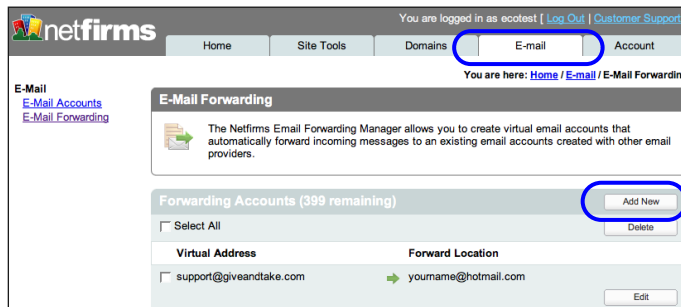
3.2 How to Set Up E-mail Forwarding

E-mail forwarding allows you to create personalized e-mail addresses at your domain name, eg. yourname@yourdomain.com, and have mail sent to these addresses get automatically forwarded to a different e-mail account that you specify. On the **E-mail** menu tab, you can configure e-mail forwarding.

Steps:

1. Click the **E-mail** menu tab to access the **E-mail Accounts** summary list.
2. Click the **E-mail forwarding** hyperlink.
3. Click the **Add New** button on the **Forwarding Accounts** summary list.
4. Enter a name or word in the **virtual e-mail account user name** field. This will be the part of the e-mail address before @yourdomain.com. You cannot use a name that already exists as a regular e-mail account.
5. Select an address from the **current POP accounts** drop-down menu
or
Enter an external e-mail address.
6. Click the **Add** button.

Note: To create a catch-all e-mail address, enter an asterisk: *@yourdomain.com on step 4.



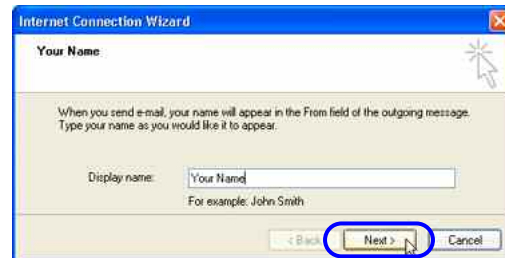
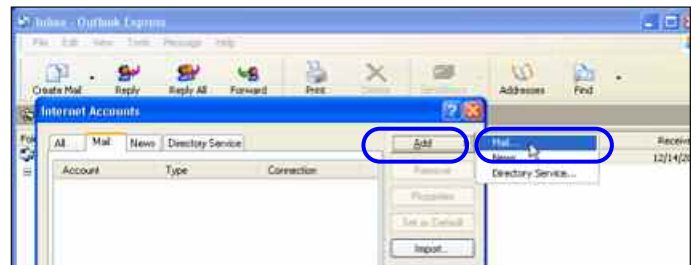
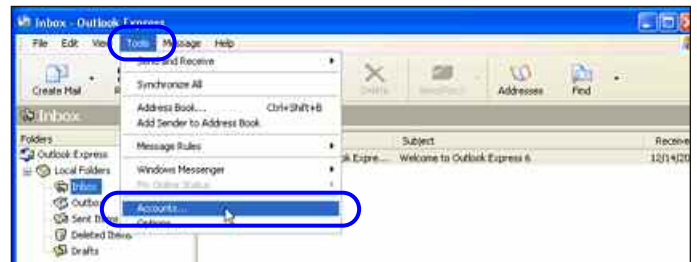
3.3 How to Retrieve E-mail with Outlook Express

You can configure a POP e-mail client such as Outlook Express or Eudora to access e-mail from your Netfirms account. To set up Outlook Express, open the program and follow the steps below.

Steps:

1. In Outlook Express, click the **Tools** menu and select **Accounts**.
2. Click the **Add** button and select **Mail** from the menu.
3. Enter a name or a word in the **Display name** field.
4. Enter your domain e-mail address in the **E-mail address** field.
5. Select **POP3** from the **incoming mail server** drop-down menu.
6. Enter the incoming mail server with your domain name: pop.yourdomain.com
7. Enter the outgoing SMTP mail server with your domain name: smtp.yourdomain.com (See the note below).
8. Click the **Next** button.
9. Enter the e-mail address in the **Account Name** field.
10. Enter the e-mail password in the **Password** field.
11. Click the **Next** button.
12. Click the **Finish** button to complete the configuration.

Note: Your Internet Service Provider (ISP) may require you to use their SMTP server for outgoing mail. Check with your ISP for their SMTP settings and requirements.



3.4 How to Retrieve E-mail with Netfirms WebMail

Netfirms WebMail is a convenient, web-based interface that allows you to check your e-mail from any computer connected to the Internet, without having to setup or install additional software. You can access your WebMail account from the **WebMail Login** hyperlink on the upper right corner of the Netfirms homepage, or by typing **http://webmail.netfirms.com** into your web browser.

Steps:

1. Click the **WebMail Login** hyperlink on the Netfirms home page or
Type **http://webmail.netfirms.com** into your web browser.
2. Enter your e-mail address in the **E-mail Address** field.
3. Enter your **Password**.
4. Click the **Login** button.



Netfirms WebMail is a powerful e-mail application that can be accessed from any computer in the world with an Internet connection.

Menu Link Icons give you easy navigation to write new e-mail, manage your address book, search your Inbox or folders, setup advanced options and logout.

Sidebar Navigation gives you quick access to all of your folders, keeps a record of number of messages per folder, and lets you know when you last checked for new messages.

NETFIRMS WEBMAIL

Welcome: yourname@yourdomain.com

Home Compose Folders Address Book Options Search Help Logout

General

Tue, 12:43 am

Check Mail

Folders

- INBOX (0/3)
- Drafts (0/0)
- Sent (0/1)
- Spam (disabled)
- Trash (0/0)
- Saved (0/0)

INBOX

CALENDAR NOTES

Viewing Messages: 1 to 3 (3 total)

Move Selected To: INBOX Move Forward

Transform Selected Messages: Flag Unflag Read Unread Delete

From	Date	Subject
<input type="checkbox"/> abby@hotmail.com	12:43 am	Heya, Long Time No See
<input type="checkbox"/> yourfriend@yahoo.com		The Weather Outside is Delightful!
<input type="checkbox"/> test@test.com		This is a Test Subject

Viewing Messages: 1 to 3 (3 total)

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The **Inbox View** lists all of your new messages and allows you to perform advanced sorting, flagging and folder organization. You can also train your inbox to spot and delete junk mail.

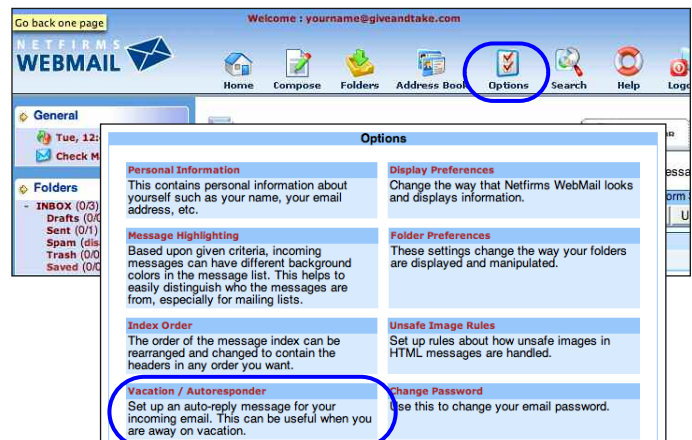
3.5 How to Set Up Vacation Autoresponders

Vacation autoresponders automatically send pre-written e-mails when someone attempts to contact your e-mail address. This is useful if you are away (on vacation) for a period of time. You can set up autoresponders in the WebMail control panel.

Steps:

1. Log in to your WebMail account.
2. On the WebMail control panel, click the **Options** button.
3. Click the **Vacation/Autoresponder** hyperlink.
4. Select the **Activate vacation autoresponder** check box.
5. Enter a message in the Message text box.
6. Click the **Submit** button.

Note: In the **Message text** box, you may want to include the time frame you will be away and also an alternative method of contacting you.



Vacation / Autoresponder

Activate vacation autoresponder

Message text:

Hi,
I will be out of the office for the rest of the week ...

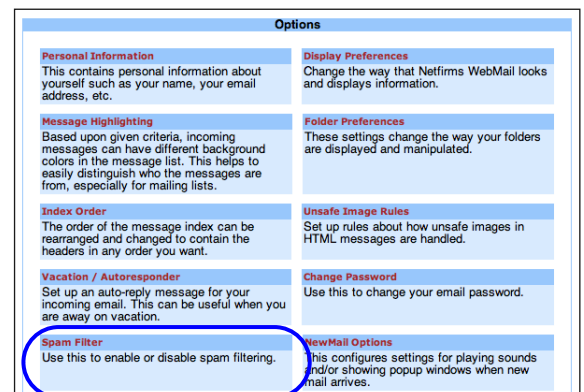
3.6 How to Set Up Spam Filtering in WebMail

Netfirms provides a sophisticated spam filtering system to stop spam before it reaches your inbox. Spam filtering is disabled by default and must be configured from the WebMail options to filter unwanted e-mail. **Once spam filtering is activated, you need to click the "This is Spam" link on each open e-mail to teach the system which types of e-mail are spam.**

Steps to set up spam filtering:

1. Log in to your WebMail account (as per section 3.4).
2. On the WebMail control panel, click the **Options** button.
3. Click the **Spam Filter** hyperlink.
4. Select the **Yes** radio button to enable spam filtering.
5. Click the **Submit** button.

Steps to move spam to the Spam folder (over):



Options - Spam Filtering Preferences

Enable Spam Filtering: Yes No

Spam filtering is currently **disabled**

1. Select the check box corresponding to the spam e-mail.
2. Select **Spam** from the **Move Selected To** pull-down box.
3. Click the **Move** button.

Note: To move a spam message you are reading, click the **This is Spam** button.

3.7 How to Set Up Spam Filtering for POP3 Mail Clients

The above instructions (section 3.6) only apply if you are using Netfirms WebMail as your e-mail client. For Microsoft Outlook, Thunderbird, or any other POP3 client, spam filtering functionality is built into the e-mail program. See the program's help documentation for additional information.

