



Website Hosting Linux

Getting Started Guide

May 2012

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Introduction

About this Guide

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

The intended audience for this guide is the person within your organisation who has access to T-Suite and who will manage your Website Hosting 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 **Website Hosting Linux** service which provides you access to one-click install web development applications from SimpleScripts, Search Engine Optimisation (SEO) tool, database controls, extensive programming language support and tools for advanced users to build a new website or transfer an existing website.

Midi Hosting plans include 15GB website hosting disk space while Maxi Hosting plans include 25GB website hosting disk space.

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

Overview

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

Step	Key Tasks
1.	Manage your website service 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.	Build a new website or transfer an existing website A. You can start building your website utilising the features and tools available, including open-source website development applications through SimpleScripts, a one-click install application management tool. Refer to My One Click Install Apps – Simple Scripts and My Hosting Services for more information. B. If you have an existing website, refer to Transfer an Existing Website to Website Hosting Linux service for more information. Once you are finished building your website and have previewed it, you can publish the website. Important note: Until you have configured your domain name the only way you will be able to access your website is by using the IP address. If you have an existing website, modify your A and CNAME records only when you are ready to deactivate your old website and publish your new website hosted with Telstra.
3.	Configure your domain with your Website Hosting service As part of purchasing Website Hosting, you would have been provided a domain name that is now associated with your website service. 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 the Additional Information section. You will need to point your domain name to your Website Hosting service. <ul style="list-style-type: none">• If your domain name was purchased through T-Suite Domains, please refer to How to configure your Website Hosting with a T-Suite Domain.• If you transferred your domain to T-Suite Domains, please refer to How to configure your Website Hosting with a domain transferred to T-Suite.• If the domain name you provided is with another provider, please refer to How to configure your Website Hosting with an existing domain (external provider). Please have your Welcome to Midi or Maxi Hosting email ready as it contains important information required for this step.

4.	<p>Activate your SEO tool.</p> <p>Refer to My Website Applications, 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>
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Website Control Panel

Overview

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

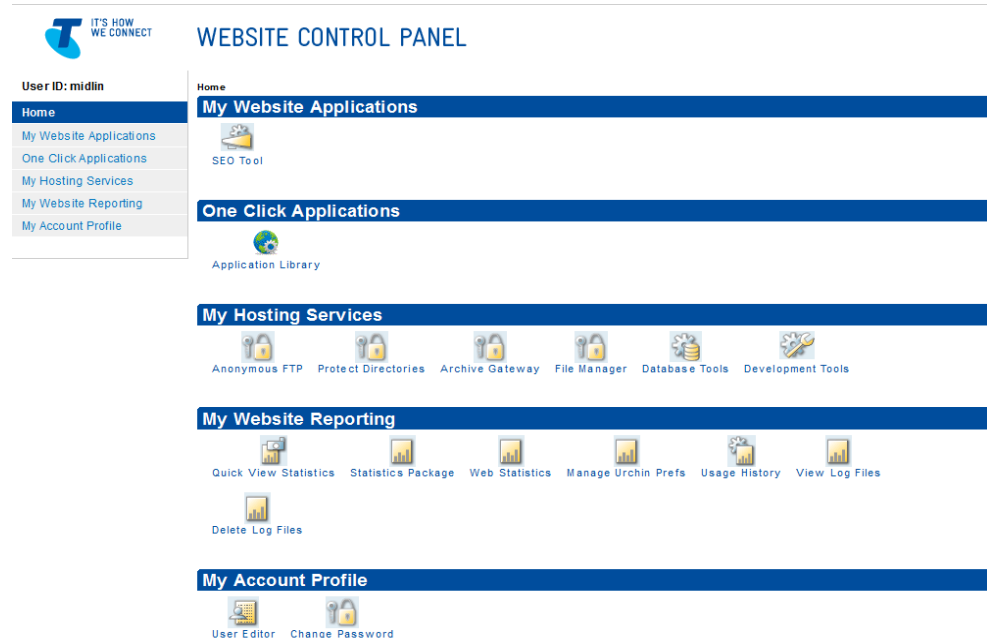


Figure 1 Website Control Panel

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.



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

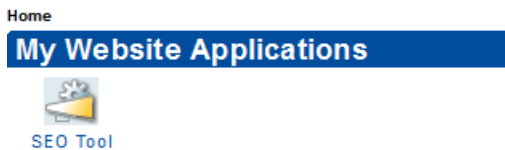
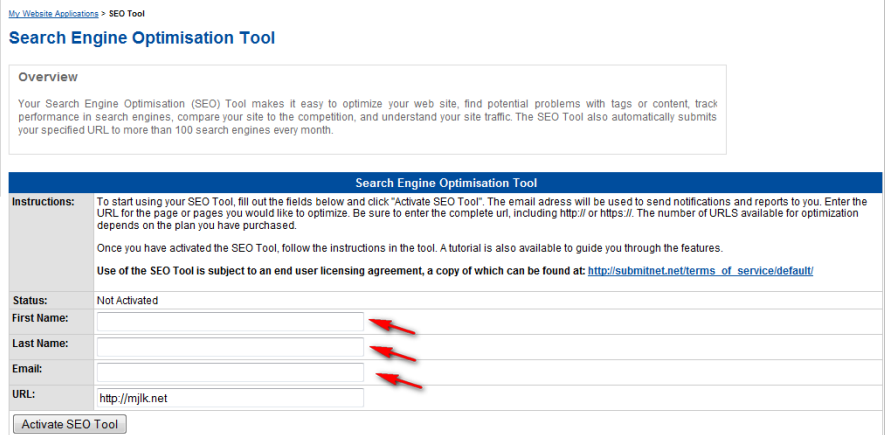
My Website Applications

