
The OIS Web Hosting Handbook

Unlocking the Power of the
OIS Web Hosting System

Oakland Internet Services

<http://www.oakland-is.net>

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Document Conventions

This Handbook uses the following typographical conventions:

- "yourcompany.com" means the domain name of your OIS Web Hosting Account.
- Hyperlinks (such as <http://www.yourcompany.com> and <mailto:postmaster@yourcompany.com>) are shown in blue.
- Hyperlinks for home pages do not use a trailing slash (e.g. <http://www.yourcompany.com>). Hyperlinks with directories do use a trailing slash (e.g. <http://www.yourcompany.com/sales/>).
- Copyrights and trademarks are so noted in the first reference that appears in the body of a paragraph (not in headers).
- Phone numbers are shown as "801-555-1212" (not "(801) 555-1212" since area codes are seldom optional any longer, even for local calls).
- Emphasis is shown by underlining.
- In descriptions of software programs (such as SecureCRT), button names are described in **bold** font (i.e. click **OK** to continue).

Getting Started in 8 Easy Steps

The 8 fundamental steps necessary to create a functional Internet presence with your new OIS Web Hosting Account are all included in this section.

Note: Expert users may need nothing more than these "8 easy steps" to get started with their OIS Web Hosting Account. If you are a first-time user or want more detailed information, the remaining sections of this Handbook contain all the details any user, new or experienced, will need.

This section assumes the following:

- You have completed a server account application and submitted the required agreements and pre-payment.
- You have received your e-mail configuration letter that contains your login name and other important information.

Step 1: Review Your E-mail Configuration Letter

Your e-mail configuration letter contains important information, so you should save it for future reference. Specific items covered are:

- OIS Web Hosting Account order date and activation date
- Specific features of the OIS Web Hosting Account you ordered
- Identifying information that you will need to administer your OIS Web Hosting Account, including:
 - Account ID
 - Login Name
 - E-mail Address
 - Domain Name

E-mail Configuration Letter Details

Information in Letter	Description
Order date	The date you ordered your OIS Web Hosting Account.
Activation date	The date that the OIS Web Hosting Account was activated. Your monthly billing statement displays your activation date to determine your first month's prorated service fee.
Account ID	A unique Account ID is associated with each OIS Web Hosting Account.
Login name	Use your login name to access your OIS Web Hosting Account using iManager or FTP. More information about how to use FTP appears later in this section.
Domain name	The domain name you selected to use as the primary domain name, which points to the unique IP address of your OIS Web Hosting Account.
Domain registration info	Concise instruction regarding your domain registration status. For more information, see Step 3.

Step 2: Become Familiar with Resources Available to Assist You

Oakland Internet Services's Web site

At Oakland Internet Services's web site, you will find helpful information on the company, its products, and instructions on ordering new accounts and products for existing products.

Support (<http://www.oakland-is.net/support.html>)

We have provided several technical support resources for first-time OIS Web Hosting Account administrators and for experienced OIS Web Hosting Account users. Select from the following resources to help you find the support documentation you are looking for:

- OIS Web Hosting Handbook (<http://www.oakland-is.net/OISHandbook.pdf>)
- iManager Demonstration (<http://salestools.securesites.com/iman/imanover.html>)

Need more help? Feel free to contact us (support@oakland-is.net), and our support staff will respond to your inquiries via e-mail.

Customer Service

You may contact customer service by phone or e-mail.

- Telephone: (248) 227-5624
- E-mail
 - Billing (accounting@oakland-is.net)
 - Orders (orders@oakland-is.net)
 - Support (support@oakland-is.net)

Our Customer Service group assists users with:

- Processing new OIS Web Hosting Account orders
- Adding a new product such as disk space to an OIS Web Hosting Account
- Domain name registration
- Billing

Technical Support

You can e-mail Technical Support at support@oakland-is.net.

Technical Support does not include:

- Web development
- Fulfilling programming-specific CGI script requests (including debugging)
- Technical support for third party vendor products that are not documented in the add-on help section of our web site

Suggestions

If you have suggestions for product updates, new products, new features, or new services, we would like to hear from you. Department heads and other decision makers read these and respond to them. Please send mail to suggestions@oakland-is.net.

Step 3: Register or Transfer Your Domain Name

If you plan to have a domain name associated with your OIS Web Hosting Account, you will need to do one of two things: register a new domain name or transfer an existing domain name.

Registering a New Domain Name

- If you added a new domain name and requested that Oakland Internet Services register that domain name for you and you agreed to use our name servers to resolve this domain, then you only have to wait for the domain name to resolve. (This is the default option.)
- If you added a new domain name and requested that Oakland Internet Services register that domain for you but you did not select our name servers, then you are responsible for having your domain correctly added to those name servers.
- If you added a new domain name but requested that Oakland Internet Services not register the domain name, then you will need to choose an Accredited Registrar (<http://www.icann.org/registrars/accredited-list.html>) and supply that registrar with the following information about our name servers:

```
Nameserver 1 hostname:      NS1.SECURE.NET
Nameserver 1 IP address:    192.41.1.10
Nameserver 2 hostname:      NS2.SECURE.NET
Nameserver 2 IP address:    161.58.9.10
```

Transferring an Existing Domain Name

If you have already registered a domain name and simply need to have it transferred to your OIS Web Hosting Account, then follow the instructions found at:

- Domain transfers (<http://www.oakland-is.net/domains.html>)

Our domain name page (<http://www.oakland-is.net/domains.html>) includes additional information regarding domain names:

- Adding a New Domain Name

Step 4: Choose an FTP Client for File Transfers

One of the most basic tasks you will need to perform as an OIS Web Hosting Account administrator is uploading files to your OIS Web Hosting Account. In most cases, you will upload web content using File Transfer Protocol (FTP), so you will need an FTP client for your local computer.