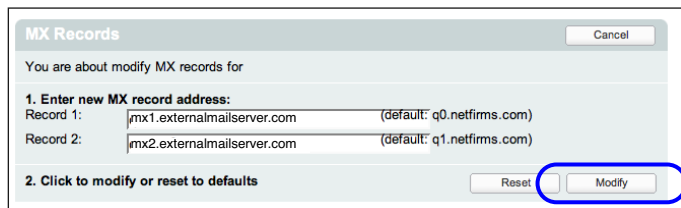
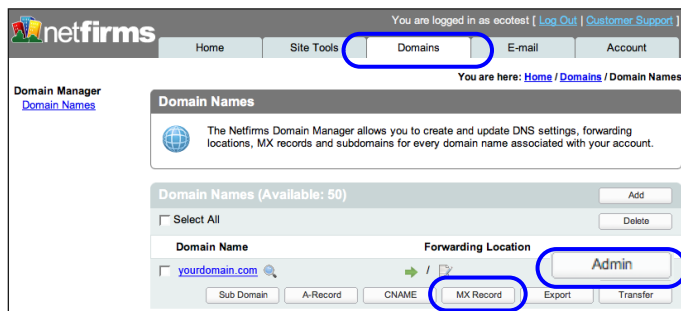
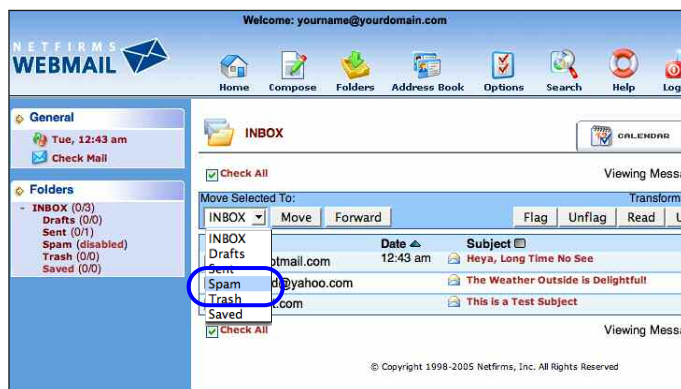
3.8 How to Configure MX Records

MX records are used for mail routing when you want a company other than Netfirms to manage the e-mail for your domain. You can set up MX records on the **Domains** menu tab.

Steps:

1. Click the **Domains** menu tab to access the **Domain Manager**.
2. Click the **Admin** button adjacent to the domain name for which you want to set up MX Records.
3. Click the **MX Record** button.
4. Enter the new MX record addresses.
5. Click the Reset button to reset to default settings, if needed (this will restore the record back to defaults).
6. Click the **Modify** button to accept settings.

Note: Changing the MX records means you will not be able to receive e-mail through Netfirms, including WebMail. It may take up to 48 hours for an MX record modification to become active across the entire Internet.

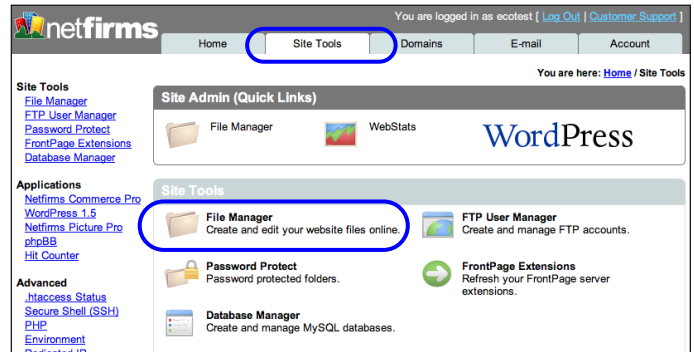


4. Accessing Your Web Space

Netfirms hosting plans include disk space to place files and webpages on the Internet. You can use a web address, e.g www.yourdomain.com, to access these files through a web browser. A website is a series of specially formatted files placed in your web space.

4.1 How to Access Your Site Using Netfirms File Manager

If you do not have access to an FTP client, you can manage your files with the Netfirms File Manager. The File Manager is built into the control panel and is located on the **Site Tools** menu tab. You can use it to upload, copy, delete and move files.

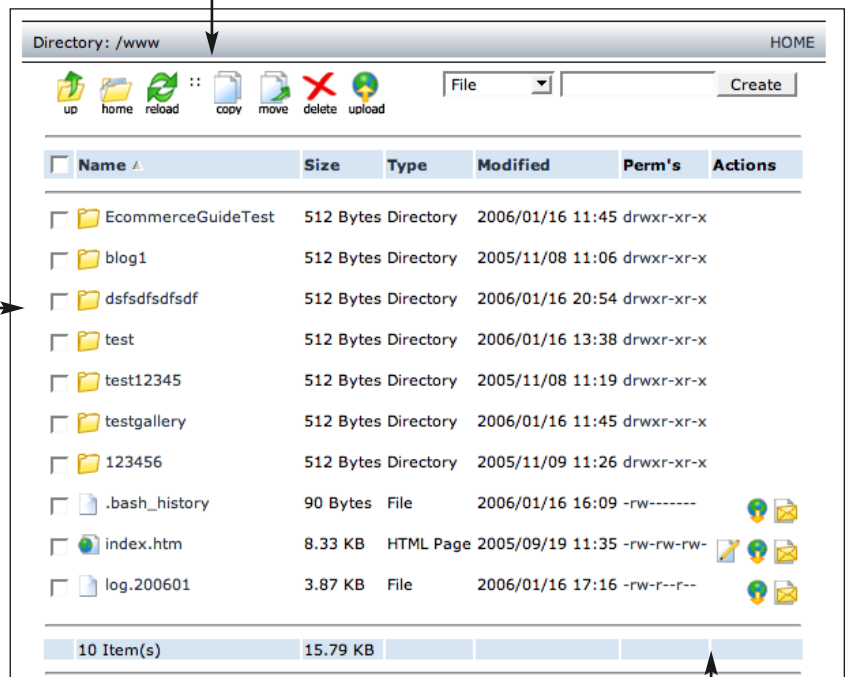


Steps to access the File Manager:

1. Click the **Site Tools** menu tab.
2. Click the **File Manager** icon.

Netfirms File Manager allows you to create, edit, move, upload and download files in your web directory with any computer in the world connected to the Internet.

File and Folder Listing allows you to apply changes to multiple files at once for speed. Drill down or up the directory tree via point and click.




Quick Actions enable you to change file permissions, e-mail files to friends, and download files instantly.

4.2 How to Access Your Site Using FTP

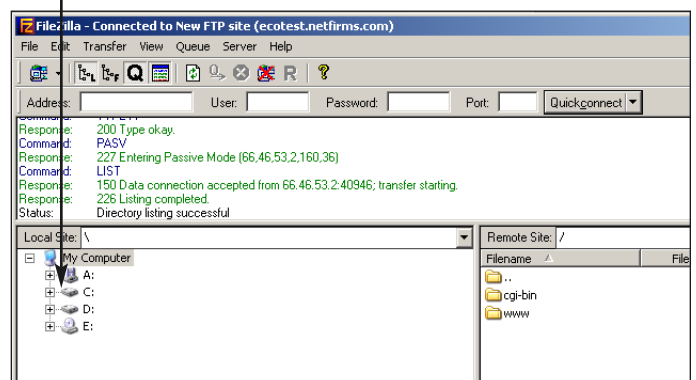
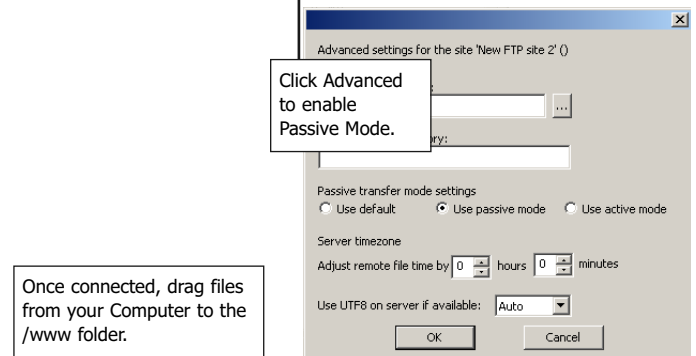
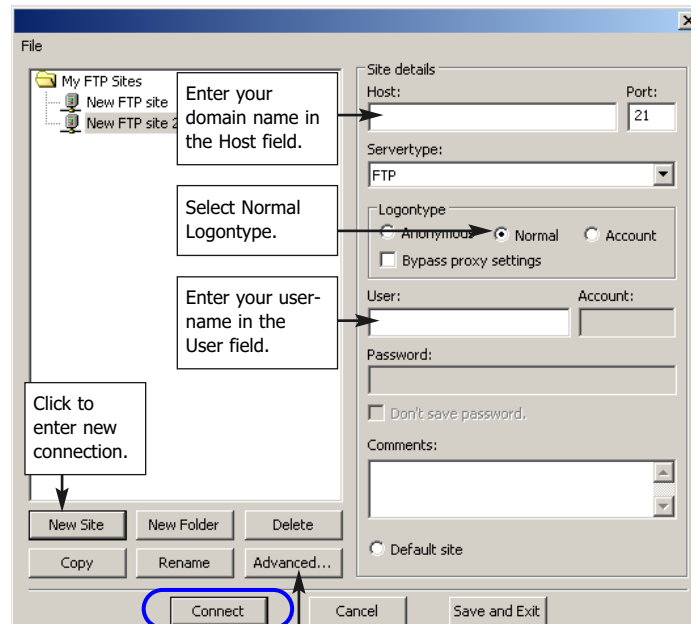
You can access your site using an FTP client such as the free FileZilla (<http://filezilla.sourceforge.net>). To transfer your web site files from your old host to Netfirms, download the files from your old host to your local computer, then upload to the www directory using FTP.

