



**Quick Reference Guide:
Shared Hosting**



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GENERAL INFORMATION

Type of Hosting:	Website Hosting In a Shared Server Environment
Platforms Available:	Microsoft & Linux Platforms
Packages Available:	10 MB & 50 MB Web Hosting Space
Included In the Packages:	Basic Website Statistics Microsoft Access Database - (Microsoft Platform Only)
Optional Extras:	Additional 10MB Space Blocks (Hosting, SQL & MySQL Space) Additional 100MB Space Blocks (Hosting Only) Microsoft SQL Databases Linux MySQL Databases Advanced Website Statistics
Monthly Traffic Allocation:	200 MB of Free Monthly Traffic Additional Traffic Billed At R 0.50 per MB

WEB SERVER PLATFORM SPECIFIC INFORMATION

Microsoft Environment

Operating System:	Microsoft Windows 2000 Server
Web Server Software:	Microsoft Internet Information Services 5.0



WEB SERVER PLATFORM SPECIFIC INFORMATION (CONTINUED...)

Other Software Installed: SAFileup
ASP To Email
PERL (ActiveState 5.6)
Cold Fusion 5.0

Linux Environment

Operating System: Red Hat Linux

Web Server Software: Apache

Other Software Installed: PERL (Latest Stable Release)
PHP (Latest Stable Release)
Forum
Guest Book
Site Search Facility
Closed User Groups

WEBSITE TRAFFIC ANALYSIS TOOLS

Basic website statistics (Traffic analysis) are provided on both our Microsoft and Linux platforms free of charge. In order to activate this, please select "Basic Site Statistics" on the order form.

Basic site statistics consist of the following:

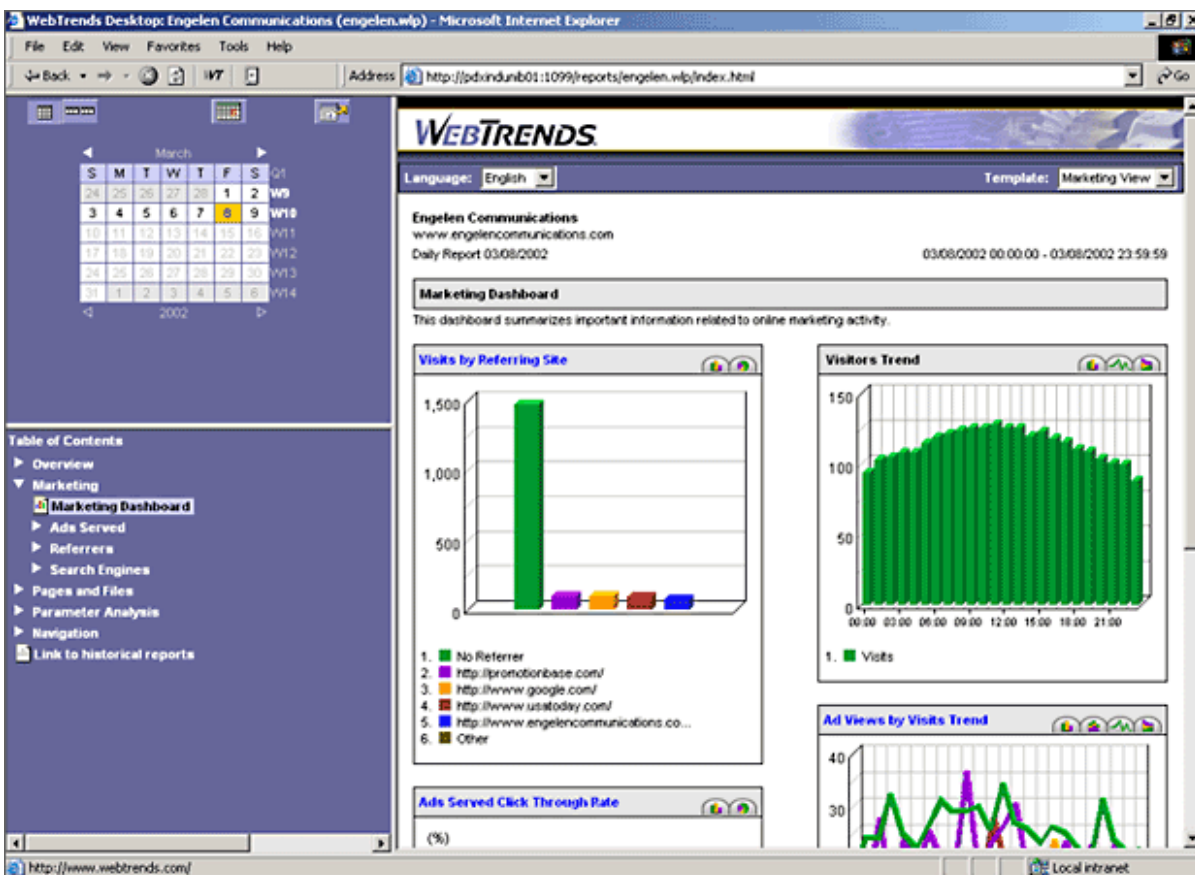
- Page Views Over Time
- Top Pages
- Advertising
- Hits Over Time
- Visitors Over Time
- Top Visitors
- Top Referrers