There are many free FTP programs available on the Internet. Search for "FTP programs" in your favorite search engine. You will likely be overwhelmed by the amount of FTP clients available.

Some FTP clients are:

- WS_FTP (http://www.ipswitch.com/Products/WS_FTP/) - for Windows
- Fetch (<http://www.dartmouth.edu/pages/softdev/fetch.html>) - for Macintosh
- Console - Most operating systems (UNIX, NT, Windows 95/98) are shipped with a built-in FTP client that is accessed from a "console window." Many people don't use a console FTP client partly because they don't know one exists and partly because console FTP clients have a steeper learning curve. Once you use, learn, and master a console FTP client you will very likely never use a graphical FTP client again. (It sounds crazy, but it's true for many people.) More information on using Console can be found in Section 2 of this Handbook.

Step 5: Upload Content to Your OIS Web Hosting Account

Most Common Methods

<<How To>> Console Command-Line FTP Example

1. From the Windows taskbar, select Start and then Run end then enter the name of your FTP client.
2. When prompted, enter your hostname and press the Enter key.
3. Type the following commands (followed by the Enter key):

```
cd /www/htdocs
ascii
lcd c:\upload
put index.html
bin
put logo.gif
quit
```

Your selected filenames follow the **put** command. Additional information is located in Section 2 of this Handbook.

<<How To>> FTP Program Example

1. Open FTP program.
2. Type the following information:
 - o Server ID
 - o Username and password
 - o Binary or Auto
3. Double click **www** in right window (and **usr/local/etc/httpd** appears) .
4. Double click **htdocs** .
5. Drag-and-drop files between your local computer and your OIS Web Hosting Account.

<<How To>> iManager Example

1. Open iManager
2. Enter your login name and password
3. Select File Manager
4. Select `usr/local/etc/httpd/`
5. Press the Upload File button
6. Select Browse
7. Select the file from local machine that you want to upload
8. Press the Upload File button

Note: Avoid any file names with spaces in them, as these cause problems in UNIX. Use the underscore character ("_") in place of spaces.

Step 6: Configure Your E-mail Client as POP or IMAP

Now that you have an e-mail account on the server, you need to be able to access that mail with an e-mail client. These instructions help you configure your client software to receive e-mail forwarded from your server.

Oakland Internet Services recommends POP account setups. A POP user pops the server that in turn downloads all e-mail messages to the user's client machine, where they are stored.

IMAP account setups require folders on the OIS Web Hosting Account to store e-mail messages, which takes up disk space. IMAP users use server resources every time they read, write, send, and store email. One reason someone may choose IMAP over POP is to have the ability to read e-mail messages in various places without having to refile them.

Note: As an anti-spam measure, all OIS Web Hosting Accounts are configured by default to require e-mail users to POP their e-mail accounts before they are allowed to relay messages, so that outside spammers cannot relay off the server (since they are not authenticated users).

With a dial-up account, the user has to check mail with the POP protocol (or "POP for mail") each time before sending e-mail, because a record is created of authenticated users who are dial-up customers. Authenticated users are then allowed to send messages. Dial-up customers get a different IP address every time.

<<How To>> Netscape Communicator 4.7

1. Open Netscape Messenger
2. Select the Edit menu
3. Select Preferences
4. Select Mail Servers
5. Type in new user name
6. Click OK
7. Type Incoming and Outgoing addresses

<<How To>> Outlook 2000

1. Open Outlook 2000
2. Select the Tools menu
3. Select Options
4. Select Accounts
5. Select Mail
6. Select Add
7. Select Mail and follow the prompts

<<How To>> Eudora 5.0

1. Select the Tools menu
2. Select Options
3. Select Getting Started
4. In the Real Name field, enter your real name
5. In the Return Address field, enter your e-mail address
6. In the Mail Server (Incoming) field, enter the name of your ISP's POP mail server
7. In the Login field, enter you username
8. In the SMTP Server (Outgoing) field, enter the name of your ISP's SMTP mail server
9. Click OK

Step 7: Analyze Your Web site Statistics

Your business probably depends on obtaining detailed information about your web site traffic. Our OIS Web Hosting Account system allows you to obtain all the statistical information you need to know about usage of your web site.

Analyzing Logs

The actual data logged in your OIS Web Hosting Account web server log files is arcane, to say the least. To make any sense of it, you need a log file analysis program to process and analyze it for you.

There are many server side programs that will analyze your web server log files in-place and then create HTML, text, or even e-mail reports of your virtual web server traffic. OIS has selected the Webalizer as our preconfigured site statistics application.

Step 8: Go Beyond the Basics

When you are comfortable doing basic OIS Web Hosting Account administrator tasks and feel ready to step it up, continue on with the remaining sections of this manual, the appendix and our on-line support resources at <http://www.oakland-is.net/support.html>.

Well, you're on your way. We extend our best wishes for a successful business relationship and hope you found this section useful. Please let us know how we can improve this Handbook by sending us e-mail at suggestions@oakland-is.net. Cheers!

For More Information

For additional information about the topics discussed in this section, see the following pages on the Oakland Internet Services web site.

