

Ramblers-Webs - run by volunteers for volunteers



Introduction

An introduction to our hosting.

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Each web site/domain (e.g. derbyramblers.org.uk) has its own account. Each account has its own Hosting Control Panel.

Once you have joined Ramblers-webs.org.uk you will be sent details of your account. In particular you will be sent a password for the Hosting Control Panel. Please keep this safe and notify us if it is compromised. If you need to change the password, please contact the administrators via the Support Ticket system below.

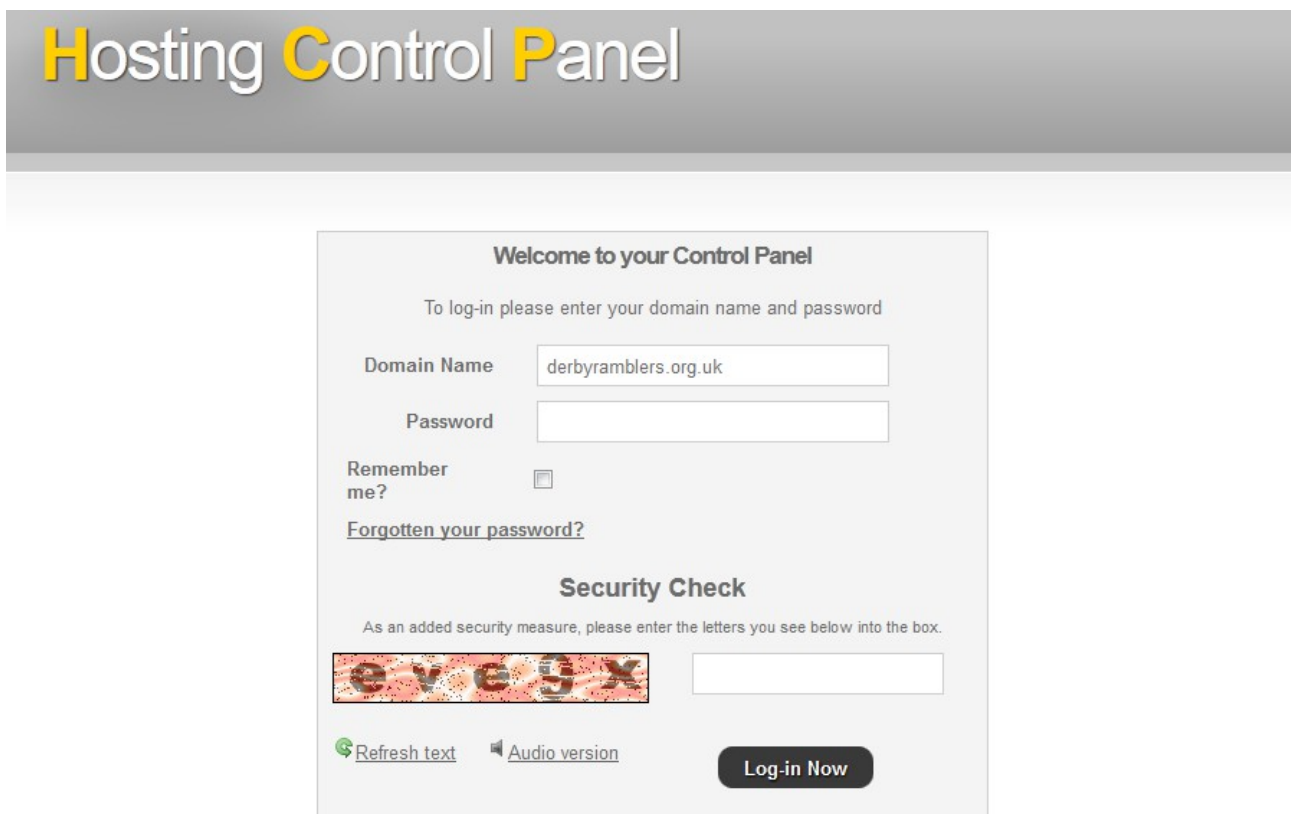
Hosting Control Panel (HCP)

To access your account's HCP go to

- <http://hosting.cloudnext.net/>

To login you need your domain name and a password that an administrator will have sent you.

Note: if you are using Joomla you may hardly ever need to access the HCP.



Hosting Control Panel

Welcome to your Control Panel

To log-in please enter your domain name and password

Domain Name

Password

Remember me? ☐

[Forgotten your password?](#)

Security Check

As an added security measure, please enter the letters you see below into the box.