- Top Browsers

To access your websites basic statistics, point your browser to <http://webstats.MWEB.net> and type the Webstats username and password provided on your welcome letter.

Advanced site statistics can be provided as an optional extra to either of the Website Hosting products (Both 10 & 50 MB). We utilise the WebTrends Reporting Suite to provide you with a vast array of web analytical information.

To access your advanced site statistics, point your browser to <http://webstats.MWEB.net> and type the Webstats username and password provided on your welcome letter.



Advanced site statistics consist of the following:

General Statistics Page Views Over Time Top Pages Advertising Hits Over Time Visitors Over Time Top Visitors Top Referrers Top Browsers	Commerce Trends Analysis Shopping Carts Marketing Campaign Referrers Product Categories Products	Pages Top Pages Top Documents Dynamic Pages and Forms Top Content Groups Top Entry Pages Least Requested Entry Pages Top Exit Pages Single Access Pages By Views Over Time
Paths Top Paths Through Site Top Destination Paths Through Site	Files By Hits Over Time Top Directories Most Downloaded Files Most Accessed File Types Most Uploaded Files Top Entry Files Least Requested Entry Files	Parameter Analysis By visits By Hits 2D URL Parameter Analysis
Advertising Views and Clicks Advertising views Advertising Clicks	Visitors Top Visitors New vs. Returning Top Authenticated Visitors over time By visits over time By number of visits	Demographics Top Geographic Regions Most Active Countries North American States Most Active Cities Most Active Organizations Top-Level Domains Types
Activity Summary for Report Period Number of Pages Viewed By Kbytes Transferred Over Time Average Time to Serve	Errors Technical Statistics Dynamic Pages & Forms Errors Client Errors File Not Found Errors	Referrers Top Referring Sites Top Referring URLs Top Search Engines Top Search Phrases Top Search Keywords



Documents Average Time to Serve Dynamic Pages and Forms By Day of the Week By Hour of the Day By Length of Visit	Server Errors	
Browsers and Systems Top Browsers Microsoft Explorer Browsers Netscape Browsers Top Spiders Top Platforms	WAP & Palm WAP Palm	

DETAILED STEPS ON HOW TO PUBLISH YOUR WEBSITE

In order to make your website viewable to Internet browsers, you need to upload your website to our server.

Uploading your site to our server is concluded:

1. By utilising an FTP program or
2. By utilising the built in Front Page “**PUBLISH**” functionality if your site has been designed in Front Page

Publishing Your Site Utilising an FTP Program

If you do not have an FTP program, you can download a shareware version of CuteFTP Pro (30 day trail version) from <http://tucows.MWEB.co.za>. (Located in the Windows / Internet / FTP directory)



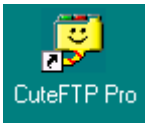
Download this trial version to your hard drive and install the program onto your PC. Once you have done this, you will need the following information:

1. A Host address
2. An FTP Username &
3. An FTP Password

These three pieces of information are contained in your welcome letter.

