



Premium Website

Getting Started Guide

May 2012

©Telstra Corporation Limited, Melbourne, 2011

All rights reserved. No part of this publication may be reprinted, reproduced, stored in a retrieval system or transmitted, in any form or by any means, without the prior permission in writing from the owners.

Unless otherwise expressly agreed in writing, the information contained in this manual is subject to change without notice and Telstra Corporation Limited assumes no responsibility for any alteration to, or any error or other deficiency in, this document.

Published by Telstra Network Engineering, Level 6, 242 Exhibition St, Melbourne, Australia

Telstra Corporation Limited, Melbourne, ACN 051 775 556, ABN 33 051 775 556

™ and ® are trade marks and registered trade marks of Telstra Corporation ABN 33 051 775 556.

McAfee® and/or other noted McAfee related products contained herein are registered trademarks or trademarks of McAfee, Inc., and/or its affiliates in the US and other countries. © 2011 McAfee, Inc. All rights reserved. The names of the McAfee and McAfee-related products contained herein are registered trademarks or trademarks of McAfee, Inc., or its affiliates in the U.S. and other countries
Microsoft is a registered trade mark of Microsoft Corporation in the United States and/or other countries

Symantec™, the Symantec Logo, and MessageLabs™ are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S and other countries

Submitnet® is a registered Trade mark of Submitnet, Inc

Table of Contents	
Introduction.....	4
About this Guide	4
About Telstra T-Suite®.....	4
Getting Started	5
Introduction	5
Overview	5
Website Control Panel	7
Overview	7
My Website Applications	8
Design your Site	8
Experiment with the Design your Site Demo.....	8
Search Engine	10
Optimisation	10
(SEO).....	10
How to configure your Premium Website with a T-Suite Domain	13
Introduction	13
How to configure your Premium Website with an existing Domain (external provider).....	15
Introduction	15
Assumptions	15
How to Configure your Premium Website with a domain transferred to T-Suite	16
Introduction	16
Transferring your Domain to T-Suite	16
Transferred Domains (cont'd)	17
My Hosting Services.....	18
Overview	18
Anon FTP.....	18
Protect Directories.....	18
Archive Gateway.....	19
File Manager	19
Development Tools	20
My Website Reporting	22
Overview	22
Quick View Statistics	22
Statistics.....	22
Package	22
Manage Urchin Prefs	22
Usage History	23
View Log Files.....	23
Delete Log Files	23
My Account Profile.....	24
Introduction	24
User Editor	24
Change Password.....	24
T-Suite Domains Status Fields & DNS Propagation	25
Introduction	25
New Status after changes	25
Successful Operation	25
Failed change	25
Terminate Session	26
DNS Propagation	26
Additional Information	27
Premium Website.....	27
Support contact.....	27
Glossary	28

Introduction

About this Guide The *Premium Website Getting Started Guide* contains essential information and contact details to help you to get up and running to start using your new Premium Website service. The guide starts from when your Premium Website service is ready for you to use and takes you through the steps to configure your Domain and start using your Premium Website service.

The intended audience for this guide is the person within your organisation who has access to T-Suite® and who will manage your Premium Website service. We suggest that before reading this guide, you should understand the basics of the Domain Name System (DNS) which will turn your website service's IP address into a user-friendly domain name.

About Telstra T-Suite®

T-Suite is Telstra's Software as a Service (SaaS) Web Portal, available at:

<https://store.t-suite.telstra.com>

From T-Suite you can register domain names, as well as order a wide range of branded software services from Microsoft®, Symantec.cloud™, McAfee® and many other well-known companies.

T-Suite is used to order new services and manage existing services. To manage the services you have purchased from T-Suite, please log in to the T-Suite Management Console using the login and password provided for you, when you register with T-Suite.

Getting Started

Introduction

Welcome to your **Premium Website** service which provides you with the Design Your Site application, SEO tool, 1GB website hosting, features and tools you will need to set up and maintain your website.

This information will help you get started by configuring your domain name to point to your website service, steps to set up your new website and information about the additional features and tools available with this service.

Overview

The following are steps will help you start using your Premium Website Service.

Step	Key Tasks
1.	Familiarise yourself with Website Hosting Control Panel as this is the window to applications and tools you need to manage your service. Please refer to Website Control Panel .
2.	<p>Configure your domain with your Premium Website service</p> <p>As part of purchasing Premium Website, you would have provided a domain name that is now associated with your website service.</p> <p>If your domain hasn't been registered, you will need to do this immediately. If the domain is no longer available, please contact T-Suite Customer Support. Details are provided in Additional Information section.</p> <p>You will need to point your domain name to your Premium Website service. Once complete it can take approximately 24-72 hours before you will be able to access your website using your domain name.</p> <ul style="list-style-type: none">• If your domain name was purchased through T-Suite Domains, please refer to How to configure your Premium Website with a T-Suite Domain• If you transferred your domain to T-Suite Domains, please refer to How to configure your Premium Website with a domain transferred to T-Suite• If the domain name you provided is with another provider, please refer to How to configure your Premium Website with an existing domain (external provider) <p>Please have your Welcome to Premium Website email ready as it contains important information required for this step.</p>
3.	<p>Start building your Website with the Design Your Site application</p> <p>Refer to My Website Applications, Design Your Site for more details on using this tool.</p> <p>Note: If you have an existing website, you will need to build your website from scratch utilising this tool. You can download your website files, content and images from your existing website which you want to re-use as part of building your website with this tool.</p>
4.	<p>Once you have completed building your website and previewed it, you can publish the website.</p> <p>Important note: if you haven't configured your domain name the only way you will be able to access your website is by using the IP address.</p> <p>If you have an existing website, modify your A and CNAME record only when you are ready to deactivate your old website and publish your Premium Website service.</p>

5.	<p>Activate your SEO tool.</p> <p>Refer to My Website Applications, Search Engine Optimisation (SEO) for more details.</p> <p>Important note: Check that your website displays as expected when you type your domain name in a web browser. After you have configured your domain name it can take approximately 24-72 hours before you will be able to access your website using your domain name. This will need to be complete before your SEO tool will work.</p>
----	---

Website Control Panel

Overview

The Website Control Panel is a web based portal which you use to manage your new Premium Website Hosting account.

Your Website Control Panel provides you access to a comprehensive set of applications and tools to build and maintain your website, as well as access any additional features such as statistics and database tools.