OIS Web Hosting Information

<http://www.oakland-is.net/support.html>

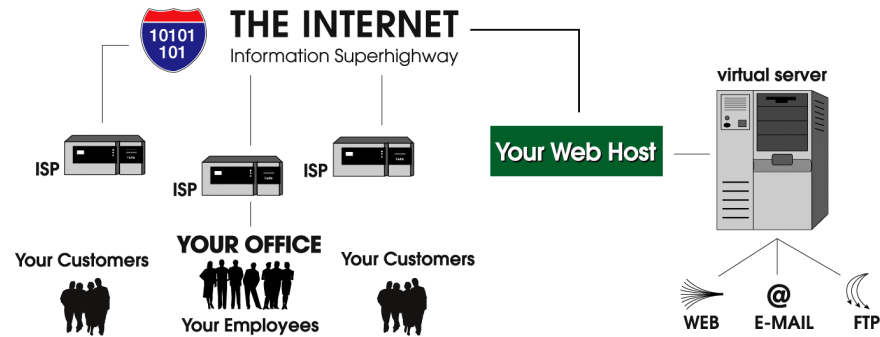
Section 1 - Introduction to the OIS Web Hosting

The OIS Web Hosting system is a unique technology that enables companies to create their own Internet presence as if they had their own dedicated server. The OIS Web Hosting system is more than just a hosting solution. It is a complete Internet server solution, giving each end user its own web, FTP, and e-mail capabilities. Having an OIS Web Hosting system is like having your own dedicated UNIX server.

This Handbook contains information that enables you to fully use the OIS Web Hosting system. This Handbook also contains information to help your OIS Web Hosting Account administrator control and maintain your OIS Web Hosting Account environment.

The Oakland Internet Services Approach

Oakland Internet Services's OIS Web Hosting solution offers you the power of a dedicated server at a shared server price. The Oakland Internet Services OIS Web Hosting system gives you full control to remotely manage your sites without the high cost of maintaining your own server and staff to keep it all running.



The OIS Web Hosting Solution

Setup	Cost
Oakland Internet Services OIS Web Hosting Account	\$25 to \$50 for non-commerce sites
Monthly	Cost
Oakland Internet Services OIS Web Hosting Account	\$19.95 to \$34.95 for non-commerce sites
Yearly	Cost
Oakland Internet Services Network staff	\$0
Oakland Internet Services Support staff	\$0

Building Your Own Internet Business

Oakland Internet Services ensures that you have the best web hosting services on the Internet without the headache of maintaining them. You can make money creating and maintaining web sites for companies all over the world with nothing more than a PC and a dial-up connection to the Net. You will not need expensive servers, routers, or dedicated connections. Oakland Internet Services handles it all — even the occasional headaches.

How the OIS Web Hosting System Works

OIS Web Hosting technology enables Oakland Internet Services to partition a single physical server into multiple virtual machines. This enables small and medium-sized businesses to distribute the cost of hardware, software, system maintenance, and bandwidth without losing the power of a dedicated solution.

The OIS Web Hosting system uses the following:

- Updated hardware components
- Fast network connectivity
- Innovative software
- Remote administration
- Security solutions

OIS Web Hosting Core Internet Services

The core OIS Web Hosting system services include the following services (or applications):

- HTTP (web)
- FTP (file transfer)
- POP (e-mail)
- IMAP (e-mail)
- SMTP (e-mail)

Each of the services above is linked to your own domain name. The services are outlined in detail in the concluding portions of this section. Core virtual services capabilities are complemented with the following utilities:

- iManager
- Microsoft® FrontPage® server extensions
- CGI scripts (customized for Oakland Internet Services's clients)
- Java applets (customized for Oakland Internet Services's clients)

The OIS Web Hosting environment also supports popular third-party applications (sometimes called "contrib" or "contributed" programs).

The OIS Web Hosting HTTP (Web) Service

With the Oakland Internet Services OIS Web Hosting system, customers can access your company's World Wide Web service easier than before. The Virtual HTTP (Hyper Text Transfer Protocol) service provides all the power and bandwidth your company needs.

The virtual HTTP service (or "virtual web service") enables you to have a business presence on the Internet. Internet access allows you to reach the millions of homes and businesses that are online each day without hassling with the cost of maintaining a dedicated server. You will save money, and your virtual web service displays a more professional appearance to your customers. Your home address appears as <http://www.yourcompany.com> not <http://www.someisp.com/~yourcompany> as it would with a non-virtual shared service or web mail.

You can add web-layer encryption or SSL to your OIS Web Hosting Account. With this encryption, your customers feel confident sending you their credit card information online because they are ensured of a secure transaction. Many other extensions, CGI scripts, Java applets, and popular third-party applications are also available.

The OIS Web Hosting FTP Service

The majority of Internet traffic uses the File Transfer Protocol (FTP). FTP enables users to download files made available to them on other computer systems. FTP is a workhorse of Internet tools.

With your virtual FTP service, you can enable your customers to download files that give them information about your company. For example, customers can download a catalog of your products or a price list of your services. This enables customers to have instant access to vital information and saves you printing and mailing costs.

The virtual FTP service enables you to maintain a simple FTP address such as <ftp://ftp.yourcompany.com>. Your FTP address appears to customers just as it would with a dedicated server. Both anonymous and private access capabilities are available.

