User Manual

1&1 Windows® Hosting

Introduction

1&1 Control Panel Login • Other Sources of Information

This manual is for 1&1 customers using:
Microsoft® Home package
Microsoft® Business package
Microsoft® Developer package

It provides in depth background information about the 1&1 Control Panel including domain and e-mail management, and other web hosting related services.

1&1 Control Panel Login

To reach the Control Panel directly, you can enter https://admin.1and1.com in the address bar of your browser. Or, go to 1&1's website http://1and1.com and click on **'Customer Login' > '1&1 Control Panel'**.

On the Control Panel login page, enter your customer ID or domain name and the password you chose when ordering. The button **'Login'** brings you to the first page of your 1&1 Control Panel.

If you forgot your password, click on **'Forgot Your Password?'**. Next enter your customer ID. We will then immediately send your password to the e-mail address in our files.

Other Sources of Information

- Need Help? section
  Under the left navigation bar in the Control Panel, this section provides information on the section you are in. Click on **'Show More Help'** to read more about a topic.
- Easy Setup Guide
  Step-by-step instructions with detailed screenshots to help you quickly setup your 1&1 package. Click on **'Downloads'** in the Control Panel to find the PDF files.
- FAQs
  Answers to frequently asked questions (FAQs). To browse the FAQs, use the **'Search'** function. Click on **'FAQs'** in the Control Panel or find them at faq.1and1.com.
- **'Help & Contact'**
  FAQ articles grouped by topic. If you cannot find an answer, click on **'Contact Form'** to send support a question. Click on **'Help & Contact'** in the Need Help? section.

Or, you can write an e-mail to support@1and1.com. When writing to us directly, please provide your customer ID and domain name. Be as specific as possible regarding any error messages or problems to speed up the handling of your questions.

You can also call our customer service at 1-877-HELP AT 1 AND 1 (1-877-435-7281). Our customer service is available to you 24 hours a day, 7 days a week.

Please enable JavaScript in your browser to use 1&1 Help.

Table of Contents

Introduction i

The 1&1 Control Panel 1

1 System Requirements 1

2 1&1 Control Panel Structure 1

2.1 General Setup 1

2.2 Your Customer Account: My Account Area 2

2.3 Your Package: Package Administration Area 3

3 Using the 1&1 Control Panel 4

Package Administration 6

1 Domains 6

1.1 Domain Overview Page 7

1.2 Add-On-a-Domain Process 9

Transfer of Registrar 11

Advanced Option: Change Your Domain Name System (DNS) Settings 12

Moving Domains from One 1&1 Package to Another 15

1.3 Change Domain Contact Details (Reg-C, Admin-C, and Tech-C) 16

1.4 FrontPage® Server Extensions 16

1.5 Setting Up Different Home Directories 17

1.6 Domain Forward 18

1.7 Subdomains 18

1.8 Shared Secure Socket Layer (SSL) Encryption 18

1.9 Dedicated Secure Socket Layer (SSL) Certificate 19

2 E-mail 20

2.1 E-mail Overview Page 20

2.2 Set Up a New E-mail Address in the Control Panel 21

2.3 Auto-responder 24
2.4 Virus Protection 25
2.5 Catch-all Account 25
2.6 Delete E-mail Addresses 25
2.7 Reading or Collecting E-mail From Your Mailbox 26
2.8 Local Mail Programs (Microsoft® Outlook® Express, Netscape®, Eudora®) 26
2.9 1&1 WebMail 28
2.10 Activate Your E-mail for External Domain Names 32

3 FTP, Web Space, and Access 33

3.1 FTP Login Data 34
3.2 Connecting to Your Web Space Using WISE FTP® 34
3.3 Connecting to Your Web Space Using WS_FTP® (Pro) 35
3.4 Transfer Website Data to Your Web Space Using a Browser 37
3.5 Protected Directories 37

4 Applications 38

4.1 WebsiteCreator 38
4.2 WebStatistics 48
4.3 WebElements 58
4.4 WebDatabase 64
4.5 Newsletter Tool 69
4.6 in2site Live Dialogue 85
4.7 Basic CGIs (CGI Library) 88
4.8 MS SQL Administration 92
4.9 Webfiles 94

5 Software Licenses 96

My Account 97

1 User Settings 97

1.1 User Data 97
1.2 Password 97
1.3 Credit Card Details 98

1.4 Newsletter Settings 98

2 Billing 99

2.1 Billing Overview 99

2.2 Expense Tracker 99

2.3 Expense Notifier 99

3 Affiliate Program 100

3.1 Program Information 100

3.2 Affiliate Link and Banners 100

3.3 Sales Statistics 101

4 Messages 101

5 News 101

Microsoft® Script Languages 102

1 Active Server Pages (ASP) 102

1.1 Sending E-mail from ASP Pages Using AspMail 102

1.2 Sending E-mail from ASP Pages Using CDOSYS 104

1.3 Uploading Files with ASP (Soft Artisans™ FileUp) 105

1.4 Programming a Counter with ASP 107

2 Active Server Pages .NET (ASP.NET) 107

2.1 Tools for Creating ASP.NET Applications 108

2.2 Tips for Creating ASP.NET Applications 108

2.3 Restrictions in Hosting ASP.NET Applications 109

2.4 Sending E-mail Using ASP.Net 110

2.5 Redirecting to a Different Website or Folder Using ASP.NET 111

2.6 Creating 404 Error Pages in .NET 112

Microsoft® Databases 114

1 Microsoft® Access® 114

1.1 Connecting to Access® Database Using ASP Script 114

1.2 Add or Update a Database Record Using ASP 116

2 Microsoft® SQL Server 118

2.1 Accessing Your MS SQL Database Using ASP Script 119

2.2 Importing Access® Databases into Your MS SQL Database 122

2.3 Stored Procedures in MSSQL 126

2.4 Event-Controlled Procedures (Trigger) 127

Index 129

The 1&1 Control Panel

1 System Requirements • 2 1&1 Control Panel Structure • 3 Using the 1&1 Control Panel

The 1&1 Control Panel is a user-friendly interface that places you in control of the complete range of features and products included in each of your packages, all from one central point. Everything included in your package can be set up in the Control Panel. So, you do not have to use different tools or interfaces to manage domains, e-mail, or FTP account information.

1 System Requirements

For the 1&1 Control Panel you need Internet access, a fourth generation or higher web browser (ex. Internet Explorer® or Netscape Navigator® version 4), and your login data.

> The 1&1 Control Panel is SSL-encrypted to ensure maximum security for your personal data.

2 1&1 Control Panel Structure

2.1 General Setup • 2.2 Your Customer Account: My Account • 2.3 Your Package: Package Administration

The Control Panel's structure is clearly defined providing different areas to configure and manage all aspects of your package and to control your 1&1 customer account.

The first page of your Control Panel is the Package Overview page in the My Account area. In the overview table you can find the package's name, contract ID, and its status. You can have more than one package in the same Control Panel. These will be listed in separate rows.

Click on the name of the package you would like to work on. This brings you to the Package Administration area.

> The Control Panel is available before all the features of your Hosting package have been fully set up. You can begin by viewing the status of your domain.

2.1 General Setup

Your Control Panel comprises two areas — the customer based My Account area and the Package Administration area for each package.

> Use the top tabs **'My Account'** and **'Package Administration'**, and the menu items in the left navigation bar to move around within the Control Panel. The "You are here" navigation path at the top of the page shows your current location in the Control Panel.

Information concerning your account is under **'Messages'** in the left navigation bar. The quickbar offers direct access to the most used and popular applications of your package. To the right of the quickbar, you can click on **'Order'** to see additional offers.

In the top section, you can log out of the Control Panel, by clicking on the **'Logout'** button.

When you need help, the Need Help? section contains: instant on-topic, answers to frequently asked questions (FAQs), manuals, easy setup guides, and ways to contact support. The Need Help? section is located under the left navigation bar.

2.2 Your Customer Account: My Account Area

You can access the important user settings, billing information and aids, our Affiliate Program, messages, and general product news from the left navigation bar in the My Account area. Clicking on **'My Account'** will bring you to the Package Overview table, where you can select the package you would like to work on.

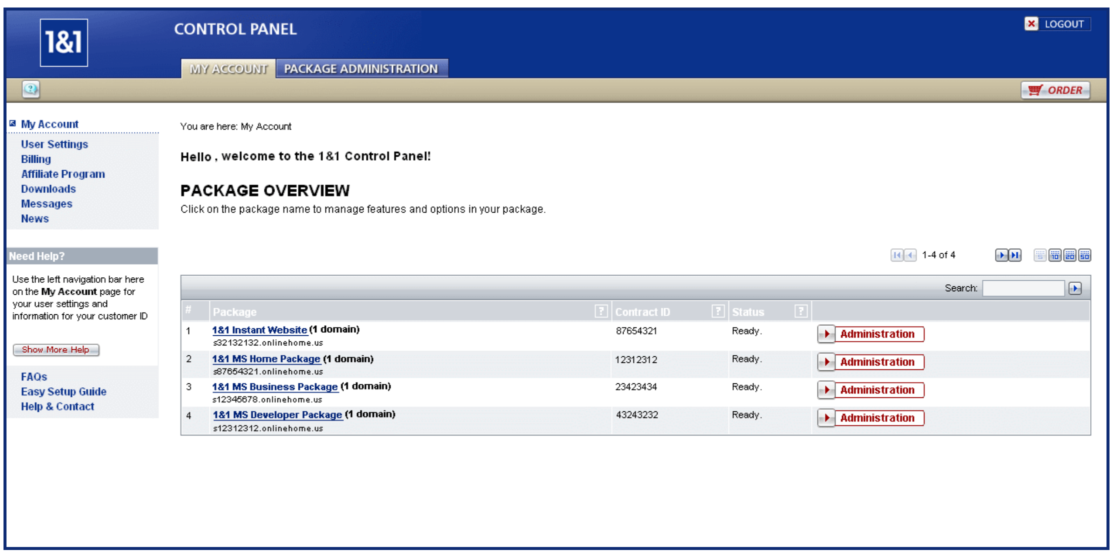


Figure 1: My Account's Package Overview page and the left navigation bar for customer settings.

2.3 Your Package: Package Administration Area

Package Administration gives you access to the package's features, tools, programs, and management areas. Use the left navigation bar to reach them.

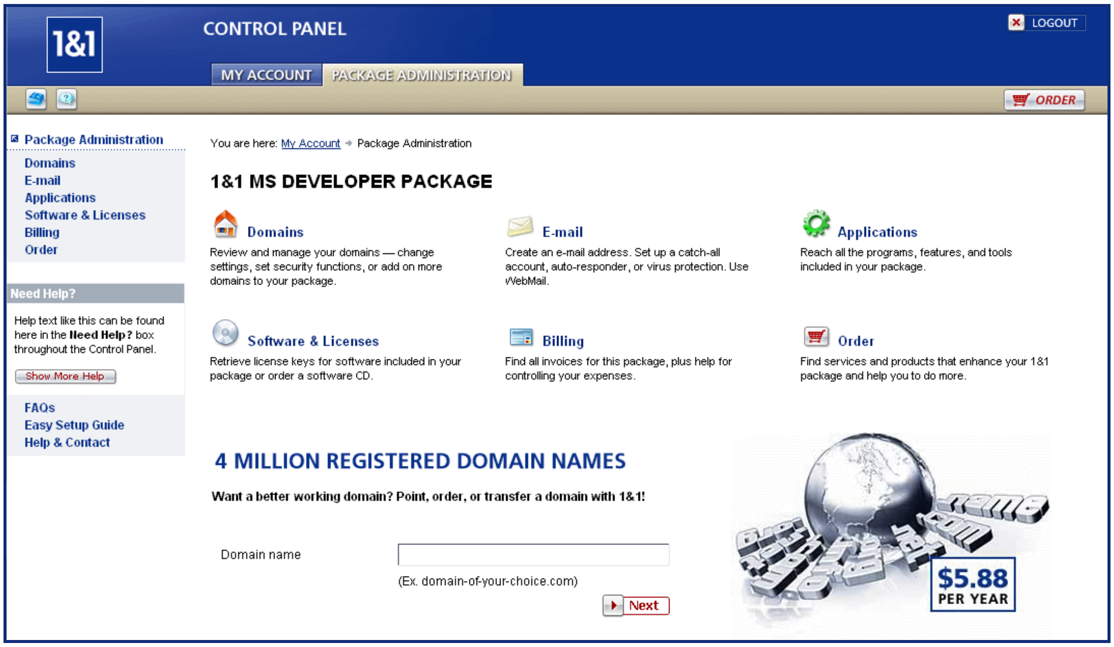


Figure 2: Package Administration's menu page and the left navigation bar for package settings.

The following menu items are in the left navigation bar and can be accessed with one mouse click: **'Domains'**, **'E-mail'**, **'Web Space/Access'**, and **'Applications'**. Clicking on an item in the left navigation bar brings you to an overview page (**'Domains'** and **'E-mail'**) or to a menu page (**'Web Space/Access'** and **'Applications'**). An overview page has an overview table with an all-in-one toolbar. A menu page explains what you can find under each menu point. Select the feature, process, program, or tool you would like to work on by clicking on it.

The general package topics **'Billing'**, **'Software & Licenses'**, **'Order',** and **'Upgrade Package'** are in the lower half of the left navigation bar.

> You must adhere to our license agreement and that of the software producers' license agreement in order to use fully licensed software.

If you find that you have outgrown your Microsoft® Home and Microsoft® Business packages, you switch to a more powerful package by going to the **'Upgrade Package'** menu item in the left navigation bar.

Always log out of the Control Panel when you are finished, using **'Logout'** in the upper right corner, to prevent unauthorized access. This is especially important if you accessed the Control Panel from a computer that other people use, for example in an Internet cafe.

3 Using the 1&1 Control Panel

The Control Panel has been created with you in mind — for you to enjoy maximum user-friendliness. Depending on your proficiency level and personal preferences, you can navigate and manage all features in your package in different ways in the Control Panel.

To find what you are looking for or to see what the Control Panel has to offer, you can click on:

- Left navigation bar
  Click on a menu point to reach an overview page or a menu page. From there you can select the feature, process, program, or tool you would like to work on.
- Menu page
  Some menu items in the left navigation bar open to a menu page where all the sections are explained. You can read a short explanation and then decide from there what you would like to do next.
- Overview page
  The Domain Overview page and the E-mail Overview page both are central administration platforms. Each of them comprises all functions related to the respective area (i.e., domains and e-mail). To open them, select a package and then click on **'Domains'** or **'E-mail'** in the left navigation bar or on the menu page.
- Quickbar icons
  The icon quickbar in the brown bar at the top of package administration section of the Control Panel offers shortcuts to some applications included in your package.

> This manual will explain how to reach each section with the left navigation bar. No matter which kind of navigation method you prefer, they will all lead you to the same pages. Should you get lost, you can always orientate yourself by looking at the navigation path at the top of the page. This manual uses a shortened annotation to direct you to the respective features and processes: For example, **'New' > 'Forward'** to indicate that first click on **'New'** and then **'Forward'**.

This is an example of how to use the Control Panel to reach and configure a feature.

To set up an e-mail address that forwards e-mail to an existing account:

1. Look in the left navigation bar for the area you would like to work on. In this case, select **'E-mail'**.
2. Locate the process you would like to work on. In this case, setting up a new E-mail address, you would click on the arrow next to **'New'** in the toolbar. Then from the drop-down menu that opens, select **'Forward'**.
3. On the next page you will find a text field labelled "E-mail address". Fill in the name you would like to use and choose the domain part from the drop-down menu. Continue the process by clicking on **'Next'** and filling in further required information, such as the delivery address.
4. Click on **'Save'**.

If you need help during any step of this process, refer to the Need Help? section in the box underneath the left navigation bar.

> For security reasons, always use the menu items to navigate within the Control Panel. Avoid using the **'Back'** and **'Forward'** browser buttons; otherwise you might receive an error message.

Package Administration

1 Domains • 2 E-mail • 3 FTP, Web Space, and Access • 4 4.1 WebsiteCreator •4.2 WebStatistics • 4.3 WebElements • 4.4 WebDatabase • 4.5 Newsletter Tool • 4.6 in2site Live Dialogue • 4.7 Basic CGIs • 4.8 MS SQL Administration • • 5 Software Licenses

The Package Administration area gives you access to your package's features, tools, programs, and management areas.

1 Domains

1.1 Domain Overview Page • 1.2 Add-On-a-Domain Process • 1.3 Change Domain Contact Details (Reg-C, Admin-C, and Tech-C) • 1.4 FrontPage® Server Extensions • 1.5 Setting Up Different Home Directories • 1.6 Domain Forward • 1.7 Subdomains • 1.8 Shared Secure Socket Layer (SSL) Encryption • 1.9 Dedicated Secure Socket Layer (SSL) Certificate

A domain name is part of a full Internet address (also known as URL). The domain name consists of two parts: the top level domain (TLD) and the second level domain. For example, the Internet address http://www.domain-of-your-choice.com consists of the TLD ".com" and the second level domain "domain-of-your-choice". "www" is the typical default subdomain and stands for World Wide Web.

1.1 Domain Overview Page

The Domain Overview page makes it easy for you to manage your domains quickly from one overview table. To reach the Domain Overview select the package from the Package Overview in the My Account area. Then in the Package Administration area click on **'Domains'**.

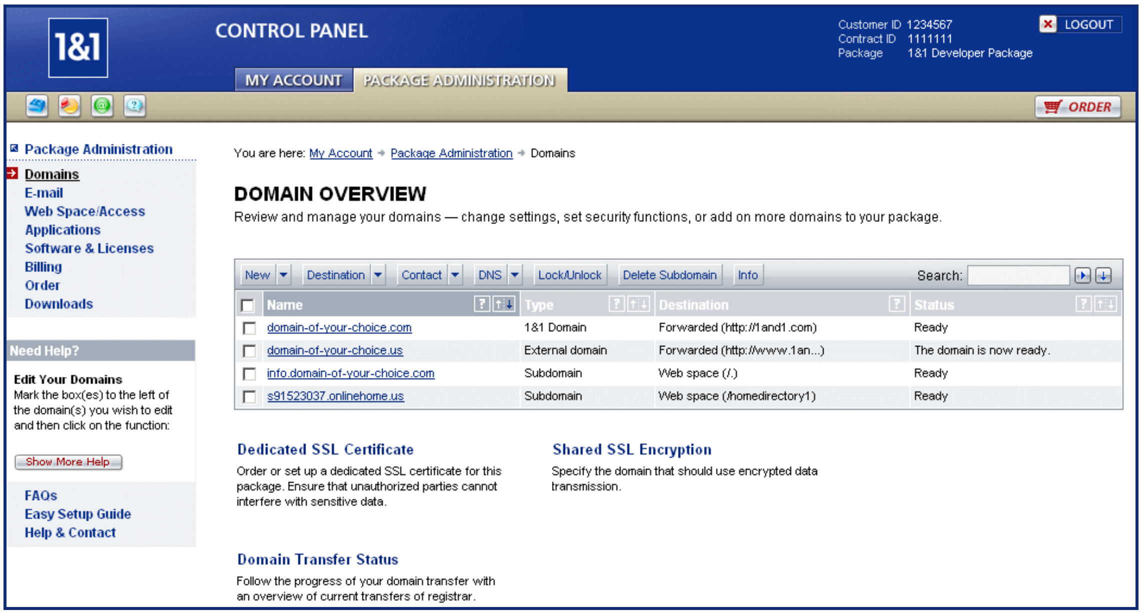


Figure 3: Domain Overview page with an all-in-one toolbar for convenient domain management.

The overview table lists all domains and subdomains that you have added to your package. The Domain Overview page has a toolbar with different editing functions. Click on the arrow next to an item in the toolbar for a drop-down menu containing the choices which allow you to select and edit existing domain settings.

If a domain name is followed by (DNS), it indicates that editing some features may not produce the expected results. It takes up to 48 hours for changes to the DNS settings to be propagated through the entire system.

After that time, check if your domain's settings are what you intended them to be by clicking on **'DNS check'** from the drop-down **'DNS'** menu in the toolbar of the Overview table. If you would like the settings to be returned to the default, choose **'Edit DNS Settings'** and click on **'Reset'**.

We recommend the modification of DNS settings for advanced users only. For more information on DNS see *Advanced Option: Change Your Domain Name System (DNS) Settings* page 12.

Use the toolbar to set up new domains or edit the listed domains. Mark the box to the left of the domain name you wish to edit and then click on one of the following options:

- **'New'**
  If you would like to add a domain to this package, click on **'New'**. This will bring you to the first step of the add-on-a-domain process. You will be able to order a domain (➔ *Order a New Domain (Register a Domain)* page 10), transfer an existing domain (➔ *Transfer of Registrar* page 11), or point your existing domain to 1&1 domain name servers (➔ *Advanced Option: Change Your Domain Name System (DNS) Settings* page 12).
- **'Destination'**
  You can assign your domain to a specific home directory or to display the content of another website by forwarding your domain to it.
- **'Contact'**
  These are your domain contact details as they appear in the WHOIS records. Change the registrant contact, administrative contact, and technical contact of a domain to determine who is responsible for registration, administration, and technical questions.
- **'DNS'**
  The records concerning your domain name are in the domain name system (DNS) so that your domain can be found on the Internet. DNS allows you to change or view DNS settings of a domain, such as the name servers, the A record, and the mail servers.
- **'Lock/Unlock'**
  Unlock your domain only for transferring it to another registrar. If your domain is unlocked, we will allow transfers to registrars on their demand without further notice. By default, your domain is locked.
- **'Delete Subdomain'**
  With this menu item, you can delete any subdomains you no longer need. For technical reasons, it is not possible to delete the default subdomain s12345678.onlinehome.us included in each package.
- **'Info'**
  You can see how your domain is set up in your package by selecting a domain name from your list by ticking the box beside it and then clicking **'Info'**.

Below the overview table on the Domain Overview page, you can find a few extras that can be ordered for your domains.

- **1&1 Dedicated SSL Certificate**
  Order or apply an SSL certificate for your package to ensure that unauthorized parties cannot interfere with sensitive data
- **Shared SSL Encryption**
  Specify which domain should be used for encrypted data transmission and use the proxy SSL server with this domain.

Search and Sorting Features

Search and sorting make the overview easier to handle, especially when you have a lot of domains in your package.

> If you would like to find the "domain-of-your-choice.com" domain in the overview, type "choice" in the search filter text field. Click on the right arrow to display all domains in the overview containing the word "choice".

The Advanced Filter Settings view lets you set additional criteria to search by and clicking on **'Simplify Filter Settings'** returns the filter to normal.

Sorting arrows allow you to sort the domains you have by category in ascending or descending order. These are found next to the title of each column in the table.

The sort function also sorts filtered results. Click on the **'Remove Filter'** button to see the full list again.

> Depending on your package, you can choose to assign your domain to WebsiteCreator (WSC). WSC is a content management system (➔ *WebsiteCreator* page 38). Domains currently assigned to WSC are marked with "/wsc" followed by a WSC ID number in the Destination column. WSC blocks the reconfiguration of all DNS settings.

1.2 Add-On-a-Domain Process

A domain can be ordered for or transferred to your package from within the Control Panel. To add more domains to a package you already have, on the Domain Overview page click on **'New'** in the toolbar.

> If you run a business, and want to use the Internet as an eCommerce platform, it makes sense to use either your business's name, or the name of the main product or service as a second level domain name.
>
> If you want to present your family tree and aspects of your family life in the Internet, you can choose your last name as second level domain.

Order a New Domain (Register a Domain)

Ordering or registering means that you buy the rights to the domain name for the registration period. To order or register a domain name you need to go through an accredited registrar of your choice (such as 1&1 Internet Group).The domain name is then listed in a registry such as VeriSign or Affilias.

If you register a domain name with you as the owner, then you will also be allowed to extend your ownership by renewing your registration. For any domains hosted with 1&1, renewal of the domain is done automatically unless you cancel it explicitly.

When you have your domain registered with 1&1 Internet Group, you can regard any letters from registrars asking you to renew your domain to avoid it being released and your domain being transferred to them, as "renewal spam" which you do not need to react to.

Top Level Domains

You can register a top level domain (TLD), such as ".com" for commercial, ".net" for network, ".org" for organizational, ".info" for informational or ".name" for name, and now ".us" for USA domains. See http://1and1.com to find out which TLDs you can register.

How to Register a Domain in the 1&1 Control Panel

You can add on domains to your 1&1 package any time. When logged on to the 1&1 Control Panel, and on the Domain Overview page click on **'New'** in the toolbar. To check that the domain name you want is still available, type the name in the text field labelled "Domain name". When typing the domain name, make sure to include a top level domain (TLD), which is a domain suffix such as .us, .com, .net, .org, .name, or .info, and follow the instructions.

If the domain name is still available, you will be required to determine the registrant data for it, thus choosing who shall appear in the WHOIS records as registrant (reg-c) and administrative contact (admin-c) (➔ *Change Domain Contact Details (Reg-C, Admin-C, and Tech-C)* page 16). Use your own name with your 1&1 user data or that of any other person of your choice.

Make sure to check the exact spelling prior to submitting your order for a domain name. No changes can be made to the domain name once a domain has successfully been registered. If you would like a different name, you will be charged for the new registration.

How Long Does it Take?

It takes 24 hours to register a domain. In some cases, it could take longer due to technical difficulties or errors with your registration. To check the status of your registration log on to the 1&1 Control Panel, and go to **'Domains'**.

The domain name will take around 48 hours to become fully visible by all computers on the Internet. This is due to the DNS propagation.

Transfer of Registrar

A transfer of registrar means that you move one or more domain names you already have with one registrar to another registrar, in this case to 1&1 Internet Group. A registrar offers registration services for your domain, providing information to be entered into the Registry database so it can be correctly propagated through the Internet.

There may be several reasons for a transfer of registrar. You may want to initiate a transfer if you are no longer satisfied with the service or conditions of your current registrar, or if you would like to have all the web hosting related tasks conveniently handled by one organization.

> A registrar may be but is not necessarily your Internet Service Provider (ISP) or web host. A transfer of registrar does not imply that you automatically change your ISP or web host.

How to Transfer Your Registrar in the 1&1 Control Panel

Choose **'New' > 'Add On a Domain'** from the toolbar on the Domain Overview page. Enter your domain name in the "Domain name" text field and click on **'Next'**. Once our system finds that the domain name is already registered, it offers a "Transfer of Registrar to 1&1" option. Follow the instructions in each step of the add-on-a-domain process to complete the transfer. Enter the registrant data for the transferred domain, thus choosing who shall appear in the WHOIS records as registrant (reg-c) and administrative contact (admin-c) (➔ *Change Domain Contact Details (Reg-C, Admin-C, and Tech-C)* page 16). Use your own name with your 1&1 user data or other data.

You will then receive an e-mail message informing you of the next steps to take. Check the status of your domain transfer by clicking on **'Domain Transfer Status'** found under the Domain Overview table.

> In order to have your domain transferred, you — the owner of the domain — must explicitly initiate the transfer.

How Long Does it Take?

It takes seven to ten days for a transfer of registrar.

Troubleshooting: Transfer of Registrar

Automatic Transfer of Other Websites Alongside the Domain Name?

When a domain transfer is initiated, the website that the domain was formerly pointing at is **not** transferred along with the site. The data (i.e. the pages, the graphics, etc.) of the site is held on the servers of the previous host. Only the domain is transferred to our servers. You will need to perform another upload of your site onto our servers for your website to appear under your domain.

Errors During a Domain Transfer

A domain name transfer may be refused for various different reasons. To find out the exact reason, please consult your current or the gaining registrar or both. 1&1 will help you as best it can to locate the reason and find a solution for the problem.

Transfer an External Subdomain?

External subdomains cannot be transferred to 1&1 servers. You can only use subdomains created in your 1&1 account.

It is possible to transfer the domain name of that subdomain to 1&1. To do so, use the add-on-a-domain process (➔ *Add-On-a-Domain Process* page 9). Alternatively, you can point the DNS of your external subdomain to 1&1 (➔ *Add On an External Domain (Point DNS to 1&1)* page 12).

Advanced Option: Change Your Domain Name System (DNS) Settings

If you are an advanced user, you may want to fine tune your 1&1 package. For example, you may want to keep your domains registered with your current registrar but would them hosted with 1&1 — a web host that guarantees 99.9% uptime. Alternatively, you can registrar your domain with the 1&1 Internet Group but have the name servers pointed to another web host.

> Changing the DNS settings with insufficient expertise may lead to irreversible misdirection of your domains or e-mail addresses, and loss of data! 1&1 strongly recommends DNS settings be modified by advanced users only.

Add On an External Domain (Point DNS to 1&1)

If you would like to use 1&1 domain name servers for a domain, which is registered externally (with a non-1&1 registrar), you can point your domain name to 1&1 name servers. By pointing your domain name servers, you add an external domain to your 1&1 package. However, your domain remains registered with your current registrar, and your current registrar will continue to charge you. In order to get the attractive 1&1 domain rates or to set up a domain included in your package for free, transfer your domain to 1&1 (➔ *How to Transfer Your Registrar in the 1&1 Control Panel* page 11).

Set Up an External Domain (Point a Domain to 1&1) in the 1&1 Control Panel

- Point Your Domain Name Servers to 1&1
  Select **'New' > 'Add On a Domain'** from the toolbar on the Domain Overview page. Enter the domain name including the top level domain (TLD) in the "Domain name" text field and click on **'Next'**. Once our system finds that the domain name is already registered, it offers a "Point Your Domain to 1&1 Name Servers and Keep Your Current Registrar" option. This choice allows your domain name to be recorded in our systems and you can set up e-mail and web space for this domain. You can point your domain to 1&1 DNS, no matter which TLD you have.

  After you have placed a request for the name servers to be changed by your current registrar and the process has been initiated, it will take the information between 24 and 48 hours to propagate in the domain name system. In the meantime we recommend uploading your website onto our web servers. This way, your website will have no down time.

To make sure your domain name servers are pointed correctly and fully operable with 1&1 services, ask your current registrar to set up ONLY and EXACTLY the two 1&1 name servers you are given when adding on your domain by pointing it to 1&1 in the Control Panel. If you have any other name servers set up or fail to use both name servers, the situation could result in misdirection of requests for your domain.

This information appears later under the Domain Overview toolbar's menu item **'DNS'**. Select the domain in question by ticking the box beside it. Click on the **'DNS'** arrow and from the drop-down menu that opens select **'DNS Check'**.

- Set up 1&1 Mail Servers for your External Domain
  Your mail server records (MX records) are special resource records for mail routing. An MX record specifies a domain name and an associated server, the "mail server", which is able to deliver e-mail to an e-mail address with that domain name.

  You can point your MX records to 1&1 if you would like to use our mail servers. When logged on to the Control Panel, click on **'DNS'** in the Domain Overview toolbar. Select the external domain for which you would like to modify the mail servers. To point your MX records to 1&1, select "1&1 mail server".

Point Your DNS away from 1&1

With our advanced DNS management options, you can also point your 1&1 domain name servers, your mail server (MX records), or your IP address (A record) to another web host provided that your desired web host supports this option. To change your DNS settings accordingly, log on to the 1&1 Control Panel and click on **'DNS'** in the Domain Overview toolbar.

- Point Your Domain Name Servers Away from 1&1
  You can point your domain name server away from 1&1 to use other name servers. Use up to four name servers of your choice. In case you have only one name server available, please use a 1&1 name server as secondary, since at least two name servers are required by the registry.

When logged on to the Control Panel, click on **'DNS'** in the Domain Overview toolbar. Select the domain. Select "Other name server" from the drop-down menu. Enter your name servers. A minimum of two name servers is required.

Once you have changed your name server, 1&1 hosting services are no longer available and 1&1 has no more influence over your mail servers and IP settings, since these are manifested in the name servers.

If you use your own name servers and would like to point them back to your 1&1 web space via IP address (A record), please be aware that the IP addresses may change. Therefore we cannot guarantee proper functionality of this arrangement.