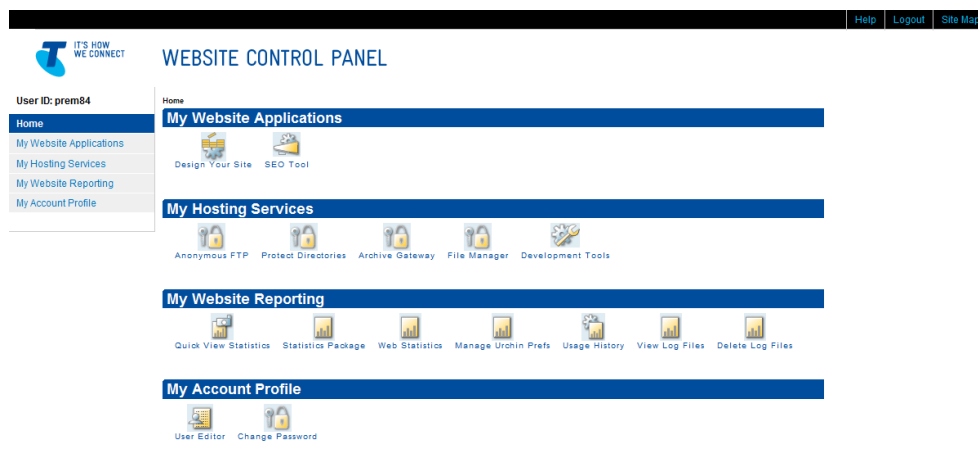


Figure 1 Website Control Panel

Note: Depending on the plan you purchased, you may not have access to some of the third-party applications described in the **help** section.

You can access your Website Control Panel in a number of ways:

- Directly via your Internet browser
 1. Launch your Internet browser and enter <http://ipaddress/stats/> in the address bar and press Enter. For example <http://192.217.101.154/stats/>.
 2. Enter your User ID and Password. Passwords are case sensitive. If your User ID/Password combination is incorrect, an error message appears. Contact T-Suite Support if you are unable to find your login information.

Note: The link to your Website Control Panel, User ID and Password are sent to you in the Welcome to Website Services email that is sent after your order is completed.

- Through the T-Suite Management Console, you can access Website Control Panel by clicking 'Website Panel' as shown in Figure 2.

Services	Licenses Purchased	Licenses Assigned
Australian Domains 2 years registration (.com.au)	1	?
General Domains 1 year registration (.com)	1	?
Premium Website	1	Website Panel ?

Figure 2 T-Suite Management Console – access Website Control Panel

My Website Applications

Design your Site My Website Applications is where the Design Your Site application and SEO Tool can be accessed.

You can start creating and building your website by launching the Premium Design your Site application. This application is an easy-to-use, What You See Is What You Get (WYSIWYG) web based application and file manager to create website content and keep it organised.

- Choose from 100+ design templates and industry-specific layouts which include images and sample text.
- Drag and drop to add widgets (advanced website functions) into your website like photo slideshows, animated photos, contact forms, social media integration, maps, news, and much more.

Design Your Site uses “feature points” as a measuring unit for widgets. The Premium Website plan gives you unlimited feature points to add as many widgets as you like.

Experiment with the Design your Site Demo

Before you start building your website, experiment with the Design Your Site demo which shows just how quickly you can have your website up and running.

- The two-step setup wizard gives you industry-specific layouts, images and sample text to help you get a feel for what you want
- Click to explore menus, drag and drop widgets and get comfortable with using the application
- Just to let you know, the two-step setup wizard will run the first time only so it's important to experiment first with the demo.

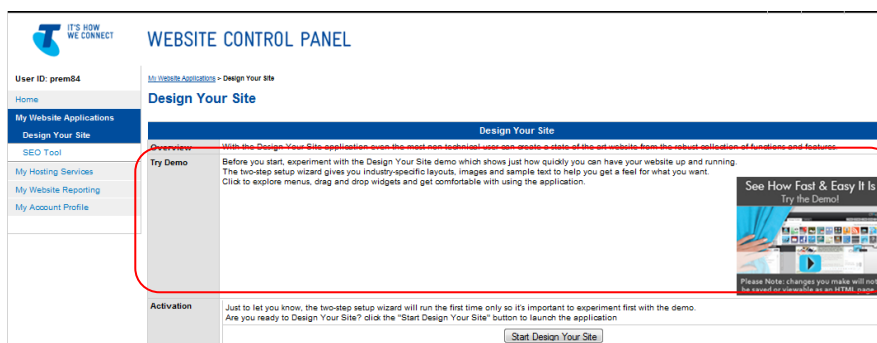


Figure 3 Design your Site demo

To start building your Website please follow the steps outlined below:

Step	Action
1.	<p>From Website Control Panel, navigate to My Website Applications Design Your Site. Click on Design Your Site icon</p>

Figure 4 My Website Applications

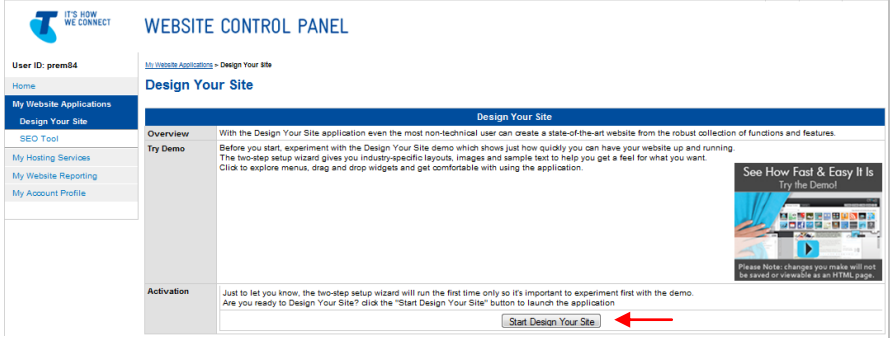
Step	Action
2.	<p>Click on “Start Design Your Site” to launch the Design Your Site application. This application will open into a separate window.</p> 

Figure 5 Design Your Site

3.	<p>When you first launch the Design Your Site tool, you are provided with an Instant Set up Page as shown below.</p> <p>Select the category “Business” or “Consumer” and subcategory reflecting your industry. The subcategory will include an industry-targeted template, default pages, text and images, giving you a semi-complete website to help you get started quickly.</p> 
----	--