Steps to connect to Netfirms using FileZilla:

1. In FileZilla, click the **Site Manager**  button.
2. Click the **New Site** button.
3. Enter your domain name for the **New FTP Site** name.
4. Enter your domain name in the **Host** field.
5. Confirm that 21 is entered in the **Port** field.
6. Confirm that **FTP** is entered in the **Servertype** field.
7. Select the **Normal** radio button on the **Logontype** section of the window.
8. Enter your Netfirms username in the **User** field.
9. Enter your Netfirms password in the **Password** field. (if Password field is grayed out skip this step).
10. Click the **Advanced** button to enable **Passive mode** (required in order to communicate with Netfirms).
11. Select the **Use passive mode** radio button.
12. Click the **OK** button.
13. Click the **Connect** button to connect to your account and save your Netfirms FTP site information.

Steps to upload files to your web site:

1. Double click the **www** folder on the right hand **Filename** window pane.
2. From the left hand **Filename** window pane, select the file(s) you wish to move.
3. Drag the file(s) to the right hand **Filename** window pane to begin the upload.
4. Click the **Disconnect** button when the file transfer is complete.



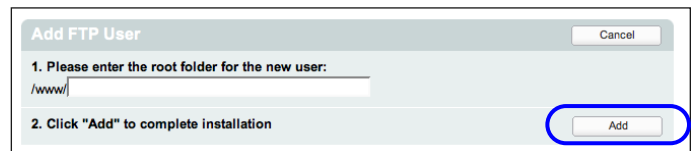
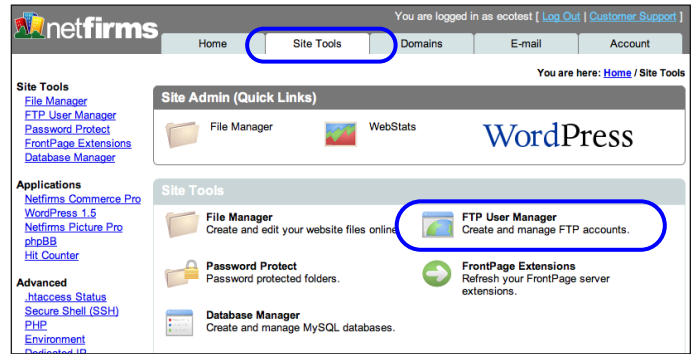
4.3 How to Add Additional FTP Accounts

With the Netfirms FTP Manager on the **Site Tools** menu tab, you can create additional FTP accounts and assign those FTP users to specific folders. This is useful if you have a web designer who needs to access designated folders.

Steps:

1. Click the **Site Tools** menu tab.
2. Click the **FTP User Manager** icon.
3. Click the **Add New** button.
4. Enter a root folder name for the new user. If the folder is not yet created, you will need to create it under the www/ folder with the Netfirms file manager (see section 4.1).
5. Click the **Add** button.

Note: The username and password for additional FTP users are system-generated and cannot be changed unless the account is deleted and recreated.



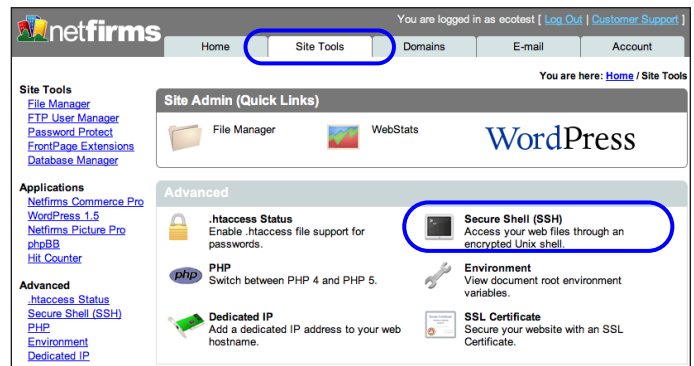
4.4 How to Access Your Site Using SSH (Shell Access)

Netfirms provides a full Unix shell account for management of your website over a secure, encrypted connection. This is an advanced command line feature used by programmers and web developers.

Steps to Enable Shell Access For Your Account:

1. Click the **Site Tools** menu tab.
2. Click the **SSH** icon.
3. Click the **Enable** button to turn on shell access.

Once you have enabled SSH you can connect using any terminal program, including Putty for Windows or the default Terminal for Linux, OS X. Connect using the hostname ssh.netfirms.com and your Netfirms username / password.



5. Websites

Whether you're a beginner or a pro, the Netfirms award winning, industry standard hosting platform makes it easy to design and build a website.

5.1 Website Design 101

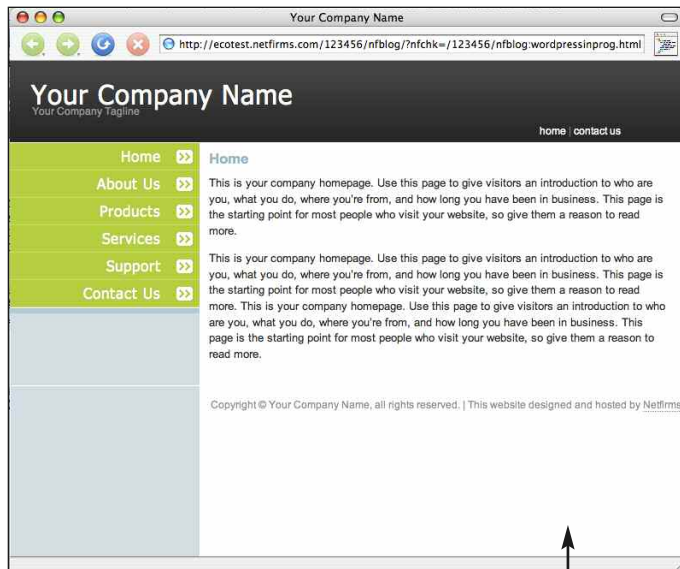
You have many options available to you when building your website with Netfirms. At the most basic level you can use a text editor such as Notepad to code your webpages by hand using HTML, PHP or Ruby on Rails (Netfirms supports a wide range of web programming languages - see section 9.1).

Of course coding by hand can be a lot of work, especially if you're not a web programmer. Thankfully Netfirms includes one click installers and web-based sitebuilders to get you up and running quickly and easily (WordPress is an excellent application loaded with templates and prebuilt webpages - see section 5.2).

The Netfirms hosting platform also supports commercial site building software including Macromedia Dreamweaver, NetObjects Fusion and Microsoft FrontPage. In fact Netfirms offers a Website Starter CD that includes NetObjects Fusion 7 free of charge (see section 5.5).

Speaking of third party applications, there are a number of great websites on the Internet that provide free scripts and content management systems to help build your website, and they all work with Netfirms (see section 6.4).

Finally if all else fails you can hire a web designer to do the work for you. In fact sometimes this is the best option, especially if you want a highly customized website.



A professional small business **Website** created in under 3 minutes with Netfirms WordPress. Netfirms makes you look like a pro.

5.2 Creating a Website With WordPress

Netfirms WordPress is an easy, yet powerful tool you can use to create and manage a website or blog with just a few clicks. WordPress is configured through the **Site Tools** menu tab.

Steps:

1. Click the **Site Tools** menu tab.
2. Click the **WordPress** icon.
3. Click the **Add New** button.
4. Enter a name for your website in the **Name** text box.
5. Select the domain name to which you'd like to use.
6. Check the **Yes** checkbox if you want this website to appear as your homepage when you type `www.yourdomain.com`.
6. Click the **Add** button to complete the installation.
7. Onscreen you will see a listing for your new website, with the web address you can use to access it. If you selected **Yes** in step 6 you will also be able to access it by typing: **`http://www.yourdomain.com`**

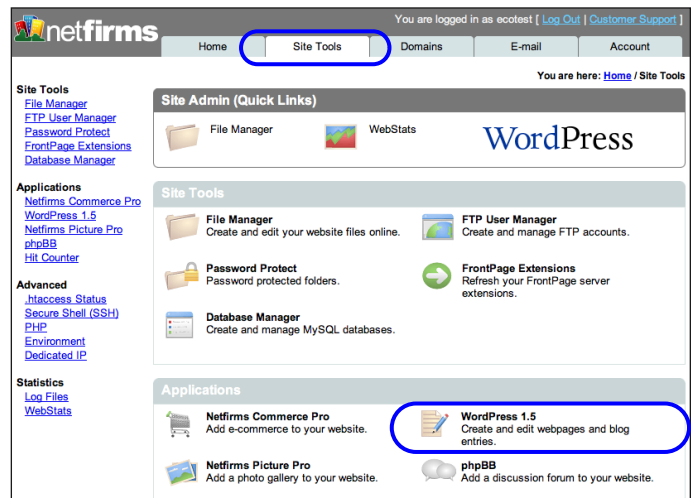
Note: By default six pages will be created for your website: Home, About Us, Products, Services, Support and Contact Us. Use the WordPress **Admin** tool (see section 5.3) to update these pages with your own text and graphics. You can also add or remove additional pages using this tool.

5.3 Publishing Your WordPress Website or Blog

Once you have installed WordPress you will want to log into the **Admin** interface to customize your website. Virtually every element of your website can be tweaked with just a few clicks. WordPress is managed through the **Site Tools** menu tab.

Steps:

1. Click the **Site Tools** menu tab.
2. Click the **WordPress** icon.
3. Click the **Admin** button adjacent to the installation you wish to manage.



- The administration interface will open in a new window.
- Click the **Manage** menu bar hyperlink. From here you can edit the Homepage by clicking the **Edit** hyperlink.

or

Click the **Pages** submenu bar hyper link to access the other pages of your website.

- From the list of pages click the **Edit** hyperlink adjacent to the page you wish to modify. You can also delete pages or add a new page from this screen.
- The **Edit** hyperlink will take you to an interface that you can use to write your own text and add images. Be sure to click the **Edit Page** button when you have finished making any changes. Any modifications will be instantly published to your website.

Note: You may wish to explore the other menu bar hyperlinks to further customize your website. The **Options** section contains the text that displays your company name. The **Presentation** section contains additional themes to change the look of your website.

5.4 Adding Images to Your WordPress Website or Blog

Steps:

- Log in to your WordPress **Admin** tool as per the steps described in section 5.3.
- Click the **Upload** menu bar hyperlink and click the **Browse** button to find the image you wish to use.
- Once you have selected the image from your local computer click **Upload File**.
- With the file successfully uploaded return to section 5.2.
- When adding or editing your pages click the **Add Image** link to select and place the image you just uploaded onto your web page. Follow the instructions to insert the image code into your document.