- Point Your Mail Exchange Records Away from 1&1
Your mail server records (MX records) are special resource records for mail routing. An MX record specifies a domain name and an associated computer, the "mail server", which is able to deliver e-mail to an e-mail address with this domain name.

To differentiate the MX records, each has a priority (lower the number, higher the priority). The MX record with the highest priority is the target computer where mailboxes are located. The other MX records designate the backup computers in case the target computer is not accessible. They store the e-mail temporarily and periodically attempt to redirect e-mail to the target computer.

To change your MX records settings, when logged on to the Control Panel, click on **'DNS'** in the Domain Overview toolbar. Select the domain. To set up different MX records, select "Other mail server".

Enter the MX record (ex. mx01.test.com) in the first text field. In the second text field enter the priority. Priority can be set in deca-digits (10, 20, 30, etc. — the lower the digit, the higher the priority). If you have one or two mail servers, select "Backup mail server", and if you have more than two, select "Other mail server". Further backups are set to 1&1 mail servers. They have the lowest priority.

> If you choose non-1&1 mail servers, 1&1 e-mail services cannot be used anymore. You can use 1&1 mail servers as your backup servers.

- Point Your IP Address (A Record) Away from 1&1

When logged on to the Control Panel, go to **'DNS'** in the Domain Overview toolbar. Select the domain whose IP address you wish to point away. To set up a different IP address, select "Other IP address".

> If you choose to change your A record, you can still use our mail servers, but your website and features will not be connected any longer.

Troubleshooting: DNS Settings

Restore Your Name and Mail Servers to Default Settings

If you would like to return to the default settings of your 1&1 package, log on to the Control Panel, and click on **'DNS' > 'Show DNS Settings'** in the Domain Overview toolbar and click on **'Reset'**. This will restore the default settings.

Losing E-mail (While Setting Up External Domains or Changing MX Records)

During DNS propagation there is also a risk of losing e-mail, since some e-mail sent to your domain name may be misdirected. 1&1 helps you avoid this risk by checking the current e-mail settings ("mail server" or "MX records") of your domain name while you set it up as an external domain name. You will then have the choice of switching directly to 1&1 or keeping your old mail servers until the new name servers have been distributed in the domain name system. 1&1 strongly recommends that you choose to keep your old mail servers during the propagation period, and change to your new mail servers only AFTER this period. After the propagation, you will receive an e-mail to the e-mail address you provided in your user data. The domain name system will need up to 48 hours to propagate the new mail servers. During this time you should check the POP3 accounts with both your old provider and 1&1.

Finally, you can cancel your e-mail settings with the old provider and fully use your domain name with 1&1 Internet Inc. — without any loss of information.

Moving Domains from One 1&1 Package to Another

You can move one or more domain names from one package to another. Transferring a domain internally will take up to 48 hours, after the domain transfer has been approved.

Moving Domains in the 1&1 Control Panel

When logged on to the Control Panel and having chosen the package you would like to work on, on the Package Administration page choose **'Domains'**. In the Domain Overview toolbar, click on the **'New'** arrow. From the drop-down menu that opens choose **'Add on a Domain'**. On the page that opens, enter the domain name you would like to add to this package, and click on **'Next'**.

The system automatically recognizes that the domain is registered and displays the owner data. Accept the Terms and Conditions for a transfer of registrar, and again click on **'Next'**.

On the following page, check your user data, change it if necessary, and proceed to the next page. Double-check that the data of your request for a transfer of registrar is correct and submit it.

After that, go back to your My Account page to select the package that the domain is to be moved away from. If you happen to have this package under a different customer ID log on to the Control Panel with that customer ID. On the Package Administration page, choose **'Domains'**. On the Domain Overview page, open the **'Domain Transfer Status'** to see the status of the domain transfer. Choose **'Edit'** from the table which is displayed next to the domain. On the Approve Domain Transfer page, read the information. If you accept the release of the domain, then tick the box next to "Release domain" and click on **'Next'**. Finally, confirm the domain transfer by clicking on **'Send'**.

If the domain transfer has been successful, you will receive a confirmation e-mail and your domain will be moved to the new package.

1.3 Change Domain Contact Details (Reg-C, Admin-C, and Tech-C)

During the add-on-a-domain process you are required to provide the registrant contact (reg-c, owner of the domain) for the domain. You can choose to give further information concerning a registered domain.

In the administrative contact (admin-c) section insert the name of the person responsible for administrative (nontechnical) questions such as rights, changes of ownership, etc. Admin-c can be the same person as or a representative of the registrant.

The tech-c is the technical contact person for all technical questions that deal with the registered domain. By default this is 1&1 as your provider, but you can change this information to any other person you wish. To change the current contact details click on **'Contact'** in the toolbar on the Domain Overview page in your Control Panel.

If your information changes, you can update both your user data and your domain contact details any time. The contact information of all respective domains will be automatically updated.

> Contact updates only apply to full domains registered through 1&1 Internet Group. This function is not applicable for subdomains. For external domains this information can only be changed by the respective registrar. Contact your registrar for the necessary updates.

1.4 FrontPage® Server Extensions

Microsoft® FrontPage® Server Extensions (FPSE) are a set of programs that run on 1&1's web servers which you can use to maintain and author your web presence easily as well as add functionality to it. FPSE is compatible with FrontPage® 98, 2000, and 2003. As an alternative to FTP, you can use FPSE to upload files to your web presence with any FPSE client, such as Microsoft® FrontPage® itself. With Microsoft® Office® applications (version 2000 or higher) you can directly store and edit files on the web server. Any changes you make to your website using FPSE are uploaded directly to the server and are immediately visible online.

Once you have activated FPSE you cannot use any FTP programs and vice versa. If in doubt, check your FPSE settings, and if needed, activate/deactivate FPSE prior to proceeding with your web space administration.

You can enable FPSE your domains any time. When you create a website with FrontPage®, you can use its publishing function to get your site online. To set up your domain for use with FrontPage®, on the Domain Overview page in the Microsoft FrontPage Extensions Status section, click on **'Activate'**. This will activate FPSE for ALL domains in your package.

FrontPage® Server Extensions only work when the domain points to your web space.

1.5 Setting Up Different Home Directories

Different home directories for each of your websites allows you to assign a part of your web space to each of your domains. This allows you to have different websites. The web space is the physical hard disk space that has been reserved for your 1&1 package on our web servers. All domains included in your package access this web space. By default, all domains point to the root directory, which is identified by a slash and a dot "/.".

To create a new directory, on the Domain Overview page select which domains you would like to work on and click on **'Destination'** in the toolbar. The destination is where requests for your domain lead to. You can set the directory under "Home Directory". From the list of existing directories choose the one that you would like to assign the chosen domain to. Or create a new home directory to assign the selected domain to.

The web space reserved for your 1&1 package will be divided dynamically between all the home directories you assign to your domains. However, the sum of the web space used cannot exceed the maximum amount of web space included in your package. If you need more space you can upgrade to a larger package. Click on **'Upgrade'** if this option is available.

Domains cannot be edited while assigned to WebsiteCreator (WSC), being used with in2site Live Dialogue, or having Microsoft® FrontPage® Server Extensions enabled.

- Disable WSC
  Click on **'Applications' > 'WebsiteCreator'** and then on **'Assign Domain'**. Select "None/Unassign". You can later reassign WSC in the same place.
- Disable in2site
  Click on **'Applications' > 'in2site Live Dialogue'** and then on **'Disable'** next to that domain. You can later re-enable in2site in the same place.
- Disable FrontPage® Server Extensions
  Click on **'Domains'**, select the domain, and at the bottom of the page click on **'Disable'**. You can later reactivate FrontPage® Server Extensions in the same place.

1.6 Domain Forward

If you already have an established website but would like to use your 1&1 domain name for it, instead of creating a whole new website or having to upload it, you can forward your 1&1 domain name to the existing website.

In your Control Panel, on the Domain Overview page select which domains you would like to work on and click on **'Destination' > 'Edit Destination'** in the toolbar.

After selecting to forward your domain name, fill in the complete web address (URL) you would like your visitors to be forwarded to, and a title which will be displayed along the top of the browser window. You may also enter "Meta" information in both the "Meta description" and the "Meta keywords" fields if you would like search engines to index your page. Follow the instructions to complete the setup of the domain forward.

1.7 Subdomains

You can set up subdomains for your existing domains. This clearly organizes your domains to be used for specific, different parts of your business, different sections of your website, or various user groups. For example, set up subdomains to divide your web content into different topics or to mark a domain as ftp or www directory. Examples for subdomains may be: www.domain-of-your-choice.com (for domain-of-your-choice.com web content designed for the WWW), info.domain-of-your-choice.com (for information site(s) contained in your domain web content), etc.

When logged on to the Control Panel, on the Domain Overview page select **'New' > 'Create a Subdomain'** from the toolbar. Here, you will find an overview of your present subdomains and their status, along with a text field for registering additional subdomains. You can create and delete subdomains in this section.

1.8 Shared Secure Socket Layer (SSL) Encryption

Depending on the 1&1 package you chose, you can enable encrypted data transfer by configuring the Secure Socket Layer (SSL) proxy server for a domain or subdomain. Transfer sensitive data securely using 128-bit encryption, which prevents monitoring and manipulation attempts.

The SSL proxy server encrypts your transactions without you having to buy your own SSL certificate. Your website can be reached under https://domain-of-your-choice.com. Once the website opens, it will be redirected to the proxy server's address, ex. https://ssl-perfora.net/domain-of-your-choice.com.

From below the table on the Domain Overview page select **'Shared SSL Encryption'** and follow the instructions to apply, edit or remove SSL to one or more domains. A newly setup encryption may take a few hours and a modification or deletion of the shared SSL encryption may take up to 30 minutes to become effective.

No forwarding destination may be set for domains using SSL proxy server encryption.

1.9 Dedicated Secure Socket Layer (SSL) Certificate

Secure Socket Layer (SSL) presents an encryption process which enables safe and private communication between computers (using 128-bit encoding) within a public network. Using SSL, sensitive data can be protected during transfer from attempts at spying or manipulation. SSL Certificates are used to secure a site using SSL technology. 1&1 offers the option to obtain and set up your own Dedicated SSL Certificate from GeoTrust with only one domain name per package. The Dedicated SSL Certificate corresponds to GeoTrust's Quick SSL Premium. Choose this option, if you would like to avoid your domain's URL appearing in connection with an SSL proxy server name.

From below the table on the Domain Overview page, select **'Dedicated SSL Certificate'** to create a Dedicated SSL Certificate in your 1&1 Control Panel and follow the instructions.

To find out more information on GeoTrust, please visit www.geotrust.com.

> Forwarding an encoded transfer to an external URL is not possible. No forwarding destination may be set for a domain with a dedicated SSL Certificate.

2 E-mail

2.1 E-mail Overview Page • 2.2 Set Up a New E-mail Address in the Control Panel • 2.3 Auto-responder • 2.4 Virus Protection • 2.5 Catch-all Account • 2.6 Delete E-mail Addresses • 2.7 Reading or Collecting E-mail From Your Mailbox • 2.8 Local Mail Programs (Microsoft® Outlook® Express, Netscape®, Eudora®) • 2.9 1&1 WebMail • 2.10 Activate Your E-mail for External Domain Names

E-mail, short for electronic mail, is a way to send messages electronically from one computer to another. E-mail transmission uses a variety of protocols (the language computers use to speak with each other). Principally, these are the Simple Mail Transport Protocol (SMTP) to send them out from your client computer via the Internet to the mail server, and the Post Office Protocol version 3 (POP3) to retrieve e-mail from the server with your client.

In order to use e-mail you need an e-mail address, for example your.name@domain-of-your-choice.com. The part in front of the "@" sign (the local part) is the name or term of your choice. The part after the "@" sign (the domain part) is the computer address. This can be the domain name you have already set up (➔ *Domains* page 6).

Just like domain names e-mail addresses are easy for people to remember. To promote your website, you can create an individual e-mail address — made with your domain name. This not only allows you to communicate with others, but it makes others aware of your website. If you use your.name@domain-of-your-choice.com as an e-mail address, your e-mail recipients may look to see if there is a website under domain-of-your-choice.com.

2.1 E-mail Overview Page

You can set up, edit, and delete e-mail addresses directly by using the functions found in the toolbar. Each e-mail address you create will be added to this overview table.

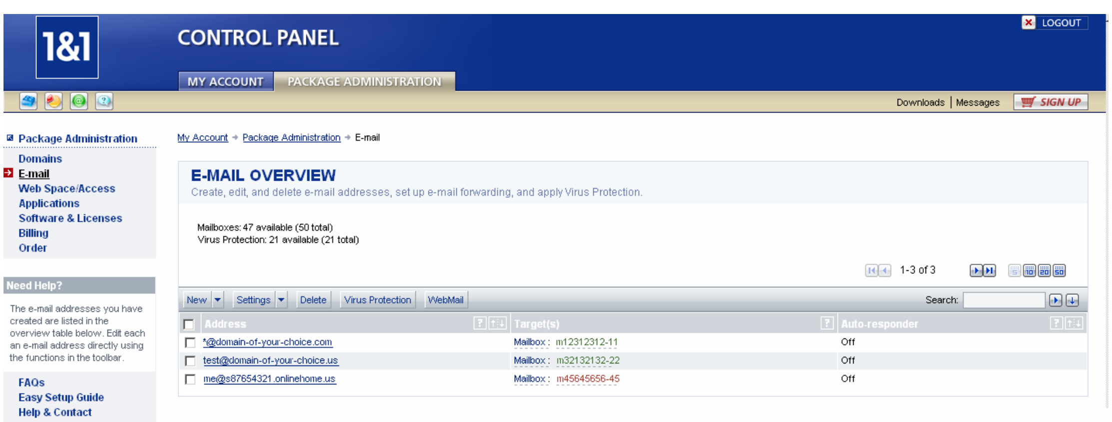


Figure 4: E-mail Overview Page with an all-in-one toolbar for convenient e-mail management

To reach the E-mail Overview page click on **'E-mail'** in the Package Administration area.

Click on **'New'** to create a new e-mail address. Once you have e-mail addresses set up you can mark the box to the left of the ones you wish to edit and then click on one of the following options:

- **'Settings'**
  Go directly to the setting to rename an e-mail address, change or add new e-mail delivery targets, or turn your auto-responder on or off.
- **'Delete'**
  Select an e-mail address and then use this button to delete the address.
- **'Virus Protection'**
  Enable, disable, or order more Virus Protection for your e-mail accounts.
- **'WebMail'**
  Log on to WebMail to be able to read your e-mail from anywhere you have an Internet connection.

Search and Sorting Features

To make the overview easier to handle, especially when you have a lot of e-mail addresses in your package, the following search and sorting features can help.

> If you would like to find the e-mail address "info@domain-of-your-choice.com" in the overview table, type "info" in the filter text field. Click on the right arrow to display all the e-mail addresses in the overview containing the word "info".

The Advanced Filter Settings view lets you set additional criteria to search by and clicking on **'Simplify Filter Settings'** returns the search filter to normal.

Sorting arrows allow you to sort the e-mail addresses you have by category in ascending or descending order. These are found next to the title of each column in the table.

The sort function also sorts filtered results. Click on the **'Remove Filter'** button to see the full list again.

> To increase the number of e-mail addresses, it may be possible to upgrade your package. Click on **'Upgrade'** in the left navigation bar, if this option is available.

2.2 Set Up a New E-mail Address in the Control Panel

When setting up a new address you can decide where the e-mail sent to that address should be delivered.

To set up a new e-mail address, click on **'E-mail'** in the Package Administration area. This brings you to the E-mail Overview page. Open the drop-down menu for **'New'** in the toolbar. Select whether to set the primary delivery target as a mailbox or forward.

Then decide where you would like your e-mail delivered to. A delivery target tells the mail server where to send the e-mail messages received for that address. You can select up to three delivery targets for each e-mail address. That means e-mail sent to an e-mail address will be delivered to all three targets.

E-mail Delivery Targets: Mailbox (E-mail Account) vs. E-mail Forward

1&1 offers two different types of e-mail addresses: an e-mail mailbox and a forwarding e-mail address. The addresses have different delivery targets and therefore different uses.

Example

You may find it useful to create up to three delivery targets for one e-mail address. If there are 3 managers in a company — each with their own e-mail account — who would like to retrieve e-mail sent to the e-mail address management@domain-of-your-choice.com. Set up the address "management@domain-of-your-choice.com" as a forward with the three managers' mailboxes as the delivery targets.

Mailbox

E-mail mailboxes allow you to retrieve messages directly from the mail server for example, using Post Office Protocol version 3 (POP3). E-mail sent to test@domain-of-your-choice.com is held on one of our mail servers. The e-mail is stored there until you retrieve it with your e-mail program. You can set up a local e-mail program such as Microsoft® Outlook Express® or Eudora® to use. Or you can use 1&1 WebMail.

It depends on your mail program settings whether e-mail you have retrieved from the mail server is deleted immediately or not.

- Set Up a Mailbox
  In the Control Panel select the package you would like to work on. Then select **'E-mail'** from the Package Administration page to open the E-mail Overview page.

  If you do not have any e-mail addresses yet, click on the link **'Set Up New E-mail Address'** and follow the instructions.

  To set up additional e-mail addresses, in the E-mail Overview table toolbar click on **'New'**. On the next page that opens, type in a name in the "E-mail Address" text field and choose the domain name from the drop-down menu. As delivery target choose "Mailbox" and click on **'Next'**. On the next page, choose a password between 6-8 characters for your mailbox and repeat it. Be sure to make a note of it and your mailbox name to use when setting up your local e-mail program (➔ *Set Up a New E-mail Address in the Control Panel* page 21). You can then set up more delivery targets. Make sure to save your settings.

Your e-mail password will not be displayed in the Control Panel. Please make sure to make a note of it. If you later forget your password, you can return to the 1&1 Control Panel and change your mailbox password.

- Edit a Mailbox
  You can edit existing e-mail addresses. Select the addresses you would like to work on by ticking the box beside it in the E-mail Overview table. Click on **'Settings' > 'Show Settings'** in the table's toolbar.

  On the Settings page choose whether to edit the e-mail address, the delivery targets, or other options concerning the e-mail address (such as Virus Protection) by clicking on **'Edit'** and making your changes.

  If you edited or created a mailbox for your e-mail address, take a moment to write down the mailbox name (starting with an "m" followed by an eight digit number) and the password you chose. You will need the information for configuring your local mail program (➔ *Set Up a New E-mail Address in the Control Panel* page 21). 1&1 keeps your e-mail on its mail server until you collect it through your e-mail program.

Every mailbox has a quota of 50 MB. A single e-mail, however, cannot be larger than 20 MB.

Unretrieved e-mail messages are stored on our mail servers for three months at the most.

- Change Your Mailbox Password
  Select the e-mail address by ticking the box next to it and click on **'Settings' > 'Delivery Targets'** in the table's toolbar. On the E-mail Delivery Target page select the option to change the mailbox password. Editing the password allows you to change the address's delivery targets as well.

To continue to receive your e-mail locally, remember to make a note of your new password, and to change it in the settings of your local e-mail program.

E-mail Forward

An e-mail forwarding address automatically redirects e-mail to another address. If you already have an e-mail account that you check and would like to have separate addresses for business and personal use, then you can create new addresses and have them forwarded. That way, you can only have to check one account for all your e-mail.

- Set Up an E-mail Forwarding Address
  If you do not have an e-mail address yet, click on the link **'Set Up New E-mail Address'** and follow the instructions.

  To set up additional e-mail addresses, in the E-mail Overview table toolbar click on **'New'**. On the next page that opens, type in a name in the "E-mail Address" text field and choose the domain name from the drop-down menu. As a delivery target choose "Forward" and click on **'Next'**. On the next page, enter the target e-mail address that messages should be forwarded to. You can then set up more delivery targets. Make sure to save your settings.

- Edit an E-mail Forwarding Address
  You can edit existing e-mail addresses. Select the addresses you would like to work on by ticking the box beside it in the E-mail Overview table. Click on **'Settings' > 'Show Settings'** in the table's toolbar.

  On the Settings page choose whether to edit the e-mail address, the delivery targets, or other options concerning the e-mail address (such as Virus Protection) by clicking on **'Edit'** and making your changes.

Delete E-mail Delivery Targets

To delete a delivery target log in to the Control Panel and select the package containing the e-mail address. Select **'E-mail'** from the Package Administration page menu. Select the e-mail address you would like to delete and then click on **'Settings' > 'Delivery Targets'** in the toolbar. From the drop-down menu choose "None/Delete".

> If you report mail you receive to your 1&1 e-mail address to spamcop.net by forwarding it, it may result in spamcop.net blacklisting 1&1 mail servers instead of the originating mail server.

2.3 Auto-responder

Decide whether you would like to activate the auto-responder. This sends the same prepared e-mail to every e-mail message it receives. For example, use it for sending out-of-office replies while you are on vacation.

Open the E-mail Overview page in the Control Panel and select the package you would like to work on. Select **'E-mail'** from the Package Administration menu page. First mark the e-mail address in the overview table, and then, in the toolbar, click on the **'Settings'** arrow to open the drop-down menu. From the menu select **'Auto-responder'**. Follow the instructions to activate or deactivate the auto-responder.

> The text for the auto-responder message cannot exceed 1,020 characters.

2.4 Virus Protection

1&1 and Symantec work together to bring you a comprehensive Virus Protection.

To add virus protection log in to the Control Panel and select the package containing the e-mail address. Select **'E-mail'** from the Package Administration page menu. Select the e-mail address you would like to work on and then click on **'Virus Protection'** in the toolbar. Follow the instructions to enable Virus Protection for your e-mail account (mailbox).

The number of Virus Protection modules varies depending on the individual 1&1 package you have. To order additional Virus Protection modules, click on **'Order'**.

2.5 Catch-all Account

You can create a catch-all account, that "catches all" e-mail which is addressed to your e-mail domain part. Instead of the e-mail being returned to the sender as undeliverable due to typing errors, you will receive all e-mail sent to the domain part of your e-mail address.

*@domain-of-your-choice.com catches all e-mail that is addressed to "domain-of-your-choice.com". You will receive all e-mail addressed to any local parts (names or terms before the "@") which you have not explicitly defined as e-mail addresses. The catch-all account only receives e-mail messages that are not addressed to an existing account.

To create a catch-all account, follow the instructions under *Set Up a New E-mail Address in the Control Panel* page 21. But instead of a name for the local part, place an asterisk in the left text field.

> You have set up info@domain-of-your-choice.com and *@domain-of-your-choice.com.
>
> E-mail addressed to info@domain-of-your-choice.com will be delivered to info@domain-of-your-choice.com. E-mail addressed to ifno@domain-of-your-choice.com, inf@domain-of-your-choice.com, and customer.name@domain-of-your-choice.com will be delivered to *@domain-of-your-choice.com.

2.6 Delete E-mail Addresses

Deleting an e-mail address is easy, but be aware that the deletion is permanent.

Go to **'E-mail'**, and in the E-mail Overview table, select one or more e-mail addresses you would like to delete. Click on **'Delete'** on the toolbar.

> Once you have deleted an e-mail address, it cannot be restored. If the e-mail address was a POP3 account, the messages on the mail server are erased immediately.

2.7 Reading or Collecting E-mail From Your Mailbox

To collect the e-mail which arrive on your e-mail account (or mailbox) from our mail server, and to read and write e-mail, you can use any mail program, such as Microsoft® Outlook Express®, Netscape® Messenger, Eudora® etc.

To read and write e-mail quickly (directly on the mail server) you can also use WebMail https://webmail.1and1.com. This Internet mail client is useful when you are travelling or do not have your own computer to store your e-mail locally (➔ *1&1 WebMail* page 28).

WebMail is **not** available for use with forwarding e-mail addresses.

2.8 Local Mail Programs (Microsoft® Outlook® Express, Netscape®, Eudora®)

Set up a mail client of your choice locally on your computer to manage your e-mail.

Microsoft® Outlook® Express

Open Outlook® Express. From the menu bar of the program, choose **'Tools' > 'Accounts'**. Click on **'Add'** and select "Mail" from the list that opens. Follow the instructions throughout the setup process, using the following information as you go along:

1. "Your Name":

   Enter the name you would like to appear in the "From" field of your e-mail message.

2. "Internet E-mail Address":

   Enter the e-mail address of the account you have set up with 1&1 (ex. your.name@domain-of-your-choice.com).

3. "E-mail Server Names": Choose "POP"

   Incoming mail server (POP3): Enter "pop.1and1.com"

   Outgoing mail server (SMTP): Enter "smtp.1and1.com"

4. "Internet Mail Logon"

   Enter the mailbox name (an "m" followed by an eight-digit number) and the password you set and made a note of, when creating up your e-mail account (mailbox) in the 1&1 Control Panel.

If you have forgotten to note your password, return to the 1&1 Control Panel and change your mailbox password — make a note of the new password and the mailbox name. See *Mailbox* page 22 on how to change your mailbox password.

Finally, configure your e-mail account for the SMTP-Auth feature, to ensure that all e-mail messages sent from your 1&1 account will be accepted. Go back into the **'Tool'** menu item in Outlook Express®. Click on **'Accounts' > 'Mails' > 'Properties' > 'Servers'** and select "Server requires authentication". Under **'Settings'** select the option "Use same settings as my incoming mail server in the Log on Information panel", and apply it.

Netscape®

Go to **'Programs' > 'Netscape' > 'Mail and Newsgroups'** on your Windows® system. If you have not set up an account already, the Netscape® Account Wizard appears automatically. If an account already exists, the Account Wizard does not appear automatically when the Netscape® Mail window opens. Instead, after opening the Mail window, go to **'File' > 'New' > 'Account'**. Follow the instructions using the following information:

1. "Your Name"

   Enter the name you would like to appear in the "From" field of your e-mail messages.

2. "E-mail Address"

   Enter the e-mail address of the account you have set up with 1&1 (ex. your.name@domain-of-your-choice.com).

3. "Server Information": Select "POP".

   Incoming server (POP3): Enter "pop.1and1.com"

   Outgoing server (SMTP): Enter "smtp.1and1.com"

4. "User Name"

   Enter the mailbox name (an "m" followed by an eight-digit number) which was assigned to your e-mail address when you set it up.

5. "Account Name"

   Choose the name your account should appear with in the Netscape® Mail program.

Once the setup process is complete and you would like to send or receive e-mail, you will be prompted to enter your mailbox password to do so. Use the password you set and made a note of when creating your e-mail account (mailbox) in the 1&1 Control Panel.

> If you have forgotten to note your password, return to the 1&1 Control Panel and change your mailbox password — make a note of the new password and mailbox name. See *Mailbox* page 22 on how to change your mailbox password.

2.9 1&1 WebMail

WebMail is 1&1's Internet-based mail system, which you can use to read and write e-mail from anywhere and makes a local mail program redundant. If you access you e-mail account via WebMail, you keep your e-mail messages on the mail server.

1&1 WebMail communication is protected by Secure Socket Layer (SSL) encryption.

> Only an e-mail address set up as a mailbox can be accessed through WebMail, while forwarded addresses cannot.

WebMail is especially useful when you are travelling or do not have your own computer to check you mailbox and store your e-mail locally. With this tool, you can access your e-mail from anywhere on the Internet.

> WebMail accounts are automatically created or deleted when you create or delete a mailbox in the Control Panel. You cannot create or delete accounts in the WebMail program.

Accessing WebMail

Call up WebMail under https://webmail.1and1.com.

Full WebMail Access

Log on using a domain name and your 1&1 Control Panel password. Using this login gives you access to all accounts. You can change passwords, create or change signatures, and have full access to all WebMail address books.

Single Mailbox/E-mail Address WebMail Access

Log on using a mailbox name or an e-mail address and its mailbox password. This opens the mailbox that belongs to that e-mail address.

Or you can access a single mailbox in WebMail from the Control Panel. In the Package Administration area, click on **'E-mail'** and click on **'WebMail'** in the toolbar.

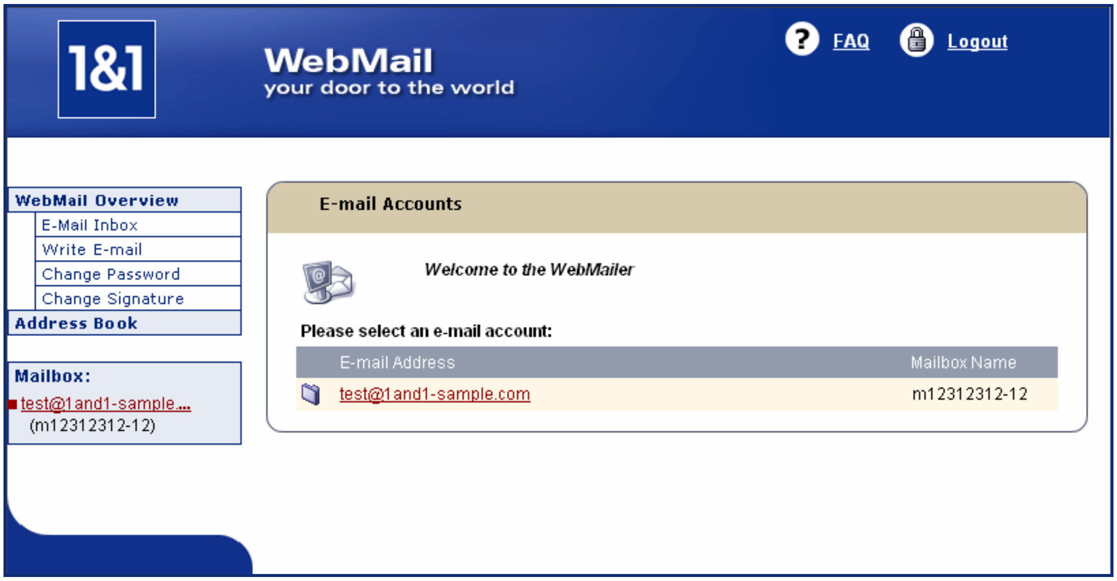


Figure 5: 1&1 WebMail can be reached from anywhere you have Internet access.

Check Your E-mail Inbox

In the left navigation bar or on the WebMail Overview page, choose **'E-mail Inbox'** and Select the e-mail you would like to read, answer, or delete.

You cannot view or modify e-mail in WebMail which you have previously downloaded with a local mail program.

Write and Send an E-mail

In the left navigation bar or on the WebMail Overview page choose **'Write E-mail'**.

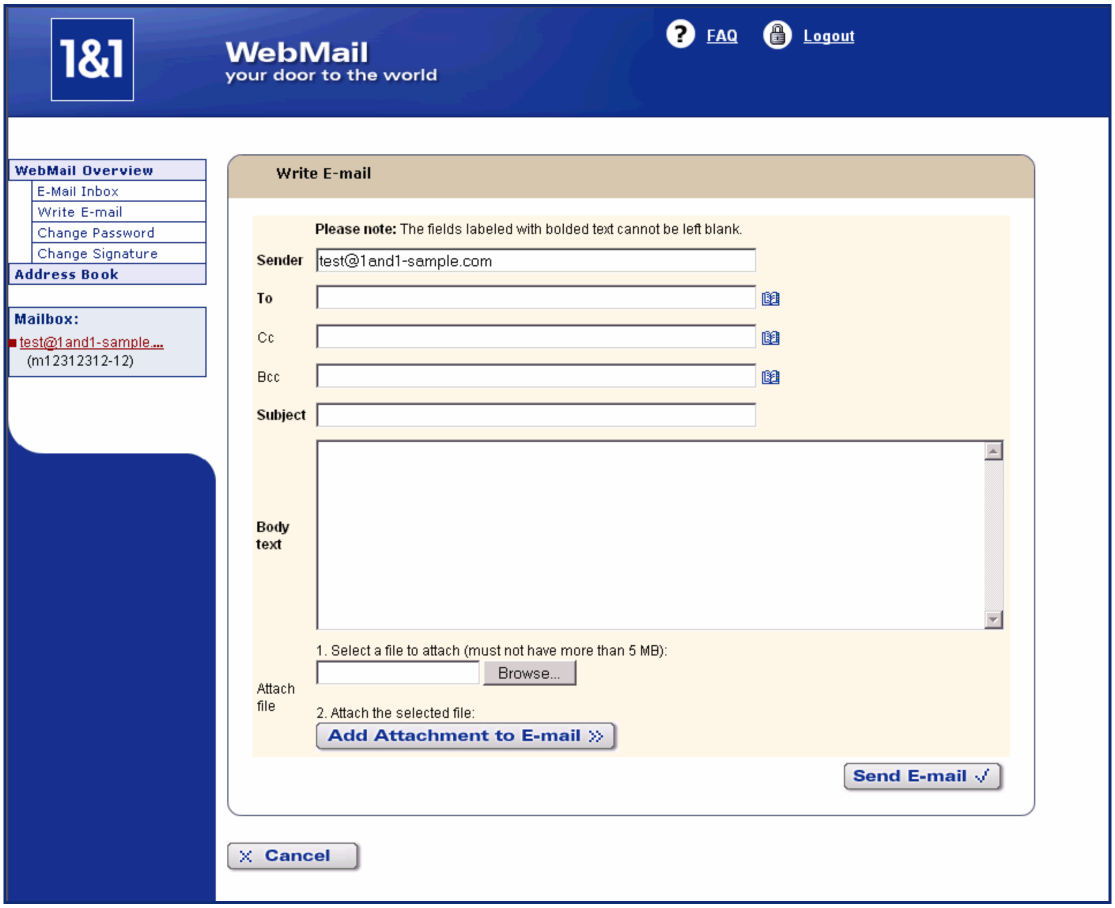


Figure 6: Write and send e-mail using WebMail.