Figure 6 Design Your Site –Instant Set up page

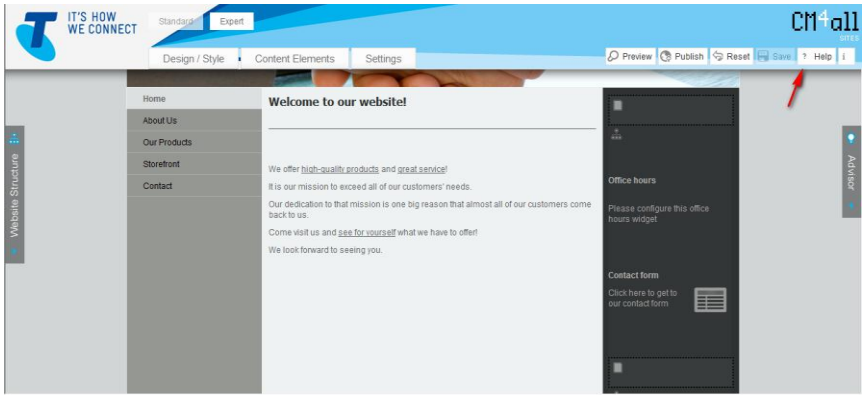
4.	<p>Click ‘Start CM4all Sites’ button to complete setup and launch the Design Your Site application which you can use edit your website.</p> <p>Help information and instructional videos are available within the application to help you familiarise yourself with the features and use the application.</p> 
----	--

Figure 7 Design Your Site - WYSIWYG user interface

Note: Premium Design it Yourself tool will default to “Expert” Mode, we recommend you switch to using the “Standard” mode, unless you consider yourself an advanced user of internet software and layout expert.

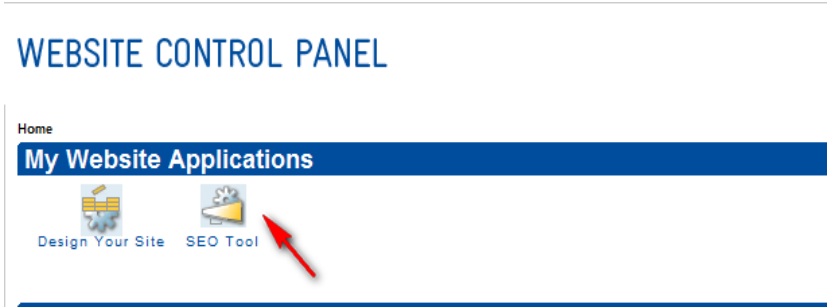
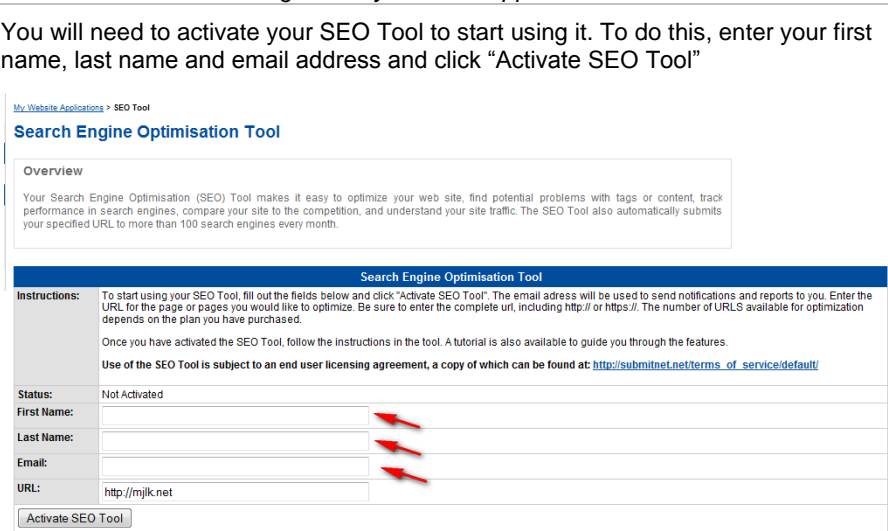
Step	Action
5.	Once you have finished building your website, you can preview the pages to ensure the website is ready to be published.
6.	When you are ready to publish your Website click 'publish'.
7.	Please refer to relevant Domains configuration section to ensure that your domain name is pointing to your Website Service , so that when people enter your domain name that,website is visible on the internet.

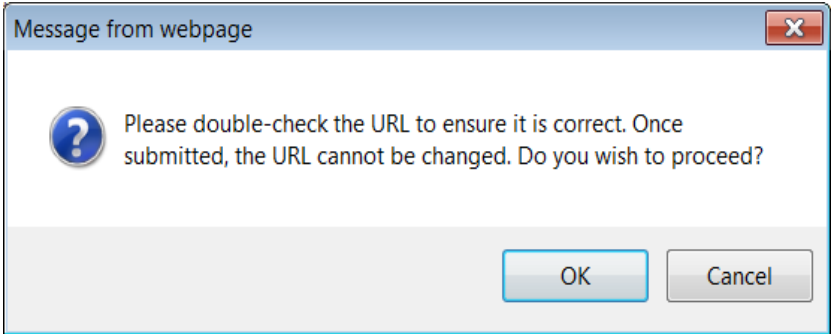
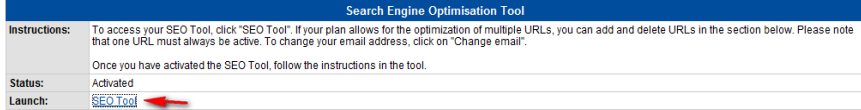
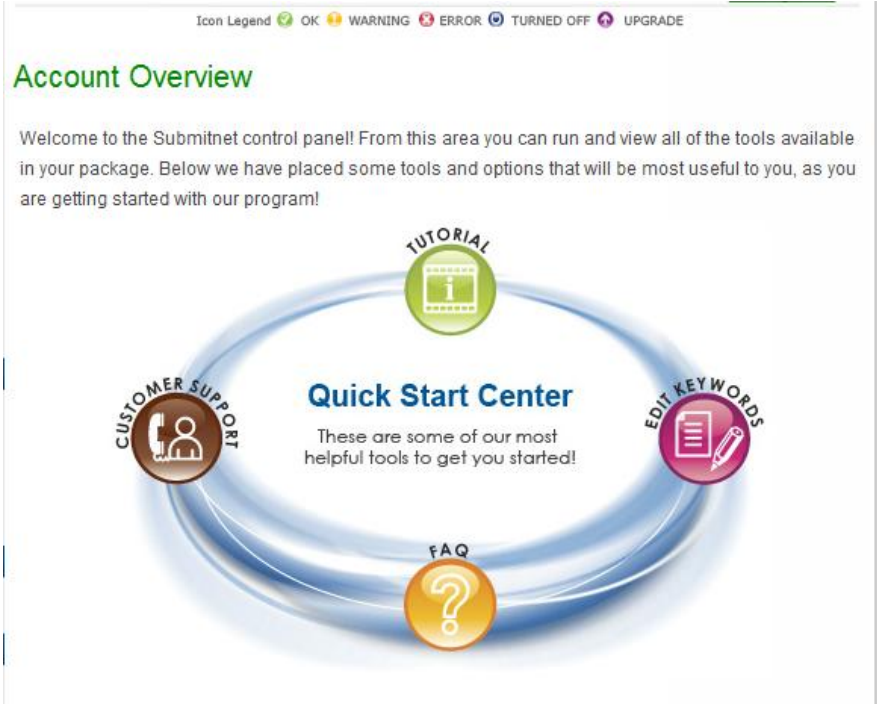
Search Engine Optimisation (SEO)