The OIS Web Hosting E-mail Services

The OIS Web Hosting POP Service

Post Office Protocol (POP) enables users to read their e-mail without having to logon to a server and learn a cumbersome mail program. Instead, users can access their e-mail using any computer with their chosen POP e-mail client (such as Eudora, Netscape Mail, Outlook Express, Mutt, and Pine). Every major operating system has high quality POP clients.

The virtual POP service enables your company to establish a dedicated system at a low cost, saving your company money on a constant Internet connection. With your virtual POP service, you can establish as many e-mail accounts for your business as you choose. Unlike e-mail aliasing, your mail is stored on your OIS Web Hosting Account. You can easily configure your POP client (e.g. Eudora, Pegasus) to dial in through your local access provider so you can read your mail.

Your company has flexibility, because with the virtual POP service, you can create as many e-mail addresses as you like. Without a virtual POP service, you would have to purchase a commercial gateway (e.g. with a Novell or Microsoft e-mail solution). Or you would have to purchase multiple e-mail POP accounts from your local access provider. Both solutions are costly.

The virtual POP service allows you to establish multiple e-mail addresses at no extra charge. You can access all accounts with a few dial-up accounts from your local access provider. The virtual POP service can save you hundreds — or even thousands — of dollars.

The OIS Web Hosting IMAP Service

Internet Message Access Protocol (IMAP) is a method for accessing electronic mail that is stored on a remote mail server (your OIS Web Hosting Account). IMAP service permits a client e-mail program to access remote message folders as if they were local. For example, e-mail stored on an IMAP server can be manipulated from a desktop computer at home, an office workstation, or a traveling laptop computer, all without the need to transfer messages or files back and forth between each computer.

IMAP's ability to access messages (both new and saved on the OIS Web Hosting Account) from more than one computer is important as reliance on electronic messaging and multiple computer use increase.

Note: If the mail is accessed from one server only, then the Post Office Protocol (POP) works best. POP was designed to support off-line messages (i.e., where you download messages to your local computer and delete them from your OIS Web Hosting Account).

The OIS Web Hosting SMTP Service

You can use the Simple Mail Transfer Protocol (SMTP) service to send e-mail across local networks or Internet connections. With your virtual SMTP service (or "virtual mail service"), you can use e-mail as a very useful business tool. Providing e-mail access to your customers enables them to communicate with your company instantly and without incurring long-distance phone charges. Your company has the power to answer your most urgent e-mail messages first. By doing so, you foster relationships with both your existing and potential customers.

Your virtual mail service enables you to have e-mail addresses and aliases (simple mailing lists) linked to your own domain. Your address would be sales@yourcompany.com and not an extension of your local access provider's domain name. The virtual mail service can do the following with incoming mail:

- Forwards mail to your personal e-mail account with your local access provider.
- Forwards and stores mail in an existing POP account on your OIS Web Hosting Account.

With unlimited e-mail aliases, you can assign an e-mail address for customer support, marketing, or your mother, all at little or no extra cost (depending on your hosting product). Aliases forward incoming mail to each address residing on your OIS Web Hosting Account or on remote accounts established with your local access provider.

FTP

Use FTP (File Transfer Protocol) to transfer files between your OIS Web Hosting Account and your local computer. To connect to the FTP server of your OIS Web Hosting Account, you will need an FTP client installed on your local computer. There are many FTP programs available. The Windows operating system ships with a command-line FTP program. However, for an easy-to-use FTP client, we can recommend WS_FTP or CuteFTP.

<<How To>> Running the Command-Line FTP Program

1. From your Windows taskbar, click **Start**.
2. Click **Run**.
3. Enter **ftp *yourcompany.com*** (where *yourcompany.com* is replaced with your actual domain name).

<<How To>> An Example of Command-Line FTP

1. From your Windows taskbar, click **Start**.
2. Click **Run**.
3. Type the following :

```
ftp yourcompany.com
cd /www/htdocs
ascii
lcd c:\upload
put index.html
bin
put logo.gif
quit
```

Console FTP Commands

The following terms are helpful in order to understand the above example of command-line FTP:

Command	Description
<code>ascii</code>	Set the file transfer type to network ASCII.
<code>binary</code>	Set the file transfer type to support binary files.
<code>bye</code> or <code>quit</code>	Terminate the FTP remote session and exit FTP. An end of file also terminates the session.
<code>cd remote-directory</code>	Change the working directory on the remote computer to remote-directory.
<code>delete remote-file</code>	Delete the file remote-file on the remote computer.
<code>dir</code> or <code>ls remote-dir</code>	Print a directory contents list in the directory, remote-directory. If no remote directory is specified, a list of the current working directory on the remote computer is displayed.
<code>get remote-file local-file</code>	Retrieve the remote-file and store it on the local computer. If the local file name is not specified, it is given the same name it has on the remote computer.
<code>help command</code>	Print an informative message about the meaning of command. If no argument is given, FTP prints a list of the known commands.
<code>lcd local-directory</code>	Change the working directory on the local computer. If no directory is specified, the user's current local working directory is displayed.
<code>mdelete remote-files</code>	Delete the remote-files on the remote computer.
<code>mget remote-files</code>	Expand the remote-files on the remote computer and do a get for each file name thus produced.
<code>mkdir remote-directory</code>	Make a directory on the remote computer.
<code>mput local-files</code>	Expand wild cards in the list of local