1. Enter the address of the person you wish to send the mail to in the "To" field.
2. Enter additional addresses in the optional "CC" and/or the "BCC" fields.
3. Enter the subject of the message in the "Subject" field.
4. Enter the message in the text area named "Body Text".
5. Attach files using "Attach Document to E-mail".
6. Check that the required fields are filled in.
7. Send your e-mail.

When attaching files, remember that outgoing e-mail messages may not exceed 5 MB. 1&1 WebMail can only receive e-mail messages with attachments of 1 MB or smaller in size. If you would like to receive e-mail with larger attachments, we recommend you use an e-mail client, such as Microsoft® Outlook Express®.

Send an E-mail to Multiple Addresses

To send e-mail to multiple addresses simultaneously type the addresses in the "To" field. Make sure to separate them with a comma or a semicolon (it does not matter whether you leave a blank space or not). For example, To: support@domain-of-your-choice.com, info@domain-of-your-choice.com.

E-mail Signature in WebMail

To set up or change a signature, in the left navigation bar on the WebMail Overview page choose **'Change Signature'**. Insert your signature in the text field.

WebMail Address Book

To manage the address book in WebMail select **'Manage Address Book'** from the left navigation bar on the WebMail Overview page. In the "New Contact" window enter the person's name and in the "E-mail Address" field enter the e-mail address. Repeat the process for each address you would like to add.

It is not possible to import the addresses from local mail programs into WebMail. Addresses you would like to include have to be added manually.

Leave WebMail

For security reasons, always click on **'Log out'** to exit your WebMail session.

2.10 Activate Your E-mail for External Domain Names

Set your MX records to 1&1 to use the 1&1 mail system with an external domain name.

On the Domain Overview page select the external domain from the table by clicking on the box beside it. Then, on the table's toolbar click on **'DNS' > 'Edit DNS Settings'**. To point your MX records to 1&1, select "default mail server" and save your settings.

If you have set up an external domain name via DNS pointing (➔*Add On an External Domain (Point DNS to 1&1)* page 9), we recommend keeping your old mail servers for a transition phase during which you can set up the same e-mail address in the 1&1 Control Panel. For more information see *Troubleshooting: DNS Settings* page 15.

Troubleshooting: E-mail

Cannot Send/Receive E-mail
When setting up a local mail client, use the mailbox name (an "m" followed by an eight-digit number) and the password you created when setting up the mailbox in the 1&1 Control Panel. Do **not** use your 1&1 customer ID and Control Panel password. To retrieve this login information, log on to the Control Panel, select the package with the e-mail address in it, and then go to **'E-mail'**. Select the address from the table and then click on **'Settings'** found on the toolbar. If you do not remember the password, click on **'Edit'**, enter a new password and make a note of it.

E-mail Program Cannot Connect to 1&1 Mail Server
If you try to send e-mail and your local e-mail program returns the error message "Can't connect to mail server" your Internet Service Provider (ISP) may be blocking connections to mail servers other than their own. In this case, you should contact your ISP and find out if they are blocking port 25 access to servers. Should your ISP refuse to lift this restriction on your account, you will have to use your ISP's mail server for sending e-mail and the 1&1 mail server for receiving e-mail.

3 FTP, Web Space, and Access

3.1 FTP Login Data • 3.2 Connecting to Your Web Space Using WISE FTP® • 3.3 Connecting to Your Web Space Using WS_FTP® • 3.4 Transfer Website Data to Your Web Space Using a Browser • 3.5 Protected Directories

File Transfer Protocol (FTP) is one of the most commonly used Internet services for transferring data. FTP is a client server protocol which enables you to transfer files between your computer and another computer.

> When you manage your web content and upload content files to your web space, first decide whether you would like to use an FTP program or FrontPage® Server Extensions (FPSE). If you decide to use FPSE you first have to activate them in the 1&1 Control Panel (➔ *FrontPage® Server Extensions* page 16).

In order to use FTP, you need to have an FTP program (sometimes called an FTP client). You can choose between various shareware and freeware programs (ex. WS_FTP®), or simply use the FTP program called WISE FTP® included in your 1&1 package. WISE FTP® is available in the **'Downloads'** section of your Control Panel and on the Website Tuner CD you received when you ordered your package.

> Once you have activated FPSE you cannot use any FTP programs and vice versa. In case of doubt, check your FPSE settings, and if needed, activate/deactivate FPSE prior to proceeding with your web space administration.

Using FTP allows you to transfer your website from your computer to your web space directory on the 1&1 servers, making your website available to other Internet users. You can also use an FTP program to show directory content, create directories, or delete files.

You can use various methods to get to your website onto your web space. However you will always need the following FTP access information:

- Your host name
  Your FTP host name is your domain name. If your domain name is http://www.domain-of-your-choice.com, your FTP host name will be domain-of-your-choice.com
- Your FTP user name found in the 1&1 Control Panel, (➔ *below*)
- Your FTP password found in the 1&1 Control Panel, (➔ *below*)

Most web-authoring programs have an FTP program built into them. If you have such a program (ex. Dreamweaver®, NetObjects Fusion®, etc.) you can usually get your website online by selecting to publish it and entering the host name, your FTP user name and your FTP password when prompted.

However, if no FTP program is built in, you can use a separate program such as WISE FTP®, WS_FTP®, CuteFTP®, etc. Alternatively, you can use any Internet browser to access your FTP directory.

3.1 FTP Login Data

Your FTP account makes content upload and management possible.

Similar to your e-mail account, your FTP account uses a password to prevent unauthorized access. To find your FTP login information go to **'Web Space/Access' > 'FTP Account'**. On the FTP Account page click on the **'Change'** button next to the FTP account's user name. On the next page shows your FTP user name and password. There you can make changes to your user data. Write down this information for reference. To delete an FTP account, click on **'Delete'** next to it on the FTP Account page.

The FTP main user cannot be deleted. You can only change the password.

It is possible to set up more than one FTP accounts. However, you can only assign one directory per FTP user. All subdirectories of this directory can then be accessed by that user. So, if you assign the root directory ("/."), then the FTP user can access all files and directories in your web space.

3.2 Connecting to Your Web Space Using WISE FTP®

Set up WISE FTP® to connect to your web space. Download WISE FTP® from the **'Downloads'** section of the Control Panel, or install it using the 1&1 Software CD, which you may have received when you ordered your package.

Prior to creating a set connection via WISE FTP®, please ensure you have your host name, FTP user name and password available (➔ *above*).

Load your WISE FTP® program, got to **'File' > 'Connect To'**. In the window that opens, click on the **'New Site'** button to proceed.

Follow the instructions and enter the required information during the setup process in the following order:

1. Enter a directory name of your choice (ex. My Domain)
2. Enter your host name (ex. domain-of-your-choice.com)
3. Enter your user ID (the user name) to be found in the 1&1 Control Panel (➔ *above*)
4. Enter your password found in the 1&1 Control Panel (➔ *above*). Decide whether you would like the password to be remembered.
5. Mark the "Passive" box. This activates passive transfer which is necessary to enable firewall and DSL or cable compatibility.

Now you are ready to transfer files between your local computer and your web space.

As a 1&1 customer, you may automatically import your FTP account login data as a simple alternative to the manual setup. To connect to your 1&1 web space, select **'File' > 'Connect To'**. In the "Site Manager" window click on **'FTP Import'** and in the Import FTP Accounts window insert your 1&1 access data and specify the file you would like to import.

3.3 Connecting to Your Web Space Using WS_FTP® (Pro)

WS_FTP® (Pro) is a Windows® based program that will let you transfer files from your computer to another server, browse the contents of that server, delete files from the server and transfer them back to your computer again if necessary. It also enables you to access other free FTP ports, and download a host of free trial and shareware software (pre-configured FTP sites are available with this FTP client, please ensure that the content you are downloading is coming from a reliable source). Provided, the target Internet address is valid and contains a valid FTP server program, WS_FTP® (Pro) can connect to it.

Prior to creating a set connection via WS_FTP® (Pro), please ensure you have your host name, FTP user name and FTP password available (➔ *above*).

Open WS_FTP® and choose **'New'** to set up a new FTP site. With a configured FTP site you can revisit you web space without having reenter the connection data. Enter the required information during the setup process in the following order:

1. Create an FTP site and name it (ex. My Domain).
2. Enter your host name (ex. domain-of-your-choice.com).
3. Enter your user ID (the user name) found in the 1&1 Control Panel (➔ *above*).
4. Enter your password found in the 1&1 Control Panel (➔ *above*). Choose to have your password remembered.

You should save the password for automatic login only if your computer is secure from unauthorized access by others.

When you are finished setting up the new FTP site, go to **'Properties'** and under **'Advanced'** activate "Passive transfers". This is necessary to enable firewall and DSL or cable compatibility. Now you are ready to transfer files back and forth between your local computer and your web space.

Connect to Your Web Space and Transfer Your Website Using WS_FTP® (Pro)

Choose your 1&1 FTP site from the list of FTP sites and click on **'OK'**. WS_FTP® (Pro) will connect to your web space.

On left side of the WS_FTP® window you see your local directory, where your files are placed. On the right side of the WS_FTP® window you see your 1&1 web space, Navigate through your local directory structure and highlight the files you would like to transfer. Next use the arrows in the center of the WS_FTP® window to transfer the files.

Once the file has been transferred it appears on the right side of the WS_FTP® (Pro) window. It is now on your web space.

> The small box at the bottom of the window shows the connection status. Connection problems are reported there. Please see *Troubleshooting: File Transfer with WS_FTP® (Pro)* page 36 for possible reasons.

Create a Directory in Your Web Space Using WS_FTP® (Pro)

Connect to your web space (choose your 1&1 FTP site from the list of FTP sites and click on **'OK'**. WS_FTP® will connect to your web space). On the right side of the WS_FTP® (Pro) window choose **'Mkdir'** and enter the name of the new directory (folder) you want to set up on your web space.

Troubleshooting: File Transfer with WS_FTP® (Pro)

Connection Problems
Most failures of connection are caused by small typos of the user name, password, or host address. Checking that these are correct will usually resolve the matter. When loading WS_FTP® (Pro), the small grey box at the bottom of the WS_FTP® (Pro) window shows the status of the FTP connection. Any problems in connecting to your web space will be shown here. Below shows the most likely causes of any error messages received: If you receive the message "Logon failure, so quitting", then FTP access to that web space has been blocked. This is usually due to a billing matter or an error in the account's permission settings. Please contact support@1and1.com to have the matter resolved. The error message "!530 Login incorrect" is more common. This is due to an invalid FTP user name/password being entered by mistake. The user name/password is case sensitive and will affect the connection if entered incorrectly, if you go back to the accounts page in the configuration menu and copy/paste the details there should be no problem in accessing your web space. The error message "!Connection failed domain-of-your.choice.com. Can't get domain-of-your.choice.com host entry" is received only when you have entered an incorrect host name in the setup of this connection. So that specific web space cannot be accessed.

3.4 Transfer Website Data to Your Web Space Using a Browser

As an alternative to FTP programs, you can upload files from your computer to your 1&1 web space using any Internet browser, such as Internet Explorer®.

Prior to creating connection, please ensure you have your host name, FTP user name, and password available (➔ *above*).

In order to establish an FTP connection successfully, activate passive FTP transfer first.

Open Internet Explorer® and choose **'Tools' > 'Internet Options'** the menu. Select the **'Advanced'** tab. Next, check "Use Passive FTP". This is necessary to enable firewall and DSL or cable compatibility. Now you are ready to transfer files back and forth between your local computer and your web space.

To set up an FTP connection type ftp://username@domain-of-your-choice.com in the address bar of your browser. Next, type in your user name and the password when prompted.

This will give you full access to your 1&1 web space to upload files from any computer that is connected to the Internet.

3.5 Protected Directories

Protected directories are your website directories that cannot be viewed without a valid user name and password. You can restrict access to those files to selected user groups (ex. customers) for a nonpublic area of your website.

You can protect directories by clicking on **'Web Space/Access' > 'Protected Directories'** in the left navigation bar of the Control Panel. The overview lists existing protected directories with the assigned user name. Use **'Edit'** to create a protected directory or to change the settings of an existing one. Click **'Create'**, and follow the instructions. Use the **'Delete'** button to delete a user. This makes your directory unprotected.

The main user cannot be edited or deleted.

You can create new directories with your FTP program (WISE FTP® for example). To create a new directory, connect to the FTP server (➔ *Connecting to Your Web Space Using WISE FTP®* page 34) and choose the folder to place the new directory in. Then select **'Commands'** > **'New directory'** in the WISE FTP® window and name the new directory.

4 Applications

4.1 WebsiteCreator •4.2 WebStatistics • 4.3 WebElements • 4.4 WebDatabase • 4.5 Newsletter Tool • 4.6 in2site Live Dialogue • 4.7 Basic CGIs • 4.8 MS SQL Administration • 4.9 Webfiles

You can use the many useful applications included in your package to help set up your website, to have more functionality and features, and to evaluate your website.

4.1 WebsiteCreator

WebsiteCreator (WSC) is a user-friendly, server-side Content Management System (CMS). WSC includes more than 100 professionally designed templates. In addition to the templates, you can use the editor to insert content and images.

WebsiteCreator (WSC) gives you fast and impressive results and can be upgraded easily if needed. Since it is reachable through your 1&1 Control Panel and you do not need to install any software to use it, you can use WSC from anywhere on the Internet without an additional user name or password. Plus, you do not need any HTML programming skills to use it.

Examples of WSC Websites

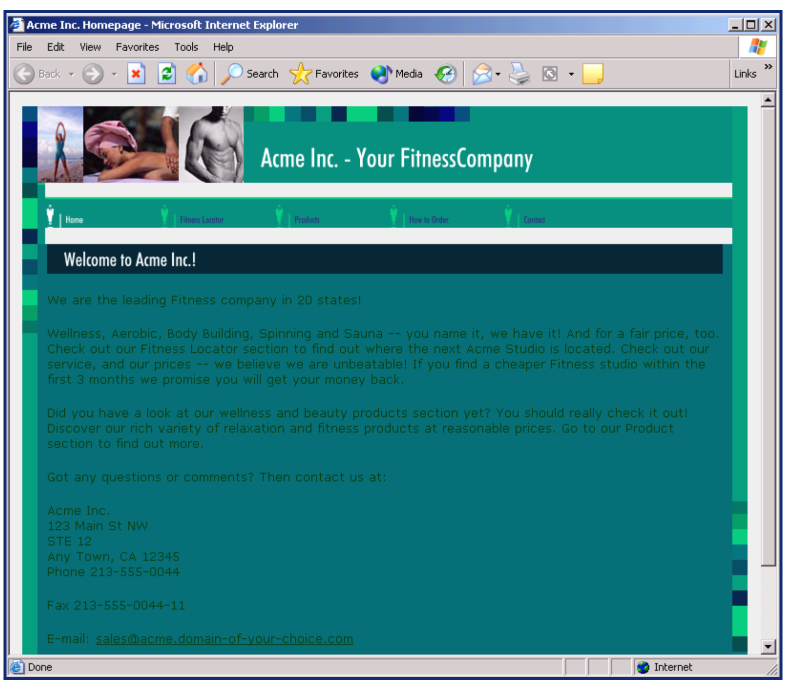


Figure 7: A business website created and maintained with WebsiteCreator.

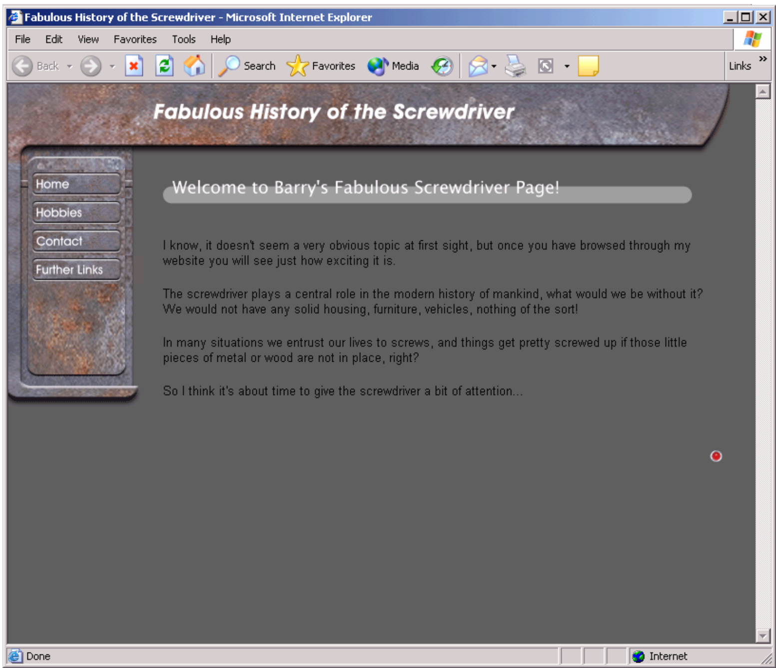


Figure 8: Use the WebsiteCreator for making your own informational site.

Whether for business or private website authoring, WSC gives you fast and good-looking results.

Your website is automatically saved while you are working on it. Each time you exit WebsiteCreator, the changes you have made are saved automatically.

Launch WebsiteCreator in the 1&1 Control Panel

System Requirements

WebsiteCreator (WSC) requires Internet Explorer® 6 or higher, Netscape® 7.1 or higher, or Mozilla® 1.4 in order to function smoothly. You can download a current version of Internet Explorer® or Netscape® for free under the **'Downloads'** section in the 1&1 Control Panel. For Mac® users we recommend to use a latest generation Mozilla® version for MacOS® to get full WSC functionality.

When using Netscape® or Mozilla®, make sure that pop-up windows are not blocked for the server perfora.net. Go to **'Edit' > 'Preferences'**. Open **'Privacy & Security' > 'Popup Windows'** and check if pop-up windows are blocked. You can keep the blocker on as long as you make an exception for perfora.net. Click on **'Allowed Site'** and add this address.

Google® bar users need to turn off the Google® bar pop-up blocker to use WSC.

Set Up WebsiteCreator

To reach the WebsiteCreator (WSC) overview page, click on **'Applications' > 'WebsiteCreator'** in the Package Administration area of the Control Panel. The first time you use WSC, click on **'Assign Domain'** in the list shown on the page.

> Make sure that you have not enabled FrontPage® Server Extensions, otherwise WebsiteCreator cannot be used.

Assign WebsiteCreator to a Domain

You can assign WebsiteCreator (WSC) to as many domains as you like, but you can only create one website per WSC. This domain points to a WSC directory, which is automatically created. The domain you assign to this WSC directory is the WSC Root domain. Click on **'Assign Domain'** to select which domain you would like to have as the root domain.

> The WSC Root domain's settings can only have limited changes made to it. If you would like to change settings, such as the DNS settings, please unassign WSC to the domain before doing so. None of your website's content will be lost.

Launch WebsiteCreator

You can only launch WebsiteCreator (WSC) via the Control Panel. This allows you to use the program without having to remember an additional user name or password.

Log on to your 1&1 Control Panel and select your package. Next go to **'Applications' > 'WebsiteCreator'** and launch the WSC domain you would like to work on by clicking on the WebsiteCreator ID.

The first time you launch WSC, a welcome window asks if you would like to set up a personal or a business website. Based on your choice, it creates a basic website structure that you can change or add to.

Type the name you would like to call your website, and proceed to WSC. Next, the 5 Easy Step Wizard will guide you through a quick setup of your website (for a step-by-step guide through this wizard, please consult our Web Hosting Easy Setup Guide). If you prefer to take time to set up your website, close the wizard, and have a look at the different menu items in the WSC.

The maximum number of pages included in your WSC varies depending on the 1&1 package you ordered. You can order WebsiteCreator Plus (WSC Plus), with unlimited pages, for another website with another domain. Or you can upgrade your current copy to WSC Plus. You get a free basic WSC when you do.

Using WebsiteCreator

Figure 9: WebsiteCreator has a wizard to help you create a website and it is easy to update information, too.

On the WebsiteCreator (WSC) main page, you can choose to add new pages, edit the basic structure of your pages, see a preview of your website, change the settings, and publish your website. WSC is easy to navigate using the left navigation bar after selecting menu items.

Manage Pages in WebsiteCreator

- Get Started: Create Web Pages

  To create new pages for your website, on the WebsiteCreator (WSC) main page go to **'Manage Pages' > 'Add new page'**.

- Edit Web Pages

  To edit pages of your website, on the WSC main page go to **'Manage Pages' > 'Edit page content'**. Go to **'Open editor to manage page content'** to use an editor for writing or editing the content of your existing pages.

- Rename Web Pages

  To change page names of your website, on the WSC main page go to **'Manage Pages' > 'Rename pages'** to rename one or more web pages.

- View and Modify the Website's Structure

  You can modify the website's structure in different ways, by moving pages from one place to another, or by deleting pages completely.

  To move pages within your website, go to **'Manage Pages' > 'Move pages'** on the WSC main page, to re-structure your website by changing the position of your web pages.

  To delete pages from your website, go to **'Manage Pages' > 'Delete pages'** on the WSC main page.

  To view the suggested page structure, on the WSC main page go to **'Manage Pages' > 'Show suggested page structure'**. Doing this is useful, especially if you are not sure which pages to include on your website. Choose from various pre-defined categories for individual pages or choose the complete structure for your web pages from pre-defined selection.

Manage Layout in WebsiteCreator (WSC)

Select a Website Layout

- Modify Homepage Title

  To modify the title of your website, go to **'Manage Pages' > 'Change your homepage title'** on the WebsiteCreator (WSC) main page. Enter or edit the title of your website here.

- Change Website Layout

  To select one of the pre-defined layouts (templates) to create or change the layout of your website, go to **'Manage Pages' > 'Change layout template'** on the WSC main page.

- Edit Website Layout Details (Key Visuals, Text Color, Buttons, Font, Logo)

  To edit layout details, go to **'Manage Pages' > 'Edit layout details'** on the WSC main page and select or change additional layout details for your website, such as key visual, text color, buttons, font or logo.

> Images will not be displayed correctly, if the file names contain blanks or special characters. Change the names and put replace blanks with underscores and delete any alphanumeric characters (ex. "Our last vacation.jpg" should be changed to "our_last_vacation.jpg").

Configure Bonus Features in WebsiteCreator (WSC)

If required, add further elements to your website, such as an opening animation, a counter, a feedback form, a guest book, a voting survey, an online forum, or a map. Plus, you can determine search engine details and set a time zone for your website.

> Some of this features are only available in WebsiteCreator Plus (➔ *WebsiteCreator Plus (WSC Plus)* page 45).

- Setting Up a Flash Intro

  To set up a Flash intro, on the WSC main page go to **'Manage Pages' > 'Select opening animation'**. Select a Flash animation from a list of eight pre-defined Flash intros as an opening screen for your website. Enter a headline and a slogan (a catchphrase) you would like to appear in the Flash intro to sum up your website.

- Meta Information

  If you would like to increase the chances of people finding your website in search engines such as Google, you can enter special "Meta" information which many search engines will use to index your website. On the WSC main page, go to **'Manage Pages' > 'Search engine details'**, and enter a Meta description and Meta keywords which best describe the contents of your website.

- Visitor Counter

  To include a visitor counter, go to **'Manage Pages' > 'Manage counter'** on the WSC main page.

- Feedback Form

  To include a feedback form, go to **'Manage Pages' > 'Manage feedback forms'** on the WSC main page and create, edit, or delete feedback forms for your website.

- Guest Book

  To include a guest book, go to **'Manage Pages' > 'Manage guest book'** on the WSC main page. Add a guest book to your website and manage (show or delete) its entries.

- Voting Survey in WSC Plus

  To include a voting survey, go to **'Manage Pages' > 'Manage voting'** on the WSC Plus main page. Create, activate/deactivate or delete voting surveys.

- Forum in WSC Plus

  To include a forum, go to **'Manage Pages' > 'Manage forums'** on the WSC Plus main page and create new forums, or edit or delete existing forums and their contributions (posts).

- Location Map in WSC Plus

  To set up a map, go to **'Manage Pages' > 'Set up map'** on the WSC Plus main page. Create a map showing how to reach your address.

- Time Zone

  You can set a time zone for your website. To set a time zone, on the WSC main page, go to **'Manage Pages' > 'Set time zone'**. Set the time zone corresponding to your location.

Photo Albums in WebsiteCreator Plus

If you would like to include one or more photo albums on your website, WebsiteCreator Plus (WSC Plus) offers you this terrific possibility.

Create a Photo Album

To create a photo album, on the WSC Plus main page, go to **'Manage Pages' > 'Create new photo album'**.

Edit a Photo Album

To edit a photo album, on the WSC Plus main page, go to **'Manage Pages' > 'Edit photo album'**. Insert new images in your photo album and edit the images.

Delete a Photo Album

To delete one or more photo albums, on the WSC Plus main page, go to **'Manage Pages' > 'Delete photo albums'**.

You cannot delete the sample album via the **'Manage pages'** menu item. To delete the sample album go to the menu item **'Photo album'** and follow the instructions.

Preview Your Website

If you would like to see a preview of your website before you publish it, go to **'Show preview'**. You will find this menu item on the WSC main page, as well as in the left navigation bar.

Publish Your Website

When you are finished setting up your website, go to **'Publish content'**. You will find this menu item on the WSC main page, as well as in the left navigation bar. Your website and the web pages will instantly go online.

If you experience problems transferring images to your web space, you may have already used up your available web space. There will be no space left for images. Check your web space and consider whether you could delete some files to free up space. Or, you can also upgrade your package to get not only more web space, but more features as well.

WebsiteCreator Plus (WSC Plus)

The number of pages included in your WebsiteCreator (WSC) depends on the package you have chosen. If you find you need more pages, you can upgrade your WSC. When you are on the WebsiteCreator Overview page in the 1&1 Control Panel, click on the **'Upgrade'** button. This will upgrade the current basic WSC.

If you decide to upgrade your WSC account to WebsiteCreator Plus (WSC Plus), the pages you already have created will be saved. You will find them again in the WSC Plus and can continue working on them.

Alternatively, you can purchase additional copies of WSC Plus to create another website. In this case, either click on **'Order'** in your Control Panel and choose WSC Plus, or, if you are on the WebsiteCreator Overview page, click on **'Order'** and follow the instructions. A new copy is completely separate from existing WSC accounts and does not allow you to use any existing WSC pages from another WSC module.

> If you upgrade your basic version of the WebsiteCreator included in your package, then a basic WSC account is created for you, which you can use at no extra cost.

Apart from an unlimited number of pages, WSC Plus offers you Photo albums, Voting survey, Forum, and a Location Map.

Troubleshooting: Using WebsiteCreator

Display Problems when Editing WebsiteCreator (WSC) Accounts Sequentially
With several WebsiteCreator (WSC) accounts sometimes when launching a new WSC account after editing another WSC account that the content of the first account is displayed on your screen. Since the previous data was saved in your browser's cache it is then shown to you. To avoid this, set the cache settings of your browser to a lower value. In Internet Explorer®, go to **'Tools' > 'Internet Options' > 'General'**. In the section "Temporary Internet files folder" go to **'Settings...'**. Under "Check for newer versions of stored pages" check the box beside "Every visit to the page". Also set the "Amount of disk space to use" controller to a lower value. After changing the settings, restart Internet Explorer®. Additionally, after using the first WSC account close the browser and restart it to make sure that the cache is empty. You should now see the content of the other WSC on your screen.

Timeout Message/Empty Window
With each launch of WebsiteCreator (WSC), a session ID is created in the background which is valid for an hour. If you relaunch the WSC shortly afterwards, this session is stored in the browser cache (depending on the browser cache configuration there could be several saved sessions) and the browser tries to reload the WSC session from the cache. Thereby timeout problems occur since the browser attempts to access an expired session. Set the browser cache as low as possible. In Internet Explorer®, go to **'Tools' > 'Internet Options' > 'General'**. In the section "Temporary Internet files folder" go to **'Settings...'**. Under "Check for newer versions of stored pages" check the box beside "Every visit to the page". Also set the "Amount of disk space to use" controller to a lower value. After changing the settings, restart Internet Explorer®. Additionally, after using WSC close the browser completely and restart it to make sure that the cache is empty.

Integrate HTML Code or Banners into Your Website
WebsiteCreator (WSC) offers a wide variety of pre-defined designs for customers without HTML skills. Therefore, it is not possible to integrate additional HTML code, insert further frames etc. in WSC websites. Instead, we recommend creating and managing your website using other design applications (ex. NetObjects Fusion®, Dreamweaver®, or FrontPage®).

Insert a Link into Your Website
Go to **'Manage Pages' > 'Edit Page Content' > 'Open editor to manage page content'** in WebsiteCreator (WSC). This will open the WSC editor. Enter the link or a reference text you would like it to appear in your content. Highlight it with your mouse. Next, go to **'Edit' > 'Link'** and enter the link when prompted. Choose "External" since the file or image is part of your web space.

Include Images for Download into Your Website
Go to **'Manage Pages' > 'Edit Page Content' > 'Open editor to manage page content'** in WebsiteCreator (WSC). This will open the WSC editor. Click on the point where you would like the image to appear in your content. Next, go to **'Image' > 'Insert Image'**. This will open a dialog window, where you can upload your image, and move it into a directory. Next choose an image that you want to include (click on it) and then choose "Insert image in text". The image will be included in your content.

Integrate Music Files into Your Pages
It is not possible to insert audio files (MIDI or similar) into individual pages.

Remove WebsiteCreator (WSC) and Install Your Own Pages

If you find that your needs outgrow WebsiteCreator (WSC), you can disable the program. When logged on to your Control Panel, go to **'Applications' > 'WebsiteCreator'**. Then click on **'Assign Domain'** beside the WSC domain you would like to disable. On the following page, select "None Unassign (WSC)" from the drop-down menu labelled "Assigned domain". Click on **'Submit'** to save your changes.

Next, determine a new home directory (ex. the main directory "/.") for the domain that you just disabled WSC from. You can do this under **'Domains'** on the Domain Overview page. Select the domain you would like to work on and then click on destination in the toolbar. It will take up to an hour for the changes to take effect.

Your WSC generated website will go offline and you will no longer be able to access or edit it. However, if you decide to re-assign your domain to WSC, your WSC website will be restored.

Error Message is Displayed at Launch or During Editing

When error messages such as "A script or runtime error occurred" or "This feature or method is not supported by the object" are displayed, proceed as follows:

On your Internet browser go to **'Tools' > 'Internet Options…'**

Select the **'Advanced'** tab

From this tab check the option "Disable script debugging"

Image Editing with WebsiteCreator (WSC)

You can edit images after you have uploaded them in the WSC media database. Upon the upload, in the media database choose the image file to work on. Edit, resize, crop, filter and save your images in the image editor as needed. You can also reach the media database when you are in the WSC editor (➔ *Manage Pages in WebsiteCreator* page 41).