With so many Internet users searching for products and services on the web, it's crucial to have your website in the top search engine listings.

Our Search Engine Optimization (SEO) Basic Tool from SubmitNet® automatically submits your website to the top search engines and includes an expert manual review of your website to give feedback on its search engine readiness.

You can start using your SEO Tool by following the steps below

Step	Action
1.	<p>Go to Website Control Panel, navigate to My Website Applications, click on SEO Tool</p>  <p style="text-align: center;"><i>Figure 8 My Website Applications</i></p>
2.	<p>You will need to activate your SEO Tool to start using it. To do this, enter your first name, last name and email address and click "Activate SEO Tool"</p>  <p style="text-align: center;"><i>Figure 9 Search Engine Optimisation menu</i></p> <p>Important note: Please ensure you have configured your Domain's DNS servers with A and CNAME zone records for your Premium Website service first before activating your SEO tool.</p>


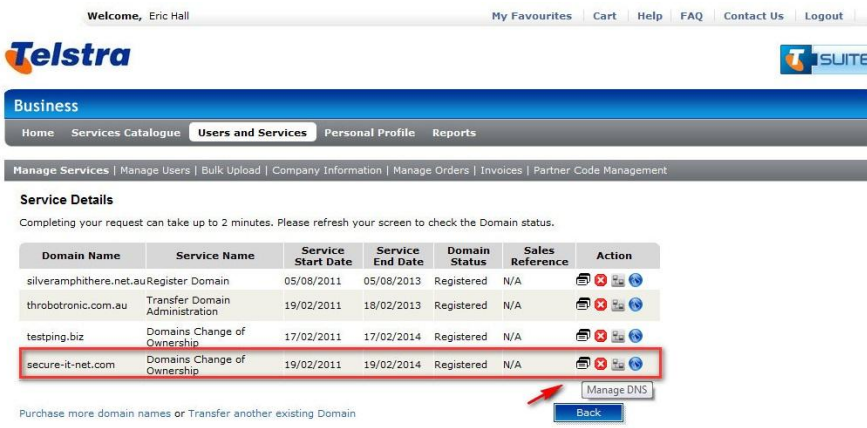
Step	Action
3.	<p>This warning message is to ensure the domain name you have linked with your Premium Website is correct and that you have updated your Domain's DNS servers with the zone records.</p>  <p style="text-align: center;"><i>Figure 10 SEO warning message</i></p> <p>Click "OK" to complete the activation of your SEO tool</p>
4.	<p>Your Website Control Panel, SEO menu will provide you with a successful confirmation message and status shown as "Activated"</p>
5.	<p>To continue using the SEO Tool click on "SEO Tool"</p>  <p style="text-align: center;"><i>Figure 11 SEO menu</i></p>
6.	<p>A new window will open with the SEO control panel.</p>  <p style="text-align: center;"><i>Figure 12 SEO control panel</i></p> <p>Note: The Website Control Panel window remains open</p>
7.	<p>First time users are able to run the tutorial wizard.</p> <p>Important note: For SEO tool, you will only have access to Submission Options. The other options and features that display with an arrow icon are not available at this time.</p>

How to configure your Premium Website with a T-Suite Domain

Introduction

To link a T-Suite Domain with your Premium Website, you will need to update your DNS Server with A and CNAME DNS record by following the steps below.

Please note domain **secure-it-net.com** is used here as an example only, you will need to use your own domain name that is linked to your service.

Step	Action
Login	<p>Log in to the T-Suite Management Console.</p> <p>Navigate to the 'Manage Services' tab on the toolbar. In the 'Service Details' table, you will see your Domains.</p> <p>Click the 'Manage DNS' icon  next to the domain you provided when you purchased Premium Website.</p>  <p><i>Figure 13 Service Details table in T-Suite Management Console</i></p> <p>Important Note: you can refer to your Welcome to Website Services e-mail to find the domain name you provided when you purchased your website service.</p>

T-Suite DNS Management will display as a separate window as shown below. Here you can view, add, delete or edit your DNS records.




Figure 14 Manage DNS portal

1.	<p>Update your DNS Server with A and CNAME records with your IP address that was sent to you in the Welcome to Website Services email:</p> <ul style="list-style-type: none"> • An A record with your domain name pointing to your IP Address; and • A CNAME record with your FTP pointing to your domain name <p>Example ftp.secure-it-net.com. pointing to secure-it-net.com.</p> <p>Important Note: if you don't have your Welcome Email, please contact customer support on 1800 TSUITE (1800 878 483) or submit a helpdesk case in your T-Suite Management console. (refer to Contact Us section)</p>
----	--

2.

Create your A record

- In the 'A, CNAME, AAAA Records' section shown in figure 15 below, in the 'HOSTNAME' field , enter your domain name followed by a fullstop '.'

[A, CNAME, AAAA Records](#)

Modify your A, CNAME and AAAA records to send some domain traffic to a specific server.

HOSTNAME	POINTS TO	TTL (SEC)	TYPE	STATUS
secure-it-net.com.	192.217.106.107	86400	A	Published

Figure 15 Adding an A record

- In the 'POINTS TO' field, enter the IP address of your Website Service
- From the 'TYPE' menu, select 'A'
- Click 'Add' to add this record to your DNS configuration.
- Upon successful completion of the change, the 'STATUS' will change to 'Published'.

3.