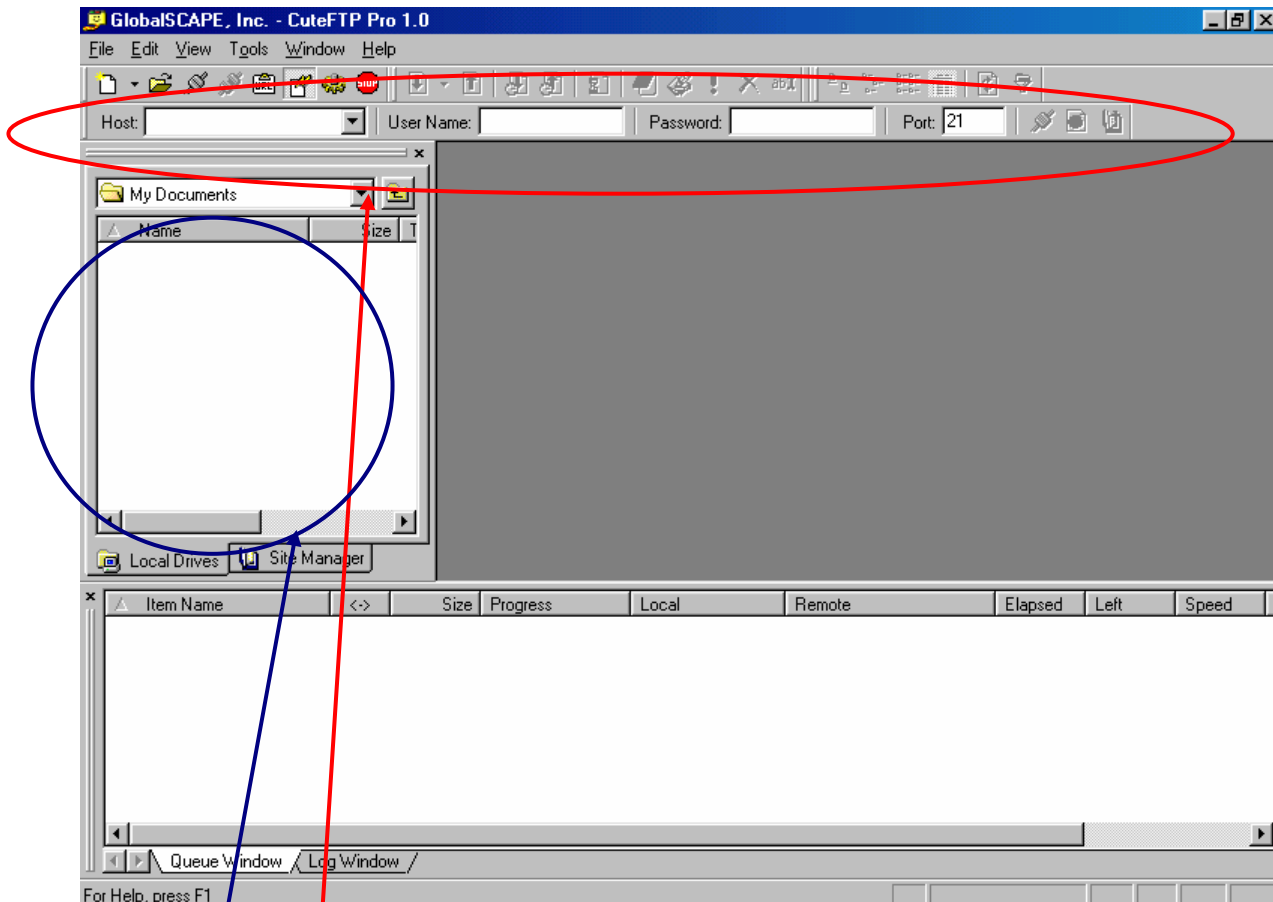
NOTE: The following instructions assume that you have a connection to the Internet, whether dialup or permanent.

To FTP your site to our server, launch CuteFTP by double clicking the CuteFTP icon on your desktop.

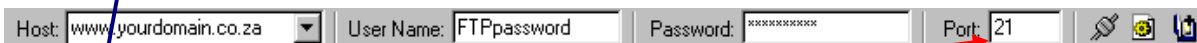


If the icon is not on your desktop, click “Start / Programs / GlobalSCAPE / CuteFTP PRO / CuteFTP Pro”.

Once the initial product screens have been completed, you are presented with a screen that looks something like this:



In the "Quick Connect" toolbar, type your host name, FTP username and FTP password and click on the "Connect" Button.

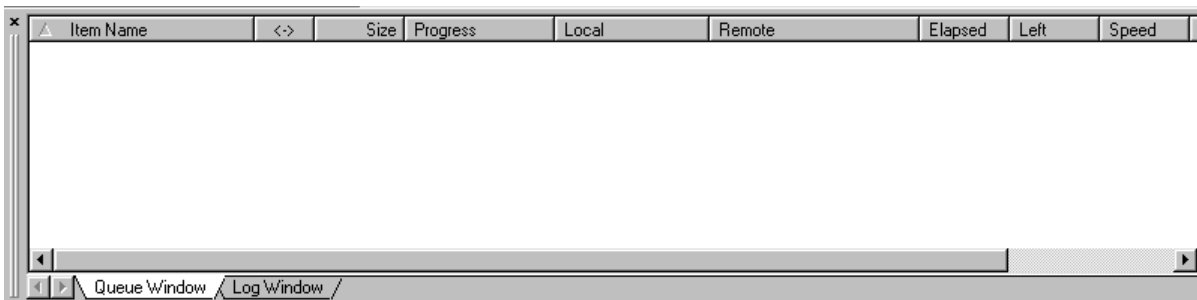


Your FTP Program will now begin establishing a connection to our server. Once the FTP session has been established, select the files you want to transfer to our server (If this is the first time you are doing this, you will need to transfer all your website files to our server)