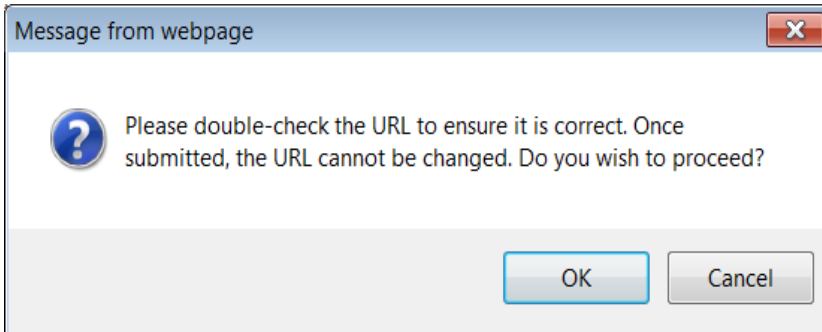
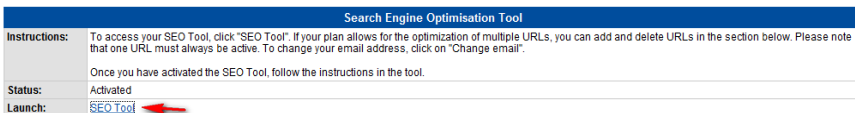
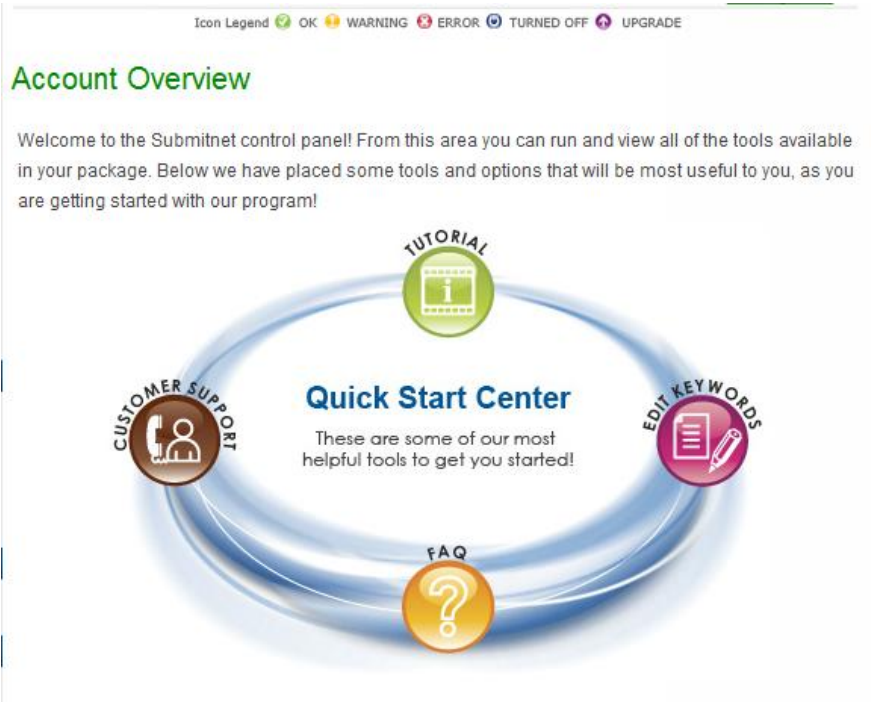
Search Engine Optimisation (SEO)

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 SEO Tool from SubmitNet automatically submits your website to the top search engines and includes an experts 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, and click on SEO tool.</p>  <p><i>Figure 3 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><i>Figure 4 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 Website Hosting service first before activating your SEO tool.</p>

Step	Action
3.	<p>This warning message is to ensure the domain name have linked with your Website Hosting is correct and that you have updated your Domain's DNS servers with the zone records.</p>  <p style="text-align: center;"><i>Figure 5 SEO warning message</i></p> <p>Click "OK" to complete the activation of your SEO tool.</p>
4.	Your Website Control Panel, SEO menu will provide you with a successful confirmation message and status shown as "Activated".
5.	<p>To continue using the SEO tool click on "SEO Tool".</p>  <p style="text-align: center;"><i>Figure 6: SEO menu</i></p>
6.	<p>A new window will open with the SEO control panel.</p>  <p style="text-align: center;"><i>Figure 7: 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>

My One-Click Install Apps – Simple Scripts

Overview

The One-Click Installer assists you with installing and managing your 3rd party applications such as Wordpress, Joomla, etc. It is integrated and powered by SimpleScripts (an application management utility) and provides you with more options and access to several 3rd party applications. The One-Click Installer will help you install, import, and remove applications as needed.