Your Company Name (View site >)

Write Manage Links Presentation Plugins Users Options Upload Logout (Administrator)

Pages Categories Comments Awaiting Moderation (0) Files

Page Management

ID	Title	Owner	Updated		
2	About Us	Administrator	2005-11-01 10:25 am	View	Edit
3	Products	Administrator	2005-11-01 10:27 am	View	Edit
4	Services	Administrator	2005-11-01 10:27 am	View	Edit
5	Support	Administrator	2005-11-01 10:27 am	View	Edit
6	Contact Us	Administrator	2005-11-01 10:28 am	View	Edit

Pages are like posts except they live outside of the normal blog chronology. You can use pages to organize and manage content.

Your Company Name (View site >)

Write Manage Links Presentation Plugins Users Options Upload Logout (Administrator)

Write Post Write Page

Write Page

Page Title: Products

Discussion: Allow Comments Allow Pings

Page Password:

Page Parent: Main Page (no parent)

Page Content

Quicktags: [b](#) [i](#) [link](#) [b-quote](#) [del](#) [ins](#) [img](#) [ul](#) [ol](#) [li](#) [code](#) [more](#) [lookup](#) [Close](#)

Talk about the products you offer and how they benefit the customer. Features, specifications, descriptions, pricing and pictures are all useful to a curious visitor.

Talk about the products you offer and how they benefit the customer. Features, specifications, descriptions and pictures are all useful to a curious visitor. The products page is pretty self explanatory. Talk about the products you offer and how they benefit the customer. Features, specifications, descriptions and pictures are all useful to a curious visitor. The products page is pretty self explanatory. Talk about the products you offer and how they benefit the customer. Features, specifications, descriptions and pictures are all useful to a curious visitor.

Save and Continue Editing Edit Page >

Your Company Name (View site >)

Write Manage Links Presentation Plugins Users Options Upload Logout (Administrator)

You can upload files with the extension `jpg`, `jpeg`, `gif`, `png` as long as they are no larger than 1000 KB. If you're an admin you can also upload `css` and `js` files. You can also upload images that are larger than 1000 KB, but you'll need to configure these values under [options](#).

File: Browse...

Description:

Create a thumbnail?

No thanks

Small (200px largest side)

Large (400px largest side)

Custom size: px (largest side)

Upload File

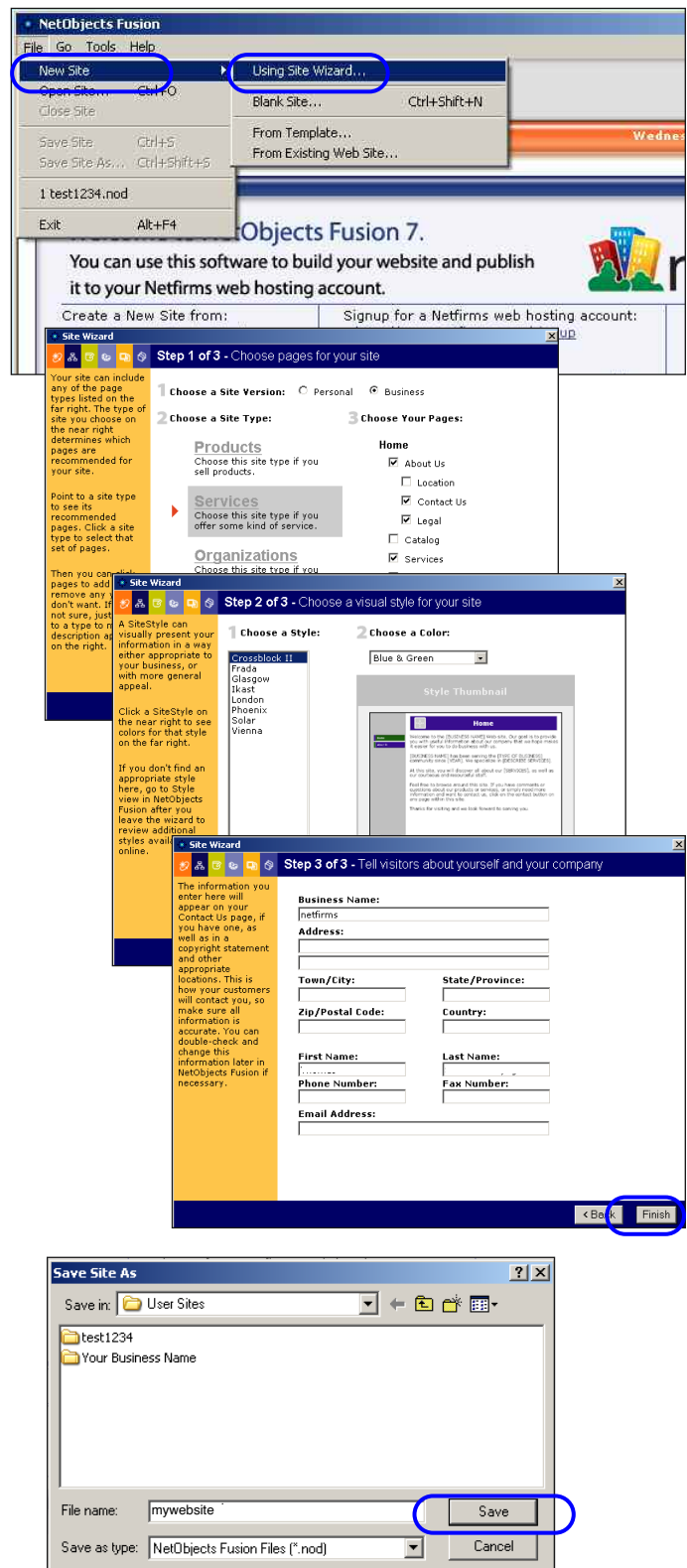
5.5 Creating a Website with NetObjects Fusion 7

NetObjects Fusion 7 is a complete webdesign application, combining intuitive wizards, templates and one click publishing with advanced HTML editing capabilities. This software is included on the Netfirms Starter CD, which is available through the **Account** menu tab.

Steps to create a website:

1. Doubleclick the NetObjects icon on your desktop (you must have the software installed first, follow the installation instructions on the CD case).
2. Click the **File** menu item.
3. Click the **New Site** option.
4. Click the **Using Site Wizard** option, and click **Next**.
5. Select **Personal** or **Business** from the **Choose a Site Version** option (for this example choose Business).
6. Select a **Site Type** based on what type of website you wish to create.
7. Check the pages you wish to include as part of your website from the **Choose Your Page** list.
8. Click the **Next** button.
9. Choose a **Visual Style** and **Color Scheme** for your website.
10. Click the **Next** button. Click the **No** button when prompted to create a profile.
11. Fill out your business name and any other information you want to include on your website Contact page, then click **Finish**.
12. You will be prompted to save your website. Enter a name in the **File Name** text field and click the **Save** button.
13. You will be presented with a tree-style flowchart of your web pages. Doubleclick the pages to modify them. To get back to the flowchart click the **Site** icon in the menu bar.
14. To Publish your website to your Netfirms account refer to section 5.6.


Note: For additional style templates click the **Style** icon in the menu bar and then select **Online Style**.

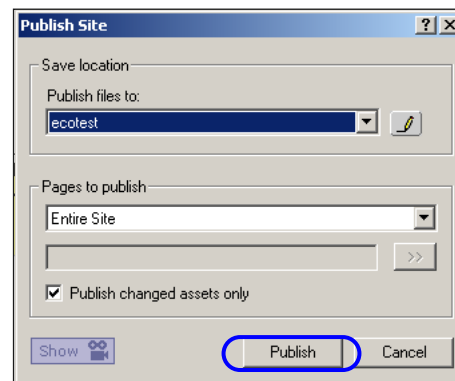
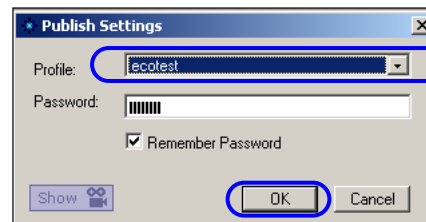
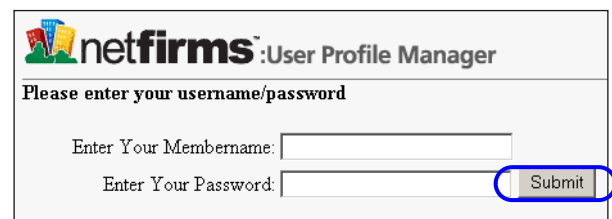
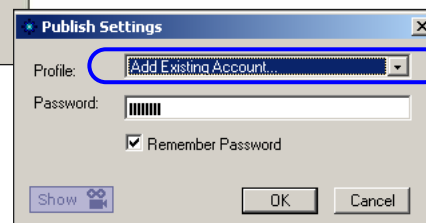
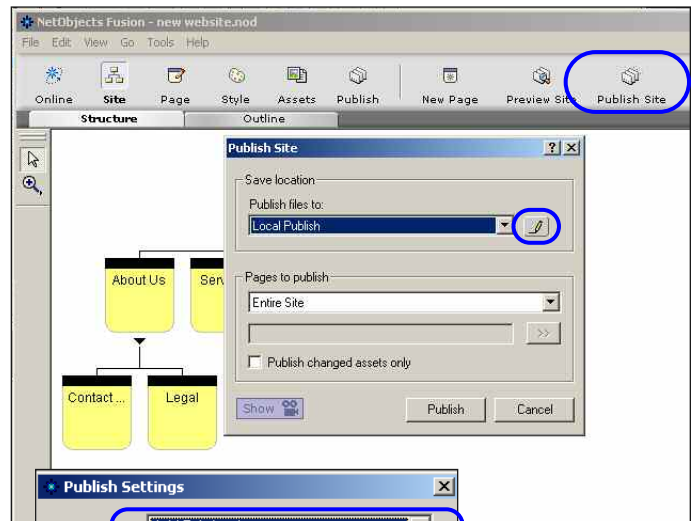


5.6 Publishing Your Website with NetObjects Fusion 7

Once you have built your website with NetObjects and populated the pages with your own content (section 5.5) you will need to publish it to your Netfirms account to make it accessible on the Internet.