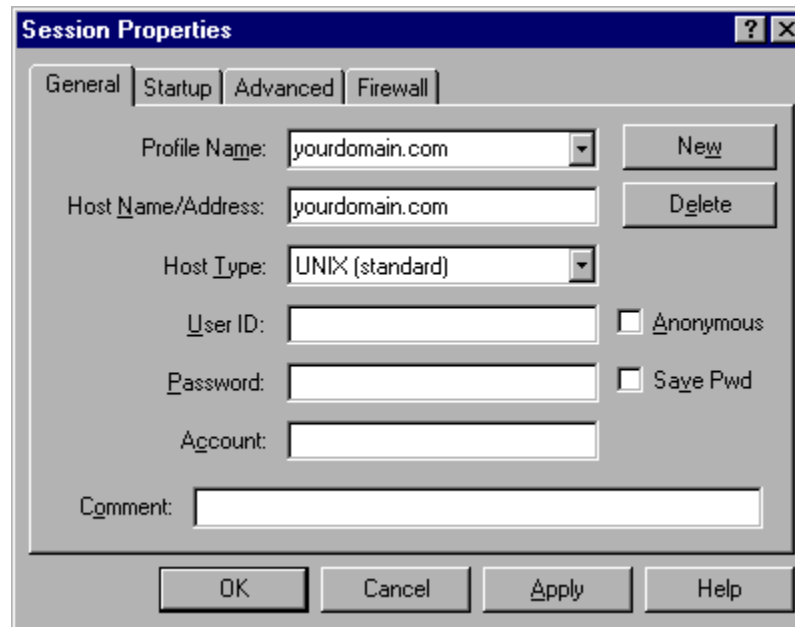
	files given as arguments and do a put for each file in the resulting list.
prompt	Toggle interactive prompting. Interactive prompting occurs during multiple file transfers to allow the user to selectively retrieve or store files. If prompting is turned off (default is on), any mget or mput transferred all files, and any mdelete deleted all files.
put <i>local-file remote-file</i>	Store a local file on the remote computer. If remote-file is left unspecified, the local file name is used.
rename <i>from to</i>	Rename the file on the remote computer to the file on local computer.
rmdir <i>directory-name</i>	Delete a directory on the remote computer.

Connecting to Your OIS Web Hosting with WS_FTP

These directions will help you use WS_FTP, an easy-to-use FTP client (http://www.ipswitch.com/products/ws_ftp/).

<<How To>> Using WS_FTP

1. At the main WS_FTP screen click **Connect**.



2. For the Profile Name, enter your company name or domain name.
3. For Host Name/Address, enter your domain name (or temporary domain name if your domain name has not yet been registered).
4. For User ID, enter your login name.
5. For Password, enter your login password.

Navigating Your OIS Web Hosting with WS_FTP

Once you have established a connection between your local computer and your OIS Web Hosting Account, two columns appear on your screen. The left column displays directories and files on your local computer. The right column displays directories and files on your OIS Web Hosting Account.

The directory where you store web content is called `www/htdocs` or `usr/local/etc/httpd/htdocs`.

<<How To>> Transferring Files from Your Computer to Your OIS Web Hosting Account

1. Select the files or directories displayed on your local computer (the left side). You can select more than one by holding down the shift key.
2. To add them to your OIS Web Hosting Account (the right side), click the arrow button.

Note: Transfer all HTML documents and CGI scripts in ASCII mode. Transfer graphics in binary format. The latest versions of WS_FTP provide an "Auto" button, which allows WS_FTP to automatically determine in which mode to transfer files. The "Auto" button may not always work, so if you experience problems, you should manually set the mode.

Windows File Share

Windows File Share enables you to map a drive on your local computer to your OIS Web Hosting Account. If you map a drive to your OIS Web Hosting Account, you can copy and paste files to and from your OIS Web Hosting Account in a drag-and-drop fashion. To use Windows File Share, ensure that the client for Microsoft Networks and the TCP/IP protocol stack are installed.

Note: Windows File Share is dependent upon your ISP and your web hosting provider.

<<How To>> Setting up Windows File Share

1. Set the Primary Network Login to Client for Microsoft Networks.
2. From the TCP/IP Properties panel, under DNS Configuration, enter your OIS Web Hosting Account's domain name in the Domain Suffix Search Order. (This assumes that DNS is enabled.)
3. From Enter Network Password login prompt, enter your OIS Web Hosting Account's username and password.
4. From your Windows taskbar, click Start.
5. Click Find/Computer.
6. In the Find Computer dialog, in the Named field, enter "www".
7. Click Find Now.
8. Double-click the computer icon named "www." This action displays a single folder. This folder is your home directory on your OIS Web Hosting Account.
9. Right-click on the folder and choose Map Network Drive.

Note: With later releases of Windows, Windows98, and WindowsNT, you may have to do additional steps if you have problems connecting.

<<How To>> Troubleshooting Windows File Share with the Registry Editor

1. From your Windows or Windows98 taskbar, click Start.
2. Click Run.
3. Enter Regedit. Click OK. This action displays the Registry Editor.
4. Select HKEY_LOCAL_MACHINE.
5. Select System.
6. Select CurrentControlSet.
7. Select Services.
8. Select VxD.
9. Select VNETSUP. From VNETSUP, a collection of name/data pairs is displayed.

<<How To>> Creating a New Name/Data Pair in the Registry Editor

1. From the Edit menu, select New.
2. Select DWORD Value.

3. Add a new entry to EnablePlainTextPassword.
4. Change the name of the Windows 98 default from New Value #1 to EnablePlainTextPassword. Click Enter. The following is an example:

```
EnablePlainTextPassword 0x00000000 (0)
```
5. To edit the new key, double-click on EnablePlainTextPassword.
6. Change the value to "1". Select the hexadecimal option.