Editing WebsiteCreator (WSC) Pages Offline Using a Different Editor

WSC is an application designed to allow user access to a system, independent of the users' location. Pursuant to the license terms and conditions it is prohibited to download pages created using WSC.

4.2 WebStatistics

1&1 WebStatistics is a professional analysis tool that provides graphical analyses of your website. Using WebStatistics, you can analyze the behavior of your visitors with regard to the following aspects:

- How many visitors come to your website (number of visits)?
- How often do they visit the various pages successfully (page impressions)?
- How many pages does the individual visitor view?
- Which pages do the visitors go to and when?
- Which pages are visited most often?

Also, you can use WebStatistics to trace the ways in which your visitors find your website, find out what software they are using to view your website, and where they are located. Also, you can check which pages of your website did not load successfully.

When you set up your website — whether for private or professional use — you defined clearly which target group you were designing it for and what its objective should be. Once you have published your website, it is important to find out if the way visitors respond to it, really corresponds with your initial goals.

Regularly looking at your website statistics gives you important insight into how well your website's performance compares to the goals you set. Use the information to optimize your site to be better received by your target viewing group. 1&1 WebStatistics shows which parts of your web presence work well and where there is room for improvement. It analyzes your website’s data and presents the results in graphs and tables.

You can set the statistical analysis for different time periods (days, weeks, months and years).

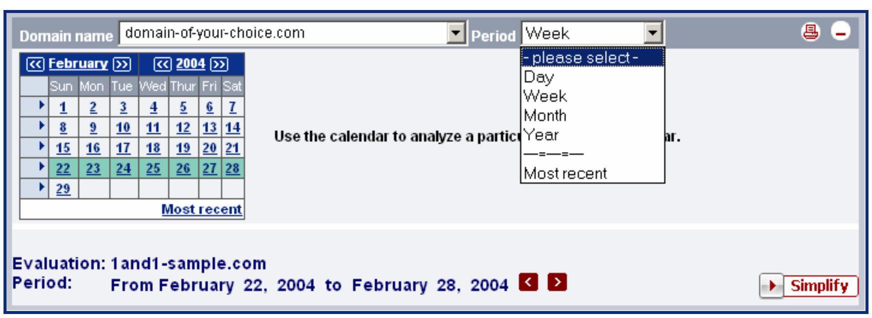


Figure 10: WebStatistics can show different time periods for precise analysis of data.

Depending on what is being evaluated, the data can be presented as a pie chart or a bar graph. Along with each graph, you will be able to see the data in a table.

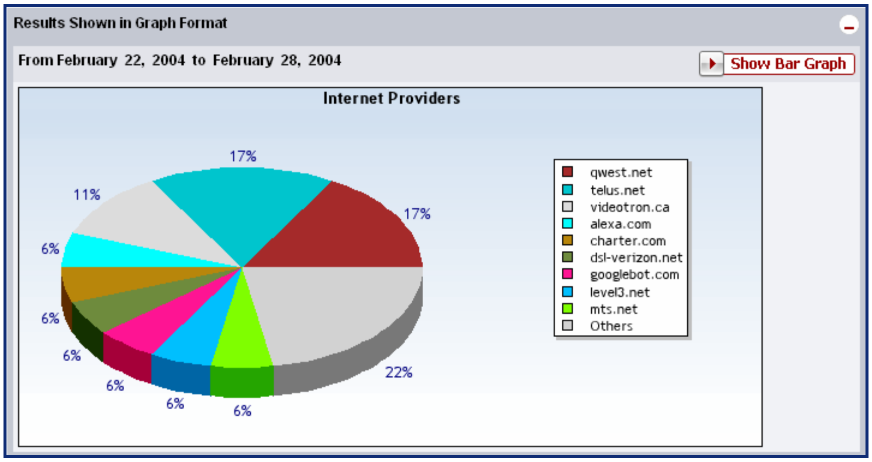


Figure 11: WebStatistics results for one week shown in a pie chart.

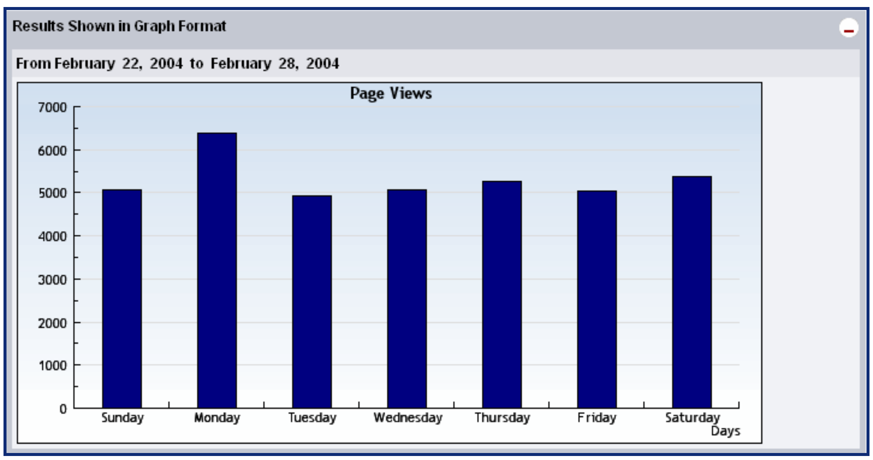


Figure 12: WebStatistics results for one week shown in a bar graph.


Results Shown in Table Format

From February 22, 2004 to February 28, 2004 — 1-7 of 7

Date	Day	Page Views
2/22/2004	Sunday	243
2/23/2004	Monday	283
2/24/2004	Tuesday	246
2/25/2004	Wednesday	316
2/26/2004	Thursday	247
2/27/2004	Friday	162
2/28/2004	Saturday	250

1747 Page Views

Figure 13: WebStatistics results for one week shown in a table.

Once you know the pattern and interests of your visitors, you can fine tune your website. If you find that visitors ignore information provided in deeply embedded links, you can consider either moving this information to a more prominent place or changing the navigation structure altogether. Since you can call up 1&1 WebStatistics as often as you like and will receive statistical output for the last 24 hours, you can check right away if your changes have been successful.

Start WebStatistics in the 1&1 Control Panel

On the Package Administration page, go to **'Applications' > 'WebStatistics'** in the 1&1 Control Panel and launch WebStatistics in a new browser window.

Basic Settings

Prior to using 1&1 WebStatistics, you can define some default settings for the initial report shown in each statistical evaluation. You can set the domain name, the time frame to be analyzed, and several display options.

> You cannot use WebStatistics to analyze domains assigned to WebsiteCreator.

- Set a domain name
  Select if you would like to first see a report on an individual domain, a domain set, or all domains using the drop-down menu.
- Set a period
  Decide if you would like to see the data analyzed by day, week, month, or year.
- Set a filter display
  Specify whether the time period selection should be done using a simple or an advanced view.
- Set the page content display
  Show or hide charts, tables, and explanations on the report pages.
- Set table entries display
  Determine the number of entries to be shown in the table overview.

Statistical Evaluations

Most of the evaluations are based on the concept of "page impressions" and "unique visits". A page impression is a successful page view of fully loaded web page. A unique visit is the complete process of calling up a whole web page. Calling up single images, files, or damaged web pages does not count as a unique visit. A unique visitor is a user who visits your website, calls up more than one web page. During a unique visit, viewing individual web pages cannot take longer than 30 minutes.

The menu item **'Statistical Evaluations'** provides in-depth analyses of the data collected, presented through clear visuals and informative tables. The first results you see in any analysis are based on your default settings.

Regardless to the default settings you have made in WebStatistics under **'Basic Settings'**, you can still view results from all domains, individual domains, or various time periods for the individual analysis pages by adjusting the settings on these pages.

Printer-friendly graphs and charts open in a new window, when you click on the printer icon on each page.

In the graphs displayed, the blue bars show results per selected time periods. To find the exact value, position your cursor directly on the bar. When viewing the statistics for referrers, geography, technology and pages, you can also see the results in a pie chart by choosing **'Show Pie Chart'**.

In the tables displayed, there may be many entries split over several pages (depending on the period you evaluate and the popularity of your web presence). The arrow icons allow you to browse backwards and forwards. You can also adjust the view with the 5, 10, 20, or 50 interval icons.

All evaluations use statistical methods interpreting automatically generated log files. Due to technically unavoidable inaccuracies, some of the information may not be thoroughly acquired. For this reason, 1&1 WebStatistics cannot deliver any legally binding basis, for example, for settlement purposes.

View Statistics about Your Visitors (Page Impressions, Unique Visits, Pages per Visit)

Under **'Statistical Evaluations' > 'Visitors'** you will see the number of viewed pages (page impressions), unique visits, and page views per visitor.

To get the statistics on successful pages views (page impressions) go to **'Statistical Evaluations' > 'Visitors' > 'Page Views'**.

The statistics shown here will inform you about all successful page views, commonly called "page impressions", and the time they were made. Only fully loaded pages are counted. Individual images and components are not included.

From this information you can determine how your website was used, and at which times it was visited (peak times). This gives you a general idea of the overall traffic generated by your website. You could, for example use this information to include ads or information at peak times and this way make sure that a majority of your visitors will see it.

To find out how many unique visits were made to your site, go to **'Statistical Evaluations' > 'Visitors' > 'Unique Visits'**.

The analysis summarizes multiple page impressions of an individual visitor into unique visits. A visitor is counted as a "unique visitor" only when the visitor calls up more than one page on your website. During a unique visit, viewing individual web pages cannot take longer than 30 minutes.

The statistical unit "unique visitor" tells you how many "real" visitors your website currently attracts, and at which times. For example, if you have an informational website on a highly specialized topic, the history of staples, you may expect to receive limited attention. In this case you can still see at what time those few dedicated staple lovers prefer to visit your website. If you offer a lot of general information on your website, (ex. a lot of links to other sites, various differing topics) it could be the case that you will not receive a lot of unique visits either.

It may not be your intention to receive a lot of unique visits, but if you do not receive enough, you may think about ways to change your website.

To see the number of pages viewed in relation to unique visits go to **'Statistical Evaluations' > 'Visitors' > 'Pages per Visit'**.

These statistics determine the number of pages opened during a unique visit. Only fully loaded pages and unique visits are counted. This information tells you how many pages your visitors open per visit, and to help you adapt your Internet offerings accordingly.

View Statistics on Referrers (Referrer URLs, Referrer Domains)

Under **'Statistical Evaluations' > 'Referrer'** you can find out how your visitors found your website by viewing the referrer data. To find out about the referrer URLs (the complete paths) that led your visitors to your website go to **'Statistical Evaluations' > 'Referrer' > 'Referrer URLs'**.

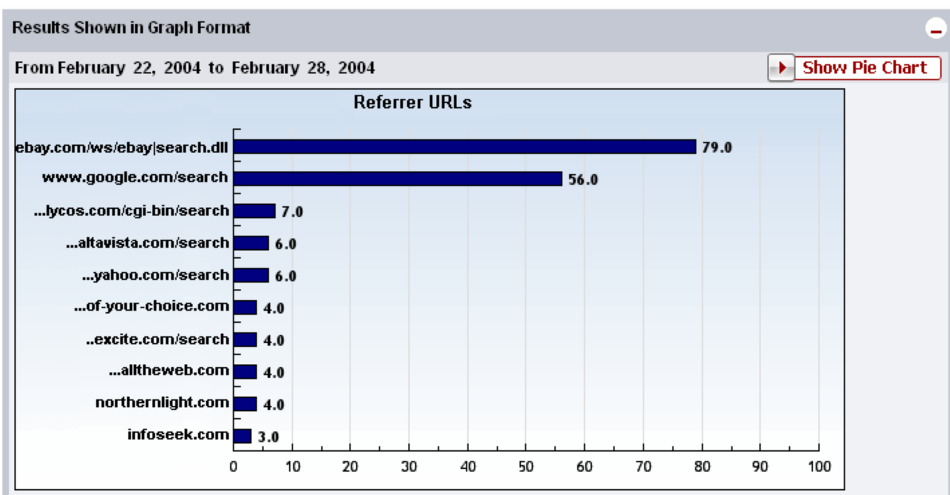


Figure 14: Referrer URLs can tell you how visitors came to your website.

The analysis shows the Internet pages along with the complete path from which the user was referred to your website. You find out who has links to your pages and can visit the websites yourself. This allows you to easily determine the success of ads or entries in search engines.

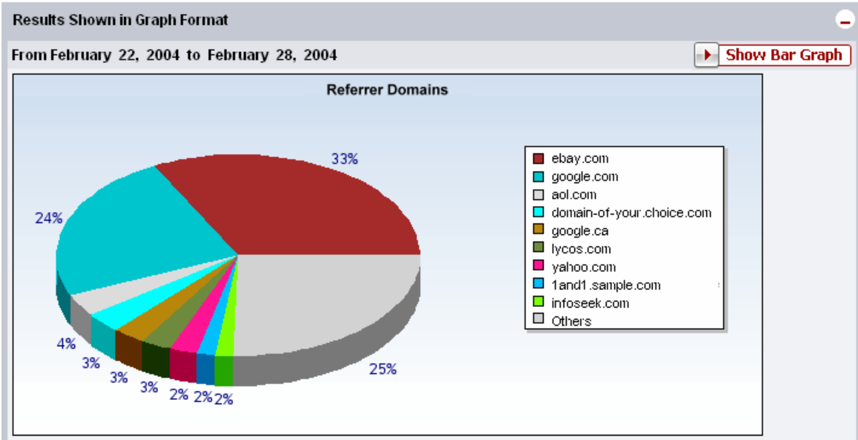


Figure 15: Referrer Domains can help you pinpoint what links your visitors are clicking on to get to your site.

To see the domains in which your visitors found a link to your website, go to **'Statistical Evaluations' > 'Referrer' > 'Referrer Domains'**. The statistics shows domains referring to your site. Subpages are summarized under the main domain.

This allows you to recognize larger providers or directory services, for example. You may want to use this information for advertising purposes.

View Statistics on Geography (Internet Providers, Top Level Domains)

Under **'Statistical Evaluations' > 'Geography'** you can analyze the location of your visitors using geography clues. To see the provider most frequently used by your visitors go to **'Statistical Evaluations' > 'Geography' > 'Internet Providers'**.

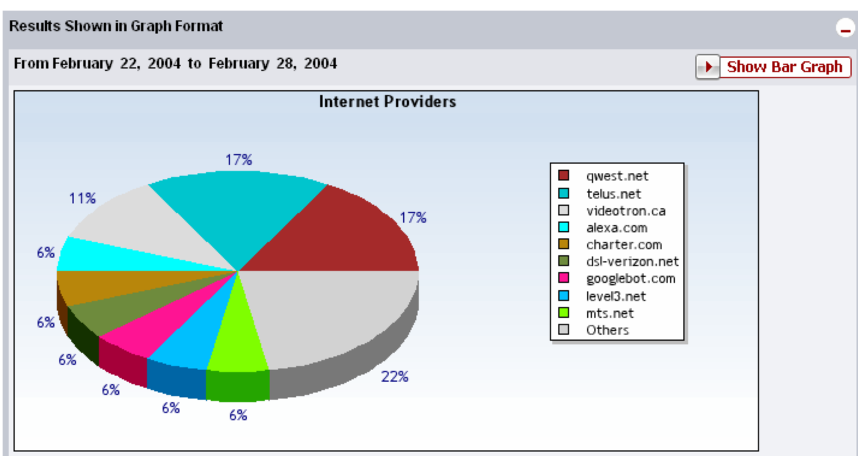


Figure 16: Internet Providers tells you how your customers access the Internet.

This analysis shows the visitors' domains which they used to access the Internet. The domains used to access the Internet usually denote the visitors' Internet providers. From this you can see which provider your visitors use. This is either valuable background information or may be useful for advertising purposes.

To learn which countries your visitors come from by top level domain (TLD) statistics, go to **'Statistical Evaluations' > 'Geography' > 'Top Level Domains'**.

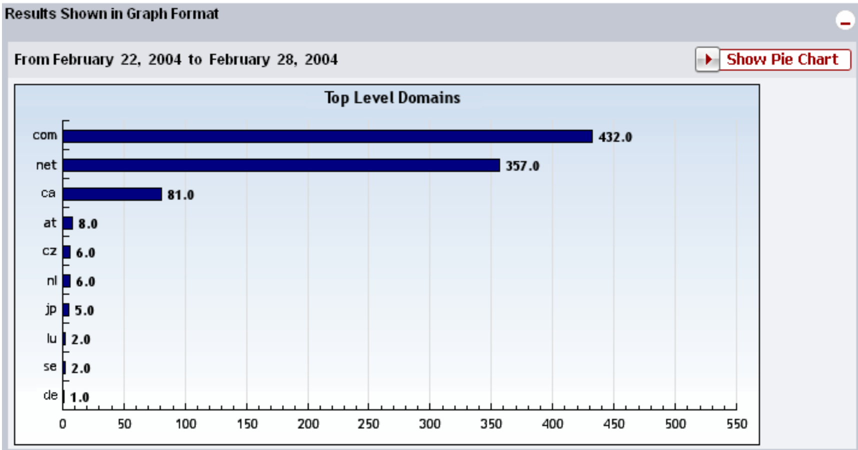


Figure 17: Top Level Domains can help you see what country your visitors are in.

The breakdown sorts the visitors' TLDs by country. Some generic domains, such as .com, .net, .org, .biz, and .info cannot be assigned geographically.

You find out from which countries your visitors TLDs originate. Check whether these are the parts of the world you wanted to reach or whether they come from elsewhere. As a result, you can optimize your website for your intended target group or enhance your website for new target groups or both.

View Statistics on Technology (Operating System Types and Versions, Browser Types and Versions)

Go to **'Statistical Evaluations' > 'Technology'** to find out which browser and operating system (OS) technology your visitors use. To see which of the major browser types your visitors use go to **'Statistical Evaluations' > 'Technology' > 'Browser Types'**.

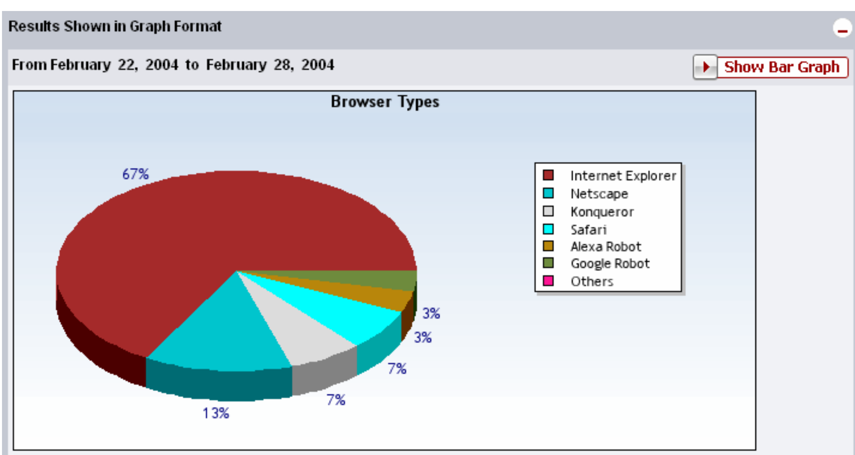


Figure 18: Statistics about your customer's browsers can help you optimize your website.

The statistics, sorted by type, will inform you of the browsers your customers used to view your website. This can help you optimize your website for a specific type of browser.

To get the statistics about the specific browser versions your visitors use, go to **'Statistical Evaluations' > 'Technology' > 'Browser Versions'**. The statistics show the browser version used by people visiting your site. You can then fine tune the web technology of your website accordingly.

To learn which family of operating system (OS) your visitors are using go to **'Statistical Evaluations' > 'Technology' > 'OS Types'**.

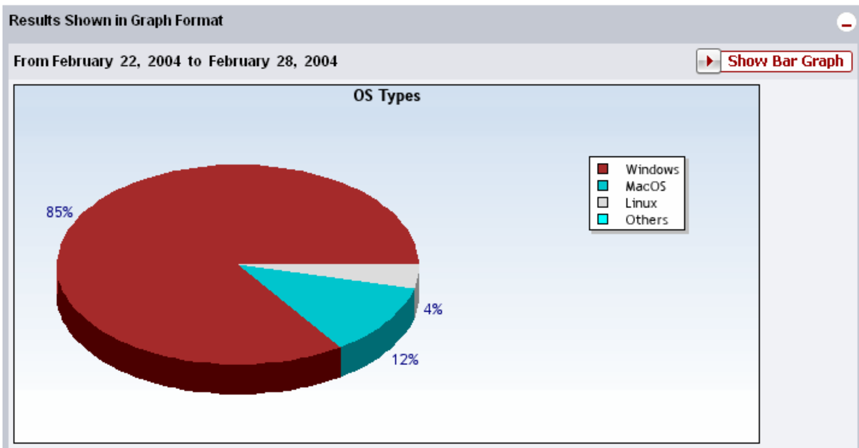


Figure 19: Statistics about your customer's operating systems can help you optimize your website.

This analysis informs you of the OS your visitors use, sorted by vendor. Optimize your website according to the OS used if necessary.

To see which versions of their OS your visitors have, go to **'Statistical Evaluations' > 'Technology' > 'OS Versions'**. The statistics show the OS used by people visiting your site, along with its OS version number. For interactive offers, you can then fine tune the technology of your website more precisely.

View Statistics on the Pages of Your Website (Popular Pages, Error Pages)

Under **'Statistical Evaluations' > 'Pages'** you can learn exactly what your visitors look at and how they navigate through your website from an in-depth page impressions analysis. To see the most frequently requested pages of your website go to **'Statistical Evaluations' > 'Pages' > 'Popular Pages'**.

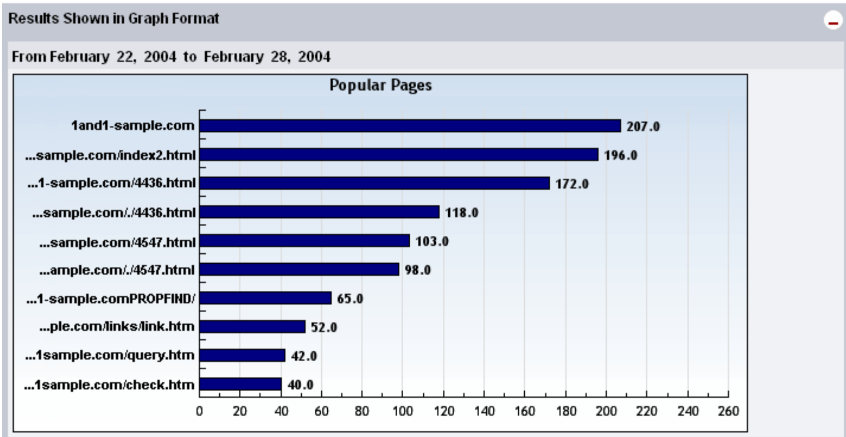


Figure 20: Statistics that tell you which pages in your website your visitors visit.

These statistics show you the pages, which are looked at most frequently, and you can see which pages were most popular. You can see if these pages correspond to the pages you intended to be of central interest and try to enhance less popular pages.

To investigate which page requests were unsuccessful and the specific errors they had, click on **'Statistical Evaluations' > 'Pages' > 'Error Pages'**.

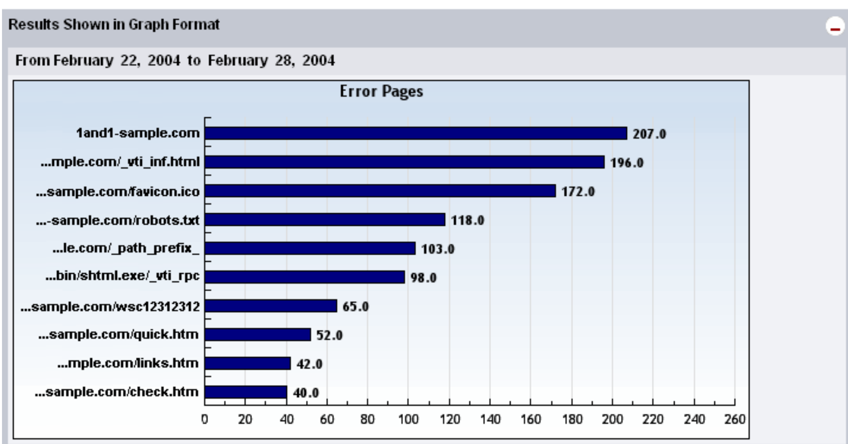


Figure 21: These statistics show you what pages caused the most error messages.

Original Log Files

Original log files are created daily and hold all the information received from website requests. These files can be viewed using your own statistical programs.

To access the original log files via FTP, go to **'Original Log Files'** in 1&1 WebStatistics. Retrieve your FTP access data from this page and proceed to the FTP directory. You will be prompted to enter the FTP access data.

In order to be able to access the FTP directory via your Internet browser, you need to enable passive FTP.

For Internet Explorer® (IE) users: Open IE and choose **'Tools' > 'Internet Options'** from the menu. Select the **'Advanced'** tab. Next, check "Use Passive FTP". This is necessary to enable firewall and DSL or cable compatibility. Now you are ready to transfer files back and forth between your local computer and your web space.

> The original log files are deleted after three months due to data protection regulations.

> Statistical evaluations cannot be performed for domains pointing to an external destination (domain forwarding). At least one domain in your package should be set up pointing to your web space.

Troubleshooting: WebStatistics

Current Date Not Included in the Analysis

Currently, the analysis of WebStatistics is restricted to midnight of the previous day.

"Hits" Are Not Counted

In the beginning, web statistics focused on counting "hits". Calling up each single file or component on a web server constitutes a "hit" that can be counted. Nowadays, this information is no longer regarded as vital, since modern websites consist of a vast number of separate images, files, and components. For this reason, the "page impression", (i.e. successful page views of fully loaded pages) is defined as the smallest entity in 1&1 WebStatistics.

Total in Separate Analyses is Smaller than the Number of Page Impressions/Unique Visitors

It may happen that page impressions or unique visitors can be recognized, but they offer no additional information. This happens due to wrong or fudged data generated by the browsers of some of your visitors.

Websites that Include Framesets or Flash
At this point, WebStatistics cannot recognize complex framesets or Flash animations reliably.

Results of an External Statistics Program differ from WebStatistics Results
1&1 WebStatistics uses statistical methods to recognize page impressions or unique visitors. Since the data in the log files can be unclear, WebStatistics relies on assumptions in order to be able to produce results.

4.3 WebElements

1&1 WebElements makes it easy to create, customize, and integrate web forms. Your visitors can fill in these forms to order, contact you, register, give you feedback, and tell-a-friend about your website.

Normally, the person offering the form needs to program it themselves. Or they can use already made CGI scripts, which cannot be easily adapted without programming knowledge. But with WebElements, you can create any form from combining the available field types. You can link one form to another and even customize the buttons. You select the colors and fonts that appear in your form. If you do not want to start completely from scratch use the templates and adapt them.

Different Types of Forms

The following examples show how combining text and text fields can be used to make forms for many purposes.

Order Form

An order form is an ideal solution to sell a small range of products.

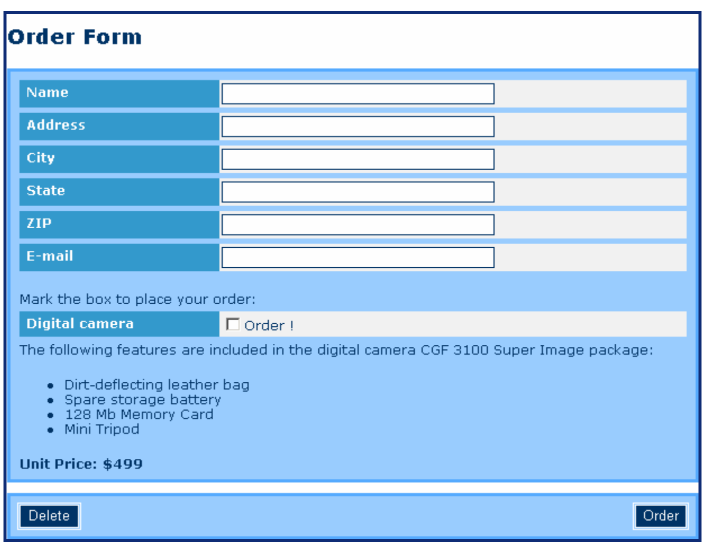


Figure 22: This order form lets the customer choose the items and quantity.

Contact Form

This form allows your visitor to send you a note. You can ask users to leave their name and details for you to contact them.

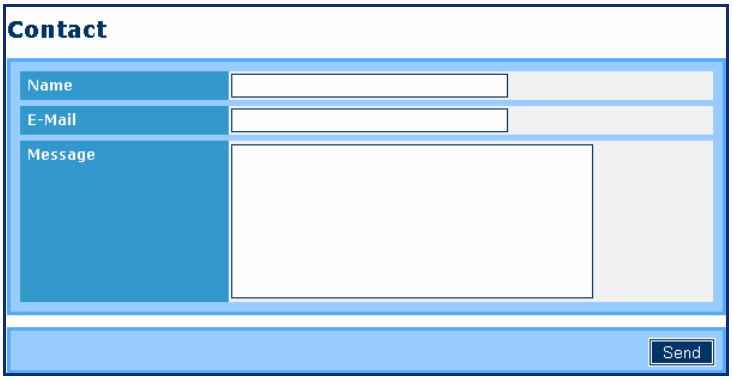


Figure 23: A contact form created with WebElements.

Event Registration Form

If you plan an event, your website visitors can RSVP for it online. You can set up the form to be sent to your e-mail account.

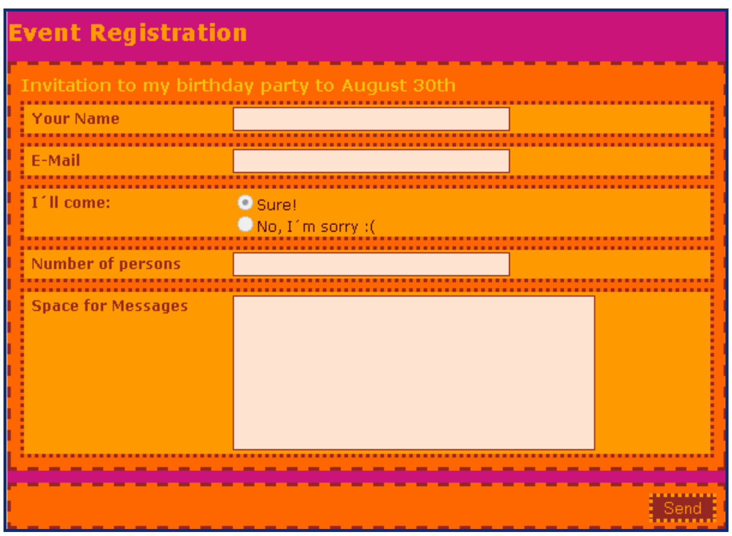


Figure 24: An event registration form created with WebElements.

Tell-a-friend Form

Include a tell-a-friend form to generate traffic to your website. Your visitors will use the form to recommend your website to their friends. The sender can also write a short note to tell them what they found interesting.

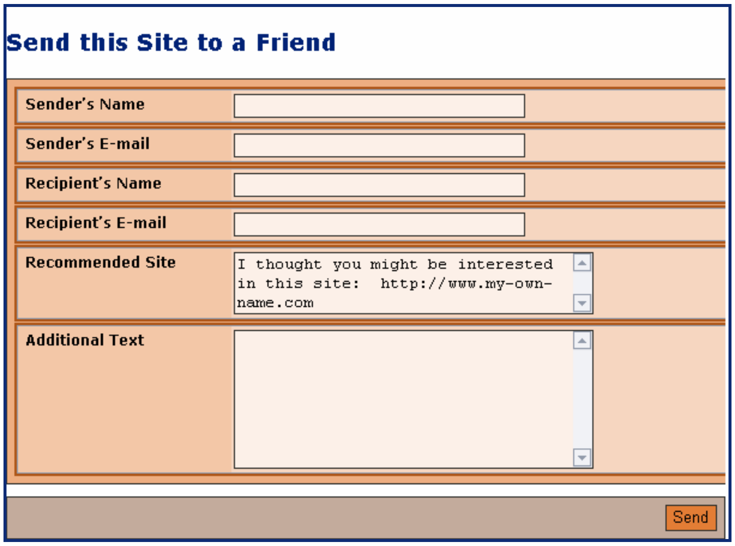


Figure 25: A tell-a-friend form created with WebElements.