Steps:

1. Click the **Publish Site** icon in the menu bar.
2. In the Save Location area click the **Pencil**  icon.
3. In the **Publish Settings** window select **Add Existing Account** from the pulldown menu.
4. Enter your Netfirms username and password.
5. Click the **Submit** button.
6. In the Publish Settings window select the user profile (your username) from the pull down menu.
7. Click the **OK** button.
8. In the Publish Site window, select the **Publish Changed Assets Only** option and Pages to Publish should be set to **Entire Site**.
9. Click the **Publish** button.



5.7 Publishing Your Website with Microsoft FrontPage

Netfirms supports Microsoft FrontPage Server Extensions on all web hosting plans. Once you have built your website with FrontPage you will need to publish it to your Netfirms account to make it accessible on the Internet.

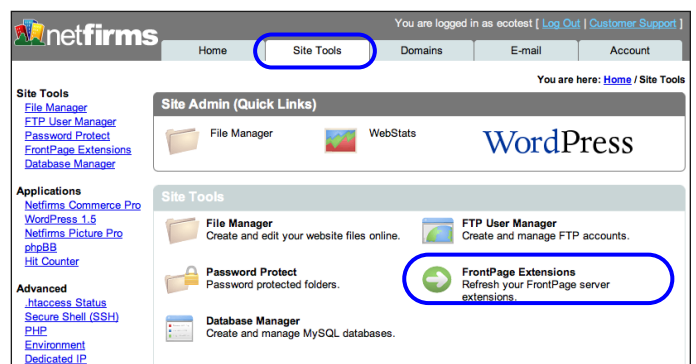
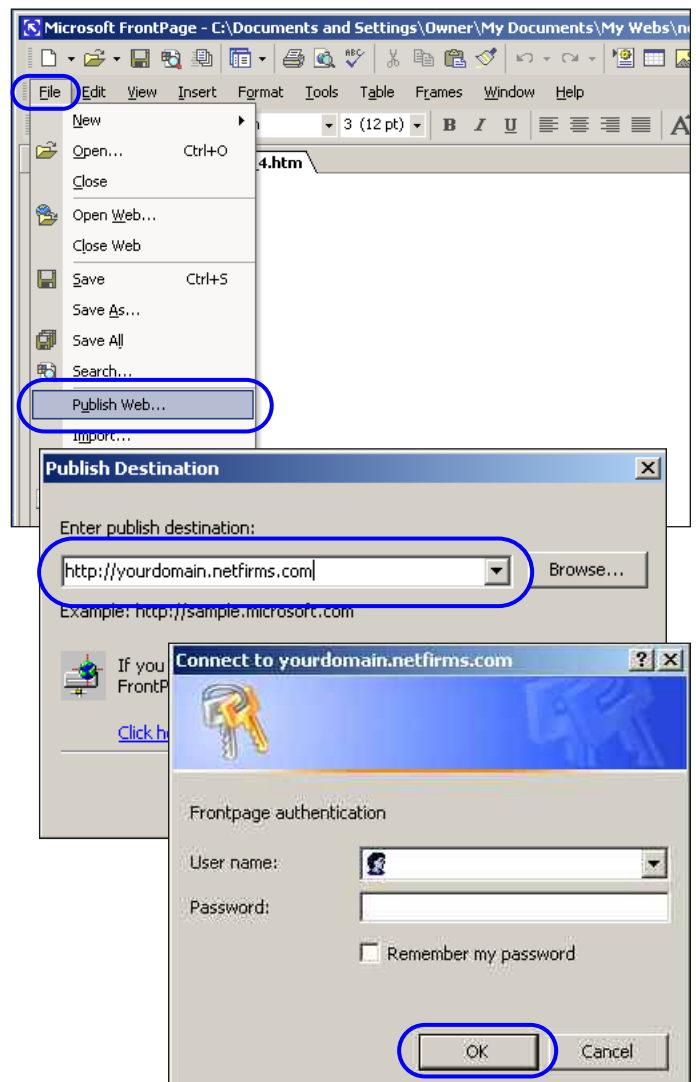
Steps:

1. Click the **File** menu item.
2. Click **Publish Site** or **Publish Web**
3. Enter the Remote Website Location **http://www.yourdomain.com**
4. Some versions of FrontPage have a **Remote Web Server Type** option which should be set to **FrontPage or Sharepoint Services**.
5. Click **OK** or **Publish**. You will be prompted for your Netfirms username and password to proceed.

Note: From time to time publishing with FrontPage will return an internal server error. This is usually the result of a connection time-out and can be resolved by resetting your FrontPage Server Extensions from the **Site Tools** menu tab in the Netfirms Control Panel.

Resetting FrontPage Extensions:

1. Click the **Site Tools** menu tab.
2. Click the **FrontPage** icon.
3. Click the **Reset** button.
4. Republish your FrontPage Web as per the instructions above.



6. Enhance Your Website

Netfirms hosting plans include one-click installers for many popular website applications including photo galleries, discussion forums, hit counters and password protection. You can use these features on their own or as part of your existing website.

6.1 How to Set Up Picture Pro Photo Galleries

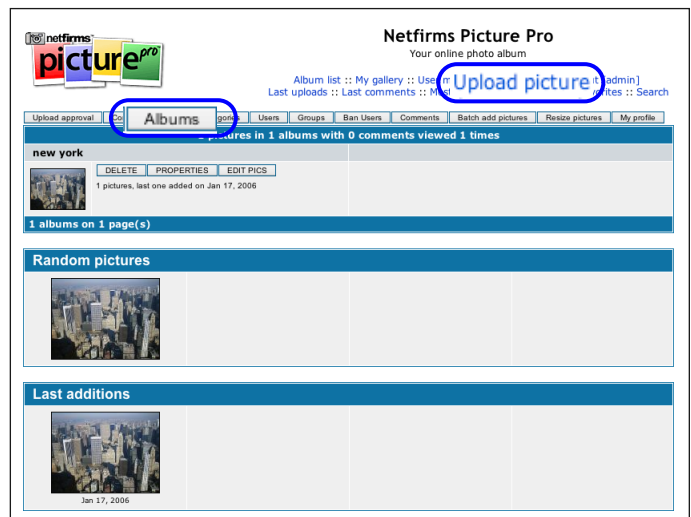
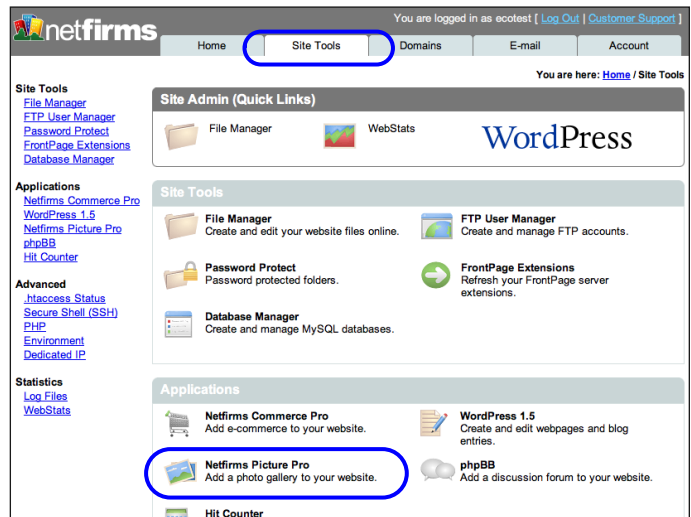
Netfirms Picture Pro allows you to display and share your photos online. You can create photo galleries in which visitors can view and leave comments. Set up Picture Pro Galleries from the **Site Tools** menu tab.

Steps:

1. Click the **Site Tools** menu tab.
2. Click the **Picture Pro** icon.
3. Click the **Add New** button.
4. Enter a directory name.
5. Select the domain name to which you'd like to install the gallery.
6. Click the **Add** button.
7. Onscreen you will see a listing for your new photo gallery, with the web address you can use to access it. Typically you would link to this address from your website homepage.

Once you have added a Picture Pro gallery you will want to configure it for your needs, e.g., adding photos.

8. Click the **Admin** button adjacent to the Picture Pro gallery you just installed. The Picture Pro admin interface will open in a new window.
9. In order to upload photos you must first create an **Album**. Click the **Album** menu tab and click the **New** button.
10. Enter a name for your album and click **Update**.
11. With the album created click the **Upload Pictures** hyperlink and follow the onscreen instructions to upload your photos.
12. Configure other options from the **Config** menu tab.



6.2 How to Set Up phpBB Discussion Forums

You can use phpBB to create an interactive community on your website. It can be integrated into your website or be used as a stand-alone feature. Set up phpBB discussion forums from the **Site Tools** menu tab.

Steps:

1. Click the **Site Tools** menu tab.
 2. Click the **PHPBB** icon.
 3. Click the **Add New** button.
 4. Enter a directory name.
 5. Select the domain name to which you'd like to install the forum.
 6. Click the **Add** button.
 7. Onscreen you will see a listing for your new forum, with the web address you can use to access it. Typically you would link to this address from your website homepage.
- Once you have added a forum you will want to configure it for your needs.
8. Click the **Admin** button adjacent to the phpBB forum you just installed.
 9. You will be prompted for a **Username** and **Password**. This information was e-mailed to you during installation.
 10. By default phpBB is ready to be used right away. Use the sidebar administration links to setup your forum name and other options.

Note: Install your phpBB discussion forum to the default directory "phpbb." The administrative password is e-mailed to the admin contact on the account.

The screenshot shows the Netfirms website administration interface. The 'Site Tools' menu tab is highlighted in blue. In the 'Site Admin (Quick Links)' section, the 'phpBB' icon is circled in blue. In the 'Applications' section, the 'phpBB' application is also circled in blue.

The screenshot shows the 'phpBB Installation (25 remaining)' section. The 'Add New' button is circled in blue.

The screenshot shows the 'Install phpBB' form. The 'Add' button is circled in blue.

The screenshot shows the 'phpBB Installation (24 remaining)' section. The 'Admin' button is circled in blue.