[Refresh text](#) [Audio version](#)

Terms and Conditions

Cloud Next have Terms and Condition for the usage of their systems and you should make sure you comply with these. These can be seen at <http://www.cloudnext.co.uk/terms-of-service/>

You should also review the Acceptable Use Policy which you should be able to access via the above link.

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Backups

In particular we would highlight this clause:

You must not use the Hosting Services as an offsite backup facility. Therefore, all files uploaded to our servers as part of your usage of the Hosting Services must be visible and accessible to the outside world (web-visible) unless they are needed to operate the website of which they form part; We reserve the right to delete files or directories that are not web-visible without giving notice to you.

Mail Lists/Emailing

You should also be aware of the usage limits for the various methods of using our hosts systems to send email:-

- Webmail: 50 emails per day.
- PC Software (such as Outlook): 500 messages per hour and 100 recipients per message.
- Mailing List: This can be used as many times as you like, although it is limited to 2500 users per list.
- Web Servers: Scripts running on the web servers are limited to 1000 emails per 12 hours.

Please note this statement from the host "*We should like to take this opportunity to remind you that we have a zero tolerance policy on users sending unsolicited email, in the event that the systems deliberately used for this purpose, then we will be forced to suspend the user's account.* "

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Once Logged In



Once you are logged in there are a lots of options, many of which you will never use. The important ones are as follows

Files: File Manager – allows you to see all the files stored in your account. Files can be uploaded/downloaded, renamed, deleted. Zip files can be uploaded and unpacked.

All web site files must be stored in the folder public_html or ideally a sub folder.

We normally recommend you store your site in a sub folder of public_html , e.g. www01 where www indicates the sub-domain e.g. <http://www.derbyramblers.org.uk> and the 01 is the version number. To associate the folder with the sub-domain see Sub-domains below.

This allows you/us to set up a new version of your site without it getting mixed up with the production site.

Files: File Permissions – if you are managing your site directly, rather than using Joomla then note that you may need to set the correct file permissions for files and folders. The command

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will suggest the correct values against each file type

Email: Email Forwarding – allows you to get emails to someone@yourdomain.org.uk to be forwarded to the person's real email address.

Email: Mailboxes – allows you to set up a full mailbox that can be accessed via <http://webmail.cloudnext.net/> or using an Email client such as Outlook, Thunderbird, see http://en.wikipedia.org/wiki/Email_client

Web Tools: Sub Domains – allows you associate a folder with a sub domain
e.g. www with www01, or new (new.yourdomain.org.uk) with folder www02.

Please note that Sub domain settings can take a few hours to take affect. We have also found that changing the folder name does not always work and the best method is to delete the sub domain and the recreate it with the new folder name.

You can also have other sub-domains such as <http://nextprogramme.yourdomain.org.uk>

FTP – If you are updating your site using FTP then you can find the FTP details in the right hand column of the HCP. Note that you must unlock the FTP facility prior to using it. After a period of time it will become locked again.

Manage Domain – if your domain has been transferred to our servers then you will see a **Manage Domain** option to the left of the **Home** button. This option allows DNS Management and should not be used without consulting the Ramblers-webs administrators.

Transferring your Domain to us

If you already have a domain name and are transferring it to us then you will need to set up your site on our host prior to the domain being transferred to us.

Your site will have a temporary address. The public_html folder's temporary address is given in the right hand column of the HCP, see Temp Web Address

To access a particular folder append it to the end of that address.

Once you have your new account ready to become live, please contact the Administrators via the Support System.

Please don't change the DNS pointers on your domain to our servers, while this may work it is better to transfer the domain. One advantage is that the renewal and costs are taken care of by London.

Joomla

If you have opted to use Joomla then an administrator will have set up a "starter for ten" web site for you to edit to your requirements.

The administrator will give you the url of the site. To access the administrator area add /administrator

The administrator will normally give you a dummy user name and password for your first access to the site.

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Once you have logged in YOU MUST

- Change the name and user name to your own
- Change the password
- Change the email to your own email

Getting started with Joomla

Look in the How to section of www.ramblers-webs.org.uk. In particular look for the videos mentioned. Youtube also has many on Joomla. There are also documents you should download from the How to section.

Security

Please keep all passwords and userids secure, if they are compromised then please contact the administrators as quickly as possible.

We strongly recommend that you install anti virus software on your PC and also a Firewall.

Software to consider, all of which have free versions are:

- AVG and Avast anti virus software
- Windows 7/8 Firewall, Comodo and Zonealarm firewalls.