Voting Form

Use WebElements to create web surveys. Let your visitors vote on questions. Use it for fun or to gain important insight –- you will receive the answers as soon as they are submitted.

Figure 26: A survey created with WebElements.

Request Information Form

Your visitors may have some questions they would like to ask you. A request information form enables them to ask you questions on specified topics and provide you with the contact information to reply to.

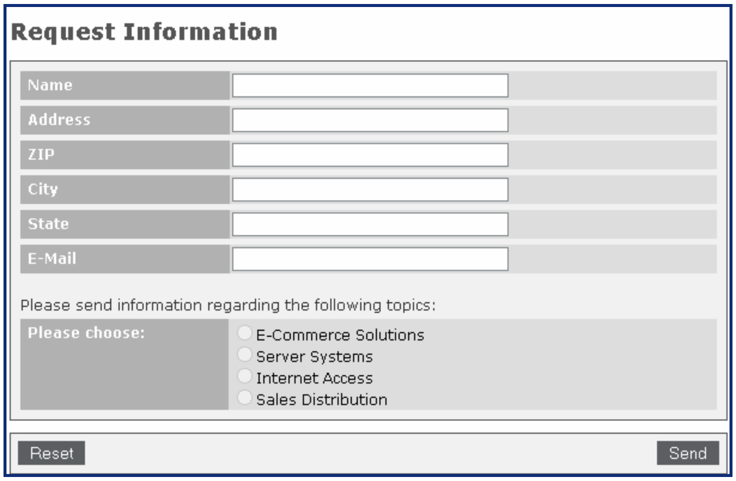


Figure 27: A request information form created with WebElements.

How to Use WebElements in the 1&1 Control Panel

In the 1&1 Control Panel, go to **'Applications' > 'WebElements'** in the left navigation bar. Launch WebElements in a new window. If you are not sure if WebElements is included in your package, please check your package under our website http://1and1.com. If it is not included in your current package then you can upgrade your package using the Control Panel to a package that contains WebElements.

Set Up a New Form

In WebElements, go to **'New Form'** and type in any name you would like for the form (this name is for your use only and will not be seen by your website's visitors). Then choose from the drop-down menu whether to create a form from scratch or select a template you can use as a basis for a new form. The form will be created and can be found under **'Form Overview'**.

Customize an Existing Form

Go to **'Form Overview'** in WebElements. Go through the subsequent menu items in the left navigation bar to customize the new form or template you have set up. The order of Prior to editing, on each subsequent menu page make sure to choose the form you would like to work on from the drop-down menu.

Adjust the following aspects according to your needs: under **'Form Overview' > 'Field Setup'** use the icon beside each listed field to edit it. The text used to label each field is called the "field name". This will appear to the left of each field. Choose from the available "field types" described below:

- Input field
  Provide a space for the visitor to fill in information. Further define the type of information you wish to receive by limiting the valid entities. By choosing "Digits only", your input field will only accept numbers. You can also have the input field be set up with the function of e-mail sender or recipient. That means only e-mail addresses can be entered in this field.

> An e-mail content input area must also be in the completed form in order to use the sender/recipient functions.

- Image
  Integrates an image with an existing URL (web address) into your form.
- HTML
  Creates an area in the form where you can use HTML code. To format text, bold for example, you can add the HTML tags around the word you would like to appear bolded. For example, the sentence "1&1 offers the best in Web Hosting." coded with HTML "1&1 offers the best in Web Hosting." would appear as "1&1 offers the **best** in Web Hosting." when it is shown online in your form.

> The field name assigned to an HTML field will only be shown in the overview; the name will not be seen in the form. The HTML field is for text that cannot be changed by your visitors.

- Input area
  Select "Input area" to create a larger space for your visitors' messages. This must be present and set to e-mail content in order to have e-mail sender and recipient fields in your form.
- Selection
  Set "Selection" fields to let your visitors choose from predefined lists. The selection method can be a multiple selection (checkboxes), choose one selection (radio buttons), or a list selection (a drop-down menu).

Under **'Form Overview' > 'Button Setup'** choose which buttons to use for your form or which to leave out. Additionally, you can specify the labels of each button.

Use buttons to perform the following operations:

- **'Delete'**
  All data entered into form fields will be deleted to allow new entries.
- **'Cancel'**
  The form data will not be submitted. The operation is cancelled and the page entered in the "Forwarding" field is shown.
- **'Back'**
  With this button the user can go back to the previous form.
- **'Next'**
  With this button the user can to the next form selected on the drop-down menu.
- **'Submit'**
  The entered form data is sent and the page specified in the "Forwarding" field shown. You can optionally set receipt confirmation and e-mail notification.

Under **'Form Overview' > 'Design Setup'** choose which design to use for your form. Click on the icon to get more design options and edit the design. Look at and choose a predefined color scheme to apply to your form. The pixel size refers to the size of the form.

View or Delete Entries of an Existing Form

Under **'Form Overview' > 'Entries Overview'** you can find your visitor's entries, which they created when using the form on your website. You can see the feedback from active forms and delete individual entries one at a time, or you can delete them all at once.

Show Statistics

Under **'Form Overview' > 'Show Statistics'** shows the statistics from polls and surveys that you have created.

Integrate a Form into Your Website

Under **'Form Overview' > 'Integrate Form'** you can integrate or build your form into your website with the link provided.

1. Using an HTML editor (ex., NetObjects Fusion®) open the web page you would like to place the link in. A selection of such tools can be found in the **'Downloads'** section of the 1&1 Control Panel.
2. To copy the link, select it with your mouse by clicking and dragging while holding down the left mouse button. Right click the marked section and select **'Copy'**; the link is now on the clipboard.

3. Using the HTML editor, insert the link by right clicking in the place you would like to insert it. Select **'Paste'**. The following example shows how to insert the link and a reference text, for example "Go to the form":
4. Go to the form.
5. Save the file and upload it to your website. The link to the form is now active and can be clicked on by people visiting your site.

Delete a Form

Under **'Form Overview'** use the icon beside each listed form to delete it.

4.4 WebDatabase

1&1 WebDatabase is a collection of templates that you can set up, customize, maintain and evaluate your own professional databases.

If you want to present large amounts of up-to-date information on the Internet, you may want to use a database on your website. For example, if you have a number of links to share, an address book, a list of activities, or would like to swap recipes. You can define your own structure for the database easily and without programming skills by using WebDatabase. With the help of templates, the design of your database is yours to select.

> A database organizes and stores large amounts of data, which can be easily searched for and retrieved.

Database Examples

Recipe Database

Use the recipe database on your website to share your favorite recipes with your visitors and encourage them to publish their favorites.

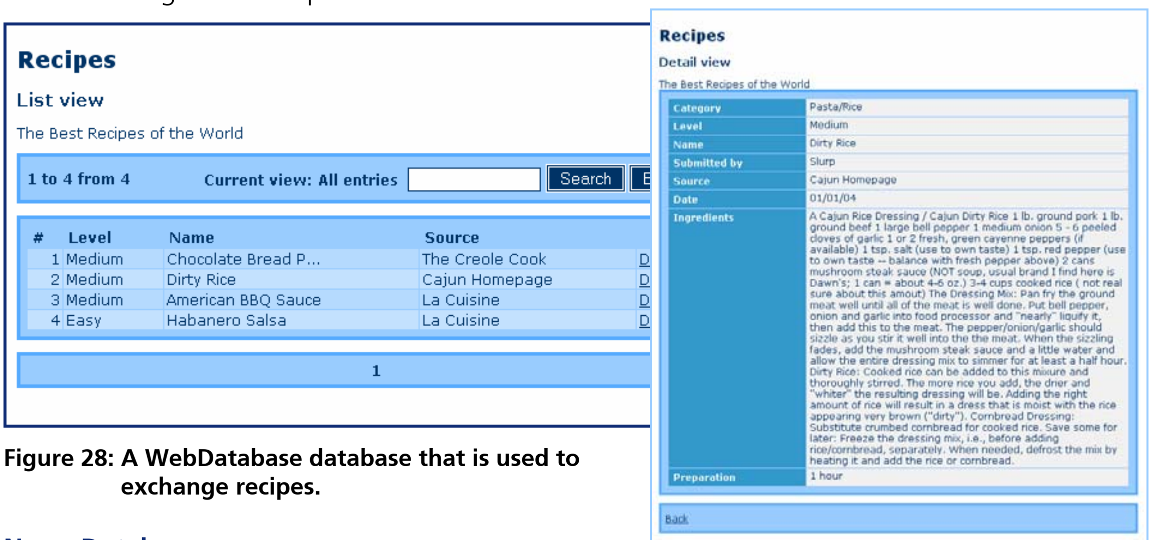


Figure 28: A WebDatabase database that is used to exchange recipes.

News Database

Include this database to share the latest product news, press releases, events, or website news with your readers.

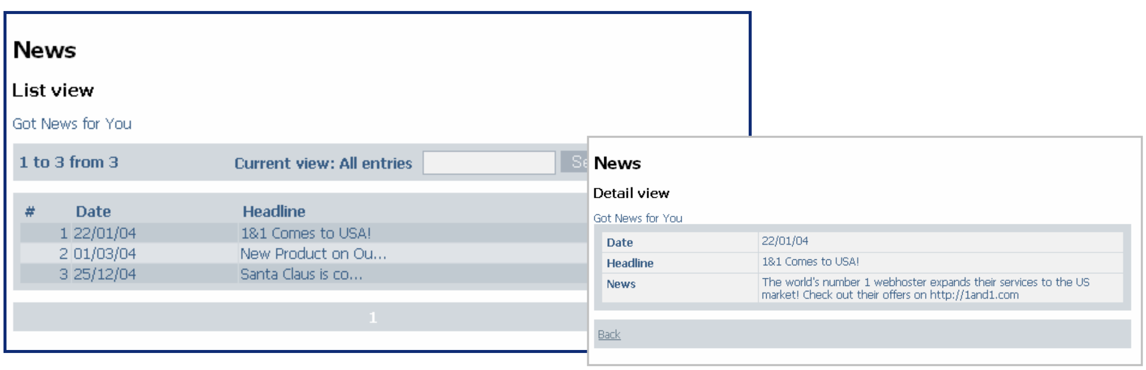


Figure 29: A WebDatabase database that is used for posting news.

Calendar Database

This is a useful tool to put on your website if you would like to keep track of the appointments with your customers, friends and family, and provide them with a contact point to keep track of their appointments. It may be useful to put this database in a non-public area.

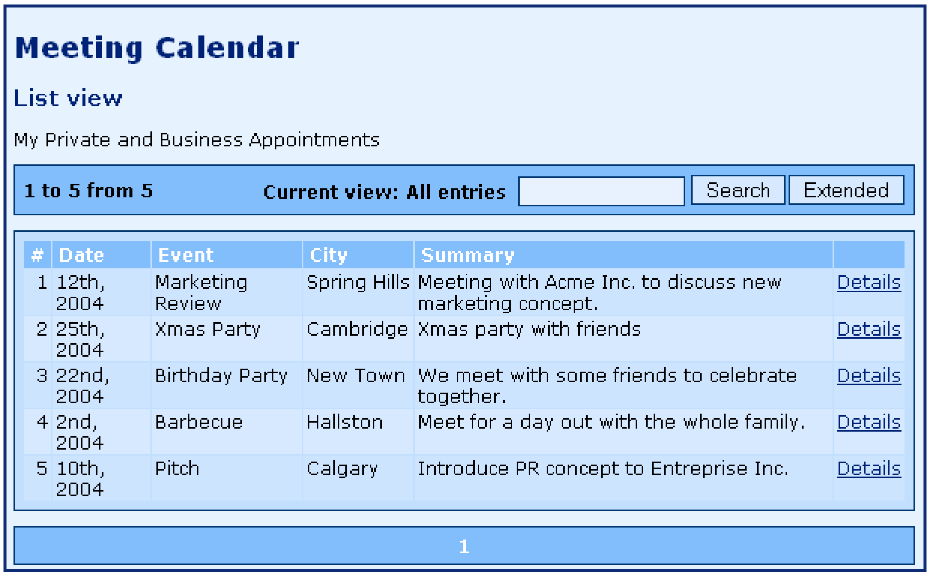


Figure 30: A WebDatabase database that is used for coordinating schedules.

Link List

Give your visitors the opportunity to share with you the best links on a topic, product, or service.

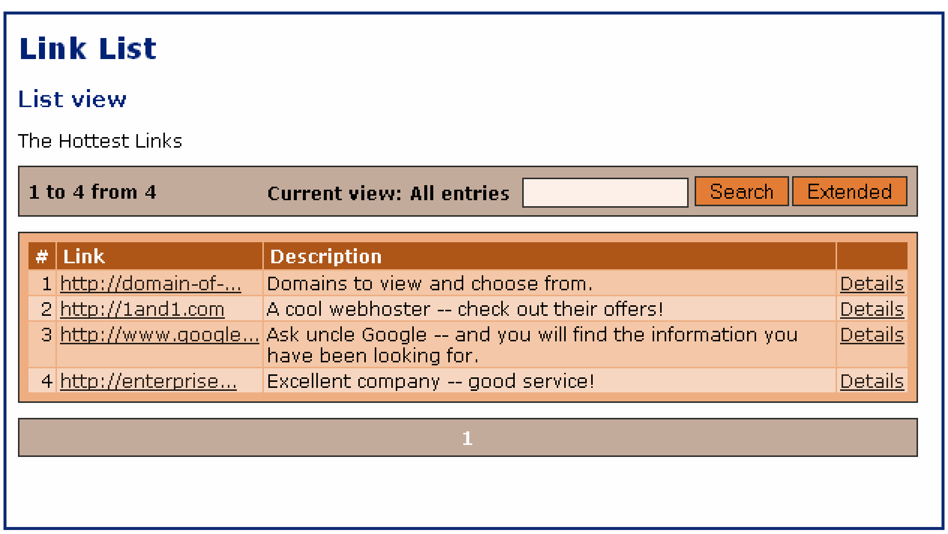


Figure 31: A WebDatabase database that is used for presenting links.

How to Use WebDatabase in the 1&1 Control Panel

In the 1&1 Control Panel, go to **'Applications' > 'WebDatabase'** in the left navigation bar. Launch WebDatabase in a new window. If you are not sure if WebDatabase is included in your 1&1 package, please check your package at http://1and1.com. If it is not included in your current package, then you can upgrade your package in the Control Panel to a package that contains WebDatabase.

> You cannot insert WebDatabase forms into websites which have been designed with WebsiteCreator.

Set Up a New Database

In WebDatabase, go to **'New Database'** and type in any name you would like for the form (this name is for your use only and will not be seen by your website's visitors). Then choose from the drop-down menu whether to create a database from scratch or select a template that you can use as a basis for a database you would like to create. The database will be created and can be found under **'Database Overview'**.

Customize an Existing Database

Go to **'Database Overview'** in WebDatabase to check if your new database has been set up. Go through the menu items in the left navigation bar to customize the new form or template you have set up. On each menu page, make sure to choose the database you would like to work on from the drop-down menu, prior to editing,

Adjust the following aspects according to your needs: under **'Database Overview' > 'Field Setup'** use the icon to edit a field. The text used to label each field is called the "field name". This will appear to the left of each field. Next, choose from the available "field types" described below:

- Input field
  These provide space for the visitor to fill in information. You can control the type of information you wish to receive by limiting the valid entries. For example, by choosing **'Digits only'**, your input field will only accept numbers. This is useful for a telephone number field.
- Image
  Integrates an image with an existing URL (web address) into your database.
- Input area
  Select "Input area" to create a larger space for your visitors' messages.
- Selection
  Set "Selection" fields to let your visitors choose from predefined lists. The selection method can be a multiple selection (checkboxes), choose one selection (radio buttons), or a selection list (a drop-down menu).

Under **'Database Overview' > 'Button Setup'** choose which buttons to use for your database.

Determine which buttons should appear on your database. Also, you can relabel the buttons. Use buttons to perform the following operations:

- **'Delete'**
  Data in the fields will be erased to allow new entries.
- **'Cancel'**
  The data on the page will not be submitted to the database. The user will be returned to the designated "Forwarding" page.
- **'Submit'**
  The data entered is sent and saved in the database as a data record. The user will be brought to the output page.

View, Search or Delete Data Entries in a Database

Under **'Database Overview' > 'Data Record Overview'** you can view, search or delete your visitor's entries. Any content entered in the database on the website is automatically saved in the database. To search quickly use the sorting features.

Edit Database Design and HTML Fields

Under **'Database Overview' > 'Design Setup'** choose which design and which HTML fields to use for your database.

In the Design Options section click on the icon for more design options. Choose a color scheme to apply to your form. The pixel size refers to the size of the form.

In the section HTML Areas click on the icon to edit or integrate specific HTML fields in your database.

Integrate a Database into Your Website

Under **'Database Overview' > 'Integrate Database'** you can integrate or build your database into your website with the link provided.

1. Using an HTML editor (ex., NetObjects Fusion®) open the web page you would like to place the link in. A selection of such tools can be found in the **'Downloads'** section of the 1&1 Control Panel.
2. To copy the link, select it with your mouse by clicking and dragging while holding down the left mouse button. Right click the marked section and select **'Copy'**; the link is now on the clipboard.
3. Using the HTML editor, insert the link by right clicking at the desired position and selecting **'Paste'**. The following example shows how to insert the link and a reference text, for example "Go to the database":
4. Go to the database.
5. Save the file and upload it to your website. The link to the database is now active and can be clicked on by people visiting your site.

Delete a Database

Under **'Database Overview'** use the icon to delete a database permanently.

4.5 Newsletter Tool

Coming Soon to your Package — 1&1 Newsletter Tool!

Soon you'll be able to use these wonderful features:

- 1000 free e-mails per month.
- Unlimited e-mails after the first 1000 for $.99/1000 e-mails.
- Send your newsletter in HTML or text format.
- Layout choices and templates to easily create your newsletter.
- Statistics on the mailing of your newsletter.
- A form for your visitors to subscribe/unsubscribe to your newsletter.

You can see news on this product and others under **'News'**.

1&1 is committed to providing you with all the tools you need to build professional, interactive websites.

Newsletters can be sent to subscribers to periodically inform them about certain topics.

Use newsletters to:

- Inform customers about new products offers
- Announce updates of your website to your subscribers
- Communicate events to members of your local club

Figure 32: Create and send out a newsletter with the Newsletter Tool.

Using a newsletter offers several advantages as a means of news distribution. You inform your subscribers in almost real-time about product news, events, or information. You can use your subscriber database for easy distribution. After creating the first newsletter you can use it as a template. For each issue you can make a copy of the previous one, rename it, and change the content.

Newsletters are different from spam because they are sent out by request only (➔ *Bulk E-mail /Spam* page i). As newsletter administrator, you are responsible for complying with this rule.

General Information

Use the 1&1 Newsletter Tool to send personalized newsletters to your subscriber list.

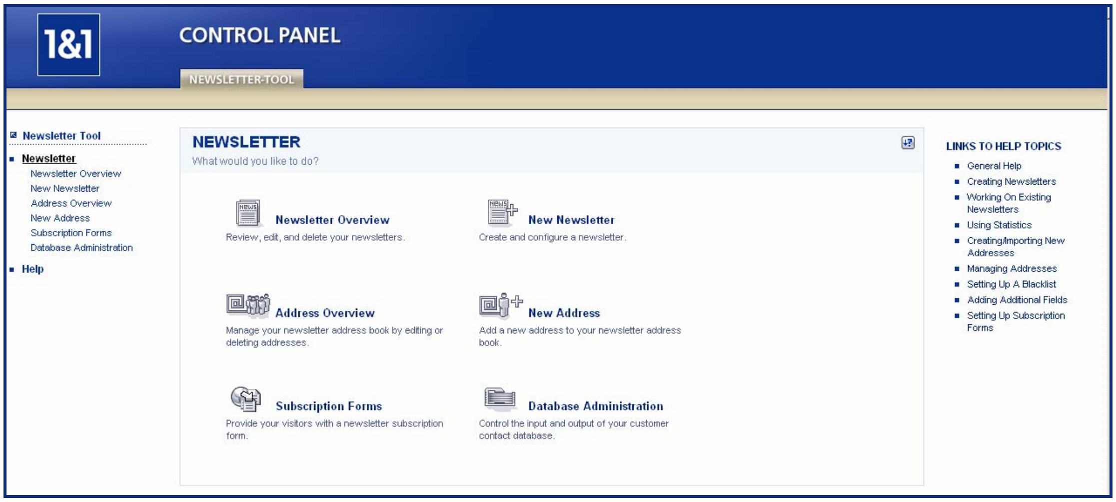


Figure 33: The Newsletter Tool is set up like the Control Panel.

The 1&1 Newsletter Tool offers:

- A wizard for easily creating and distributing your newsletter.
- An address book for managing your subscription list. You can also use a Comma Separated Value format (CSV) files to import a lot of address at the same time.
- A subscription link so visitors to your site can sign themselves up for the newsletter.
- An elaborate address database for managing addresses including blocking unwanted subscribers.
- A sophisticated editor for creating and rewriting newsletters.
- An archive with room for up to 50 newsletters.
- A generous e-mail allotment included per billing period with the possibility to purchase extra allotments.

System Requirements

Before creating a newsletter with the 1&1 Newsletter Tool please make sure that you have set up at least one e-mail account as described in *Set Up a New E-mail Address in the Control Panel* page 21.

To use the Newsletter Tool, all you need is a new generation browser, for example Internet Explorer® version 5.5 or higher, Mozilla® 1.3, or Netscape® 7.1. You may only build tables using Mozilla® 1.5 or higher.

We offer you the latest Microsoft® Internet Explorer® and Netscape® which support the Newsletter Tool's functions. You can download them for free in the 1&1 Control Panel from the **'Downloads'** section (the software is also included on the 1&1 Tuner CD which you received together with the Easy Setup Guide when you ordered your package).

Using the Newsletter Tool

Managing Addresses in the Address Overview

There are several ways to add people to your address database.

If you already have a mailing list you can import these addresses using a Comma Separated Value (CSV) file (➔ *Creating or Importing New Addresses (Menu Item 'Address Overview')* page 72).

Give people the chance to sign themselves up for your newsletter by integrating a subscription box into your website. Use "Subscription Forms" to create a form and copy the link into the source text of your website (➔ *Setting Up Subscription Forms* page 84).

Enter a new address manually. Go to **'Newsletter' > 'New Address'** in the left navigation bar of the Newsletter Tool and follow the instructions.

Creating a Newsletter (Menu Item 'New Newsletter')

The newsletter wizard makes creating a newsletter a simple process with professional results. To begin go to **'Newsletter' > 'New Newsletter'** on the Newsletter Tool page. The wizard takes you through these steps:

1. Settings

   The basic settings of your newsletter are the title, the sender's e-mail address, the subject of the newsletter e-mail, and the format to create and send it in. Decide whether you would like an HTML or text newsletter or both. We have created an editor that will help you with the process.

1. Layout (optional)

   There are over 10 different designs to choose from. These can only be used with HTML format.

2. Images (optional)

   Upload images you have on your computer to use in your newsletter. These can only be used with HTML format.

3. Content

   Enter your text into the editor. Insert uploaded images into the text.

4. Test Newsletter

   Send a test e-mail to a selected recipients group. Preview the results. Proofread and make changes.

5. Mailing List

   Choose the recipients that will make up the newsletter's mailing list.

For the next steps, go to **'Newsletter' > 'Newsletter Overview'**. On the Newsletter Overview page select the newsletter you would like to work on.

If you have just created a new newsletter it can take a few minutes until it can be seen in the Newsletter Overview.

1. Distribution

When you are finished with the newsletter, schedule it for distribution. A newsletter cannot be distributed unless you have tested it at least once.

2. Statistics

After the distribution, check the statistics using the icon in Newsletter Overview. To do this, the status in the Newsletter Overview must show "Distribution completed".

3. Summary

To view the details of the newsletter creation process at any time, check the summary using the icon in the Newsletter Overview.

During the testing phase or once released for distribution, newsletters cannot be edited.

Settings Section

To create a newsletter, specify the following:

- "Title"
  The title is your way of identifying the newsletter and is shown in the overview.
- "From"
  Allows you to choose from which e-mail account you would like to send the newsletter e-mail. You can create a new e-mail address under **'E-mail'**.
- "Allow replies?"
  If you would like to receive replies to your newsletter you can allow this by choosing yes and then selecting the e-mail address the replies should be sent to. Choosing no will automatically discard any replies sent to the newsletter.

If you choose "Yes" to allow replies to your newsletter, 1&1 recommends that you create a specific account meant only for replies to your newsletter. This will avoid flooding your mailbox with replies, for example automatically generated out-of-office responses.

- "Subject"
  This field is mandatory and will appear in the subject line of your newsletter e-mail.
- "Format"
  Choose whether to write your newsletter text using plain text or using HTML code.

Which format you choose depends on your preferences and the target group you are addressing. We recommend you choose plain text format, as many mail programs may not display HTML coded text correctly.

- "Unsubscribe link target"
  Later, when you edit the newsletter content, insert a link which brings your subscribers to an unsubscribe form, so that they may cancel their subscription to your newsletter. The unsubscribe link will lead to the domain you have selected here. The requests will automatically be applied to your subscriber database.

You can store up to 50 newsletters. After reaching this limit, you need to delete some newsletters from the Newsletter Overview to free up space for creating new ones.

Layout Section

Select a design template for the HTML version of the newsletter. Choose from over ten different designs. You will be able to write your own text and add images to it, to customize your newsletter.

Graphic design templates are only available for HTML newsletters.

Images Section

If you want to integrate logos, screenshots, or other images into the HTML version of your newsletter (you cannot use this feature with plain text newsletter), you can upload these from your local directory. You cannot edit the images after upload. Please keep in mind that the size of each image may not exceed 100 Kbytes and may not be wider than 540 pixels to keep the newsletter size within reasonable limits. Additionally, each newsletter is limited to 30 images. Allowed image formats are .jpg, .gif, or .png.

Content Section (Newsletter Editor)

After having selected a suitable design template, in the content section enter the desired text for your newsletter. If you want to send both HTML and text versions, fill in the content into the HTML template and then click on the button **'Text version'**. This will automatically copy the content into the text version of the newsletter.

If you decide to change your design template, you will have to re-enter the content. 1&1 recommends that you make a copy of your newsletter text before changing the design template.

The Newsletter Editor

With the help of the newsletter editor you can create a professional newsletter in HTML using familiar word processing tools and commands. In the editor's preview window, you can see how the newsletter looks as you work on it. For control over the final result, you can also use the HTML source text mode, which allows you to work directly on the HTML code.

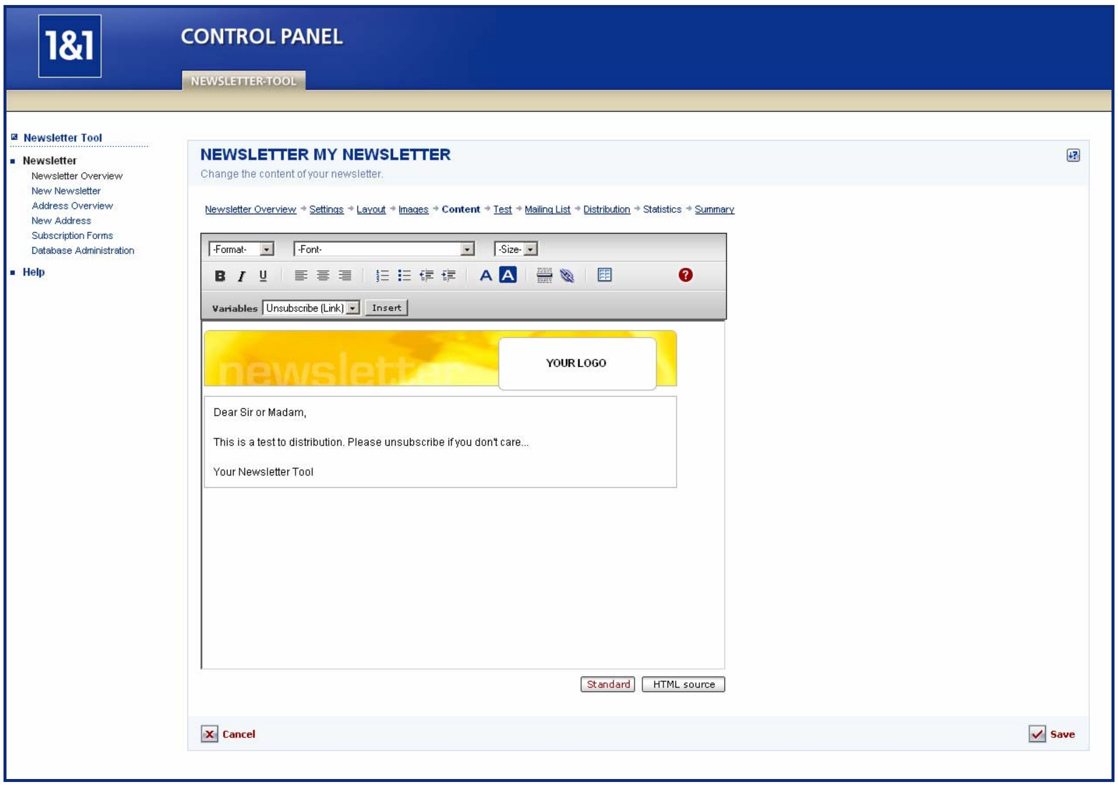


Figure 34: The Newsletter Tool editor is easy to use to create and format a newsletter.

The editor provides the following basic text formatting tools:

- Text formatting (fonts, size, style, and colors)
- Paragraph formatting (align left, align right, and center)
- Increasing and decreasing block indent
- Redo and Undo
- Lists (bulleted which are known in HTML as ordered lists and numbered lists which are known as unordered lists)

You can cut, copy, and paste text from other programs using the clipboard. The shortcuts are the same as in other programs: [Ctrl]+[C] to copy, [Ctrl]+[X] to cut, and [Ctrl]+[V] to paste. These shortcuts can be used in the source text mode and in the preview mode. You can fill in existing HTML or also HTML source code.

To use the Newsletter Editor, all you need is a new generation browser, for example Internet Explorer® version 5.5 and higher, everything from Mozilla® 1.3 and higher based browser will support the Newsletter Editor, as well as Netscape® 7.1. You may only build tables using Mozilla® 1.5 or higher.

To build a table, use the **'Insert Table'** icon. In the fields marked rows and columns fill in the desired number of each. Also, you can state the table width in percentage of the available space or in pixels. In the table border field you can set the width of the table frame in pixels. Under spacing, both cell spacing and cell padding are given in pixels. Cell spacing sets the space between each of the table's cells in relation to each other whereas, cell padding defines the distance between the cell's content in relation to the edge of the cell.

> To avoid the line spacing becoming too large when displaying your newsletter in Internet Explorer®, use [Shift]+[Enter] when using the editor with the Internet Explorer®. This way you will get just a simple line break, instead of creating a new paragraph. When you hit [Enter], it automatically starts a new paragraph by filling in an empty line.

- Variables

In the newsletter editor you can include variables in your message text. These variables will be substituted by the values (names or addresses, etc.) in the copy your customer receives.

If you decided to build an HTML newsletter, these variables are listed in a drop-down menu in the editor's task bar. In a text newsletter, you can use these as well by typing them in.