6.3 How to Set Up a Hit Counter

The Netfirms Hit Counter monitors how many people have visited your web site. This feature is found on the **Site Tools** menu tab.

Steps:

1. Click the **Site Tools** menu tab.
2. Click the **Hit Counter** icon.
3. Select the radio button of the **Counter Type** you wish to install.
4. Enter the numerals you want your counter to begin with in the **initial counter value** field.
5. Select from the drop-down menu how many digits your counter will have.
6. Click the Create button. The system will generate a **unique HTML code**.
7. Copy the HTML code and paste it onto the HTML page where you want the counter displayed. The code will have a unique ID number that can only be used on your web site.
8. Save the changes to your HTML page.
9. Upload the file to your site.

Note: The Netfirms Hit Counter will only work on Netfirms-hosted web pages within your account.

The screenshot shows the Netfirms control panel interface. At the top, there is a navigation bar with tabs for Home, Site Tools (highlighted with a blue circle), Domains, E-mail, and Account. Below the navigation bar, the user is logged in as 'ecoteest' with links for Log Out and Customer Support. The main content area is divided into several sections: Site Tools (with links to File Manager, FTP User Manager, Password Protect, FrontPage Extensions, and Database Manager), Site Admin (Quick Links) for File Manager and WebStats, Applications (listing Netfirms Commerce Pro, WordPress 1.5, Netfirms Picture Pro, phpBB, and Hit Counter), Advanced (listing haccess Status, Secure Shell (SSH), PHP, Environment, and Dedicated IP), and Statistics (listing Log Files and WebStats). The Hit Counter application is highlighted with a blue circle, showing its icon and description: 'Add a traffic hit counter to your website.'

The screenshot shows the 'Create Hit Counter' form. It has four main sections:

- 1. Select a counter type:** A list of radio buttons for Barcode, Odometer 1, Odometer 2, Marker, Label, LCD, and Dot Matrix. To the right, there are preview images for each type: Barcode (00000), Odometer 1 (00000), Odometer 2 (00000), Marker (00000), Label (00000), LCD (00000), and Dot Matrix (00000).
- 2. Specify an initial counter value:** A text input field containing the number '0'.
- 3. Select how many digits the counter will have:** A dropdown menu set to '5'.
- 4. Create the counter.** A 'Create' button at the bottom right, highlighted with a blue circle.

6.4 How to Set Up Password Protected Folders

The Netfirms password protection feature allows you to create restricted access to your website folders. This is useful when you have sensitive data that only certain users should be able to see. You can set up password protection from the **Site Tools** menu tab.

Steps:

1. Click the **Site Tools** menu tab.
2. Click the **Password Protect** icon.
3. Click the **Add New** button.
4. Enter the folder name to password protect. If the folder is not yet created, the system will automatically create one.
5. Select an existing user from the drop-down menu or add a **New User Name**.
6. Enter a password in the **New Password** field.
7. Click the **Add** button.

Tip: To restrict certain portions of your web site, perhaps to registered users, place the restricted files in a common folder and then password protect that folder.

Note: A user can only access a file or directory if their username and password matches the information you entered on this feature. Netfirms provides you with a list of the usernames and passwords you created so you can securely keep track of them.

6.5 Third Party Applications

Virtually any third-party website script can be used with Netfirms. The following is a short list of some of the most popular applications that people use with Netfirms.

Joomla! (Content Management)
<http://www.joomla.org/>

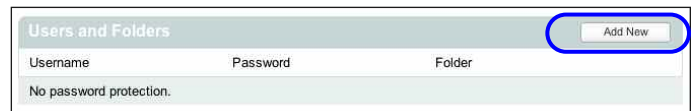
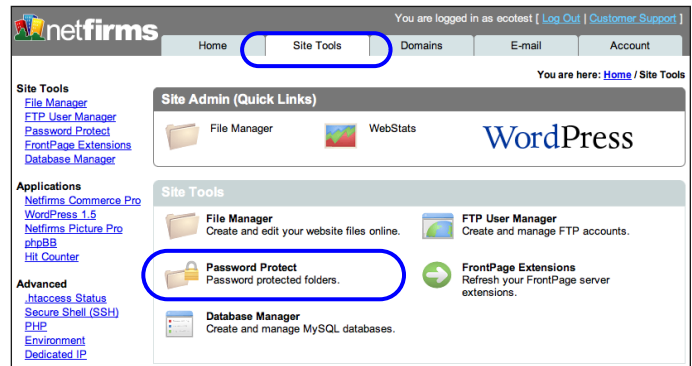
WordPress (Blogging)
 See section 5.2

Mint (Realtime Website Traffic Analysis)
<http://www.haveamint.com/>

PHP Nuke (Web Portal)
<http://www.phpnuke.org>

PHP Wiki (WikiWikiWeb)
<http://phpwiki.sourceforge.net/phpwiki/>

DotProject (Project Management)
<http://www.dotproject.net/>



7. E-commerce

Need to sell your products or services online? Netfirms hosting works with virtually every major e-commerce and payment gateway and includes tools that can get your online store up and running with just a few clicks.

7.1 How to Create an E-store with Netfirms Commerce Pro

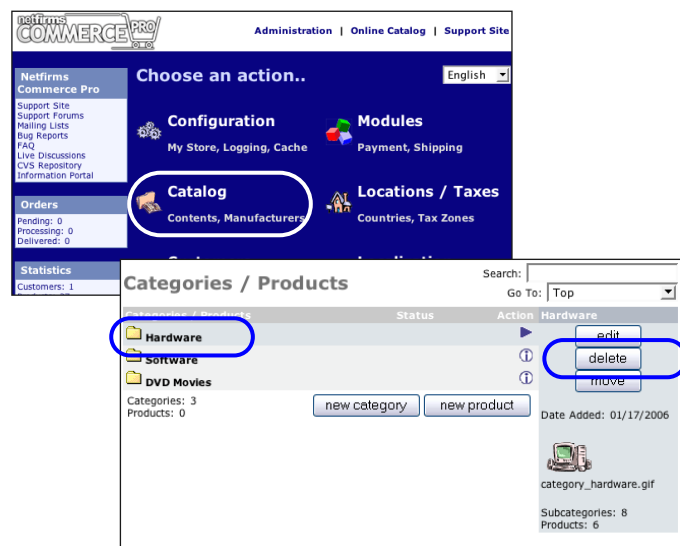
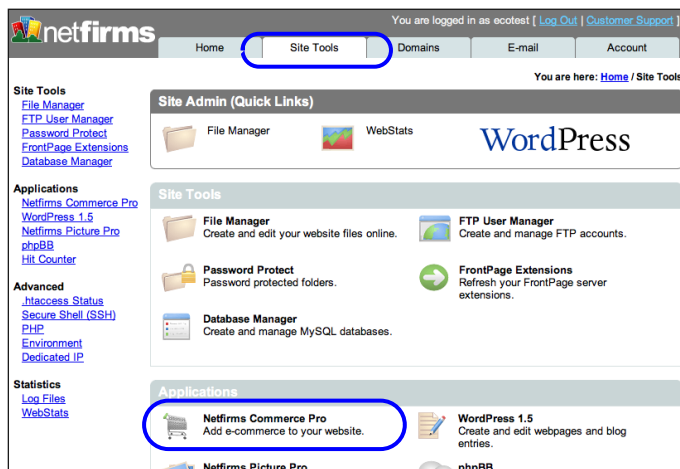
Netfirms Commerce Pro allows you to set up an online store including a shopping cart. You can either integrate it into your web site or use it by itself. You can add Commerce Pro to your domain from the **Site Tools** menu tab.

Steps:

1. Click the **Site Tools** menu tab.
2. Click the **Commerce Pro** icon.
3. Click the **Add New** button.
4. Enter the directory name.
5. Select the domain name from the drop-down menu.
6. Click the **Add** button.
7. Onscreen you will see a listing for your new E-store, with the web address you can use to access it. Typically you would link to this address from your website homepage.

Once you have added an E-store you will want to configure it for your needs, e.g., adding products, your company name.

8. Click the **Admin** button adjacent to the Commerce Pro E-store you just installed.
9. The Commerce Pro admin interface will open in a new window. Click the **Configuration** link and edit your store name and contact e-mail address values.
10. Click the **Catalog** link and remove the sample product categories. You can add your own products and categories. For each product you will need a picture and a description.
11. To accept credit cards refer to section 7.2



7.2 How to Accept Payments Online

There are multiple payment modules you can install and use with your Commerce Pro store. Two popular options are **Authorize.net** and **PayPal**. Netfirms makes it easy to manage these options in one place, from the Commerce Pro control panel.

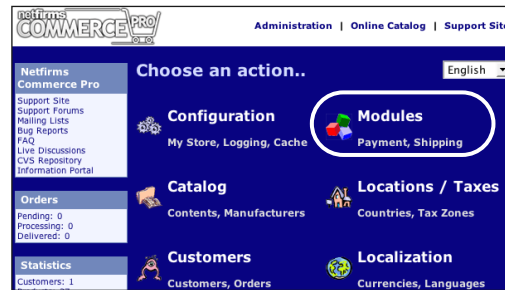
Steps to set up the PayPal payment module:

1. Click the **Site Tools** menu tab.
2. Click the **Commerce Pro** icon.
3. Click the **Admin** button for the corresponding store. The Commerce Pro control panel appears.
4. Under the **Modules** section, click the **Payment** hyperlink.
5. Select **PayPal**.
6. Click the **Install** button.
7. Verify the information is correct.
8. Click the **Edit** button to make any changes.

Note: Before setting up PayPal on your Commerce Pro store, you need to create a free Website Payments Standard account with PayPal at <http://www.PayPal.com>.

About PayPal: PayPal is the recommended option as it is free to set up an account, it supports all credit card types, and it works well with Commerce Pro.

About Authorize.net: Authorize.net is a third party merchant gateway that allows merchants to securely accept credit card payments. The fee is \$25 per month and you can sign up at: <https://www.e-onlinedata.com/netfirms>.