To select the required files, browse to the "Explorer" section of your FTP Program and change to the directory that contains your website files.

Once you have selected the correct directory, highlight all the required files (SHIFT + CLICK), press the right mouse button and select “UPLOAD”.

This process places all the files you selected in the queue section of your FTP program and begins to upload your website files to our server.



Once this process is complete and all the files have been deleted (or marked as complete) from the queue window, your website has been transferred to our server.

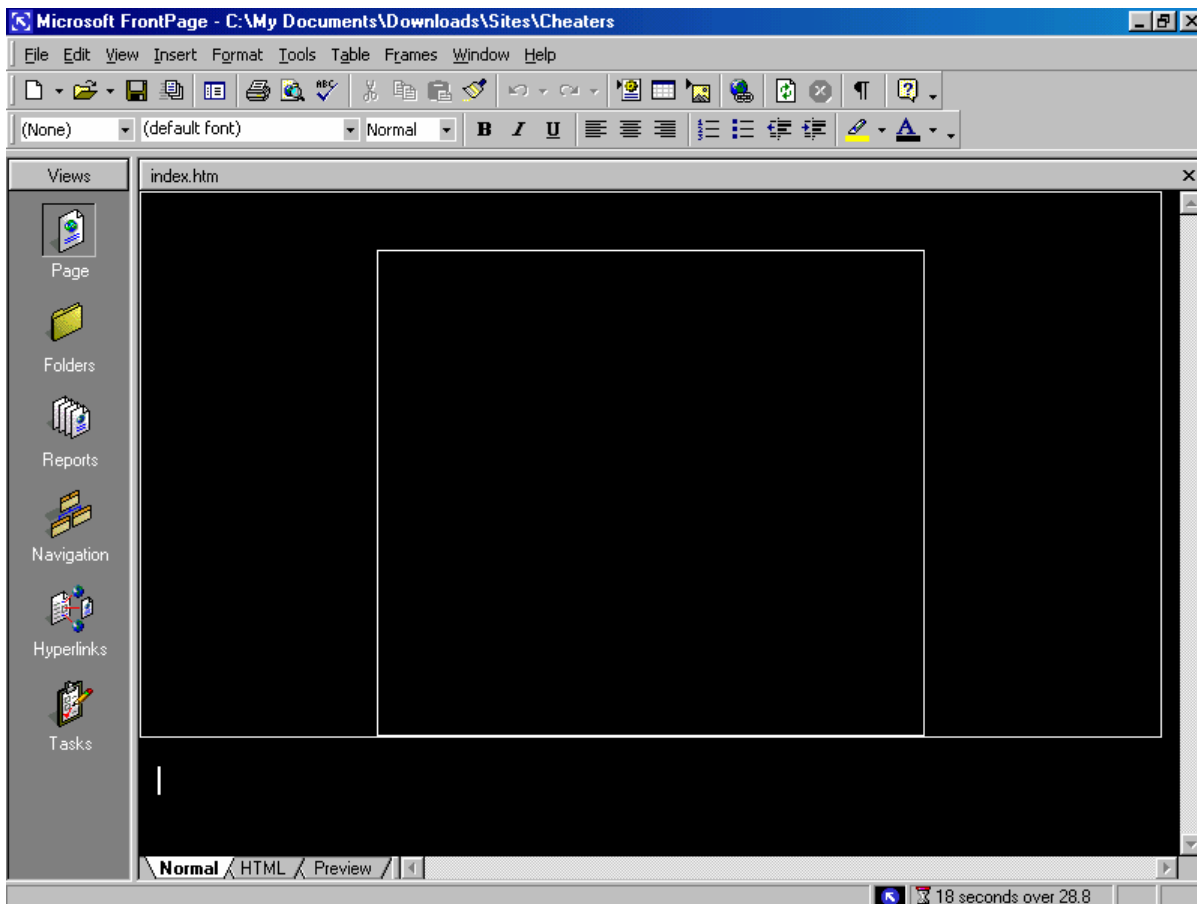
To view your website, open your internet browser and surf to your website address. (IE if your domain name is MWEB.co.za, your website address will be www.MWEB.co.za)