Create your CNAME record

- In the 'A, CNAME, AAAA Records' section shown in figure 15 below, in the 'HOSTNAME' field, enter **ftp.yourdomainname** followed by a fullstop '.'

- In the 'POINTS TO' field, enter your domain name followed by a fullstop '.'

For example, domain name 'www.secure-it-net.com', your hostname is **ftp.secure-it-net.com.** and your Points to domain name is **secure-it-net.com.**

[A, CNAME, AAAA Records](#)

Modify your A, CNAME and AAAA records to send some domain traffic to a specific server.

HOSTNAME	POINTS TO	TTL (SEC)	TYPE	STATUS
secure-it-net.com.	192.217.106.107	86400	A	Published
ftp	secure-it-net.com.	86400	CNAME	Published

Figure 16 Adding an CNAME record

- From the 'CNAME', select 'TYPE'
- Click 'Add' to add this record to your DNS configuration.
- Upon successful completion of the change, the 'STATUS' will change to 'Published'.

4.

Your domain name records will be visible on the internet within 24 hours. You will be able to build your website by clicking on the URL provided in the Welcome to Website Services Email.

For example <http://yourdomain.info/stats/>

If you have already built and published your website, then you will be able to view your website by clicking on your domain name. If you haven't completed your website build, you can set your domain name to default to a business card page. Please refer to My Hosting section for more information on this.

How to configure your Premium Website with an existing Domain (external provider)

Introduction

To link your existing Domain with Premium Website, you will need to update your DNS Server with A and CNAME records by following the steps below.

Please refer to previous section if your domain is registered through T-Suite, or the next page if your domain has been transferred to T-Suite.

Assumptions

It is assumed that you have DNS management with your existing Domain. If you do not have the option to set up A and CNAME zone record, please contact your existing provider to determine what options are available.

Alternatively, you can transfer your Domain to T-Suite. Please refer to Telstra website for more information.

Important note: if you transfer your Domain Name to T-Suite, you will also need to re-configure any existing records such as MX Records. Please contact your IT provider or T-Suite Support for further assistance.

Step	Action
1.	<p>Go to your existing provider Domain management portal to update your name servers.</p> <p>Update your DNS Server with A and CNAME records with your IP address that was sent to you in the Welcome to Website Services email:</p> <ul style="list-style-type: none">• An A record with your domain name pointing to your IP Address Example secure-it-net.com. pointing to 123.123.123.123• A CNAME record for your FTP pointing to your domain name Example ftp.secure-it-net.com. pointing to secure-it-net.com. <p>Note: It enter your domain name without 'www' and ending with a fullstop '.com.'</p>
2.	<p>Your domain name records will be visible on the internet within 24 hours. You will be able to build your website by clicking on the URL provided in the Welcome to Website Services Email.</p> <p>For example http://yourdomain.info/stats/</p> <p><i>If you have already built and published your website, then you will be able to view your website by clicking on your domain name. If you haven't completed your website build, you can set your domain name to default to a business card page. Please refer to My Hosting section for more information on this.</i></p>

How to Configure your Premium Website with a domain transferred to T-Suite

Introduction

This section details steps to transfer your domain to T-Suite Domains and once the transfer is complete, how to link your domain to your Premium Website

Important Note:

- **To avoid the risk of service outages, as soon as your domain name transfer is successful you should copy across all your existing DNS records and then re-delegate your Domain Name server to T-Suite. If you do not re-delegate your DNS server, then your previous Domain service provider may deactivate your DNS server when your domain name is transferred.**
- **The following steps may still apply if your domain is already registered with another Telstra product. This will depend on how your existing DNS hosting and configuration is set up.**

Transferring your Domain to T-Suite

Before you transfer, make a copy of your existing DNS configuration details so that you can quickly replicate the configuration required to get your T-Suite Domain fully operational.

After you transfer, please configure your DNS records and re-delegate your domain: Note: if you require further information on how to configure your DNS records through T-Suite, please refer to T-Suite Domains Getting Started Guide (available through your T-Suite Management console).

There are two ways you can check for the successful transfer of your domain:

1. When the transfer of your Domain name is completed, you will receive a 'Successful Domain Transfer' confirmation email.
2. Login to the T-Suite Management Console; the status of your Domain Transfer in 'My Services' will appear as 'Registered'.

Transferred Domains (cont'd)

Important Note: If you have an existing Website, you must only update your Domain Name server with the new A and CNAME record when you are ready to turn off your old website and turn on your new Premium Website service.

To make the A and CNAME record changes, log on to the T-Suite Management Console, and open the T-Suite DNS Management window

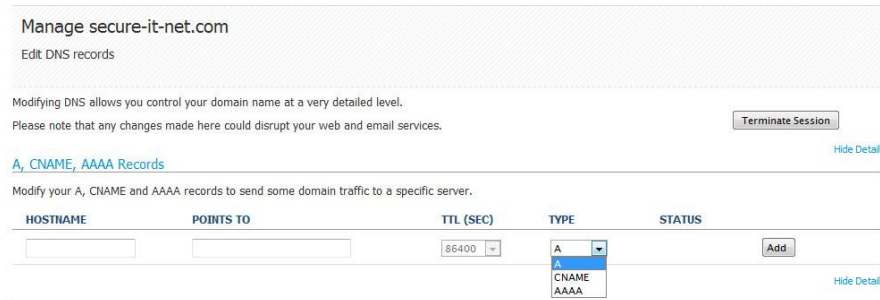


Figure 17: Manage DNS portal

1. Configure your DNS records for your Domain with your Premium Website as described in **“Configuring your T-Suite Domain with Premium Website”**

Note: If you have an existing DNS record such as MX records, you will need to transfer this across also. Please refer to **T-Suite Domains Getting Started Guide** for further details.

My Hosting Services

Overview

My Hosting Services provides you with a range of advanced controls and tools you can use included as part of your Premium Website service. They are Anonymous FTP, Protect Directories, Archive Gateway, File Manager and Development Tools consisting of Perl Checker, Home Place Placeholder and SSL Certificate Manager

You can access these tools by clicking on My Hosting Services from your Website Control Panel main menu.

It is referred to as “**Application Utilities**” in the Control Panel Help.

WEBSITE CONTROL PANEL



Figure 18: My Hosting Services

More information on each feature is provided in the sections below.

Anon FTP

Anon FTP or Anonymous FTP allows users to upload or download files from your website without the need to log in. By default this feature is disabled, if you enable this feature you won't be able to control who accesses your website files.