GUI Administration Tools

At this point, you may be saying “this is too complicated.” The developers at Oakland Internet Services have created a GUI (Graphical User Interface) tool that performs the most common OIS Web Hosting Account administration tasks with simple point-and-click utilities. The following tool is covered in Section 2:

- iManager - OIS Web Hosting Account administration tool that runs in your web browser

For More Information

For additional information about the topics discussed in this section, see the following pages on the Oakland Internet Services web site.

OIS Web Hosting Information

<http://www.oakland-is.net/support.html>

Section 2 - Managing your OIS Web Hosting Account with iManager

Many users find FTP difficult to use for some of the common tasks such copying files. The iManager utility was created to provide users with a simple Graphical User Interface (GUI) to their OIS Web Hosting Account and to enable the user to maintain their OIS Web Hosting Account from a web interface without logging on to the OIS Web Hosting Account in an FTP session. A user can now conduct many tasks easily and efficiently from their browser of choice.

This section contains information about the following:

- iManager

iManager

With iManager, an OIS Web Hosting Account administrator can easily manage an OIS Web Hosting Account from any computer with an Internet connection and a browser (e.g. Netscape, Internet Explorer).

iManager enables you to do the most common tasks associated with maintaining your OIS Web Hosting Account. iManager executes many common commands for you so you can keep your UNIX knowledge to a minimum. These tasks include:

File Manager

- Editing files
- Deleting files
- Copying files
- Moving files
- Changing the permissions of files
- Uploading new files to your server
- Making new directories

Mail Manager

- Reading e-mail
- Sending new messages
- Saving and filing messages

Preferences

- Changing configurations

Running iManager

The OIS Web Hosting Account root user can run iManager and access the directories and files to which they have rights. The iManager startup prompts for a user name and password. iManager authenticates the user by looking in the `~/etc/passwd` file. If the user does not exist in the password file, he or she will be denied access. Access will be granted only to the user's home directory. A subhost can log in with a valid POP or FTP account. The subhost will be granted access only to their home directory and cannot create POP or FTP accounts.

<<How To>> Starting iManager

1. To start iManager, open the web browser of your choice and type the following URL into your web browser (where *yourcompany.com* is your domain name):

<http://imanager.yourcompany.com>

2. Enter your user id and password. After the user is authenticated, the iManager utility screen will appear.

<<How To>> Navigating File Manager

1. To begin navigating directories and files, click File Manager.
2. To choose a specific directory or file, click the directory or file name.

<<How To>> Moving Below Your Current Working Directory

A list of directories and files should now be showing for your current working directory. To access a directory identified by a folder icon, click on the name of the directory you wish to view. To view a file identified by an icon of a piece of paper, click on the name of the file you wish to view.

The list of entries displays the following:

- Current file
- File type
- MIME type
- File size
- File permissions
- Last modified date

Each file within the list has a series of actions:

- View file
- Edit file
- Copy file
- Rename (move) file
- Remove file
- Change permissions

File Manager

Editing and Deleting Files

iManager enables you to edit text files (such as HTML files) from within your web browser. This is useful if you need to make quick changes and do not want to do it via FTP upload.

<<How To>> Editing Files

From the list of Actions, click "Edit Files" to start editing the file. After you have edited the file, you will need to choose whether to "Save Edited File," "Cancel and Discard Modifications," or "Reset Form."

<<How To>> Deleting Files

Once you have selected the file or folder to delete, choose "Remove File" under Actions. Then you will need to confirm the removal of the file.

Copying and Moving Files

iManager can copy files on your server to a new file and a new location, or it can move or rename files.

<<How To>> Copying Files

1. Select a file or directory.
2. Click "Copy File" or "Copy Directory."
3. Enter the path and name of the new copy you are creating, and click "Submit."

<<How To>> Moving Files

1. Select a file or directory.
2. Click "Rename (move) file" or "Rename (move) directory."
3. Enter the path and name of the new location of the file or directory, and click "Submit."

Changing Permissions

iManager allows you to change permissions on a file or directory. To change permissions on a file, follow the directions below:

1. Select a file or directory.

2. Click "Change permissions."
3. Select the permissions for the file or directory, and then choose whether to save these changes or discard these changes.

Note: If you are unsure about what file permissions you need for a file or directory, then leave them alone.

Uploading New Files to Your OIS Web Hosting Account

You can use iManager to upload a file from your local computer to your OIS Web Hosting Account without the need of an FTP client.

<<How To>> Uploading a File to Your OIS Web Hosting Account

1. Browse to the directory you wish to upload the files to.
2. Enter the file name and location on your local computer you wish to upload, or click on the browse button to locate the file locally. You may upload a maximum of four files at a time, but this can be changed in the Preferences section.
3. After selecting the correct file, click "Upload File."

Making New Directories

Within iManager, you are able to add a new directory to your OIS Web Hosting Account under your current working directory.

<<How To>> Making a New Directory

1. Click "Create New Directory."
2. Specify the path and name for the new directory.
3. Click "Create New Directory."

Mail Manager

iManager gives you the ability to manage your mail account. You can see if you have new mail, change a mail folder, and compose a new message.