Modules	Sort Order	Action	PayPal
Authorize.net			
Credit Card	0		
Cash on Delivery	0		PayPal
iPayment			Enable PayPal Module True
Check/Money Order			E-Mail Address you@yourbusiness.com
NOCHEX			Transaction Currency Selected Currency
PayPal	0		Payment Zone --none--
PC checkOut			Set Order Status default
PSIGate			Sort order of display. 0
SECPay			
Module Directory: /mnt/web_q/d33/s46/b025b832/www/mystore/nfoscomm/catalog/Includes/modules/payment/			

8. Databases

Netfirms includes the popular MySQL Database server as part of your hosting package. With MySQL you can install or program advanced website functionality for data storage.

8.1 How to Add a MySQL Database

Netfirms allows you to create multiple MySQL databases for complex web applications. With MySQL, you can create a database user for any type of script. You can create and maintain MySQL databases on the **Site Tools** menu tab.

Steps:

1. Click the **Site Tools** menu tab.
2. Click the **Database** icon.
3. Click the **Add New** button.
4. Enter a database description.
5. Click the **Add** button.

Note: The system will generate a database name, a database host-name, a username, and a password. You can manage your databases with phpMyAdmin. For more information, see section 8.3.

8.2 How to Create Additional Database Users

You can add additional users to your databases through the **Database Manager** on the **Site Tools** menu tab.

Steps:

1. Click the **Site Tools** menu tab.
2. Click the **Database** icon.
3. Click the **Admin** button on the corresponding database.
4. Click the **Add Admin** button.

The screenshot shows the Netfirms control panel interface. At the top, there is a navigation bar with 'Home', 'Site Tools' (highlighted in blue), 'Domains', 'E-mail', and 'Account'. Below this, the 'Site Tools' section is visible, containing 'Site Admin (Quick Links)' with icons for File Manager, WebStats, and WordPress. Underneath, there are 'Applications' and 'Advanced' sections. The 'Database Manager' icon in the 'Advanced' section is highlighted with a blue circle. The text next to it says 'Create and manage MySQL databases.'

This screenshot shows a panel titled 'Databases (65 remaining)'. It contains the text 'No databases. Click Add New to create a new database.' and an 'Add New' button, which is highlighted with a blue circle.

This screenshot shows the 'Install MySQL Database' form. It has a 'Cancel' button at the top right. The first step is '1. Please enter a description of the new database:' with an empty text input field. The second step is '2. Click "Add" to complete installation' with an 'Add' button highlighted in blue.

This screenshot shows a green confirmation message: 'Database installed. User u70206642 with password '254843' added to d60197126.' Below this is a panel titled 'Databases (64 remaining)'. It has 'Add New' and 'Delete' buttons. A 'Select All' checkbox is checked. Underneath, a database named 'mydatabase' is listed with details: 'Database Name: d60197126' and 'Host: MYSQLHOST'. An 'Admin' button is highlighted in blue. Below the database details, there are 'Add Admin' and 'Add User' buttons. At the bottom, a user 'u70206642 (admin)' is listed with 'phpMyAdmin', 'Password', and 'Delete User' buttons.

8.3 How to Manage Your Database with phpMyAdmin

PhpMyAdmin is used to manage all aspects of your database. You can create, edit, and delete tables and fields, as well as export and import tables. You can access phpMyAdmin through the **Database Manager** on the **Site Tools** menu tab.

Steps:

1. Click the **Site Tools** menu tab.
2. Click the **Database** icon.
3. Click the **Admin** button on the corresponding database.
4. Click the **phpMyAdmin** button to launch the interface.



9. Advanced Features

Netfirms hosting platform is powered by the most advanced clustered server architecture that the industry has to offer. This means plenty of leading edge features are included standard with your web hosting plan.

9.1 Scripting Languages (PHP, Perl, Ruby, Python, Shell)

Today many web developers prefer to use a more robust scripting language such as PHP over standard HTML. Advanced scripting language give you the ability to make your website truly dynamic.

PHP 4 & 5

Netfirms supports both 4.x and 5.x versions of PHP. You can set the PHP version you wish to use from the **Site Tools** menu tab.

1. Click the **Site Tools** menu tab.
2. Click the **PHP** icon.
3. Select the version you wish to use from the dropdown menu and click **Modify**. PHP 4.x is the standard version that most scripts work with, and is set by default.
4. Only files with a .php extension (e.g., index.php, aboutus.php) will be processed for PHP.

Perl

Netfirms supports Perl scripts through the cgi-bin folder on your website. Files placed in this folder are accessible with a web browser by typing: `http://www.yourname.com/cgi-bin/filename.cgi`

Ruby on Rails

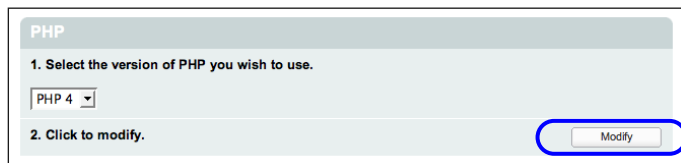
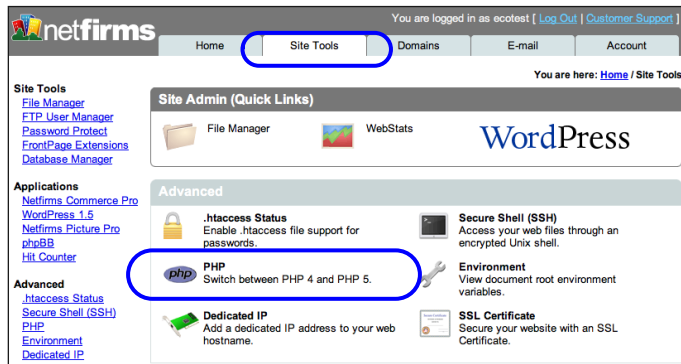
Netfirms supports Ruby and the Ruby on Rails development framework. Ruby on Rails requires SSH access be enabled on your account. Refer to section 4.4 for more information on enabling SSH.

Python

Netfirms supports Python scripting through the CGI-BIN folder. Files should have a .py extension and be set with 755 permissions.

Shell

Unix shell scripting is also available via SSH. Refer to section 4.4 for more information on enabling SSH.



9.2 How to Create Custom Error Pages

Netfirms gives you the ability to customize the error messages and pages that are displayed in the browser when people type in an incorrect webpage address for your domain name. This is done through the use of an **.htaccess** file.

Steps:

1. Open a text editor such as notepad and insert the following on a single line:
ErrorDocument 404 http://www.yourdomain.com/notfound.html
2. Save the file with the filename: **.htaccess**
3. Upload the file to your webspace (see section 4).
4. Create an HTML page with the filename: notfound.html and upload this page to your webspace as well.
5. Verify that this is working by visiting a non-existent webpage for your domain name, e.g., http://www.yourdomain.com/typo

9.3 How to Use a Shared SSL Certificate

Websites that contain sensitive information or ask for credit card information should do so using SSL (secure socket layer). This ensures that data transmitted between the web server (Netfirms) and the web browser is encrypted and secure. Typically a secure connection is confirmed by a **padlock** icon that appears in the web browser window.

Steps:

1. In place of your regular web address (http://www.yourdomain.com) use the SSL address:

https://username.sslpowered.com/
2. Verify that this is working by ensuring the padlock icon is displayed in the web browser when accessing your website through the address above.

Note: A shared SSL certificate provides only basic encryption and does not contain your domain name. If you wish to secure your domain name, e.g. https://secure.yourdomain.com you can do so using a dedicated SSL certificate (see section 9.4).

9.4 How to Use a Dedicated (Third Party) SSL Certificate

Using a third party SSL certificate with Netfirms is easy and allows you to conduct online transactions securely through your own domain name, e.g. <https://secure.yourdomain.com>. Typically a secure connection is confirmed by a **padlock** icon that appears in the web browser window.

Steps:

Requirements: Before you proceed with the following steps you must create a subdomain name (e.g. secure.yourdomain.com) and attach a dedicated IP address to the subdomain. See sections 2.6 and 9.5 for more info.

1. Click the **Site Tools** menu tab.
2. Under the Advanced category click the **SSL Certificate** icon.
3. Click the **Edit** button.
4. Enter your company details into the text fields provided. Ensure this information is accurate as you will be submitting it to your certificate provider in a later step.
5. Click the **Generate** button to create a Certificate Signing Request (CSR).
6. At this point you have generated the CSR text required to purchase an SSL certificate from a third party vendor (copy and paste the CSR text into their order form). Netfirms recommends InstantSSL - <http://www.instantssl.com>
7. Upon purchasing an SSL certificate from a third party vendor you will be provided with a .CRT (Certificate) text file which looks similar to the CSR text you created earlier.

Copy the CRT text exactly as it appears into the blank **CRT text field** in the Netfirms SSL Certificate manager. The CSR and the CRT create a matching pair.

8. Click the **Submit** button to complete the process.

Caution: Do not delete your CSR text once you have submitted it to the certificate provider. The CSR text is a unique dataset that is matched against the certificate.

The screenshot shows the Netfirms website administration interface. The 'Site Tools' menu is highlighted in blue. Under the 'Advanced' category, the 'SSL Certificate' icon is circled in blue. Other visible options include File Manager, WebStats, WordPress, .htaccess Status, Secure Shell (SSH), PHP, Environment, and Dedicated IP.

IP Address	Hostname	Status	
64.141.109.9	secure.yourdomain.com	no certificate	Edit

Administer SSL Certificate

Currently editing: 64.141.109.9 / secure.yourdomain.com

Enter the registration information required for the Certificate Signing Request (CSR):

Country:	United States
State or Province:	New York
Locality (city):	New York
Organization:	Your Company Name
Organizational Unit (department):	
Common Name:	secure.yourdomain.com
E-mail:	yourname@yourdomain.com

Click the Generate button to generate an SSL key and CSR.

Administer SSL Certificate

Submit the CSR shown to a certificate authority. Once you receive a CRT from the authority, paste it into the CRT text box below.

Currently editing: 64.141.109.9 / secure.yourdomain.com

Copy and paste the CRT text here:

CRT text:

Click the Submit button to associate the SSL certificate with this IP address and hostname.