WEBSITE CONTROL PANEL

[My Hosting Services](#) > [Anonymous FTP](#)

Anonymous FTP

Update successful!

You can allow person to upload and download files anonymously by enabling Anonymous FTP Access utility.

Important: You will not know who is downloading or uploading content to your directories if you enable Anonymous FTP access. Using this utility may open your Website to abuse.

Enable Anonymous FTP	
Userid:	prem84
Domain:	premiumdinner3.com
<input checked="" type="checkbox"/>	* Caution! Check box to enable Anonymous FTP
<input type="button" value="Update preference"/>	

Figure 19: My Hosting Services – Anon FTP menu

- To disable Anon FTP, just click on the checkbox to remove the tick and click update preference.

Important Note: Use this feature only if necessary, and do not leave it enabled once you are finished. Internet hackers are capable of scanning websites for Anon FTP access and can abuse your hosting account.

Protect Directories

Protect Directories lets you assign a User ID and Password to a directory that you specify.

Note: If you are using FrontPage Extensions, do not use this feature, you can manage users and passwords through the FrontPage tools.

Archive Gateway Archive Gateway lets you unzip files directly on your website. It is useful when using a relatively slow internet connection or transferring large quantities of files.

If there are path names stored in the archive, the appropriate directories are created during decompression. Basically, you can extract an entire site (with all directories intact), using this feature.

To begin, zip your file(s) using an archive utility such as WinZip and upload the zip file using FTP. Please refer to section on using FTP with your Website service.

To decompress files using the Archive Gateway:

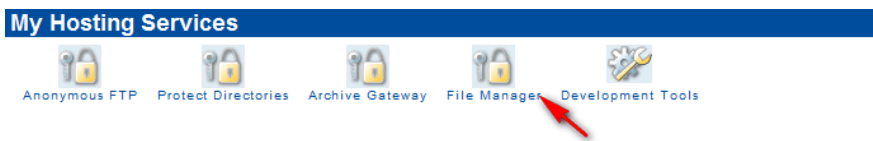
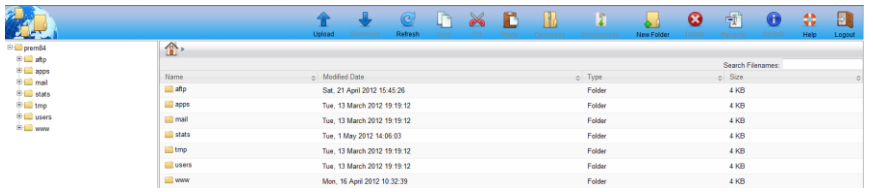
Step	Action
1.	From your Site Management Control Panel, click Archive Gateway. The Archive Gateway window appears.
2.	In the Input Filename field, type the directory for your archived file, including the file name. If your file resides in the root directory, enter the filename only.
3.	In the Output Path field, type the destination directory for your file. If you want to extract your file to the root directory, enter the filename only. If you are processing a .gz file, you do not use an output path. When you decompress a .gz file, it ends up in the same directory, as an archived file (e.g., a .tar file). Then, unpack the file into the directory you want.
4.	Click Extract Files. The window refreshes with a confirmation message.

If there are path names stored in the archive, the appropriate directories are created during decompression. You can extract an entire site (with all directories intact), using this feature.

File Manager

If your published website was created using the Design Your Site application you won't need to use this feature.

File Manager lets you upload and manage content and images to your hosting Service. These files are separate to the website and files you create using the Design Your Site application.

Step	Action
1.	Navigate to My Hosting Services, click on File Manager  <p style="text-align: center;"><i>Figure 20 My Hosting Services – File Manager</i></p>
2.	A new window will open with File Manager tool  <p style="text-align: center;"><i>Figure 21 File Manager tool</i></p>

Development Tools

You have three advanced development tools available here.

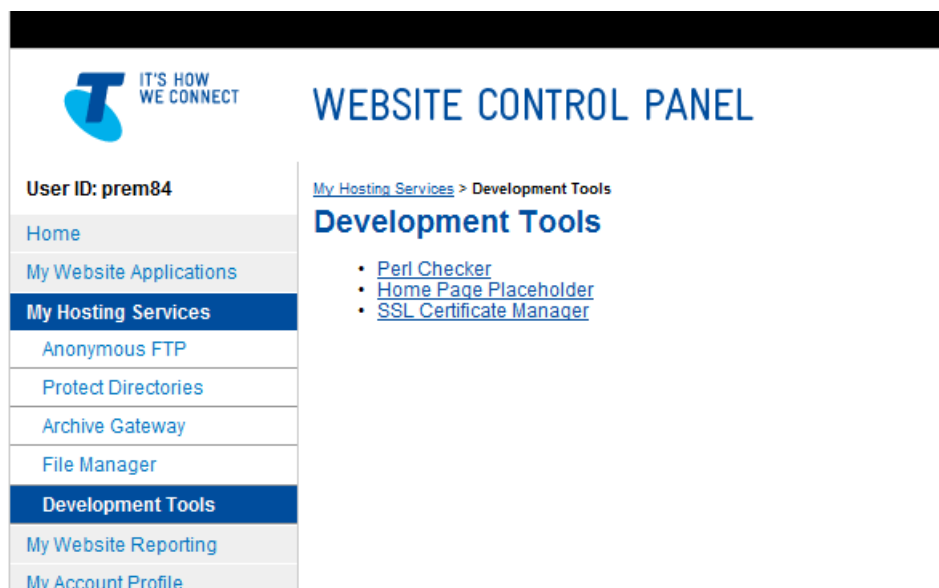


Figure 22 Development tools

- Use the **Perl Checker** to compile your perl scripts and check them for errors after you have uploaded them to your website. **Please refer to Website Control Panel Help for more information.**
- **Home Page Placeholder:** Use this utility in order to quickly load a default home page placeholder while you are building your website.
 - Click Under a home page that contacts the words "Under Construction," and includes "Under Construction" graphics
 - Click Business Card to display a home page that contains your company name, city, and state. This information is taken from your Hosting Account settings.
 - Click Blank to display a home page that contains no images or text.
- **SSL Certificate Manager:** Use this utility in order to create and manage your SSL certificate. This feature enables you to generate a Certificate Signing Request (CSR), assist in mailing the CSR to your Certificate Authority, and enables you to install the certificate once you have purchased and received the SSL certificate from your Certificate Authority. Each Website Service hosting account is installed a Shared SSL Certificate and is active by default.