Site Security

Backups

If you are not using Joomla then you should decide how to take regular backups of your site.

Monitoring changes to your site - WebMonitor

Any web site can be vulnerable to being hacked.

We are currently moving to some new software that will scan your web site each night. If it detects any files that have changed it will send an email to yourself and the Ramblers-Webs administrators listing the changes.

If you don't get this email or see some changes that you think are suspicious then raise a support issue immediately.

NOTE: that if there are no changes to the site, the software will email every 30 days so that you know the system is still working.

StopTheHacker

Our hosting account has an option to monitor domains using StopTheHacker. We turn this on for all our accounts. See <http://www.stopthehacker.com/>

Note that there is an option in the HCP to view the status of your site.

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Changes to the Web Master

If you pass your role as web master on to another person then you **MUST**

- Let the Ramblers-webs administrators know about the change
- Make sure that the new web master registers on ramblers-webs.org.uk
- Once they have registered on ramblers-webs.org.uk then please pass on any passwords or other information that they need.

You may remain as a registered member of our site or you can ask the administrators to remove your account. They will not remove your account until someone else has registered as the web master for your web site(s).

Webmaster - If your details change

If you move or change your email address then please update your details as follows

- On **www.ramblers-webs.org.uk** – logon to the site and look for Webmasters and Your Profile. Here you will be able to update your email address and postal / telephone details
- Your **Hosting Control Panel** – please log on to your domains HCP and update your email address as required. Accounts have an email forward called `admin@yourdomainname` which forwards to the webmaster for the domain. Please update this.
- **Joomla/Wordpress etc** – these CMS systems often hold your email address and you should check if yours needs changing

Hosting Issues

Since we are on a shared hosting platform, other sites are also run by the same servers.

As with any hosting platform the web sites can come under attack from hackers and such.

Both of these can result in service issues on our web sites. Here is a typical description of how our hosting company handles these service issues/errors: -

Our engineers have advised that this error generally means that the server has come under a huge amount of load very suddenly, possibly as the result of a malicious attack, or an error that has caused a lot of processes to run on a site. When this happens the server can sometimes overload and crash, which would mean we would have to reboot it completely and start up all of the services again. This can take anything up to an hour in some cases.

Instead of this happening, we use this system which cuts off access for a minute or two in order to give the server a moment to clear the load and run smoothly again. While I can understand the inconvenience of the server not responding for a few minutes, it is certainly a preferable option to it going completely offline for upwards of an hour.

Apologies for the inconvenience again, every time this error is shown though it does also alert our admin team, who can address situations on servers where this is happening a lot. They will

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have a look at the server and help to reduce its load, after which they will investigate any possibilities that might help prevent the same issue from occurring again.

Support

Once you have joined Ramblers-webs.org.uk **YOU MUST** visit the site and subscribe to the appropriate categories of the site Forum. In particular you **must** subscribe to the **Important Announcements** category, this category enables us to contact you about changes to the system.

Getting help and support

- Look in the How to section of <http://www.ramblers-webs.org.uk/> for articles about web hosting, Joomla etc. This section contains general guidance on how to do things.
Note that you need to log in to the site to see all the How to articles
- If your subject is not covered in the How to section then you can search the Forum, on ramblers-webs.org.uk, for information or post your question to the Forum
This will go to all the other web masters and hopefully someone will know the answer to your problem.
If you get a good answer to your question then consider asking the Administrators to add it to the How to section.

Contact an Administrator

- If you cannot get a answer via the above approaches OR your problem is specific to your web site then you will need to contact the Administrators
To do this please log in to ramblers-webs.org.uk and use our Raise Support Issue under Support
Your question will then go to all the administrators who will try and help you. Please note that like you they are also volunteers.
- **PLEASE TRY NOT** to email a particular administrator as they may be on holiday or unavailable.
- **PLEASE TRY NOT** to email administrators if it is likely that other web masters would know the answer.
- Raising a Support Issue.
 - Log into <http://www.ramblers-webs.org.uk>
 - Look for Request Support Issue under the Support menu

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Know what you are doing, can you spare some time?

If you feel you have a good grasp of any aspect of managing or creating web sites why not consider offering to help.

Ways you can help

- Reply to questions posted on our forum
- Mentor someone setting up a Joomla site for the first time.
- Write articles ,to help others, that can go on our web site
- Become an administrator

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How we normally set up an account

This section describes how the Ramblers-Webs administrators normally set up an account. This is done for an account where the web-master has elected to use our implementation of Joomla. **The settings listed under General Settings, below, are relevant to other types of site.**

Having a standard set-up means that you will be less likely to encounter problems, and aids the administrators, as each account will be configured in a similar way.