CSR Text

```
-----BEGIN CERTIFICATE REQUEST-----
MIIB2DCCAUECAQAwZ2cxZjY5bGVBAYTA1VTNRBwYDVQQLIEwhO2XcGWN9yazER
MA8GA1UEBxMlTmV3IFlvcmsxGjAYBgNVBAoTTFVldXIgO29lcGFueSBOY11MR4w
HAYDVQ0DEhVzZW50cmUueW91cmRvbWp1b3J2O2xjAKBgkqhkiG9w0BCQEF31v
dXJlYy1lQ1lvdXJkb21haW4uY291MTGEMH00SgQSIzDQEBAAQAA4ONADCBIQRB
gQDGLV00zmKF+TZ/RshcBUTnr:iyv/orAKdw7EFoHRMYXABqImnTeg0DIzwKM4
0AXoIrpSMH0SgramzmnWkmfzFpoiSVoxfBgjLNokLhQh08kNymC3+u79+50owg
CPyYGuWB8eNwJI3XSSoSCUBH2CvKrf+LwJX0jg5jzPhDbwIDAQABoAAwDQYKo2I
hvcNAQEBBQADgYEAmsVsl5r9fXukEDxHhIQhIdMg6qf2gOgFMY4oI0vmt8KO+jDg
IBU9svuf/Xgk7287OT96aYaoIcm/kWxGwJwznZBgXzdd1WPNXb+FnnngYu6h/Ys
lNY4E3MgmoQ3nH0SEp1W0Co6KQgubOV2RLV0CHNvK87oJXawW1Co26soVGo=
```

Click Delete to delete all certificate information for this IP address. Warning: Deleted CSRs and CRTs are NOT retained by Netfirms!

Copy and paste this CSR text into your certificate signup form.

When you receive your certificate file paste it here and click submit.

9.5 Dedicated IP Addresses

Dedicated IP addresses are available as an added feature if you're planning to use a third party SSL certificate with Netfirms. Dedicated IP addresses are also useful for search engine optimization. You can generate a dedicated IP address from the **Site Tools** menu tab.

Steps:

1. Click the **Site Tools** menu tab.
2. Under the Advanced category click the **Dedicated IP** icon.
3. Click the **Add Now** button.
3. Select the domain you wish to use with your IP.
4. Select the **Hostname** you want the IP address to resolve to (for reverse lookups).
5. Enter your billing information and click the **Add** button.
6. An IP address will be assigned to your account. You can use the Domain dropdown menu and the **Update** button to change the domain name that the IP is attached to.

Note: Once you have added a dedicated IP an A-record entry will be automatically created in the **Domain Manager** to enable mapping hostname to IP. Additionally, a reverse mapping will be created to resolve IP to hostname. Dedicated IPs are used for website hosting only. E-mail services run on separate servers and cannot be mapped to dedicated IPs.

The screenshot shows the Netfirms website management interface. The 'Site Tools' menu tab is highlighted. Under the 'Advanced' category, the 'Dedicated IP' icon is highlighted with a red circle. The interface also shows other options like File Manager, WebStats, WordPress, .htaccess Status, Secure Shell (SSH), PHP, Environment, and SSL Certificate.

The screenshot shows the 'Dedicated IP Addresses' management page. The 'Add New' button is highlighted with a red circle. The page displays a table with columns for 'IP Address' and 'Hostname', and a message: 'No dedicated IP(s). Click Add New to obtain a dedicated IP.'

The screenshot shows the 'Dedicated IP Addresses' form. The 'Add' button is highlighted with a red circle. The form includes sections for:

- 1. Select a duration: Dedicated IP Address - 1 year (\$24.00)
- 2. Select a hostname: giveandtake.com
- 3. Enter your credit card information: Credit Card Number, CVV2, Card Type (Visa), Expiry Date (January 2006), and a checkbox for 'Update billing profile with this information'.
- 4. Click Add to add a new dedicated IP address.

The screenshot shows the 'Dedicated IP Addresses' management page after a successful acquisition. A green message box at the top says 'Dedicated IP Address acquired.' The table now shows an IP address of 64.141.109.9 assigned to the hostname www.giveandtake.com. The 'Update' button is visible.

10. Website Statistics

It's easy to find out who's visiting your website using Netfirms WebStats or Raw Access Log Files.

10.1 How to View Traffic Statistics with Netfirms WebStats

Netfirms WebStats manages your web site statistics and lets you view how many people have visited your site. WebStats monitors when visitors are visiting and where they are coming from. WebStats is located on the **Site Tools** menu tab.

Steps:

1. Click the **Site Tools** menu tab.
2. Click the **WebStats** icon.
3. Click the various WebStats hyperlinks to view more detailed information.

Notes: The WebStats window allows you to view various types of information about your web site. The first row of hyperlinks includes visitor information, bandwidth usage, and which web sites are referring visitors to yours. You can select a time frame from the second row of hyperlinks to view traffic trends by weeks, months, or years.

10.2 Accessing Raw Apache Log Files

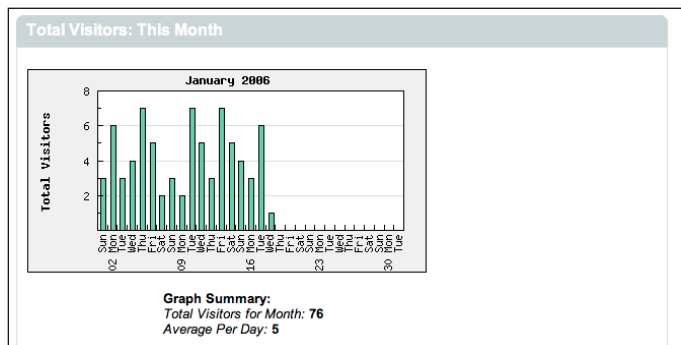
Netfirms provides monthly Apache log files stored in your website folder. These files can be used with any third party traffic analysis program, e.g., WebTrends, Clicktracks or AWStats. To access these files you must enable them from the **Site Tools** menu tab.

Steps:

1. Click the **Site Tools** menu tab.
2. Click the **Log Files** icon.
3. Click the **Setup** button.
4. Enter a location for the log file to be written (leave blank for default) and click the **Complete** button.

Note: Log files are updated every 6 hours.

The screenshot shows the Netfirms control panel interface. At the top, the 'Site Tools' menu tab is highlighted with a blue circle. Below it, in the 'Site Admin (Quick Links)' section, the 'WebStats' icon is also highlighted with a blue circle. Other visible elements include 'File Manager', 'WordPress', and various system status indicators like '.htaccess Status', 'PHP', 'Dedicated IP', 'Secure Shell (SSH)', 'Environment', and 'SSL Certificate'.



The screenshot shows a dialog box titled 'Log File Status'. The text inside reads 'Log files are currently disabled.' At the bottom right, there is a 'Set Up' button highlighted with a blue circle.

The screenshot shows a dialog box titled 'Set up Log Files'. It has a 'Cancel' button at the top right. The first step is '1. Enter path for log files:' with a text input field containing '/www/logs/'. The second step is '2. Click to complete set up..' with a 'Complete' button highlighted in blue at the bottom right.

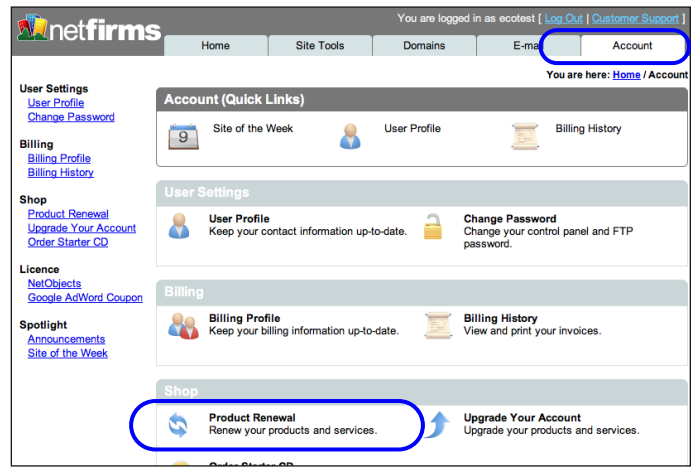
11. Account / Billing

11.1 How to Renew Your Netfirms Products and Services

Products are renewed automatically, but you can manually renew them at any time with the Product Renewal tool, found on the Account menu tab. You can renew your hosting plan and domain registration.

Steps:

1. Click the **Account** menu tab.
2. Click the **Renewal** icon on the Shop menu.
3. Click the **Renew Now** button.
4. Enter or verify your billing information.
5. Click the **Continue** button.
6. Review the **Summary** information.
7. Enter the payment terms.
8. Click the **Submit** button.



11.2 How to Upgrade Your Hosting Plan

You can upgrade your hosting plan from the Netfirms control panel. With the **Upgrade** tool on the **Account** menu tab, you can add features such as more disk space or more e-mail accounts. Netfirms credits the remaining plan balance and starts on a new term with upgrades.

Steps:

1. Click the **Account** menu tab.
2. Click the **Upgrades** icon.
3. Select the hosting plan you wish to upgrade to.
4. Enter your billing information and click the **Upgrade** button.

Note: You will be credited with any remaining time left in your current billing cycle, and a new billing cycle will begin.

12. Getting Help

If you need more information or technical support we're here for you 24 hours a day, 7 days a week.

12.1 Contacting Netfirms Technical Support

You have access to an extensive Support Knowledgebase and Priority Support Contact form by clicking the **Customer Support** hyperlink on the upper right hand corner of the Netfirms website.

Support Knowledgebase

You have a fully searchable, categorized knowledgebase at your fingertips, filled with tutorials, demo movies and Get Started guides. Many of the topics covered in this manual are explained in greater detail on the Support Knowledgebase.

Knowledgebase URL: <http://support.netfirms.com>

Priority Support Contact Form

Need help setting up your website? Having trouble getting something to work? We have expert Technical Support Specialists waiting to answer your questions 24 hours a day.

Contact Form URL: <http://support.netfirms.com/contact.php>

Other Options

E-mail: support@netfirms.com

Telephone: 416-661-3863 (Support)
1-866-317-4678 (Sales)
1-877-399-9909 (Billing)

Mailing Address: Netfirms, Inc.
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