Name	Variable
Unsubscribe URL	**$UNSUBSCRIBEURL$**
E-mail address	**$EMAIL$**
Company	**$COMPANY$**
Title	**$TITLE$**
First name	**$FIRSTNAME$**
Last name	**$NAME$**
Address	**$STREET1$**
Address 2	**$STREET2$**
City	**$CITY$**
State	**$STATE$**
Zip code	**$ZIPCODE$**
Country	**$COUNTRY$**
Telephone	**$PHONE$**
Fax	**FAX**
Cell phone	**$CELLULAR$**
any word	**$CUSTOM1$**

Table 1: List of Variables

Test Newsletter Section

It is important to see the finished product before your customers do. Before you release it for distribution do a test run to see how the e-mail looks when it arrives. We recommend sending a test e-mail to yourself or a selected subscriber group (these could be friends or colleagues). The test run is limited to ten recipients and can only use addresses which are designated as test addresses.

Set up an address for testing your newsletter either by choosing it as one when creating the address or by clicking on the icon next to that e-mail address in the Address Overview to reach the configuration page and then choosing it as a test address.

> The e-mail messages sent for testing are counted as part of the free e-mail allotment allowed per billing period.

Mailing List Section

When you are satisfied with the results of your test e-mail, choose the recipients of your finished newsletter by creating a mailing list. The number of the recipients included on your list is shown at the bottom of the page. If you would like to send the newsletter to all the addresses in your address book, click on **'Save'** at the bottom of the page. Alternatively, you can use the Filter recipients function to specify a particular group of recipients for your mailing list.

Working on Existing Newsletters (Menu Item 'Newsletter Overview')

The first step in working on existing newsletters, is to go to **'Newsletter' > 'Newsletter Overview'**. There you will see a list with the title, subject, and the status of each newsletter.

Find the newsletter you would like to work on, using the navigation icons, the sorting arrows and the Filter function. Once you have located the newsletter you would like to work on, you can:

- Edit a newsletter before sending it out. During the testing phase or once released for distribution newsletters cannot be edited.
- Copy a newsletter, and change only parts of it to update it and send it out again or perhaps to make a few changes to customize it for different mailing groups.

Although you can create an unlimited number of newsletters, the maximum number of newsletters shown to you on the overview page is set to 50. We therefore recommend that if you have 50 newsletters in your list you select and delete some before you create new ones.

The status column on the Newsletter Overview page tells you what stage of production your newsletters are in:

- "Untested"
  At this point you have started creating a newsletter and before it can be sent out it must be tested.

  If you would like to test the newsletter, click on the icon to edit or click on the title of the newsletter and you will be brought to the Test Newsletter page.

- "Newsletter in test queue — please wait…"
  The newsletter will shortly be sent out for a test. Wait a few moments. Press the **'Reload'** button to see if the status has changed.

- "Test running –- please wait…"
  It takes a few minutes until the test distribution is completed. As soon as you have received the test e-mail in your account, take a moment to proofread your newsletter to make sure that the content is correct. You can update the status using the **'Reload'** button.

- "Testing complete"
  As soon as this status is shown you can set a mailing list for the newsletter's distribution.

- "Newsletter tested, no distribution scheduled"
  To specify the release date, click on the title of the newsletter. You will be automatically taken to the correct page.

- "Newsletter released, distribution starts on…"
  At this point the newsletter can no longer be edited. To prevent it from being distributed, you can delete it and create a new one.

  Before deleting you can also click on the icon to copy the newsletter so that you do not have to start from scratch.

- "Distributing – please wait…"
  You can still stop the newsletter while sending, but the e-mail messages which have already been sent are counted.

- "Distribution completed"

  As soon as the newsletter has been sent you can either use the icon to edit it or click on the newsletter title in the first column to view the distribution statistics.

  Use the **'Reload'** button to update the status column.

Statistics Section

After the successful distribution of a newsletter, find out the statistics generated in Newsletter Overview by clicking on the icon or on the title of the newsletter.

The statistics track the following:

- The time the newsletter was sent.
- The number of recipients the newsletter was sent to.
- The number of newsletters that arrived.
- The number of newsletters that could not be delivered.
- The number of people that cancelled their subscriptions.

Summary Section

The Summary page comprises all the current information (Settings, Layout, Images, Content, Test, Mailing List, Distribution, and Statistics) in a concise overview. View each section, and if the newsletter has not been sent yet, jump directly to each step of the newsletter wizard using the icon to edit a specific step of the newsletter.

> Changing the design template of an HTML newsletter will erase any previous work, as the content cannot be carried over. The text must be re-entered. Please make sure you have a copy of your text before choosing to change the template.

Creating or Importing New Addresses (Menu Item 'Address Overview')

To create a mailing list before sending out a newsletter, go to **'Newsletter' > 'Address Overview'** in the Newsletter Tool. The mailing list is automatically generated from all the addresses listed in the Address Overview. To only send the newsletter to a selected group of recipients on this list, use the "Filter recipients" function. Your address database can hold up to 25,000 unique addresses.

You can add new addresses to be listed in the Address Overview in either of the following ways:

- Create a New Address
  Use **'New E-mail Address'** to manually add addresses to your recipients list in the Address Overview page. Alternatively, you can reach the same form via the left navigation bar. Choose **'Newsletter' > 'New Address'** and insert the address information. When you are creating a new address, you can specify whether you want to use it as a test address. You can then use it for test runs before a newsletter is released for distribution.

- Import Addresses
  If you already have a mailing list you can simply import these addresses using a Comma Separated Value (CSV) file.

> The import file size may not exceed 500 addresses.

Arrange the addresses of your CSV file according to the following order:

1. Company
2. Title
3. First name
4. Last name
5. Address
6. Address (additional info)
7. Country
8. State
9. Zip code
10. City
11. Phone
12. Fax
13. Cell phone
14. E-mail
15. Sales tax
16. Customer number
17. Customer group
18. Discount level
19. Additional information 1
20. Additional information 2
21. Additional information 3
22. Additional information 4
23. Additional information 5

Enter two quotation marks if there are no details available for a field. Do not leave it empty or skip it. Skipped or empty fields are not allowed. An e-mail address must be included in each entry. Write each subscriber to be imported in a separate row.

Example:

If you have 3 pieces of information (the subscriber's first name, last name, and e-mail address) the correct CSV file order is:

" "," ","First name","Last name"," "," "," "," "," "," "," "," "," ","name@domain-of-your-choice.com"," "," "," "," "," "," "," "," "

Under **'Newsletter' > 'Database Administration' > 'Import Address List'**, select which separator you used in your CSV file to separate the individual details. You can use either a comma or a semicolon.

Click on **'Import'** to upload the file and import the information into the Newsletter Tool address database.

Managing Addresses

Go to **'Newsletter' > 'Address Overview'** in your Newsletter Tool to view your address database and edit or delete addresses already created.

Determine Addresses for Testing Your Newsletter

A test run is necessary before you release a newsletter for distribution.

By clicking on the icon next to the address, you can set an address as a test address. Only addresses selected as test addresses will be shown when you choose who to send your test newsletter to. Test addresses can also be included in the mailing list for your finished newsletter distribution.

The e-mail sent for testing are counted as part of the free e-mail allotment allowed per billing period.

Show Bounced Status

When you edit an address (by clicking on it or on the icon next to it) you will see the "Bounced Status". This status informs you on how many newsletters have not reached the recipient. If newsletters frequently cannot be delivered to this address you should remove it from your recipients list since we do charge you for undeliverable e-mail. Depending on available additional details you can try to get in touch with the recipient. As soon as the e-mail address has been corrected, we recommend resetting the status to 0.

Blacklist

The blacklist is a filter allowing you to specify which subscriber e-mail addresses should not receive newsletters. Each subscriber on the blacklist is automatically ignored when sending newsletters. It is also not possible for this blacklisted subscriber to sign up again.

You can create your personal blacklist under **'Newsletter' > 'Database Administration' > 'Add to Blacklist'**.

To block a group of e-mail addresses quickly use the "%" placeholder.

A few examples of blacklist entries:

`john.smith@domain-of-your-choice.com`
Precisely one subscriber is blocked. If this subscriber is already in your address database no further newsletters will be sent to them. If the subscriber is not in the address database, then they cannot subscribe using the subscription form.

`%@domain-of-your-choice.com`
The "%" character in front of the "@" blocks all requests from an e-mail address under domain-of-your-choice.com. However, addresses from a subdomain are not blocked. "john.smith@my.domain-of-your-choice.com" for example will be accepted.

`%.domain-of-your-choice.com`
The "%" character in front of the period followed by the domain name blocks all requests from an e-mail address with any subdomain of domain-of-your-choice.com.

`%domain-of-your-choice.com`
Caution! The "%" character in front of the domain name not only blocks all people with an e-mail address with domain-of-your-choice.com and all subdomains, but also all other domains and subdomains which end with the text "domain-of-your-choice.com". For example, "john@your-domain-of-your-choice.com" will then be blacklisted as well.

> If you would like to exclude a domain with its subdomains. 1&1 recommends that you specify two filter rules following the scheme above. Otherwise you may overshoot the mark.

`%@domain%`
All people whose e-mail address contains the word "domain" will be blacklisted.

To edit or delete your blacklist entries go to **'Newsletter' > 'Database Administration' > 'Blacklist Overview'**.

> Blacklisted names will still be listed in your Address Overview, unless you delete them from your address list. They are only blocked from receiving a newsletter.

Customizing Additional Fields

Set up additional fields to request specific information from your website's visitors who are interested in receiving your newsletter.

Visitors to your website can subscribe to your newsletter by filling in the form you provide. When creating a form under **'Newsletter' > 'Subscription Form' > 'New Form'**, you can already use a number of fields to request subscriber data, which can be designated as show, do not show, or show as mandatory. Only the "E-mail" field is mandatory in every subscription form.

When you use additional fields, they allow you to better manage the data you receive from subscribers. Use **'Newsletter' > 'Database Administration' > 'Customize Fields'** and then add them to a subscription form.

Setting Up Subscription Forms

- Subscription Forms

  Create a new subscription form under the menu item **'Newsletter' > 'Subscription Form' > 'New Form'**. As a result of the creation process, you will receive a link to the form you created which you can copy and paste into the source code of your website. Visitors to your website can use this subscription form to sign up to receive newsletters. Once they sign up their names are automatically entered into your database and can be seen in the Address Overview.

  Select the fields which you would like included in your form. "E-mail" is the only mandatory field and is automatically placed into your subscription form. You can choose to designate the other fields as mandatory or optional.

  Decide on whether the sign-up process automatically accepts every subscription (except those on your blacklist) or, as an extra service to offer your visitors, you can provide a confirmation e-mail. A confirmation e-mail is sent to the e-mail address after the person has signed up. Before the person can actively receive your newsletter, they must first reply to the confirmation e-mail to confirm that they did indeed sign up. If someone else had entered the e-mail address and the person does not want to subscribe, they can simply delete the e-mail and the e-mail address will not be entered into your address database.

  View a list of all the forms you have created under **'Newsletter' > 'Subscription Form' > 'Form Overview'**. Here, you can choose to integrate them into your website. You will then be provided with a link, which you can copy and paste into your website.

  Launch your web editor. If your program provides this function, change to HTML source code view. Insert the link by highlighting it, copying and pasting it into the desired position in your website. Use a reference text or an image to use the link with.

  For example, insert your reference text "Click here to subscribe to our Newsletter" in the following way: `<a href="Insert the link here">`Insert the reference text here`</a>`.

- Unsubscribe Option

  Allow your visitors to unsubscribe from your newsletter mailing list by integrating a link in your newsletter.

When creating a newsletter under the menu item **'Newsletter' > 'New Newsletter'**, first specify which page to direct those to who wish to unsubscribe by selecting the appropriate domain as the "Unsubscribe link target" under New Newsletter and in the section Settings.

Next choose to add an unsubscribe link, or an unsubscribe URL in the section Content. Fill in a link with a reference text, or alternatively, include an unsubscribe URL to your unsubscribe form by choosing it from the variables drop-down menu in the editor.

Bulk E-mail /Spam

Newsletters differ from bulk e-mail or spam in that they are being sent out by request only. As a serious information provider or Internet trader you must give your target group the possibility to decide if they would like to receive your newsletter or not. That means you must provide a subscribe/unsubscribe option both on your website and in the newsletter itself (➔ *Setting Up Subscription Forms* page 84). Sending out newsletters without the addressee's consent (unsolicited e-mail) is considered as "spam". Spamming is illegal.

> According to 1&1's Terms and Conditions under http://order.1and1.com/xml/order/Gtc you may not use the Newsletter Tool to transmit any unsolicited commercial or bulk e-mail. You may not engage in any activity known or considered to be "spamming" or "mail bombing" and you may not carry out any "denial of service" attacks on any other website or Internet service.

4.6 in2site Live Dialogue

in2site is an innovative tool for interactive Internet communication in real time. in2site notifies you as soon as someone visits your website. You can open a dialog box, so you can talk to your visitors while they are looking at your website, thus offering real-time support.

in2site offers the following functions and communication options:

- Visitor notification
  You receive optical or acoustic notification as soon as someone visits your site.
- Visitor monitoring
  Use in2site to accompany your visitors as they browse your website and find out how it is used. You can then use this information to optimize your website accordingly.
- Interactive communication
  Once you activate in2site and enable visitor interaction, a pop-up window with your welcome text appears on your visitor's screen, inviting your visitor to get into contact with you. If your visitor agrees, they can write a reply in the window.
- Sales tool
  Use in2site for consulting and support dialogs, thus propelling your sales results. Address your customers as soon as they visit your website and offer help. In2site facilitates feedback in real-time — as opposed to time-consuming e-mail communication.

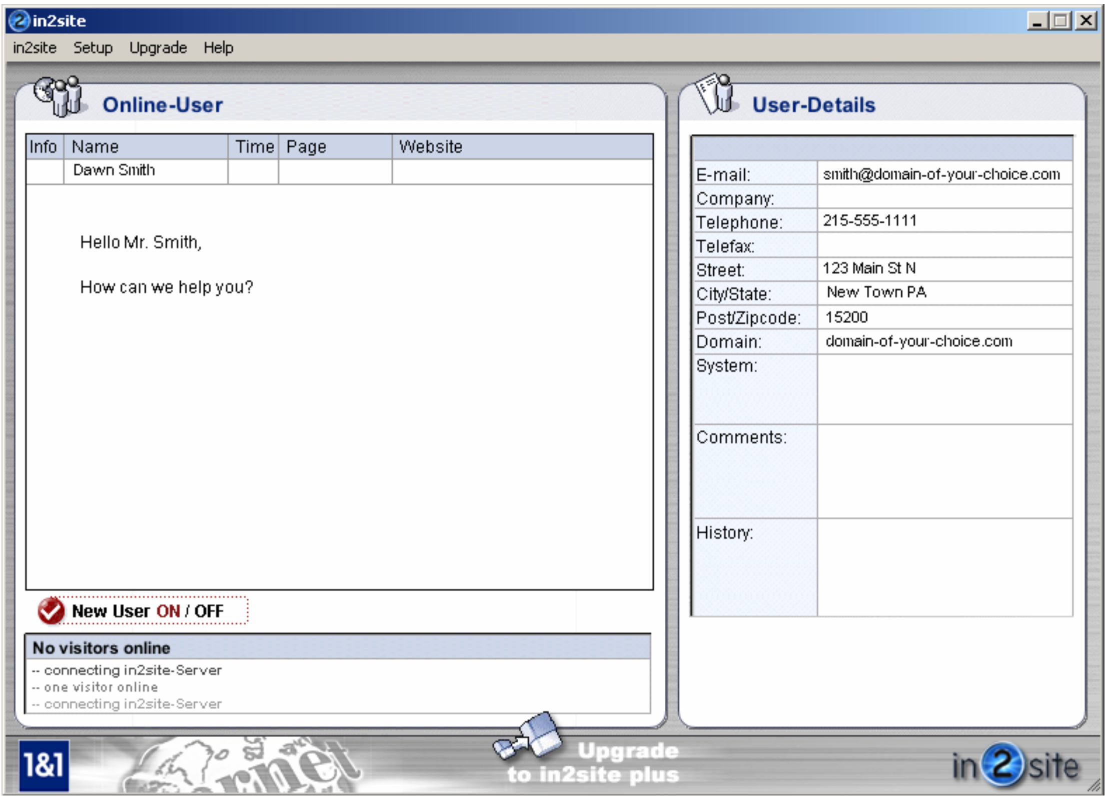


Figure 35: in2site can be used to speak directly to your customers while they are visiting your website.

Using in2site has many advantages:

- Help your visitors to register
- Support customers while they are shopping on your website by offering individual advice
- Explain your services to your customers directly
- Keep interested shoppers on your pages through real-time communication
- Present yourself as a well organized business by using this tool.

If you are private user you can use in2site to surprise your visitors, keep interested newcomers on your website through real-time communication and establish new contacts, or chat with your friends or family.

Apart from the chat functions, you can use in2site to watch how your visitors browse your pages. From that you can learn where it makes sense to advertise your website and how to optimize it.

How to Use In2site in the 1&1 Control Panel

When logged on to the 1&1 Control Panel go to **'Applications' > 'in2site Live Dialogue'** and choose **'Enable'** to set up your in2site account and obtain the required authorization. The status will change to "setup".

Once the status has changed to "ready", choose **'Edit'** to select the domain for which you want to use in2site and determine a password. A user name is generated automatically. You receive your access data when you click on **'Next'**. Please make a note of it.

> Once your in2site account is set up, you can find or change your password information under **'Applications' > 'in2site Live Dialogue'** by clicking on **'Edit'**.

To install the in2site client software on your computer, download it from **'Applications' > 'in2site Live Dialogue'** first. In the in2site Live Dialogue Client Software section click on **'Download & Save'**. For a Plus version, in the left navigation bar, click on **'Order'** and order in2site Dialogue Plus. Then launch the program by entering the access data you were given (➔ *above*).

For further information on in2site, please consult the in2site context help.

In2site Live Dialogue Plus

If you find that your needs outgrow the in2site basic version, you can upgrade to in2site Live Dialogue Plus. Go to **'Applications' > 'in2site Live Dialogue'** and upgrade your current version in the Additional in2site Live Dialogue Plus Modules section. Or, download the software from the **'Order'** section in the 1&1 Control Panel.

in2site Live Dialogue Plus offers the following additional features:

- A remote browser control to guide users to particular pages of your website.
- An optional chat button for visitors enables users to launch a chat.
- A user database with which you can create and manage visitor contact details.
- A chat log for the last chat can be sent to the visitors by e-mail.
- Prepared responses to answer frequently asked questions.
- Up to five simultaneous chats (instead of one).

4.7 Basic CGIs (CGI Library)

1&1 offers "Basic CGIs" to help you make your website dynamic and interactive. "Basic CGIs" are a selection of commonly used Common Gateway Interface (CGI) scripts including the HTML templates for the forms.

Common Gateway Interface (CGI) scripts are a set of instructions that a web server can use to process the information filled in to HTML forms (guest books, discussion boards, etc.) These are on your web server and the visitor's browser call them up when needed (server side technology).

Your visitors view your website using a browser. If they use any HTML forms on your website, the information they enter is bundled by their browser. CGI scripts collect this bundled data from the browser and process it to the web server, and if applicable, return further HTML forms or an acknowledgement page in HTML format.

Using Basic CGIs will increase the interactivity of your website, and attract more traffic to it. You can use the CGIs we offer to produce a dynamic and interactive website are guest books, forums, feedback forms, counters and date or time displays. These are the Basic CGIs 1&1 provides you with.

How to Use Basic CGI in the 1&1 Control Panel

When logged on to the Control Panel, go to **'Applications' > 'Basic CGIs'**. This will open the Basic CGI overview page. Here, you will find a selection of basic CGIs.

Choose a CGI and click on **'Set Up'** to start the assistant that will take you though the process step by step. The assistants for each of the CGI scripts are very similar to one another to make them easy to use. Once you have created a counter your can go back and create a guestbook.

Guest Books, Forums, Feedback Forms

A guest book is for your visitors' comments. The comments they make will then be shown on your website as guest book entries, unless you decide to delete them. This is a useful source of feedback.

Discussion forums allow your visitors to post a question, share ideas, opinions and information quickly and easily. Forums are usually organized by topics in an easy-to-follow format, and are designed so you can quickly locate information, find other knowledgeable users and participate in conversations.

A feedback form is an interactive web form where your visitors can send their feedback to you. This form serves as a communication channel between individual website visitors and you as the website operator and is not meant to be published on your website.

Set Up a Guest Book, a Forum or a Feedback Form

Choose **'Set Up'** beside the guest book, the forum or the feedback form to launch the assistant. The assistants for guest books, forum, and feedback forms work similarly concerning options and order of setup unless indicated otherwise.

In the first instance enter an e-mail address and the name of a moderator. See how your form will look by choosing **'Refresh Browser Preview'** to save the entries for preview. Then click on **'Browser Preview'**.

In your CGIs you can set:

- Moderator contact details
(This feature does not apply to feedback forms.) A moderator is the contact person for the guest book, forum, or feedback form. With guest books or forums the moderator checks that the entries made are not of any offensive or illegal nature or nonsense entries, before they are published. While this ensures a high standard of the content published, it only makes sense if the moderator appointed has the time to look after the entries regularly.

> As the website operator you are responsible for the content of your website, including postings of any kind, regardless if it is moderated or not. You are obliged to make sure that the entries to your guest book or forum have no offensive, criminal, or illegal character. If they do, you are responsible for deleting them immediately from your website.

- Feedback forms only: Whether the name should be a mandatory field, i.e., whether you oblige your visitors to enter a name when writing a feedback to you;
- Feedback forms only: Whether a valid e-mail address should be a mandatory field, i.e., whether you oblige your visitors to enter a valid e-mail address when writing a feedback to you;
- Feedback forms only: The address and request input fields which should be available to your visitors;
- The e-mail format (HTML or plain text) that is used for your moderator. This option depends on the kind of e-mail program your moderator uses, as well as on the type of visitors you expect to e-mail with. If your assumed visitors are by and large Microsoft® users, they may be able to post and receive e-mail in HTML format (using Outlook®), while Linux® or UNIX® users may experience problems. To find out about the usage of your visitors have a look at your WebStatistics (➔ *WebStatistics* page 48).
- Whether visitors receive confirmation e-mail after submitting an entry. Depending on your web content, your visitors may feel taken more seriously if you choose to send them a reply;
- Whether HTML should be allowed in comment fields. Allowing HTML widens the possibilities of your users but may lead to undesired formats or styles;
- The number of messages displayed per page. Choose how many messages you would like to be displayed on your website.

Once you have filled in the information required, choose **"Refresh Browser Preview"** to save the entries for preview. To preview the work that you have done so far, click on **"Browser Preview"**. This can be used on every page. Click on **"Next"** to save the changes.

Next choose between two designs. Click on **'Next'** to continue.

Set a link back to your website, when asked to do so. This link will be included so visitors can go back to your website from the guest book, forum or feedback form page. Set the background color (wallpaper, determines the background appearance of the guest book, forum or feedback form), the background custom color (determines the appearance of text fields and markers), and the font you would like to use.

Once you have filled out the information required click on **'Next'** to continue.

Write a header to welcome your visitors to your guest book, forum, or feedback form. Choose a welcome header, the border color for messages, the heading background and text color, the color for special commands when the page is in admin mode, and the border color of scroll bars and buttons. Click on **'Next'** to continue.

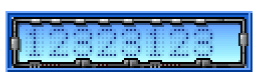
Enter a header requesting your visitors to make a contribution to your guest book, forum, or feedback form. Again you can determine the colors that you wish to use. You can write the reply text for a successful entry that your visitor receives. Click on **'Next'** to continue.

Once you are finished save your changes.

Setting up your guest book, forum, or feedback form has been successful. Now you can use the link(s) listed to integrate your guest book, forum, or feedback form into your website. If you want to see what the different guest book, forum, or feedback form pages look like, click on **'Show'**.

Visitor Counters and Date/Time Displays

- Visitor Counters
  These are only a few examples of the kind of web counters you can include in your website. There are many different ways to display the information but it all serves the same purpose, which is to count how many times the information has been called up (counting the "hits"). Every visit is counted automatically.

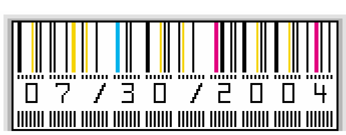
  "You are visitor number  to the page"

  or

  "This page has been accessed 

  times since 3rd March 1998"

- Date/Time Displays
  The examples give you an idea of the different date or time displays which you can include in your website.



- Set Up a Visitor Counter
  Choose **'Set Up'** beside the visitor counter. This will open the assistant. Next, choose the type of counter from the selection offered, and proceed to the next page.

  Adjust the font, the border width and the border color according to your liking. You can choose **'Refresh'** to update the preview before proceeding to the next page.

  Decide the maximum number of digits to be displayed, whether to show zeros or not, and if you would like to display a thousands separator.

- Set Up a Date/Time Display
  Choose **'Set Up'** beside the date/time display. This will open the assistant. Next, choose whether you would like to create a date or time display, and proceed to the next page.

  Adjust the font, the border width and the border color according to your liking. You can choose **'Refresh'** to update the preview before proceeding to the next page.

  Next select the time zone.

Integrate Basic CGIs into Your Website

Using an HTML editor, open the file you would like to integrate the link or links to your CGIs. Use your own HTML editor or, depending on the 1&1 package you chose, NetObjects Fusion®. This software can be found under the **'Downloads'** section in your 1&1 Control Panel or on the 1&1 Internet Tuner CD you received when you ordered the package.

To copy a link, highlight it using your mouse and then right click in the marked section. From the menu that appears select **'Copy'**. The link is now on your clipboard.

Go to your HTML editor with the open file, and insert the link by right clicking on the desired position. When the menu pops up, select **'Paste'**.

Insert the link along with the following attributes and a reference text for the visitor (such as "To the guest book") as shown in the example below:

 To the guest book.

Save the file and upload it to your website. The links to the respective forms are now active and can be clicked after loading the file in a browser.

4.8 MS SQL Administration

Setting Up the MS SQL Server

Log in to the 1&1 Control Panel, and on the My Account page choose the package you would like to work on by clicking on it. This will bring you to the Package Administration page. There, go to **'Applications' > 'MS SQL Administration'**.

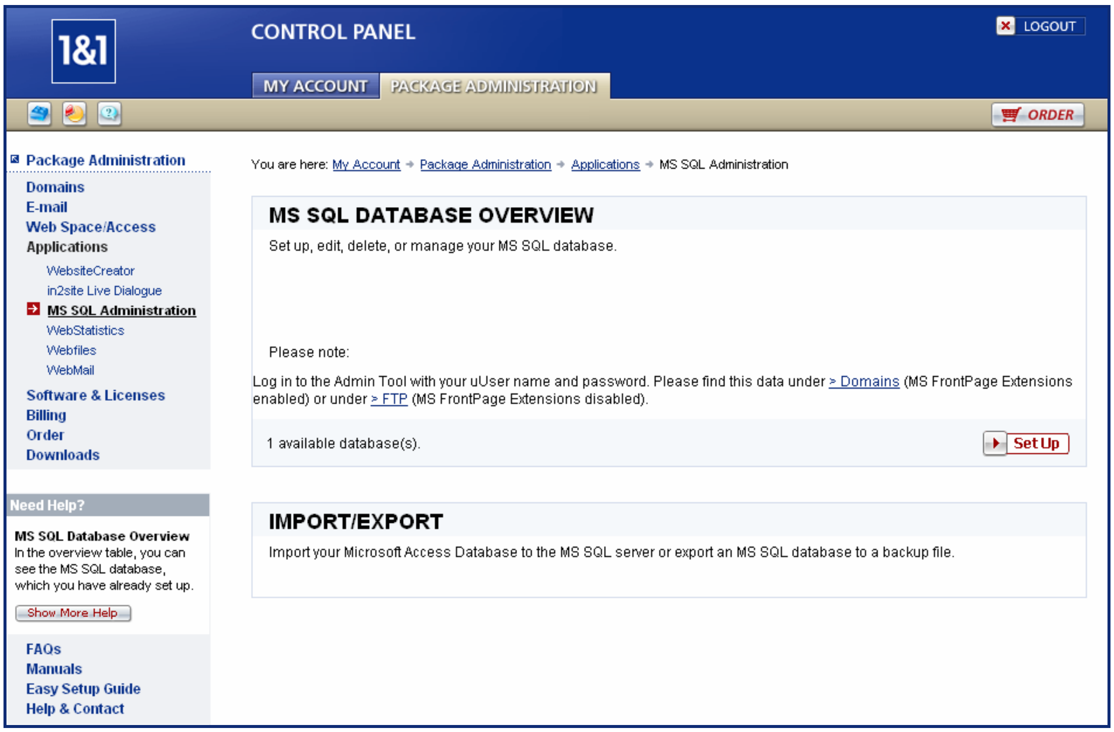


Figure 36: The page looks like this before you activate a database.

Click on **'Set Up'** to set up the database. The setup process will take about three hours.

Accessing Your MS SQL Database via the 1&1 Control Panel

Log in to the 1&1 Control Panel, and on the My Account page choose the package you would like to work on by clicking on it. This will bring you to the Package Administration page. Either retrieve your MS SQL Database access data from **'Web Space/Access' > 'FTP Account'** or from **'Domains'** in the section "Microsoft FrontPage Extensions Status". (This depends on whether you have activated FrontPage® Server Extensions, see also *FrontPage® Server Extensions* page 16).

Make a note of your User ID and password, since you will need it to log in to the database administration.

Next, choose **'Applications' > 'MS SQL Administration'**.

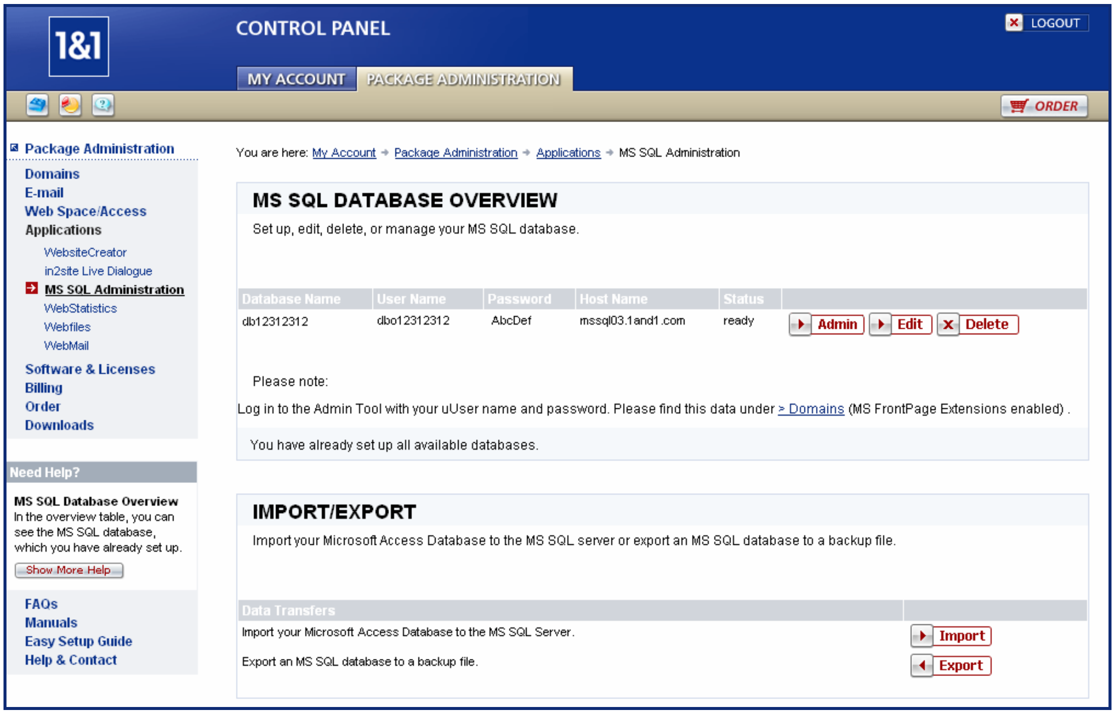


Figure 37: The page looks like this after you activate a database.