Publishing Your Site Utilising Front Page

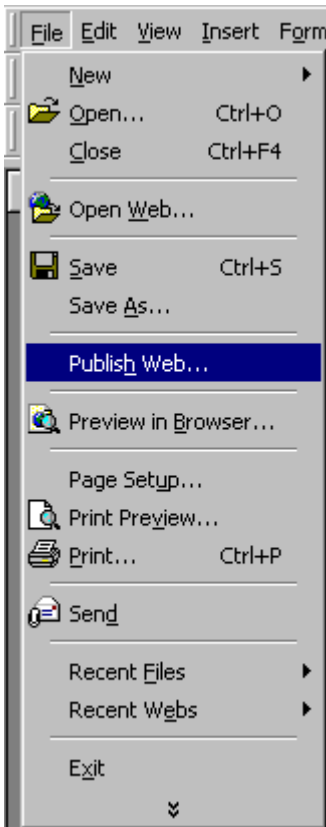
If your website has been developed in Front Page, you will need to use the built in “PUBLISH” functionality in Front Page. If you do not use this functionality and choose to FTP your files to our server, your site will not be able to use some of the Front Page functionality (Hit Counters, Feedback Forms, etc).

To “PUBLISH” your Front Page designed website, open Front Page and open the local version of your home page.

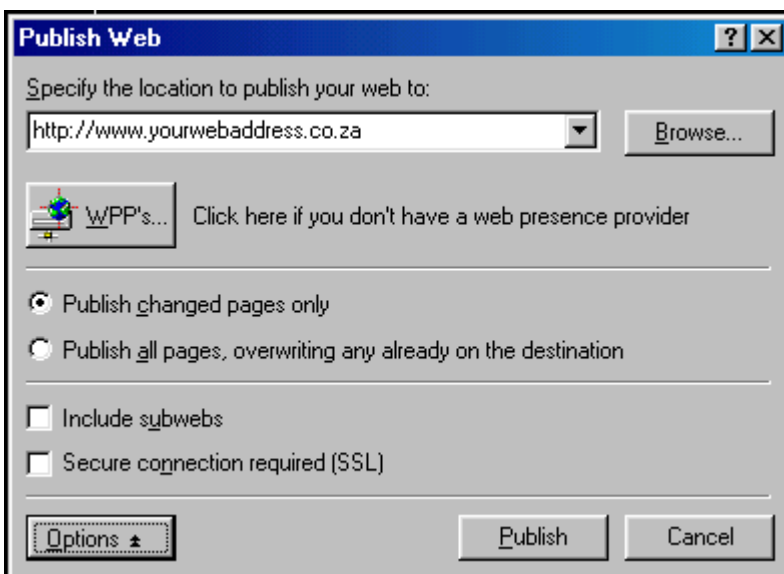
Front Page should look something like this (With your front page depicted in the screen):



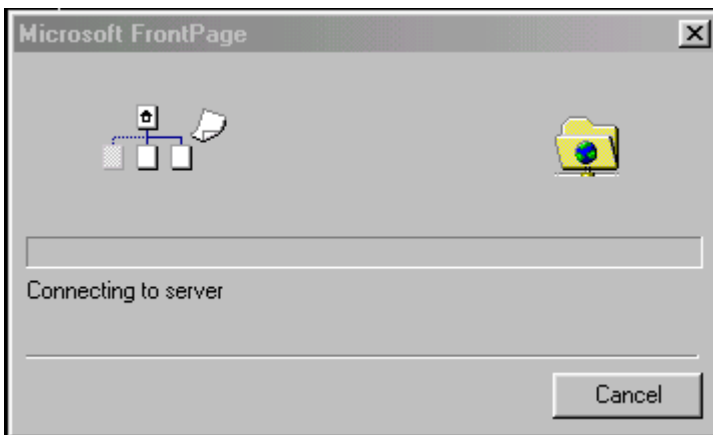
To publish your site, click “FILE / PUBLISH WEB”



In the “PUBLISH WEB” dialogue box, type your website address and click the “PUBLISH” button (Click the “OPTIONS” button for the advanced dialogue section)



Once you have clicked the “PUBLISH” button, Front Page will begin connecting to our server