Important Note: You need to purchase the SSL certificate through another party which you can then install with this Website hosting plan.

To set up and install a Private Certificate as well as manage your Private and Shared certificates you need to do the following:

- Generate a Certificate Signing Request (CSR)
- Send a CSR to a Signing Certificate Authority (CA)
- Install Your Digital Certificate
- Save a Copy of Your Digital Certificate
- Delete Private Certificate
- Activate Private or Shared Certificate
- Export Certificate
- Import Certificate
- Renew Certificate

For detailed steps on what you need to do, click the Help menu in your Website Control Panel, find Utilities and click on SSL Certificates.

My Website Reporting

Overview

This section provides you with instructions on how to use the Website Statistics and reports that are available to you.

Website Statistics gives you visibility of ongoing visits to your website by tracking helpful information such as how many visitors have viewed your site, what pages they look at the most, etc. We have provided a free tool in your website service to allow you to capture this information.

Quick View Statistics

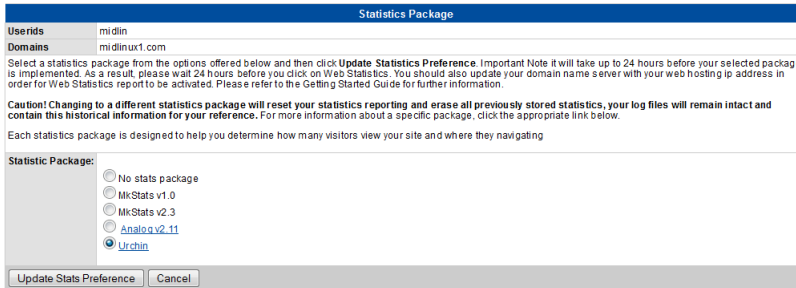
You can view a summary of your account usage statistics, available disk space, transfer limit and usage, as well as IP address and Shared SSL information here.

Statistics Package

Premium Website service provides you with a choice of free web statistics packages to choose from.

Select a statistics package from the options offered below and click Update Statistics Preference. It may take up to a **24-hour delay** for your selected package completely activate.

Each statistics package is designed to help you determine how many visitors view your site and where they navigate.

Step	Action
1.	Under Statistics, click Statistics Package. The window refreshes with the Choose Statistics Package page displayed.
2.	Select the Statistics Package you want. Urchin is the default option. Important Note: Changing your Statistics Package will erase previously stored statistics information. My Website Reporting > Statistics Package  <p style="text-align: center;"><i>Figure 23 Statistics Package Main Menu</i></p> Note: for more information on Analog and Urchin stats package, you can click on these stats packages.
3.	Click Update Stats Preference . The window refreshes with a confirmation message.
4.	Click Web Statistics to view your statistics information based on the package you selected. Important Note: it can take up to 24 hours for your selected statistics package to activate, so you may see a 'http 403 error user unauthorized message'. This error message will also be shown if you have not linked your Domain with your Premium Website.

Manage Urchin Prefs

If you selected Urchin as your statistics package, you can also change the language, region and time zone settings.

- Usage History** The Usage History application retrieves the number of megabytes of traffic being used by your Website. We also show you if you have had any traffic overages, in megabytes, for each month listed.
- Note:** This information is not the authoritative source of your disk usage. You should click the Quick Account Stats icon to your most up-to-date disk usage.
- View Log Files** Log Files give you information on error logs generated in your account. You can check your Active log files or your Archived log files, if you have saved them.
- Delete Log Files** Allows you to delete archived (old) log files. You can rotate log files to your archives to keep their size smaller. The only reason you may want to delete files is to make the ones you need easier to see in the View Log Files window.

My Account Profile

Introduction

This section provides you with information on User Editor and Change Password features and instructions on how to use these features.



Figure 24 My Account Profile Main Menu

User Editor

User Editor is found under My Account Profile and enables you to:

- Create Subusers
- Manage your existing Subusers
- Change your Main Account Password
- Change your MySQL password to match your main password
- Disable or enable SSH access for your account

The following provides instructions on creating Subusers.

Step	Action
1.	To create a Subuser, click on User Editor icon from My Account Profile.
2.	<p>Scroll to the Add Subusers section. Type what you want for the User ID and Password/Confirm Password fields, and select FTP permissions for the Subuser.</p> <p>Figure 25 User Editor menu – Add Subusers</p>
3.	Click Add. The page refreshes with a confirmation message.
4.	When you create a Subuser with FTP permissions, it enables you to give that user access to FTP to your hosting site without giving out your main account's User ID and Password.

Change Password

You can also change your Website Service Control Panel using Change Password feature.

Note: Your password must be between 8 and 16 characters. It must include one upper-case and one lower-case letter. It must also include a number or a symbol from the following set: !#%_- +={}[]: @?.,\~.. The password cannot include your user ID.

T-Suite Domains Status Fields & DNS Propagation

Introduction Once you have configured your DNS / name servers, you have to wait 24-72 hours for the change to be completed, a process called propagation.

New Status after changes After each change is submitted (i.e. add, edit or delete) the 'STATUS' field will change to Publishing (as shown in figure 13 below).



Figure 26: Status Field 'Processing'

Successful Operation When a change is completed successfully, the 'STATUS' will change to 'Published' and a pop-up will display confirming success as shown below.

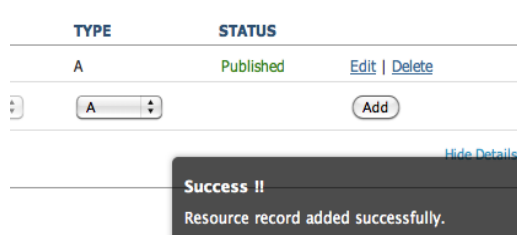


Figure 27: Status Field 'Published'

Failed change There may be occasions when changes pass front-end validation but are rejected by the system. In this event, the failed record will be displayed in the screen with a 'Failed' status for a period of 24 hours from the time the failed change was submitted, as shown in figure 29 below.