To access the database, click on **'Admin'**. When prompted enter your user name and password which you retrieved previously.

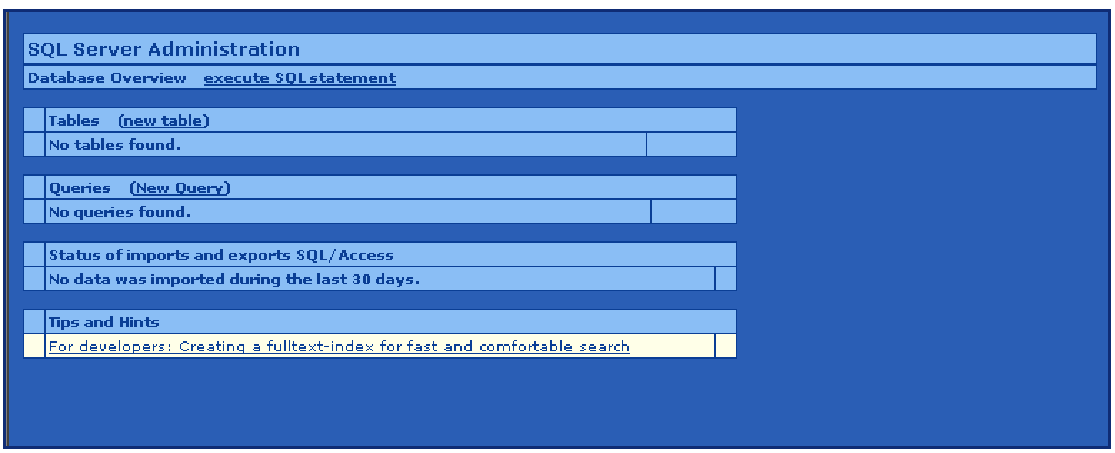


Figure 38: Your SQL Server Administration page.

Now you can set up new tables in or make queries throughout your database.

4.9 Webfiles

Use 1&1 Webfiles to administer access and viewing permissions of various directories of your website.

When logged on to the 1&1 Control Panel, on the My Account page choose the package you would like to work on. This will bring you to the Package Administration page. On this page, either retrieve you Webfile access data from **'Web Space/Access' > 'FTP Account'** or from **'Domains'** in the section "Microsoft FrontPage Extensions Status". (where to find your access data depends on whether you have activated FrontPage® Server Extensions, see *FrontPage® Server Extensions* page 16).

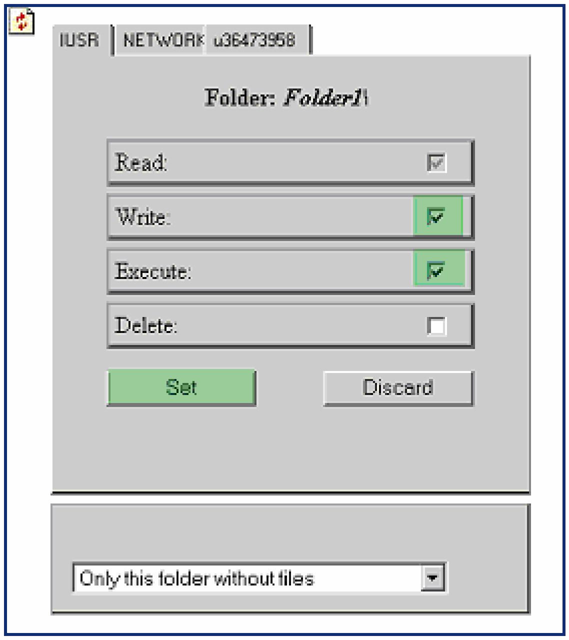
Make a note of your User ID and password, since you will need it to log in to Webfiles.

Next, choose **'Applications' > 'Webfiles'** and enter the access data.

In the Webfiles window, right-click on the folder or file and select **'Rights Management'** from the drop-down menu.

Name	Type	Size		Last Change
aspnet_client	Directory			6/22/2004 1:40:05 PM
domain-of-your-choice.com	Directory			8/5/2004 9:33:43 AM
db	Directory			5/27/2004 2:25:35 PM
images	Directory			6/16/2004 2:09:03 PM
logs	Directory			5/3/2004 12:40:52 PM
mywebsite	Directory			8/4/2004 4:25:10 PM
test	Directory			7/19/2004 5:13:28 AM
wsc12312312	Directory			7/23/2004 5:18:42 AM
_db_import	Directory			6/30/2004 7:26:23 AM
access.aspx	File	729	Bytes	7/22/2004 11:46:26
accesstest1.asp	File	620	Bytes	7/28/2004 9:27:44 AM
aspmail.htm	File	840	Bytes	5/10/2004 3:59:23 PM
cdosys.asp	File	1.11	KB	8/11/2004 4:00:55 PM
counter.asp	File	368	Bytes	6/29/2004 3:05:51 PM
counter1.asp	File	309	Bytes	6/29/2004 3:23:40 PM
counter2.asp	File	371	Bytes	6/29/2004 4:01:05 PM

Define the permissions as needed, and click on **'Set'**.



Repeat the process for all the folders and directories needed.

5 Software Licenses

The 1&1 Website Tuner CD contains useful applications which help you design your website and get more use out of your package. After ordering, the status of your software bundle may be viewed under this menu item.

To order the software CD that is included in many packages, log on to the Control Panel and select your package. Click on **'Software & Licenses'** in the left navigation bar.

We also offer a section to download software for free. You can find this clicking on **'Downloads'** found in the left navigation bar of the Control Panel.

In either case, during the installation of many of these applications, a serial or license number will be requested. Click on **'Request License'** on the Software & Licenses page to display the number. The number will remain available here for future reference. Enter this serial number into the prompt field of the respective software you are about to install. Only one license number can be retrieved for each application.

My Account

1 User Settings • 2 Billing • 3 Affiliate Program • 4 Messages • 5 News

The My Account page leads you to all the important user settings, billing information and aids, our Affiliate Program, messages, and general product news.

1 User Settings

1.1 User Data • 1.2 Password • 1.3 Credit Card Details • 1.4 Newsletter Settings

Your customer details, which you provided when ordering your 1&1 package, are stored in 1&1's database.

You can view and modify them on the My Account page under **'User Settings'**. The submenu items allow you to modify your address and e-mail address under **'User Data'**, change your password under **'Password'**, update your payment details under **'Credit Card Details'**, and subscribe to receive our 1&1 newsletter under **'Newsletter Settings'**.

1.1 User Data

You can change your e-mail address, address, phone number, and fax number. It takes just a few minutes for our database to be updated.

> Your name and your company name cannot be changed online. If you would like to make changes, please send us a request by fax or mail to:
>
> 1&1 Billing
> 701 Lee Road
> Suite 300
> Chesterbrook PA 19087
> Fax: 1-610-560-1501

If this information is used for your domain contact details, the information will be updated automatically at the respective registries. If you chose other information for your domains, please make sure to update that information in order to keep your WHOIS records up-to-date. WHOIS records are set in the Package Administration area, under **'Domains' > 'Contact'**.

1.2 Password

Change your current password as often as needed. Make sure your chosen password contains between 6 and 8 alphanumeric characters.

> Keep your password in a secure place; you will need it for logging on to the Control Panel.

1.3 Credit Card Details

Enter your credit card information, such as type, number and verification code, and expiration date.

You will be asked to enter your card verification code (CVC). The CVC is a security feature used for credit card transactions made over the phone or Internet. This three or four digit code provides the card holder with an extra level of security.

Card verification codes can be found:

- On American Express cards, the code (known as the CID) is a four digit number on the front of the card written above the account number.
- The code on Visa (known as the CVV2), MasterCard (known as the CVC2), and Discover (known as the CID) is a three digit number that appears at the end of the account number on the back of the card.

If you have any further questions about the location of this number please call your credit card issuer for assistance.

1.4 Newsletter Settings

Our 1&1 newsletter e-mail keeps you informed about important developments regarding the Internet, new products and packages from 1&1, package rate changes, and other related news.

You can subscribe to the 1&1 newsletter. You can also unsubscribe from the mailing list. If you later change your mind, you can resubscribe.

When subscribing, choose whether you would like to receive the newsletter as a plain text e-mail or as an HTML formatted e-mail, and the e-mail address it should be sent to. If no other address is stated, the newsletter will be sent to the e-mail provided in your user data.

> Using a different e-mail address to receive the newsletter, will not alter your customer contact e-mail address (user data).

2 Billing

2.1 Billing Overview • 2.2 Expense Tracker • 2.3 Expense Notifier

Everything that you need to stay informed about your account with 1&1 is available under the Billing section.

2.1 Billing Overview

'Billing Overview' contains all invoices for your account under your customer ID. View your invoices or, if you would like to check up on a specific invoice, search for the invoice ID using the "Search" field on the overview page.

The invoices displayed via this overview are purely informative. The bill relevant for tax purposes will be sent to you as a .pdf file by e-mail.

2.2 Expense Tracker

The Expense Tracker provides you with a daily summary of services you have used since the last billing date, including mailing lists and data transfer charges.

The stated amounts do not include sales tax. The details are provisionally valid. The invoice issued at the end of every billing period is binding.

2.3 Expense Notifier

To specify the maximum amount you would like to spend for that billing period in a package, you can set up an expense notifier for each billing period for each package. When you reach 90% of this amount, you will be notified by e-mail that you are nearing your set expense limit.

You will be notified by e-mail as soon as the set limit is reached. These e-mail messages will be sent to the e-mail address you specified under **'User Settings' > 'User Data'**.

The Expense Notifier does not block the services or features in any way. This is a service provided to help you keep track of your spending.

3 Affiliate Program

3.1 Program Information • 3.2 Affiliate Link and Banners • 3.3 Sales Statistics

To earn money as our affiliate, choose one of the available banners under **'Link & Banners'** and include it in your website, or include your personal affiliate link in your e-mail. With our statistically reliable Affiliate Program, we can confirm without question if a new customer was gained directly through your banner or link. You will be paid a commission if a new customer comes through your link and then on that visit orders from our website.

3.1 Program Information

For the Terms and Conditions of this program, as well as, for the commissions, refer to **'Affiliate Program' > 'Program Information'** on the My Account page in your Control Panel.

3.2 Affiliate Link and Banners

Choose whether to add a link or a banner to your website.

Affiliate Link

Copy and paste your affiliate link into your e-mail signature. Show this link in e-mail, newsletters, or on your website. We will credit you with the commission, when a user clicks on the link, comes to our site, and orders a package.

Banner Selection

Select a banner to insert into your website by copying the HTML link and pasting it into a web page of your website. When a visitor to your website clicks on the banner and then places an order for a 1&1 product, you will receive a commission.

> WebsiteCreator (WSC) users cannot place this link in their websites, since it is not possible to edit the HTML code of a WSC websites.

> Double check that you have correctly entered the HTML code of your link or the link for the banner without any mistakes. In case the code is altered or partially omitted, 1&1 has no way of confirming that customers have come via your banner and cannot pay a commission.

3.3 Sales Statistics

You can view your generated Affiliate Program sales on the Sales Statistics page. The statistics are updated continuously as you generate sales.

> This information can only be viewed after the first generated sale. Make sure that your banner or link is correctly built into your website. This is the only way that 1&1 records your sales generated from your affiliate link or banner.

4 Messages

Under this menu item, you will find customer ID messages, and messages concerning each package specifically.

5 News

Under this menu item, you will find additional product information on new products or features and special offers.

Microsoft® Script Languages

1 Active Server Pages (ASP) • 2 Active Server Pages .NET (ASP.NET)

1 Active Server Pages (ASP)

1.1 Sending E-mail from ASP Pages Using AspMail • 1.2 Sending E-mail from ASP Pages Using CDOSYS • 1.3 Uploading Files with ASP (Soft Artisans™ FileUp) • 1.4 Programming a Counter with ASP

1&1 supports ASP (Active Server Pages) for all Microsoft® Hosting packages. ASP is a server-side scripting technology which is widely spread on Microsoft® platforms based on Internet Information Server (IIS). It is regarded as the counterpart to CGI scripts coded in Perl, or to PHP scripts, both used widely on UNIX® platforms.

Using ASP enables you to easily combine web pages, script commands, and COM components to create interactive web pages or web-based applications. While ASP web applications may be programmed with any text editor, there are many tools such as Microsoft® FrontPage® which support ASP and provide convenient handling. For example, if you integrate an Microsoft® Access® database in your website using Microsoft® FrontPage®, it provides a readymade ASP script for the database query. You can find many free ASP example applications on the Internet which are ready to be used within your solution.

1.1 Sending E-mail from ASP Pages Using AspMail

AspMail is an Active Server Component designed to send e-mail from an Active Server Page. This component is installed on our servers. Below is a sample ASP script that uses the AspMail component to send information from a feedback form to an e-mail address. You can edit the following script to your requirements.

For more information on AspMail please refer to the URL http://www.serverobjects.com/comp/Aspmail3.htm.

forminfo.asp:

```
<% @LANGUAGE="VBSCRIPT" CODEPAGE="1252"%>
<html>
<head>
<title></title>
<meta http-equiv="Content-Type" content="text/html; charset=iso-
8859-1">
</head>
<body>
<%
Set Mail = Server.CreateObject("SMTPsvg.Mailer") 'create an AspMail
component.
Mail.FromName   = "1&1 Test"
Mail.FromAddress= Request.Form("email")
```

```
Mail.RemoteHost = "mrelay.perfora.net" ' The mail server you have to
use with AspMail
Mail.AddRecipient "ABCDE Company", "hello@domain-of-your choice.com"
Mail.Subject    = "Website - Info Request"
Mail.BodyText   = Request.Form("info")
if Mail.SendMail then
 Response.Write "Your mail has already been sent..."
else
 Response.Write "Mail send failure. Error was " & Mail.Response
end if
%>

<body>
<p>Thank You!!<br>
</body>
</html>
```

Highlighted code contains crucial information.

Sample Feedback Form:

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN">
<html>
<head>
<title>AspMail Test Page</title>
<meta http-equiv="Content-Type" content="text/html; charset=iso-
8859-1">
</head>
<body background="">
<table width="100%" border="0" align="center">
  <tr class="medium">
    <td width="54%" align="center" valign="top">
     <form onSubmit="return ValidateForm()" method="post"
action="forminfo.asp">
       Email Address:: <input name="email" type="text" id="email"
size="41"></p>
       Comments:: <textarea name="info" cols="35"
rows="10"></textarea></p>
       <input class="fancybut" type="submit" name="Submit"
value="Submit Form">
       <input class="fancybut" type="reset" name="Submit2"
value="Reset Form"></p>
      </form></td>
    <td width="16%" align="right" valign="top"></td>
  </tr>
  </table>
</body>
</html>
```

Highlighted code contains crucial information.

```
<form onSubmit="return ValidateForm()" name="form1" method="post"
action="forminfo.asp">:
```

The action field should contain the name of the AspMail component.

```
Mail.FromAddress= Request.Form("email")
```
This line gets the e-mail address entered in the form.

```
Mail.BodyText = Request.Form("info")
```
The line gets the comments from the form.

```
Mail.AddRecipient "ABCDE Company", "hello@domain-of-your-choice.com"
```

An email will be sent to hello@domain-of-your-choice.com

1.2 Sending E-mail from ASP Pages Using CDOSYS

As standard ASP e-mail component you can use Windows® CDO (CDO 2.0 `or CDOSYS`). Use it for example to send e-mail from an ASP page in order to receive order or feedback messages.

Here is a simple example:

```
<!--METADATA TYPE="typelib"
UUID="CD000000-8B95-11D1-82DB-00C04FB1625D"
NAME="CDO for Windows 2000 Library" -->
<!--METADATA TYPE="typelib"
UUID="00000205-0000-0010-8000-00AA006D2EA4"
NAME="ADODB Type Library" -->
<%
Dim objMail
Set objMail = Server.CreateObject("CDO.Message")
Set objConfig = Server.CreateObject("CDO.Configuration")
'Configuration:
objConfig.Fields(cdoSendUsingMethod) = cdoSendUsingPort
objConfig.Fields(cdoSMTPServer)="smtp.1and1.com"
objConfig.Fields(cdoSMTPServerPort)=25
objConfig.Fields(cdoSMTPAuthenticate)=cdoBasic
objConfig.Fields(cdoSendUserName) = "mxxxxxxxx-x"
objConfig.Fields(cdoSendPassword) = "xxxxxxxx"
'Update configuration
objConfig.Fields.Update
Set objMail.Configuration = objConfig
objMail.From ="info@justonedomain.com"
objMail.To = "support@1and1.com"
objMail.Subject ="Information"
objMail.TextBody="This is a test for CDO.message"
objMail.Send
If Err.Number = 0 Then
  Response.Write("Mail sent!")
Else
  Response.Write("Error sending mail. Code: " & Err.Number)
  Err.Clear
End If
Set objMail=Nothing
Set objConfig=Nothing
%>
```

Highlighted code contains crucial information.

`objConfig.Fields(cdoSMTPServer)="smtp.1and1.com"`
: This line defines the outgoing server.

`objConfig.Fields(cdoSendUserName) = "mxxxxxxxx-x"`
: This line specifies your e-mail user name. You find in your Control Panel on the Package Administration page under **'E-mail'**.

`objConfig.Fields(cdoSendPassword) = "xxxxxxxx"`
: This line contains the e-mail address's password which you have previously defined in the Control Panel and made a note of (➔ *Set Up a New E-mail Address in the Control Panel* page 21).

1.3 Uploading Files with ASP (Soft Artisans™ FileUp)

Soft Artisans™ FileUp enables you to use ASP to transmit files in any format from your local system to a Microsoft® IIS web server via a web browser. Before using FileUp, define the path the component is supposed to use when uploading. This means you specify the destination the files are being uploaded (saved) to.

In the following example FileUp uploads the file to the path uploads\data.

Make sure you set the write permission to the respective subdirectory (here: \data). If the write permission is not set appropriately, a "permission error" message will be returned when running the FileUp script.

To learn how to set write permissions, refer to *Webfiles* page 94 in this manual.

For more information on this component please refer to the URL http://support.softartisans.com/docs/FileUpV4/.

upload_file.asp:

```
<% @Language=VBScript %>
<HTML>
<HEAD>
<TITLE>FileUp Upload Simple Sample</TITLE>
</HEAD>
<BODY>
<%
Dim oFileUp
'--- Instantiate the FileUp object
Set oFileUp = Server.CreateObject("SoftArtisans.FileUp")
'--- Set the Path property to the location you wish to temporarily
cache the incoming file before saving
oFileUp.Path = Server.MapPath("uploads\data")
'--- Check if a file was selected (myFile is coming from the html
code)
'--- If so, continue processing
If Not oFileUp.Form("myFile").IsEmpty Then
'--- Save the file
```

```
oFileUp.Form("myFile").Save
'--- The file is saved, display a confirmation message
Response.Write ("<B>File saved successfully on the server
as:</B><BR>")
'--- The ServerName() property is the full path of the file where it
was saved on the server
Response.Write(oFileUp.Form("myFile").ServerName)
Else
Response.Write("Error: There was no file submitted for upload.")
End If
'--- Destroy objects
Set oFileUp = Nothing
%>
</BODY>
</HTML>
```

Sample Upload Form (upload_file_form.html)

```
<HTML>
<HEAD>
<TITLE>FileUp Simple Upload Sample</TITLE>
</HEAD>
<BODY>
<H3 ALIGN=center> </H3>
<H3 ALIGN=center>Asp FileUp Upload Sample</H3>
<p ALIGN=center> </p>
<FORM ACTION="fileUp.asp" ENCTYPE="MULTIPART/FORM-DATA"
METHOD="POST">
 <TABLE WIDTH="100%">
<TR>
<TD ALIGN="RIGHT" VALIGN="TOP">Enter Filename:</TD>
<!--
Note: Notice this form element is of TYPE="FILE"
-->
<TD ALIGN="LEFT"><INPUT TYPE="FILE" NAME="myFile" size="20"><BR>
Please click Browse to select a file.</TD>
</TR>
<TR>
<TD ALIGN="RIGHT"> </TD>
<TD ALIGN="LEFT"><INPUT TYPE="SUBMIT" VALUE="Upload File"></TD>
</TR>
</TABLE>
</FORM>
</BODY>
</HTML>
```

1.4 Programming a Counter with ASP

The following ASP script is an example how you can easily program a simple counter:

```
<%
counter_file = Server.MapPath("test.txt")
Set fs = CreateObject("Scripting.FileSystemObject")
Set a = fs.OpenTextFile(counter_file)
counter = Clng(a.ReadLine)
if Session("counter") = "" then
Session("ct") = counter
ccounter = counter + 1
a.close
Set a = fs.CreateTextFile(counter_file, True)
a.WriteLine(counter)
end if
a.Close
Response.Write counter
%>
```

Highlighted code contains crucial information.

`test.txt`
: This file contains the counter data.

2 Active Server Pages .NET (ASP.NET)

2.1 Tools for Creating ASP.NET Applications • 2.2 Tips for Creating ASP.NET Applications • 2.3 Restrictions in Hosting ASP.NET Applications • 2.4 Sending E-mail Using ASP.Net • 2.5 Redirecting to a Different Website or Folder Using ASP.NET • 2.6 Creating 404 Error Pages in .NET

Depending on the Windows® Hosting package you chose, Active Server Pages .NET (ASP.NET) is included as well. ASP.NET is the efficient successor technology to ASP which allows the creation of dynamic and interactive web contents.

The main advantages of ASP.NET are enhanced performance, better tool support and greater flexibility, as well as high scalability, security and availability. ASP.NET web applications can be written in many programming languages, for example VB.NET, C++, C#, J#, etc. You can develop ASP.NET web applications either with a simple text editor, or with elaborate tools such as the free Web Matrix or Visual Studio.NET to design the application visually without tampering functionality. ASP.NET is state-of-the-art and best choice for all kinds of web-based applications in the Microsoft® Shared Hosting package.

2.1 Tools for Creating ASP.NET Applications

Use any text or HTML editor to create ASP.NET applications. For the programming of more complex web applications however, we recommend the use of an integrated development environment, allowing you to comfortably use advanced .NET Framework features. Microsoft® offers two development environments for this purpose.

- Freeware: Web Matrix (http://www.asp.net/webmatrix/default.aspx)
- Commercial development environment: Visual Studio .NET (http://msdn.microsoft.com/vstudio/).

Web Matrix is exclusively designed to create ASP.NET applications. Among other things, the tool includes a graphic designer and database support.

Visual Studio .NET is also suitable for creating classical Windows applications and includes advanced features for ASP.NET such as CodeBehind (i.e. clear separation from code and design).

For most online applications the free Web Matrix is quite sufficient, particularly since apart from the tool you can also download the Microsoft® Database Engine (MSDE). With the combination of these two tools you already possess a well coordinated development platform for all 1&1 Windows packages.

Alternatively to the tools offered by Microsoft, you can use also the open source development tool SharpDevelop (http://www.icsharpcode.net/OpenSource/SD/Default.aspx).

2.2 Tips for Creating ASP.NET Applications

During the development phase, it is usually helpful to set within the configuration file **`web.config`** the value **`<customErrors mode="Off" />`** in order to receive a detailed error message when problems arise. The default value for this option reads **`<customErrors mode="RemoteOnly" />`** (see NET Framework SDK documentation). However, when operating your application the detailed error messages should be switched off again for safety reasons, otherwise in case of an occurring error, safety-relevant information — for example database passwords — may be displayed.

By default, we configure in the IIS (Internet Information Server, web server) an application, which points to your home directory. Such an application is necessary to make an ASP.NET application executable at all.

If you intend to publish with Visual Studio .NET directly on the server (menu item **'Project' > 'Copy Project'**), you first need to activate FrontPage® Server Extensions for your package (➔ *FrontPage® Server Extensions* page 16) in the 1&1 Control Panel. If you define a subdirectory for publishing (ex. http://www.domain-of-your-choice.com/application1), Visual Studio .NET creates a further application for your project in each case.

When using Visual Studio .NET make sure in the 1&1 Control Panel's Domain Overview that your domain points to the home directory. If the Domain points to a subdirectory, FrontPage and Visual Studio .NET will not work properly.

Troubleshooting: Visual Studio .NET

Problems may occur when copying the application into a subdirectory (ex. /application2) via FTP. Then a separate application is not automatically created in the IIS. When using CodeBehind (either produced by Visual Studio .NET, or compiled manually), sometimes a .DLL referenced in the ASPX page cannot be found. This produces the error message "Could not load type... ".

The ASPX engine cannot find the referenced DLLs, because the server searches for them directly under the application path (usually your directory) in the subdirectory /bin and not under /application2/bin, where files usually are after an FTP upload. Copy the files in the directory /bin to solve this problem.

2.3 Restrictions in Hosting ASP.NET Applications

As web host, we need to make sure that the resources on our systems are distributed fairly and that no single application has a negative effect on the other applications or on the whole system. Therefore, we have defined a "trust level" for the use of ASP.NET applications that restricts certain features of the .NET Framework.

For instance, no ASP.NET application may access the registry or carry out file accesses outside a particular user directory. Also, the execution of "unmanaged code" (i.e. code that is not administrated by the .NET Framework and which, for instance, carries out its own storage administration) is not permitted.

You will not be able to access a Microsoft® Access® database via ODBC or OLEDB because these procedures still contain such "unmanaged code". If you want to run ASP.NET applications with a database, use Microsoft’s SQL server and the corresponding classifications in the .NET Framework (System.Data.SqlClient) instead.

The other restrictions set by the trust level are of little relevance to the majority of ASP.NET applications. They include the non-availability of IsolatedStorage and the barring of the system’s environment variables. For safety and performance reasons, server-sided tracing or debugging of ASP.NET applications is not permitted. Any non-present or non-accessible backend services such as MessageQueues, DirectoryServices, Printing or PerformanceCounter cannot be addressed via an ASP.NET application.

Other restrictions concern:

- Accessing the .NET Framework's isolated storage
- Using the local printers
- Controlling the security relevant infrastructure like ControlAppDomain, ControlEvidence, RemotingConfiguration, UnmanagedCode and others
- Accessing the registry
- Accessing confidential environment variables
- Creating or opening network sockets
- Accessing the system event log
- Accessing system performance counters
- Using the .NET Framework Data Provider for OLEDB and ODBC

2.4 Sending E-mail Using ASP.Net

In order to be able to send e-mail using ASP.NET, you have to use the namespace System.Web.Mail and the appropriate class MailMessage

For example:

```
<% @Import Namespace="System.Web.Mail" %>
<script language="vb" runat="server">

Sub contactUS_Click(sender as Object, e as EventArgs)

  'Create an instance of the MailMessage class
  Dim objMM as New MailMessage()

  objMM.To = "info@1and1.com"
  objMM.From = email.Text

  'If you want to CC this email to someone else
  'objMM.Cc = "support@1and1.com"

  'email format. Can be Text or Html
  objMM.BodyFormat = MailFormat.Text

  'Set the priority - options are High, Low, and Normal
  objMM.Priority = MailPriority.Normal

  'Set the subject
  objMM.Subject = "1&1 Contact US"

  'Set the body
  objMM.Body = message.Text

  'Smtp Server
  SmtpMail.SmtpServer = "mrelay.perfora.net"

  'Send the message
  SmtpMail.Send(objMM)
  panelSendEmail.Visible = false
  panelMailSent.Visible = true
```

```
End Sub
</script>
<html>
<body>
  <asp:panel id="panelSendEmail" runat="server">
    <form runat="server">
      <h2>CONTACT US FORM</h2>

      <b>Your Name:</b>
      <asp:textbox id="name" runat="server" />
      <br>

      <b>Your Email Address:</b>
      <asp:textbox id="email" runat="server" />
      <p>

      <b>Your Message:</b><br>
      <asp:textbox id="message" TextMode="MultiLine"
                    Columns="40" Rows="10" runat="server" />
      <p>
      <asp:button runat="server" id="contact_us" Text="Contact"
OnClick="contactUS_Click" />
    </form>
  </asp:panel>
  <asp:panel id="panelMailSent" runat="server" Visible="False">
    An email has been sent. We will contact you soon!
  </asp:panel>
</body>
</html>
```

2.5 Redirecting to a Different Website or Folder Using ASP.NET

The following example redirects s12312312.onlinehome.us to http://1and1.com and usa-test.com to usa-test.com/www/index.htm (redirecting to a different folder):

```
<script runat="server" Language="c#">
public void Page_Init(Object Src, EventArgs E)
{
    switch((Request.ServerVariables["HTTP_HOST"]).Replace("www.",""))
    {
          case "s12312312.onlinehome.us":
                Response.Redirect("http://1and1.com");
                break;
          case "usa-test.com":
                Response.Redirect("http://usa-
test.com/www/index.htm");
                break;
          default:
                Response.Redirect("http://1and1.com");
                break;
    }
}
</script>
```

2.6 Creating 404 Error Pages in .NET

To create your own 404 error pages insert the following code in your web.config file or create a new file containing this code in your home directory:

```
<configuration>
  <system.web>
    <customErrors mode="On">
      <error statusCode="404" redirect="error404.htm"/>
    </customErrors>
  </system.web>
</configuration>
```

Substitute the status code and, if needed, the redirect file which should be referred to when the defined error occurs. In this example, an error 404 (Page not found) is referred to error404.htm. Of course, a dynamic error page is the preferable solution, for example to bring broken links to the webmaster's attention by e-mail.

An according ASP.NET page may look like this:

```
<%@ Page Language="C#" Debug="false" ContentType="text/html"
ResponseEncoding="iso-8859-1" %>
<% @Import Namespace="System.Web.Mail" %>
<script runat="server" Language="c#">
public void Page_Load(Object Src, EventArgs E)
{
    string httpHost = Request.ServerVariables["HTTP_HOST"];

    MailMessage mail = new MailMessage();
    mail.To = "webmaster@" + httpHost;
    mail.From =  "webmaster@" + httpHost;
    mail.Subject = "A broken link was found at " + httpHost;
    mail.Body = "The page " + =
     Request.QueryString.Get("aspxerrorpath") + " could " +
DateTime.Now.ToString("d") + " at " +
     DateTime.Now.ToString("t") + " on " + httpHost + " not be
found.";
    SmtpMail.SmtpServer = "mrelay.perfora.net";
    SmtpMail.Send(mail);
}
</script>

<html>

<head>
<meta http-equiv="Content-Language" content="en">
<meta http-equiv="Content-Type" content="text/html;
=charset=windows-1252">
<title>Error 404</title>
```

```
</head>

<body>

<p align="center">
     <font size="1" face="Verdana, Arial, Helvetica, sans-
serif">
     <b><font color="#999999" size="7" face="Arial">Error
404</font><br></b>
     <font color="#999999"> The requested File<%
Response.Write(" <b><i>"
+ Request.QueryString.Get("aspxerrorpath") + "</i></b>"); %>
     was not found<% Response.Write(" on " +
Request.ServerVariables["HTTP_HOST"]); %>.<br>

     <b>Back to <a href="../../default.aspx">
    <font color="#999999">Homepage</b></font></a>
    </font>
</p>

</body>

</html>
```

In this example, the webmaster automatically is sent an e-mail, whenever the error page (ex. error404.aspx) is called up. Since the script sends an e-mail to the webmaster each time the error page is called up, the detected file which is no longer existent should be intermediately saved to avoid the webmaster receiving the same message several times.

Microsoft® Databases

1 Microsoft® Access® • 2 Microsoft® SQL Server

1 Microsoft® Access®

1.1 Connecting to Access® Database Using ASP Script • 1.2 Add or Update a Database Record Using ASP

Microsoft® Access® is an easy-to-use database that provides many powerful capabilities. Uploading the database to the hosting server is easy. This can be used immediately with common SQL commands. Microsoft® Access® is suitable for many purposes. Use it for a simple product catalog to maintain product data such as product name, product ID, description, and price in relational tables. Customers see and order products from this catalog on your website. If you use Microsoft® FrontPage® for web authoring, it is especially easy to connect one or more Microsoft® Access® databases to your website. Besides ActiveX® Data Object (ADO) we support the Object Linking & Embedding (OLE) database data access provider. OLE DB provides a flexible database architecture offering efficient access to Microsoft® data stores and is only available in ASP.

1.1 Connecting to Access® Database Using ASP Script

```
<title>Database query using ASP</title>
<body bgcolor="FFFFFF">
<h2>Query table <b>Products</b> with ASP</h2>
<%
DSN = "DRIVER={Microsoft Access Driver (*.mdb)};DBQ=" &
Server.Mappath("../db/products.mdb") & ";"
Set OBJdbConnection = Server.CreateObject("ADODB.Connection")
OBJdbConnection.Open(DSN)
SQLQuery = "SELECT * FROM PRODUCTS"
Set RS = OBJdbConnection.Execute(SQLQuery)
%>
<%
Do While Not RS.EOF
%>
<%=RS("name")%>, <%=RS("description")%>, <%=RS("price")%> DM
<p>
<%
RS.MoveNext
Loop
RS.Close
Set RS = Nothing
OBJdbConnection.Close
Set OBJdbConnection = Nothing
%>
</body>
</html>
```

In order to make a query to a database, you need a connection. The target address is the "Data Source Name" (DSN) on the server.