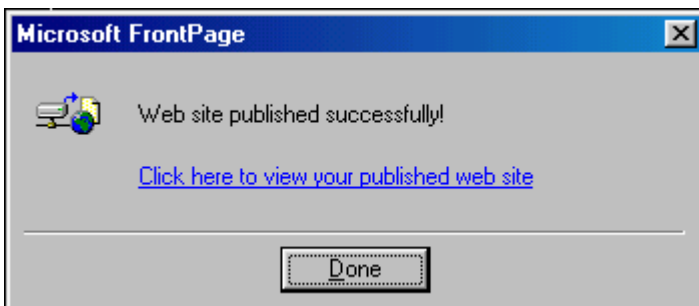


and once Front Page has connected to our server, a username and password dialogue box will appear.



This dialogue box requires your FTP username and password. Type your FTP username in the “NAME” box and your FTP password in the “PASSWORD” box and click “OK”.

This begins the process of uploading your Front Page designed website to our server. Once this process is complete, Front Page presents a “Successfully Published” dialogue box.



Once this dialogue box has appeared, your Front Page website has been uploaded to our server and is available to web browser clients.

To view your website, open your internet browser and surf to your website address (IE if your domain name is MWEB.co.za, your website address will be www.MWEB.co.za) or click on the link provided by Front Page in the "Successfully Published" dialogue box.

FREQUENTLY ASKED QUESTIONS

1. Do you offer ColdFusion, ASP and/or other server side scripting languages?

Yes

Our Microsoft Shared platform offers standard HTML, ASP (Active Server Pages), ASP.NET 1.1, ColdFusion (5.0) and ActiveState PERL 5.8.

Our Linux platform offers standard HTML, PHP and PERL (Latest stable releases)

However, we do not offer JSP (Standard JavaScript is allowed, but websites developed in Java are not supported).

2. May I host adult content?

No. We do not allow adult content of any kind on our servers.



3. What databases do you support?

Our Microsoft Shared platform supports both Microsoft Access databases and Microsoft SQL Standard Server databases.

Our Linux Shared platform only supports the MySQL database

4. What is the connection speed of the shared web servers?

All our shared website hosting servers are connected via Fast Ethernet (100Mb/s) to Cisco switches in our Internet Data Centre. As a whole, our Internet Data Centre is connected to the both the Telkom ATM network and the SAIX backbone for redundancy.

5. Do you offer streaming media or RealAudio/Video?

No. Our shared web hosting platforms do not offer streaming media or RealAudio/Video. If you require a streaming media solution, please contact our sales team for a dedicated server option

6. How often do you backup?

Backups are done daily with the backup tapes stored off site.

7. Do you allow telnet access?

No we do not allow telnet or SSH access. You should simply FTP your site to its shared hosting space.

8. Can I setup Anonymous FTP access?

No. We only allow named FTP access to our shared web servers. If you require an FTP server, please contact our sales team for a dedicated server option



9. Is there a minimum contract period for your web hosting solutions?

Yes. Each of our web hosting solutions has a minimum term of one (1) year.

10. Is domain registration included in your web hosting solutions?

Yes and no. If you have purchased a packaged solution from MWEB Business, we generally include the purchase of a domain name, but if you are simply purchasing shared web hosting, we do not.

IE If you are purchasing Shared Web Hosting on its own (and not purchasing a package), you will need to purchase a domain name (or have an existing one that we can transfer to our servers).

11. What are FrontPage Server Extensions?

FrontPage extensions is a program that provides the server side implementation of FrontPage. FrontPage communicates with the extensions via HTTP using a Remote Procedure Call (RPC). When the server sees the "POST" request addressed to the FrontPage server extensions it simply directs the request to the appropriate program.

The extensions implement authoring (uploading/downloading documents, ToDo lists), administration (setting end-user, author, and administrator privileges), and dynamic content (browse-time WebBot components). Without the FrontPage server extensions you will not be able to take advantage of the WebBots that are available through FrontPage. You also cannot author and administer your site using the tools provided as part of the FrontPage Editor/Explorer package.

12. What is your traffic allocation?

Our traffic allocation (per shared hosting solution) is 200 MegaBytes per month. If you exceed this amount, we still allow traffic to occur, but you are billed at a rate of R 0.50 per additional Megabyte.



13. What is shared website hosting?

Virtual hosting or shared website hosting is where multiple websites are served off the same physical server. This saves each customer from purchasing their own expensive server, performing the setup and providing the appropriate environment. This is the most common method of hosting sites of small to medium size with light to moderate traffic.