<<How To>> Checking for New Messages

From the iManager utility screen, click on Mail Manager and the displayed screen will inform you of:

1. Mail folder
2. Total messages
3. Mail folder size

<<How To>> Changing Mail Folder Location

1. Click "Change Mail Folder Location" under Mail Manager.
2. Type the new location of your mail folder.
3. Click "Submit."

<<How To>> Composing New Message

1. From Mail Manager, click "Compose New Message."
2. Fill in the appropriate fields and type your message.
3. Click "Send."

Preferences

iManager gives you the ability to set preferences for all the different utilities that you can use. To get to preferences, click "Preferences" from the main Utility screen. This will give you a list of the different areas for which you can set preferences. These include General Preferences, File Manager Preferences, and Mail Manager Preferences.

<<How To>> General Preferences

1. To set General Preferences, click "General Preferences" under the Preference screen.
2. Select the screen you want iManager to start at and how long to wait before auto logout.
3. Click "Submit" to enter the changes.

<<How To>> File Manager Preferences

1. From the Preference window, click "File Manager Preference."
2. You will need to select the appropriate changes to take effect and click "Submit."

<<How To>> Mail Manager Preferences

1. From the Preference window, click "Mail Manager Preference."

2. You will need to select the appropriate changes to take effect and click "Submit."

Logout

When you are finished using iManager, we strongly suggest that you logout for security reasons. To do this, simply click on "Logout" at the bottom of the screen.

For More Information

For additional information about the topics discussed in this section, see the Oakland Internet Services web site.

Appendix - Creating Content for the Web

One of the first things you do as part of creating your Internet presence is to design your web site content. Coming up with content that is both informative and easy to use is a challenge. This section explains how you can get started, but it also includes references to a wealth of resources that can help you in creating web sites that people want to visit.

This appendix contains information about the following:

- Creating Web Pages
- HTML Books
- HTML Online References and Style Guides
- HTML Editors and Tools

Creating Web Pages

You can either create web pages yourself or hire a consultant to do it for you. This section describes how a web page works.

Web content is defined by HyperText Markup Language or HTML. HTML uses instructions, or tags, embedded within a document, to define how a document is displayed. For example, if you want a specific word or sentence in a document in boldface, place tags around the word or sentence:

```
<bold>The quick brown fox jumped over the lazy  
dog.</bold
```

When a browser parses your document, it looks for specific markup tags by name. In the example above, the phrase "The quick brown fox jumped over the lazy dog." is displayed in boldface. The browser does not display the hypertext markup tags. The markup tags are viewed only if someone "views the source" of the document. Viewing the source code of a document is an option available in many browsers.

Note: Markup language usage is not restricted in scope to web content. Every electronic text-processing tool uses some kind of markup language. One example is the popular word processor WordPerfect™. The Reveal Codes command in WordPerfect enables you to see the actual markup commands (non-printable characters that define the formatting of a document).

However, it is important to understand the limitations between the codes you might encounter in a software package and the HyperText Markup Language tags. The codes you find in software packages are "What You See Is What You Get" (WYSIWYG). HTML is not a WYSIWYG markup language. Instead, you mark elements of a document as logical entities such as titles, paragraphs, headings, lists, and quotations. Each browser then interprets these entities and displays the content, in its own unique way.

For example, a graphical browser like Netscape Navigator or Microsoft Internet Explorer interprets a page differently than a text-only browser, such as **lynx** or a Braille browser. Even though each browser presents the same information in a different way, the logical elements are still conveyed and preserved. In this way, HTML is a tremendously flexible markup language.

HTML is extendable, meaning that new features and tags are continually being added to the language as it evolves.

The very first definition of HTML was called Version 1, or HTML 1.0. This quickly evolved into the next version of HTML, known as Version 2 or HTML 2.0. All browsers, at a minimum, support HTML 2.0. After HTML 2.0, proliferation of vendor-specific tags (such as those specific to Netscape or Microsoft) somewhat encumbered and confused the progression of an HTML standard. However, some of the vendor-specific tags as well as many other new tags were combined to form a new HTML standard, known as HTML 3.2. As of this writing, HTML 4.0 is the most recent version.

HTML Books

Before you start experimenting with HTML, you should have at least one good book about HTML on your bookshelf. Books are an immediately available resource to consult when you encounter questions about, or problems with, your HTML design. There are probably several hundred books that discuss the HyperText Markup Language, all of which present an overview of the HTML tags. Two highly recommended books are listed below:

The HTML Sourcebook, Fourth Edition: A Complete Guide to HTML 4.0 and HTML Extensions

Author: Ian S. Graham

Publisher: John Wiley & Sons, Inc.

URLs: <http://www.wiley.com/compbooks/graham/html4ed/>

<http://www.amazon.com/exec/obidos/ASIN/0471257249/>

HTML: The Definitive Guide, 3rd Edition

Author: Chuck Musciano & Bill Kennedy

Publisher: O'Reilly and Associates, Inc.

URLs: <http://www.oreilly.com/catalog/html3/>

<http://www.amazon.com/exec/obidos/ASIN/1565924924/>

As HTML has evolved, so too has the complexity of the language and its accompanying extensions (e.g. style sheets and scripting languages). Excellent books on style sheets and scripting languages are included below:

Dynamic HTML: The Definitive Reference

Author: Danny Goodman

Publisher: O'Reilly and Associates, Inc.

URLs: <http://www.oreilly.com/catalog/dhtmlref/>

<http://www.amazon.com/exec/obidos/ASIN/1565924940/>

JavaScript: The Definitive Guide, 3rd Edition

Author: David Flanagan

Publisher: O'Reilly and Associates, Inc.