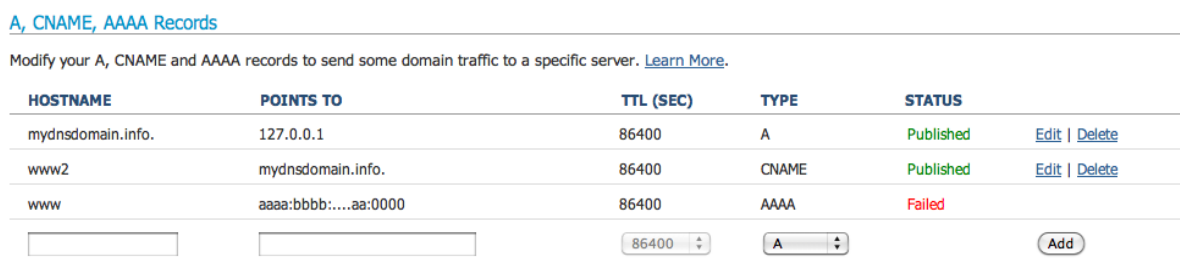


Figure 28: Status Field 'Failed'

Continued next page

Terminate Session

When you have completed creating or updating the DNS records, you should click 'Terminate Session' on the upper right hand side of the Manage DNS interface to return back to T-Suite Management console.

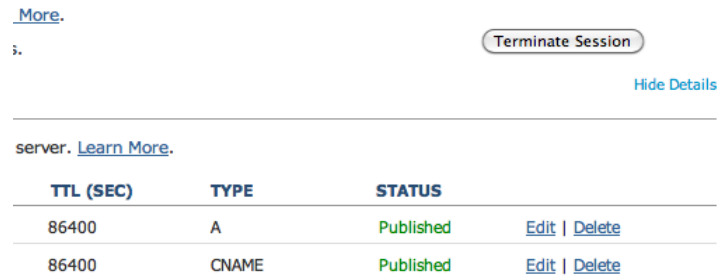


Figure 29: Status Field 'Terminate Session'

DNS Propagation

Domain name details are frequently cached on servers across the internet. That means that sometimes your DNS configuration is not fetched from our servers, but is retrieved from a cache. These caches are updated at different intervals. As a result of this, it can take up to 48 hours for the caches to all be updated and any DNS configuration change you make, to propagate across the internet.

Additional Information

Premium Website

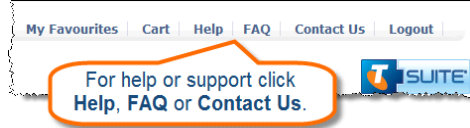
For any additional information on the Premium Website, SEO Tool, Design your Site application, please refer to T-Suite Website Services at www.telstra.com.au/business/websiteservices

Support contact

T-Suite customer support is available 24x7

Online

Login to the T-Suite Management Console and select from the link at the top of the page



Email: t-suite.support@team.telstra.com

Phone

You can call T-Suite Technical Support on 1800 TSUITE (1800 878 483)

Glossary

Term	Definition
Alias	A record that identifies, or points to, a specific domain.
A record	<p>An A record connects a host name to an IP address. When computers connect to each other they connect using IP addresses i.e: 144.140.108.25. A record's are very customisable in that you can create numerous A records to direct to multiple IP addresses.</p> <p>If yourdomain.com.au is the domain name, a few common examples of A records are:</p> <ul style="list-style-type: none">• yourdomain.com.au• www.yourdomain.com.au• mail.yourdomain.com.au• shop.yourdomain.com.au
CNAME record	<p>A CNAME record is an alias to another record. So for example unlike an A record where you point to an IP address with a CNAME you point to another name.</p> <p>An example CNAME entry: www.example.com. 86400 IN CNAME www.example.org.</p> <p>A CNAME record is a complicated DNS edit and should only be done where absolutely required.</p>
Destination	This is the destination IP address for the DNS record.
Domain name	Also referred to as Internet name or Internet address, a domain name is a unique address on the Internet. Generally domain names start with www such as www.telstra.com. Domain names are also referred to as Uniform Resource Locators or URLs.
Domain registrar	A company that registers and maintains Internet domain names. Every domain is registered at a domain registrar. Melbourne IT is the registrar for all T-Suite Domains.
DNS	<p>Domain Name System (DNS) determines what website is displayed and where web traffic is directed.</p> <p>Computers and other network devices on the Internet use an IP address to route your request to the site you're trying to reach. This is similar to dialling a phone number to connect to the person you're trying to call. Thanks to DNS, though, you don't have to keep your own address book of IP addresses. Instead, you just connect through a domain name server, also called a DNS server or name server, which manages a massive database that maps domain names to IP addresses.</p> <p>E.g. 144.140.108.25 points to http://www.telstra.com.au</p>
DNS Records	DNS records on the DNS Server / name server include A (Address) record, CNAME record and AAAA Record. These enable people to find your website by just remembering your domain name. A Mail Exchanger (MX) record directs e-mail traffic.

Continued next page

Term	Definition
Host name	<p>Often mistakenly referred to as a sub domain, a host name is a prefix added to the beginning of a domain name. Host names are records that indicate where a computer needs to go to retrieve the information for a website or to deliver mail. When computers connect to each other they connect using IP addresses i.e.: 144.140.108.25</p> <p>A host name is used to make internet addresses easy to remember for people. While computers understand IP addresses, people tend not to and this is why hostnames were created, so a name can be associated with a number.</p> <p>It is possible to have host names pointing to multiple locations or IP address.</p> <p>The three most common host names are A Records, MX Records and CNAME Records.</p>
MX record	<p>An MX record tells email programs where to deliver mail to, like an address on a letter sent in the post. If a company is running their own mail exchange it is required to modify the MX record to point to those servers for the office to send and receive email.</p>
Name Server	<p>Name Servers or DNS Servers act like traffic lights of the internet. Name Servers keep the records of all web and email information when you have a hosting plan.</p> <p>To connect your domain name to your active email and / or website you will need to point or delegate it to a set of name servers.</p> <p>When you delegate your domain name to Name Servers there will always be at least two; a primary and secondary. This allows for redundancy should one of the servers go down for some reason. Telstra provides DNS hosting and uses the following name servers :</p> <p>ns1.secure.net ns2.secure.net</p>
SSL	<p>SSL stands for Secure Sockets Layer. This is a protocol designed to enable encrypted communications across the Internet. It provides privacy, authentication, and message integrity. SSL is often used in communications between browsers and servers. A URL that begins with "https" is a clue that an SSL connection will be used on the Web site. During an SSL connection, each side sends a Security Certificate to the other. Both sides then encrypt what they send, ensuring that only the intended recipient can decode it. "</p>
Zone Origin	<p>Your domain name, often followed by a '.' symbol when used for configuring DNS. Eg. 'Yourdomain.com'</p>