An account may contain a single version of a web site or it may contain multiple versions. Multiple versions are useful if, for example, you have an existing web site that you wish to keep running whilst you are redesigning a new one.

To aid multiple versions of a site we set up each site in a folder within the public_html folder. For the standard web site www.yourdomain.org.uk we set up folders called `www01`, `www02` etc.

General Settings

Email Forwards

We set up two email forwards as standard.

`admin@yourdomainname` – where `yourdomainname` is the domain name of your site

This forwards to the web master(s) of the domain

`sitestatus@yourdomainname` – this is used to send emails about the status of the site

The forward is set to send emails to the above admin address and to `admin@ramblers-webs.org.uk` so that Rambler-swebs administrators receive these emails.

Note: Forwards do not work if your domain has not yet been transferred to our server.

WebMonitor

We are starting to set up a folder called **monitor** at the same level as `public_html`.

We are installing our web site monitoring software in this folder. The software will also have a MySQL database and a scheduled task associated with it.

The software will be set up to email its results to `sitestatus@yourdomainname`.

Please do not make changes to this software without consulting a Ramblers-Webs administrator.

This software replaces Eyesite for Joomla users but also works for non Joomla sites.

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Web Tools – Scheduled Tasks

We set up a scheduled task to run every night to run the WebMonitor software described above

Web Tools – Sub Domains

We create a sub-domain to point at the correct folder.

e.g. www.yourdomain.org.uk pointing at www01,
 new.yourdomain.org.uk pointing at www02

Note: this option does not work until your domain has been transferred to our server, until it is transferred you need to use the temporary web site address.

Moving a 'NEW' into production use

If you have a site such as [http:// new.yourdomain.org.uk](http://new.yourdomain.org.uk) and wish to change it to be <http://www.yourdomain.org.uk> then there are some guidelines on how to do this.

DO

- all you need do is log on to the HCP and go to the Sub Domains option
- delete the www sub domain
- create a new www sub domain pointing to the correct folder
- Note that just changing the folder of the www sub domain does not always work.
- You also need to check that the site does not have any references to itself that include “new”. Joomla sites have an email title set up in Akeeba back that will need changing

DON'T

- rename any Joomla folders, software such as Joomla knows which folder it is in and will not work properly if the root folder name is changed

File System – File Manager

When you enter the File Manager you will see a folder public_html. This is the folder in which your site will be stored. Http does not allow direct access to items outside public_html.

There may also be a **.htaccess** file specifying the PHP version: -

e.g. `SetEnv DEFAULT_PHP_VERSION 55`

and also a **php.ini** file specifying default values: -

```
upload_max_filesize = 20M ;  
post_max_size = 20M ;  
max_execution_time = 60 ;  
output_buffering=0;
```

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Within public_html

There will be a .htaccess file, containing the following lines, to redirect users of http://yourdomain.org.uk to http://www.yourdomain.org.uk

```
RewriteEngine On
RewriteCond %{REQUEST_FILENAME} !\.(cgi)$
RewriteCond %{http_host} ^yourdomain.org.uk
RewriteRule ^(.*) http://www.yourdomain.org.uk/$1
```

Note the second line is to allow cgi files to run. This is needed because our host Cloud Next use temporary cgi files to run some commands. yourdomain.org.uk must be set to your domain name.

wwwXX folders – we use folders called www01, www02 etc to contain the first, second etc version of the web site.

We do not recommend using folders with names such as **new** or **dev** as when the site in the folder becomes the production one the name is no longer meaningful.

Joomla Settings

Akeeba backup is set to send emails to the sitestatus@ address described above

Web Tools – Scheduled Tasks

For Joomla sites we set up a scheduled task to run Akeeba backup. This runs in the early hours of Monday morning.

Web Tools – MySQL Databases

We set up a MySQL database for each Joomla web site. We set up the database with a similar name to the folder that Joomla is stored in.

e.g. if Joomla is in www02 then the database will have a name containing www-02

Joomla – Copying a site

Please note that it is not possible to create a new Joomla site by copying an existing Joomla folder. Joomla consists of the file structure and also a MySQL database. Both of these need to be copied and recreated in their new location. There is an article on our site describing how to copy/clone/move a Joomla site. This method uses a backup file created by the Akeeba backup software and its associated software Kickstart.