URLs: <http://www.oreilly.com/catalog/jscrip3/>

<http://www.amazon.com/exec/obidos/ASIN/1565923928/>

The HTML Stylesheet Sourcebook: A Complete Guide to Designing and Creating HTML Stylesheets

Author: Ian S. Graham

Publisher: John Wiley & Sons, Inc.

URL: <http://www.wiley.com/compbooks/graham/style/>

<http://www.amazon.com/exec/obidos/ASIN/0471196649/>

HTML Online References and Style Guides

Online HTML references are superb resources for beginners as well as a convenient reference for more experienced developers. The following URLs comprise just a small sampling of HTML references available on the Internet. However, many of these URLs then refer to other sites that contain additional information. Also, some of the sites listed below have corresponding books, and the book URLs are included where available.

A Beginner's Guide to HTML

Author: National Center for Supercomputing Applications (NCSA)

URL: <http://www.ncsa.uiuc.edu/General/Internet/WWW/HTMLPrimer.html>

Overview of site (quoted from site):

"Many people use the NCSA Beginner's Guide to HTML as a starting point to understanding the hypertext markup language (HTML) used on the World Wide Web. It is an introduction and does not pretend to offer instructions on every aspect of HTML. Links to additional Web-based resources about HTML and other related aspects of preparing files are provided at the end of the guide."

Introduction to HTML and URLs

Author: Ian S. Graham

URL: <http://www.utoronto.ca/webdocs/HTMLdocs/NewHTML/intro.html>

Overview of site (quoted from site):

"This HTML document collection explains how to use the different HTML document description elements, or tags and how to use these elements to write good, well designed HTML documents."

Creating Killer Web sites

Author: David Siegel

URL: <http://www.killersites.com>

<http://www.amazon.com/exec/obidos/ASIN/1568304331/>

Overview of site (quoted from amazon.com):

"More of a style guide than an HTML guide, *Creating Killer Web sites* is concerned with the building of Third-Generation sites, Web sites that are conceived by design and not by technological ability. Siegel and his helpers at Studio Verso overview a wide variety of topics, including a history of browsers, how to use specific HTML tags, how to select software tools, and advice on pure aesthetic design."

Web Pages That Suck

Author: Vincent Flanders & Michael Willis

URL: <http://www.webpagesthatsuck.com>

<http://www.amazon.com/exec/obidos/ASIN/078212187X/>

Overview of site (quoted from amazon.com):

"Unless you're abnormally gifted, the best way to learn a craft thoroughly is to learn not only its central tenets but also its pitfalls. *Web Pages That Suck* teach you good Web design by pointing out ugly, misguided, and confusing sites--any site that fails to deliver good graphics and clear, well-focused content. As the authors show you all sorts of corporate and personal pages, they help you determine your target audience, design your site and its navigational elements and content, and solve problems concerning graphics and text."

Yahoo! Directory

http://www.yahoo.com/Computers_and_Internet/Internet/World_Wide_Web/Page_Creation

http://www.yahoo.com/Arts/Design_Arts/Graphic_Design/Web_Page_Design_and_Layout/

Viewing Source Code

One of the best ways to learn HTML is by viewing the source of documents created by someone else. When you are browsing the Internet and encounter some type of design element or layout format that catches your fancy, view the page (or frame) source and see how it was done. Popular browsers such as Netscape Navigator and Microsoft Internet Explorer include the option to view document source code as a menu item or a pop-up menu. Please be considerate and honor any copyright notifications that you encounter.

HTML Editors and Tools

The software industry has spent hundreds of millions of dollars designing tools that help you to design your web site. The complexity of these software packages varies widely. Some are completely WYSIWYG based, while others are code based, revealing HTML codes to you as you use graphical tool palettes to define logical elements in your document. Some software packages design a complete web site for you by just having you fill out a few pieces of key information with their content creation wizards. Of course, these software packages must be purchased, and all of them do nothing more than what you could do by hand with free software like the text editor Notepad.

If you are considering purchasing a software package to help you author and design your web content, download trial versions of the software where available. Your own personal preferences and tastes will dictate which software packages and tools you decide to purchase.

There are dozens of HTML authoring tools available to help you construct your web pages. Links to several HTML index sites and HTML editor programs are provided below. This is only a small sampling of the web authoring programs available. You can find additional programs by typing "HTML editor" into any good search engine.

Stroud's List – 32-Bit Windows HTML Editors

<http://cws.internet.com/32html.html>

Browsers, Viewers, and HTML Preparation Resources

http://www.utoronto.ca/webdocs/HTMLdocs/tools_home.html

Yahoo! Directory

http://www.yahoo.com/Computers_and_Internet/Software/Internet/World_Wide_Web/HTML_Editors/

Adobe Pagemill

<http://www.adobe.com/prodindex/pagemill/>

Allaire HomeSite

<http://www.allaire.com/products/homesite/>

AOLPress

<http://www.aolpress.com>

Galt Technology webMASTER PRO

<http://www.galttech.com/webmaster.shtml>

GoLive CyberStudio

<http://www.golive.com>

Microsoft FrontPage

<http://www.microsoft.com/frontpage/>

NetObjects Fusion

<http://www.netobjects.com> (highly recommended)

Netscape Composer (Part of the Communicator Suite)

<http://www.netscape.com/browsers/>

Sausage Software HotDog

<http://www.sausage.com>