```
DSN = "DRIVER={Microsoft Access Driver (*.mdb)};DBQ=" &
Server.Mappath("../db/products.mdb") & ";"
```

Server.Mappath is the most important one. By default all 1&1 Windows packages have a "db" folder. Place your databases (.mdb) in that folder only!

The database is also set up as an ODBC interface under this name, so it can also be reached under this name.

The example given is just one of many different ways of creating a connection to an ODBC database. As far as performance is concerned, there is not much difference between the various methods, so the final choice is a matter of personal preference.

```
Set OBJdbConnection = Server.CreateObject("ADODB.Connection")
OBJdbConnection.Open(DSN)
```

These statements open a connection to the database. You can now query the database. The connection can stay open for as long as queries are being asked.

```
OBJdbConnection.Close
Set OBJdbConnection = Nothing
```

Make sure to close the connection once you are done querying the database. Only then will the memory resources be released. It is always good to have as few connections as possible open at one time.

Troubleshooting: Connecting to Access® with ASP

Never under any circumstances do the following to determine the number of lines received:

```
Do While Not RS.EOF
i = i + 1
RS.MoveNext
Loop
RS.MoveFirst
```

The system will have to go through the entire record and all its columns without using any of the data in there. This takes time, the page takes longer to load, and the database connection is open for longer (remember, there is a limit to the number of connections that can be open at the same time).

To get the number of lines received, you can issue the database's own command:

```
strQuery = "SELECT Count(name) FROM exampletable WHERE name =
'John'"RS_2.Open strQuery
```

`RS_2(0)` then issues the number of lines.

Client Cursor

"client cursor" can be set up using the feature RS.CursorLocation. This instantly copies all of the data that is required in the Recordset. The cursor is then put on the client rather than, as is usual, on the server. This way, the connection can be closed immediately after the query, but it may slow down the performance a little. So if it is not absolutely essential, the cursor really should stay on the server (default).

Arranging Several Queries

If you use several queries or Recordsets (ideally with the same connection) in a page, make sure to close the various queries as promptly as possible instead of closing the Recordsets at the end of the final query. The web server does not process your page as a whole, but rather in lines.

Buffer Variables

The most efficient way of working is to write database output (records) in variables at the outset so they can be read later. Buffers such as these can really save a lot of time, even with smaller charts of less than 10 lines. Often the database connection can be closed before the web server sends even a single character to the client. For instance, the functions RS.GetRows (data in a two-dimensional array) or RS.Save (Recordset as a Stream or FileObject).

> For safety reasons it is not possible to access an Access® database using ODBC or OLEDB. If you liked to operate ASP.NET applications with database, you need to use the MS SQL server and the associated classes of the .NET Framework (System.Data.SqlClient) instead. In the 1&1 Control Panel we offer an Access® database import option into the SQL server.

1.2 Add or Update a Database Record Using ASP

The following is an example script used to insert new values in the database.

Before you execute this script, change the permissions of your database to have "write" permissions set (➔ *Webfiles* page 94).

```
<html>
<title>Database query using ASP</title>
<body bgcolor="FFFFFF">
<h2>Query table <b>Products</b> with ASP</h2>
<%
DSN = "DRIVER={Microsoft Access Driver (*.mdb)};DBQ=" &
Server.Mappath("../db/products.mdb") & ";"
Set OBJdbConnection = Server.CreateObject("ADODB.Connection")
OBJdbConnection.Open(DSN)
SQLQuery = "Insert into products values ('item2', 'good product',
'300', 4)"
OBJdbConnection.Execute(SQLQuery)
```

```
OBJdbConnection.Close
Set OBJdbConnection = Nothing
%>
</body>
</html>
```

The following is an example script used to update the records in the database.

```
<html>
<title>Database query using ASP</title>
<body bgcolor="FFFFFF">
<h2>Query table <b>Products</b> with ASP</h2>
<%
DSN = "DRIVER={Microsoft Access Driver (*.mdb)};DBQ=" &
Server.Mappath("../db/products.mdb") & ";"
Set OBJdbConnection = Server.CreateObject("ADODB.Connection")
OBJdbConnection.Open(DSN)
SQLQuery = "UPDATE products SET price = '100' where id =1"
OBJdbConnection.Execute(SQLQuery)

OBJdbConnection.Close
Set OBJdbConnection = Nothing
%>
</body>
</html>
```

2 Microsoft® SQL Server

2.1 Accessing Your MS SQL Database Using ASP Script 0

Accessing Your MS SQL Database Using ASP.NET • 2.2 Importing Access® Databases into Your MS SQL Database • 2.3 Stored Procedures in MSSQL • 2.4 Event-Controlled Procedures (Trigger)

Depending on the Windows® Hosting package you chose, Microsoft® SQL Server is included. With Microsoft® SQL Server 1&1 offers you a powerful database server providing state-of-the-art features. It is therefore recommended for any larger website and demanding web applications with greater amounts of data or higher data exchange. On Microsoft® platforms SQL Server is the best choice regarding performance and scalability. The Microsoft® SQL Server has extensive XML support and also provides advanced programming technologies like stored procedures database trigger, or Full Text Indexes.

For security reasons, 1&1 offers ASP.NET in combination with a Microsoft® SQL Server database only.

If you exceed the 150 MB limit, you cannot add anymore data unless you remove old data first.

To keep your data secure, access to the MS SQL server is only possible through the 1&1 Control Panel, ASP, or ASP.NET scripts that run on 1&1 servers.

2.1 Accessing Your MS SQL Database Using ASP Script

Log in to the 1&1 Control Panel, and on the My Account page choose the package you would like to work on by clicking on it. This will bring you to the Package Administration page. There, go to **'Applications' > 'MS SQL Administration'** and retrieve the following access data:

- database name
- user name
- host name
- password.

Make a note of this information. Use the following ASP script to connect to your SQL database and query a table.

Sample ASP Script

```
<html>
<title>Queries from the MS-SQL database with ASP</title>
<body bgcolor="FFFFFF">
<h2>Query from table <b>products</b> with ASP</h2>
<%
Set conn = Server.CreateObject("ADODB.Connection")
conn.open "PROVIDER=SQLOLEDB;DATA
SOURCE=mssqxxx.1and1.com;UID=dboxxxxxxxxxx;PWD=xxxxxxxx;DATABASE=dbxx
xxxxxxx"
'This code block will create a recordset
Set rs = Server.CreateObject("ADODB.Recordset")
SQL = "select * from products"
rs.open SQL, conn
'will iterate to display the records got from the database
While Not rs.EOF
  response.write(rs("id") & " " & rs("price"))
  rs.MoveNext
Wend
'closes the connection
rs.close
conn.close
Set rs = Nothing
Set conn = Nothing
%>
</body>
</html>
```

Highlighted code contains crucial information:

DATA SOURCE is the hostname.

UID is the user name.

PWD is the password.

DATABASE is the database name.

> Memory resources on the server will only be released with the corresponding directives:
>
> **rs.close**, **conn.close**, **Set rs =** Nothing, **Set conn =** Nothing
>
> Access® to MS SQL databases is only possible with ASP scripts. For security reasons, you cannot access the database servers directly through the Internet.

Please note that under no circumstances may the database be used for log evaluation processes (ex. ivw), add-clicks, chat systems, banner rotations or any other applications that put high loads on the database.

(This option is not supported for all packages.)

Log in to the 1&1 Control Panel, and on the My Account page choose the package you would like to work on by clicking on it. This will bring you to the Package Administration page. There, go to **'Applications' > 'MS SQL Administration'** and retrieve the following access data:

- database name
- user name
- host name
- password.

Make a note of this information. Use the following script to connect to your SQL database and query a table.

```
<%@ Page Language="VB" %>
<script runat="server">
    Sub Page_Data
         Dim oDR as System.Data.SQLClient.SQLDataReader
        Dim oCom As System.Data.SQLClient.SqlCommand
        Dim oConn as System.Data.SQLClient.SQLConnection
        try
            oConn = New System.Data.SQLClient.SQLConnection
("server=mssqlxxx.1and1.com; initial
catalog=dbxxxxxxxxx;uid=dboxxxxxxxxx;pwd=xxxxxxxx")
               oConn.Open()
               oCom = New System.Data.SQLClient.SqlCommand()
               oCom.Connection = oConn
               oCom.CommandText = "SELECT * FROM products"
               oDR = oCom.ExecuteReader()
               While oDR.Read
               Response.Write(oDR.Item("id") & ", " &
oDR.Item("price"))
               Response.Write("<BR/>")
               End While
        catch
            Response.Write("Error:" & err.Description)
        Finally
         oDR = Nothing
         oCom = Nothing
         oConn.Close()
         oConn = Nothing
        end try
    End Sub
</script>
<html>
<title>Queries from the MS-SQL database with ASP</title>
<body bgcolor="FFFFFF">
<h2>Query from table <b>products</b> with ASP.NET</h2>
<%Page_Data()%>
</body>
</html>
```

Highlighted code contains crucial information:

server is the hostname.

initial catalog is the database name.

uid is the user name.

pwd is the password.

2.2 Importing Access® Databases into Your MS SQL Database

Once your MS SQL database has been set up in the Control Panel you can import your Access® database into it.

Import Preliminaries

First, check whether your database structure complies to the rules specified below. If you adhered to the fundamental database design, an import into the MS SQL database is possible without any problems for both Access® 97 and Access® 2000/XP databases. The MS SQL server will adopt defined relations accordingly. If you are not sure whether the restrictions indicated below apply to your database, simply try to import the database — you will be notified whether the procedure was successful or not.

> To test whether your database can be imported into the MS SQL database correctly, we recommend you use an empty database (i.e., only the database structure). This way, you do not need to spend time uploading the complete database each time. Repair and compress your database in Access® before the upload.

Start the import procedure in your Control Panel by clicking on the button **'Import'**. After about two hours you recognize in the list of your Access® databases whether the procedure was successful or not. If the import procedure was not successful, you will be notified, which table contained an error.

> Repair and compress your database in Access® before the upload.

Import Restrictions

Since Access® differs from the SQL server in some aspects, the following characteristics of your Access® database cannot be adopted. Therefore, we recommend you check your database for these aspects before importing it.

- User rights and groups
  User rights, user and group definitions as defined in Access® are not supported by the SQL database. If your database is currently attached to its own user group file, reverse this as follows: First, set up a new database. Next, import all tables from the protected database into it. Relations are taken over.
- Included tables and queries are generally not adopted.
- Indices on yes/no fields on SQL servers will not work and are ignored.

- Hyperlinks are not defined on SQL servers. Therefore, the import tool takes over columns defined as hyperlink as normal text and delimits them using the following format: #<hyperlink> #.
- All function call-ups within the table definition are ignored. In the table definition, only defined validity rules and messages as well as defined default values are adopted, which do not need a function call-up (i.e. expressions as for example?=date()? are not seized).

Importing Several Access® Databases

If needed you can import several Access® databases into your SQL server database. But when doing so, consider the following:

> Any existing tables in the SQL server database are overwritten without further inquiry by tables of the same name of the Access® database you are importing! Therefore, make sure you do not import two tables of the same name from different Access® databases. If you do, an already existing table of the same name is deleted without further inquiry.

> A storage location of 150 MB is reserved for the MS SQL server tables. MS SQL databases can be accessed only via CGIs and ASP scripts, which are implemented on your website. For security reasons, you cannot access the database servers directly via Internet.

> The database may under no circumstances be used for log evaluation procedures (ex. ivw), add-clicks, chat systems, banner rotations or the similar demanding applications producing too much load on the servers.

Importing Access® Databases into the MS SQL Server

Upload the Access® (.mdb) files in the _db_import folder. To do this, establish an FTP connection (➔*FTP, Web Space, and Access* page 33) or a FrontPage® connection (➔ *FrontPage® Server Extensions* page 16).

The files have to be uploaded prior to importing the database structure!

Next, log in to the 1&1 Control Panel, and on the My Account page choose the package you would like to work on by clicking on it. This will bring you to the Package Administration page. There, go to **'Applications' > 'MS SQL Administration'**. On the page that opens select **'Import'**.

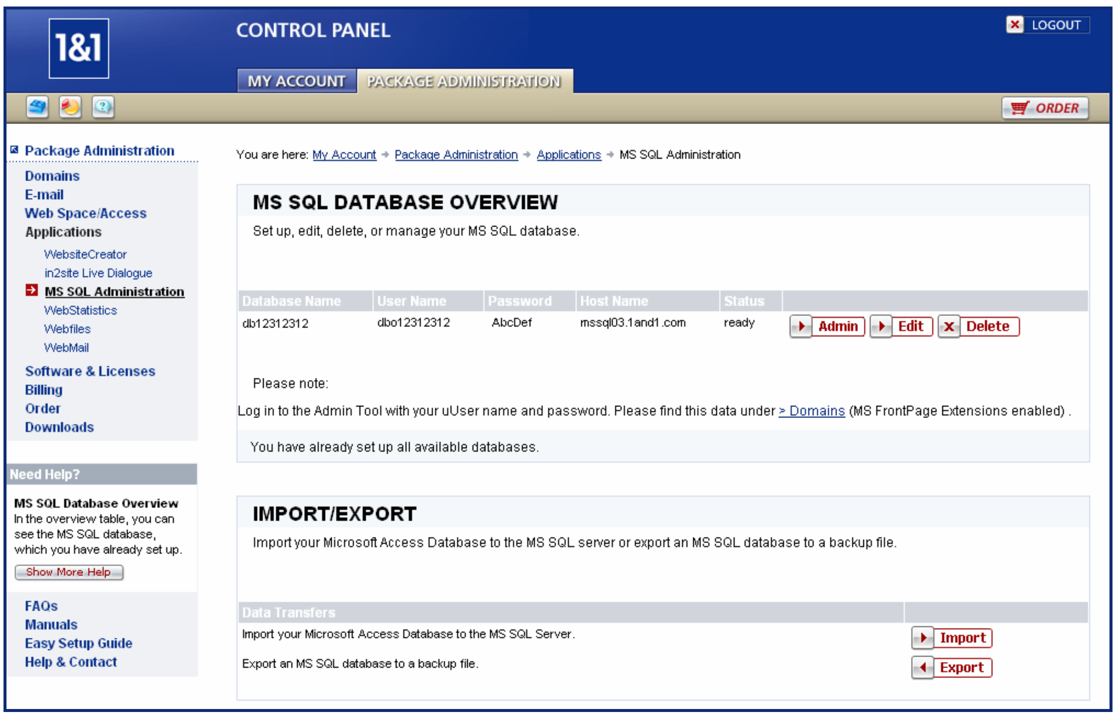


Figure 39: Select 'Import' on the MS SQL Database Overview page.

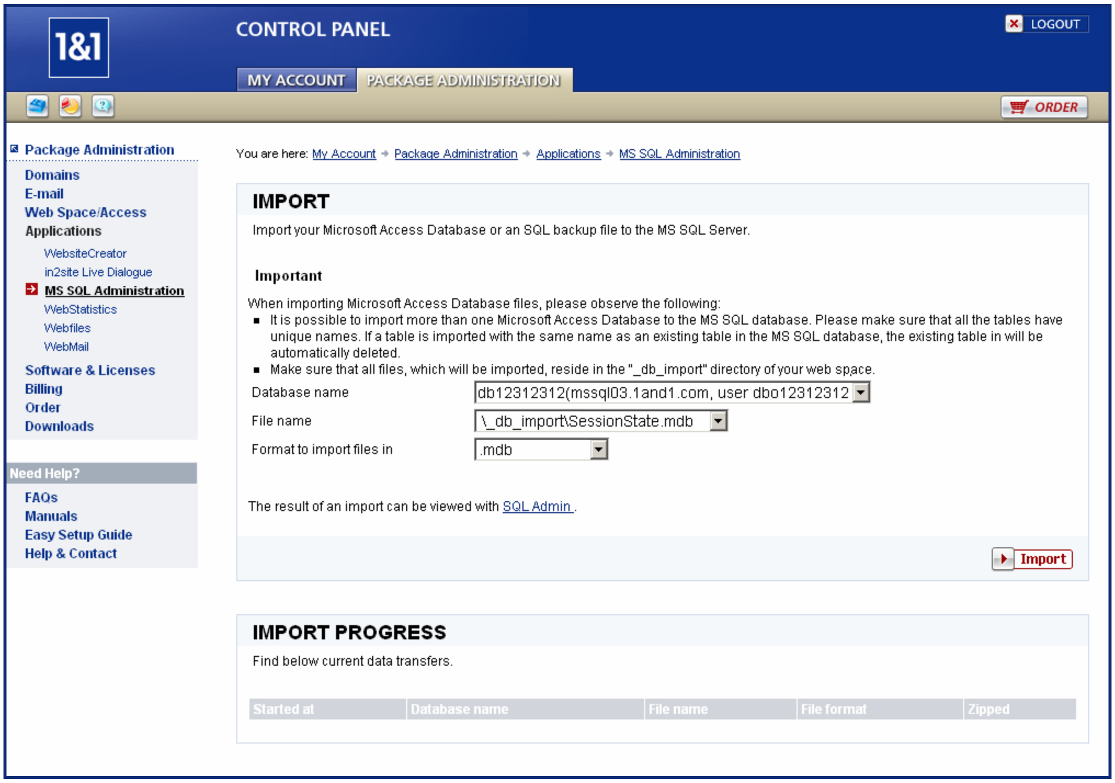


Figure 40: Select the database from the drop-down menu. Click on 'Import' again.

Clicking on **'Import'** will start the import process. You can view the status of the import on the MS SQL Administration page.

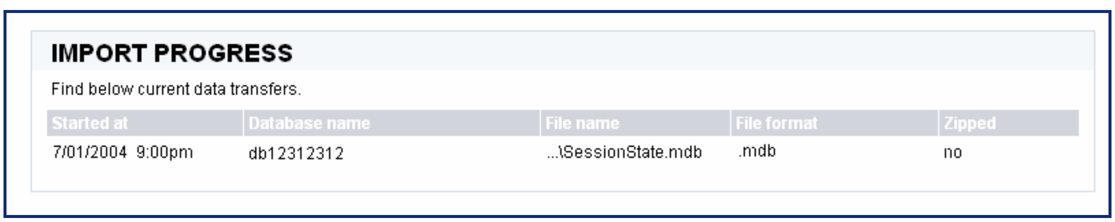


Figure 41: The import status is shown on the Import Progress page.

2.3 Stored Procedures in MSSQL

Stored procedures are SQL command sequences, which by pre-compilation and caching on the server can be implemented considerably faster than normal command batches. Compared to normal SQL commands traffic between database servers and web servers can be substantially reduced with the abbreviated call-up of a stored procedure.

Send MSSQL procedures using the SQL command you find in your 1&1 Control Panel under **'Applications' > 'MSSQL Administration'**. Click on 'Admin' and enter the FTP or FrontPage access data (see chapter...). This will connect you to your MS SQL server. Click on the link **'Send SQL command'**. In order to see a list of your existing procedures, including corresponding code, use the following syntax.

Make sure the tick box "Statement returns data (Query)" is checked!

```
SELECT name, text FROM sysobjects LEFT JOIN syscomments ON
sysobjects.id = syscomments.id WHERE type = 'P' AND category = 0
```

The following example provides a procedure with the name "ProcedureName". In the third line the actual SQL command is defined which adds a data record in the table "TargetTable", whereby in the field "TargetField" the value "InsertValue" is set.

```
CREATE PROCEDURE ProcedureName
as
INSERT INTO TargetTable (TargetField) VALUES('InsertValue')
```

With the following syntax the procedure can be carried out:

```
EXECUTE ProcedureName
```

You can abbreviate EXECUTE as EXEC. In order to make changes to a stored procedure, proceed as follows:

```
OLD PROCEDURE ProcedureName
as
INSERT INTO TargetTable (TargetField)
VALUES('OtherInsertValue')
```

For deleting a stored procedure, the syntax is almost identical to that for creating and changing it:

```
DROP PROCEDURE ProcedureName
```

Of course, you can hand over parameters when calling up a procedure, for example to accordingly adapt the SQL commands connected with the procedure and thus also the results resulting from it.

For example:

Script 6: Creating Procedure

```
CREATE PROCEDURE ProcedureName
@zfid int
as
SELECT TargetField FROM TargetTable where TargetField = @zfid
```

Script 7: Calling Up Procedure

```
Call EXEC ProcedureName 99
```

It is not possible to receive an output of this example in the Control Panel's "SQL Server Administration". For further information on Stored Procedures visit http://msdn.microsoft.com/library/default.asp?url=/library/en-us/createdb/cm_8_des_07_31vb.asp.

2.4 Event-Controlled Procedures (Trigger)

Triggers are event-controlled procedures, which are released with an action defined before (ex. with an update of a specific table).

Script 1: Creating Triggers

```
CREATE TRIGGER TriggerName ON TargetTable FOR INSERT
as
INSERT INTO Table (Column1) VALUES('Value1')
```

With this syntax, a trigger with the name "TriggerName" is created, which executes with each INSERT command in the table "TargetTable" the SQL command "INSERT INTO table (Column1) VALUES('Value1')"; this in return results in an INSERT in the second table (perhaps to create a detail data record, etc.).

Script 2: Deleting Triggers

```
DROP TRIGGER TriggerName
```

Script 3: Changing Triggers

```
ALTER TRIGGER TriggerName ON TargetTable FOR INSERT
as
INSERT INTO Table (Column1) VALUES('Value1')
```

In order to receive a list of all available triggers of the current database including SQL commands, enter the following command:

```
SELECT name, text FROM sysobjects LEFT JOIN syscomments ON
sysobjects.id =

syscomments.id WHERE type = 'tr'
```

We hope you enjoy working with your Windows® Hosting package and that you found the contents of this manual helpful.

Do not hesitate to contact us with any problems or issues concerning your &1 package. You can also find our contact information on our website http://1and1.com and in the Need Help? section of the Control Panel.

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Index

A

Access .... *See* Microsoft databases: Access
Active Server Pages 107
Active Server Pages .NET 112
Add-on-a-domain-process ....
    See Domains: Add-on-a-domain process
admin-c .... *See* Domains:Contact details
Affiliate link and banners ....
    See My account: Affiliate Program
Affiliate Program ....
    See My account: Affiliate Program
ASP 107
    AspMail 107
    Counter 112
    Feedback form 107
    Sending e-mail 107
    Sending e-mail (CDOSYS) 109
    Uploading files 110
ASP.NET 112
    Creating 404 error pages 117
    Hosting restrictions 114
    Redirecting addresses 116
    Sending e-mails 115
    Tips for creating applications 113
    Tools 113
Auto-responder ....
    See E-mail: E-mail: Auto-.responder

B

Basic CGIs 93
    Guest book, forum,feedback form 93
    Use in Control Panel 93
    Visitor counters,date/time displays 95
Billing (Control Panel) ....
    See My account: Billing
Bul E-mail ....
    See Newsletter Tool: Bulk E-mail/Spam

C

Catch-all account ....
    See E-mail: Catch-all account
CDOSYS ....
    See ASP:Sending e-mail (CDOSYS)
Comma separated value (CSV) files ....
    See Newsletter Tool: Importing addresses
Control Panel 6
    Structure 6
        General 6
        My account 7, 8
    System requirements 6
    Usage 9
Credit card details (Control Panel) ....
    See My account: User settings: Credit card details
CSV files ....
    See Newsletter Tool: Importing addresses

D

Dedicated Secure Socket Layer (SSL) certificate ....
    See Domains: Dedicated Secure Socket Layer (SSL) certificate
DNS pointing ....
    See Domains: Point DNS away,
    See Domains: Add on external domain
DNS Settings ....
    See Domains: Changing DNS settings
Domain forward ....
    See Domains: Domain forward
Domain name system (DNS) settings ....
    See Domains:Changing DNS settings
Domains
    Add on external domain 17
    Add-on-a-domain process 14
    Changing DNS settings 17
    Contact details 21
    Dedicated Secure Socket Layer (SSL) certificate 24
    DNS settings
        Troubleshooting 20
    Domain forward 23
    Domain Overview Page 12
    Filter features 14
    FrontPage server extensions 21
    Home directory 22
    Moving domains from one package to another 20
    Moving internal domains 20
    Order a new domain 15
    Point DNS away 18

- Registration 15
- Registration time 15
- Search features 14
- Shared Secure Socket Layer (SSL)
  - encryption 23
- Sorting features 14
- Subdomains 23
- Top level domains 15
- Transfer of registrar 16
  - Troubleshooting 17

E

E-mail 25
- Account 27
- Auto-responder 29
- Catch-all account 30
- Delete delivery targets 29
- Delete e-mail addresses 30
- Delivery targets 27
- External domain names 37
- Filter and sorting features 26
- Forward 28
- Incoming messages 31
- Local mail programs 31
  - Netscape 32
  - Outlook Express 31
- Mailbox 27
- New e-mail address 26
- Overview page 25
- POP3 mailbox 27
- Search features 26
- Sorting features 26
- Troubleshooting 37
- Virus protection 30
- WebMail 33

error 404 pages ....
- *See* ASP.NET:Creating 404 error pages

Event-controlled procedures ....
- *See* Microsoft databases:SQL server: Event-controlled procedures

Expense notifier (Control Panel) ....
- *See* My account: Exense notifier

Expense tracker (Control Panel) ....
- *See* My account: Expense tracker

External domain ....
- *See* Domains: Add on external domain

F

File transfer protocol 38
File transfer protocol login data 39
FileUp .... *See* ASP:Uploading files
FPSE ....
- *See* Domains: FrontPage server extensions

FrontPage server extensions ....
- *See* Domains: FrontPage server extensions

FTP 38
- Troubleshooting
  - WS_FTP 41
- WISE-FTP 39
- WS_FTP 40
- WS_FTP Pro 40

FTP login data 39

G

Geotrust ....
- *See* Domains: Dedicated Secure Socket Layer (SSL) certificate

H

Help i
- Contact i
- FAQs i

Home directory ....
- *See* Domains: Home directory

I

Importing Access databases ....
- *See* Microsoft databases:SQL server:Importing Access databases

in2site 90
- Use in Control Panel 92

in2site Live Dialogue Plus 92
Internal domains ....
- *See* Domains: Moving internal domains

Internet browser
- Transfer website data 42

L

Log files .... *See* WebStatistics: Log files

M

Messages (Control Panel) ....
- *See* My account: Messages

Microsoft Access ....
- *See* Microsoft databases:Access

Microsoft databases
- Access 119
  - Connecting with ASP 119
  - Editing database records with ASP121
- Connecting to Access with ASP

Troubleshooting.......................... 120
SQL server....................................... 123
Connecting with ASP.................. 123
Connecting with ASP.NET........... 125
Event-controlled procedures 131
Importing Access databases........ 126
Stored procedures 130
Microsoft Outlook Express ....
See E-mail: Local mail programs: Outlook Express
MS SQL Database 97
Access via Control Panel 97
Setup SQL server................................ 97
MSSQL server..
See Microsoft databases:SQL server
My account
Affiliate Program.............................. 105
Information................................ 105
Link and banners 105
Sales statistics 106
Billing 104
Expense notifier 104
Expense Tracker 104
User settings 102
Credit card details....................... 103
Newsletter settings 103
Password 102
User data 102
My account... 102
My account
Messages... 106
My account
News 106

N

Netscape...
See E-mail: Local mail programs: Netscape
News (Control Panel) ....
See My account: News
Newsletter settings (Control Panel) ....
See My account: User settings: Newsletter settings
Newsletter Tool....................................... 74
Addresses 77
Blacklist 88
Bounced e-mails 87
Bulk E-mail/Spam............................... 90
Creating addresses............................. 85
Customizing additional fields 89
Editing newsletters............................. 83
Importing addresses........................... 85
Newsletter creation........................... 77
Newsletter editor 80
Newsletter test.................................. 83
Subscription forms 89
System requirements......................... 76
Usage 77
Variables.. 82

P

Package administration 11
Password (Control Panel) ....
See My account: User settings: Password
POP3.................*See* E-mail: E-mail: Mailbox
Protected directories ....
See Web access: Protected directories

R

reg-c .... *See* Domains:Contact details

S

Shared Secure Socket Layer (SSL) encryption
See Domains: Shared Secure Socket Layer (SSL) encryption
Software licenses 101
Spam*See* Newsletter Tool: Bulk E-mail/Spam
SQL server...
See Microsoft databases:SQL server
SSL certificate ....
See Domains: Dedicated Secure Socket Layer (SSL) certificate
SSL encryption ....
See Domains: Shared Secure Socket Layer (SSL) encryption
Stored procedures......................................
See Microsoft databases:SQL server:Stored procedures
Subdomains........*See* Domains: Subdomains

T

tech-c .... *See* Domains:Contact details
Transfer of registrar ....
See Domains: Transfer of registrar
Triggers *See* Microsoft databases:SQL server: Event-controlled procedures

U

User data (Control Panel) ....
See My account: User settings: User data

User settings (Control Panel)........................
See My account: User settings

V

Virus protection..
See E-mail: E-mail: Virus protection
Visual Studio .NET
Troubleshooting 114

W

Web access.......................................38, 42
Protected directories...........................42
Web space...38, 42
Protected directories...........................42
WebDatabase...69
Calendar database.............................71
Customize a database 72
Delete database.................................74
Design and HTML fields......................73
Examples..70
Integrate database.............................74
Link list..71
News database 70
Recipe database 70
Set up a database..............................72
Use in Control Panel 72
View, search, delete entries................73
WebElements 63
Contact form.....................................64
Control Panel 66
Customize form.................................67
Delete form 69
Event registration form.......................64
Integrate form 68
New form..66
Order form 63
Request information form 66
Show statistics...................................68
Tell-a-friend form 65
View or delete entries.........................68
Voting form.......................................65
Webfiles 99
WebMail..33
Address book 36
Check inbox 34
Log out 36
Send message to multiple addresses...36
Signature...36
Write e-mails 35
WebsiteCreator (WSC
Bonus features) 47
WebsiteCreator (WSC)............................43
Assign to domain 45
Examples 43
Launch 45
Manage layout 47
Manage pages...................................46
Preview 49
Publish 49
System requirements 44
Troubleshooting 50
Usage..46
WebsiteCreator (WSC) Plus.....................50
Photo albums 49
WebStatistics...53
Basic settings.....................................55
Geography statistics 58
Launch in Control Panel......................55
Log files...62
Pages statistics...................................60
Referrer statistics 57
Statistical evaluations.........................55
Technology statistics...........................59
Troubleshooting 62
Visitor statistics..................................56
WISE-FTP 39
WS_FTP 40
WS_FTP Pro 40
WSC..43
Assign to domain 45
Bonus features 47
Examples 43
Launch 45
Manage layout 47
Manage pages...................................46
Preview 49
Publish 49
System requirements 44
Troubleshooting 50
Usage..46
WSC Plus...50
Photo albums 49