The One-Click Installer can be accessed by clicking on the Application Library link. The Application Library link is located within the One-Click Install Apps – Simple Scripts section of the main menu your Control Panel.

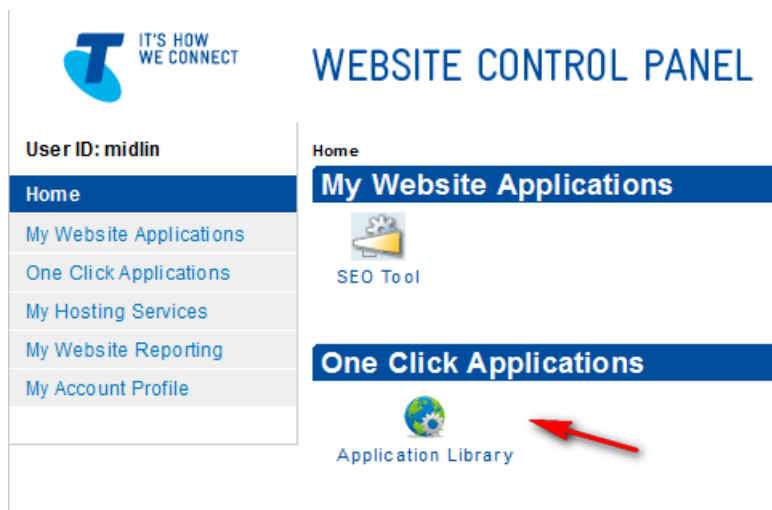


Figure 8 One Click Install Apps – Simple Scripts

When you click the **Application Library** link you will be directed to the One Click Installer.

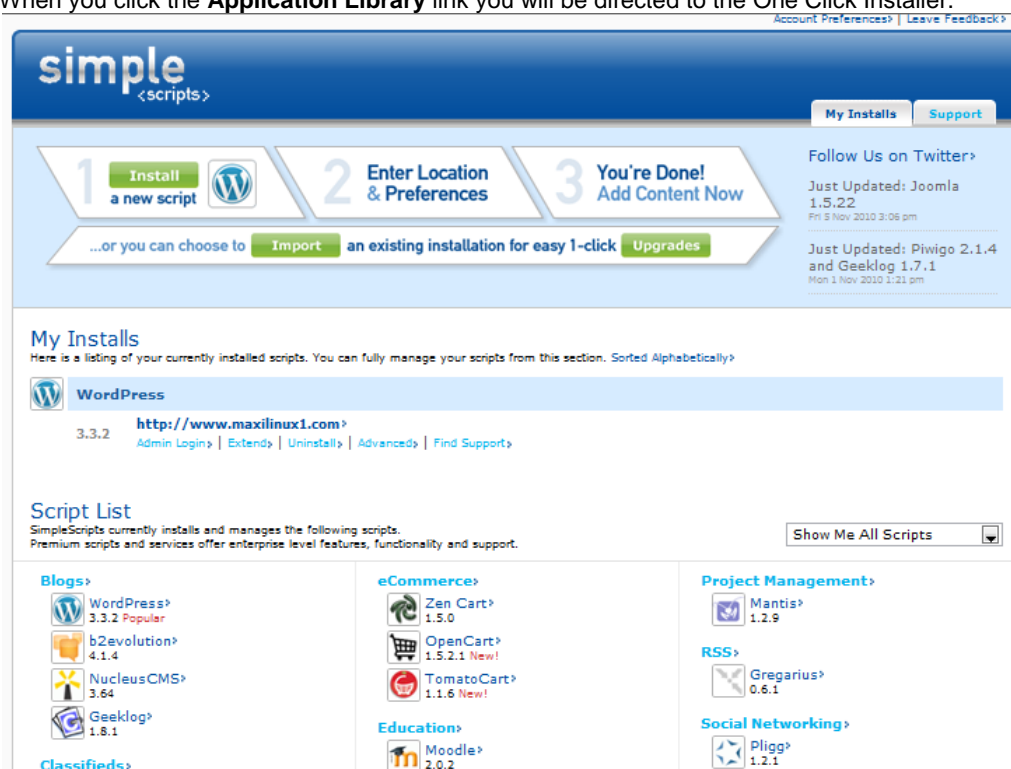




Figure 9 One Click Installer portal

The following provides you with steps to installation of an Open Source Application through One-Click Installer.

Step	Action
1.	<p>Select the application you want to install and click Install a brand new version.</p>  <p><i>Figure 10 One Click Installer portal – Word Press install</i></p>
2.	Enter your installation preferences (such as version, installation location, and any advanced options).
3.	Accept the License Agreement and click Complete. Applications are quickly installed and available within minutes.
4.	<p>Once an application is installed, an activation email will be sent to the T-Suite administrator email address.</p> <p>In addition, the newly installed application will display as a link and can be managed within the One-Click Install Apps – Simple Scripts section of your Control Panel:</p>  <p><i>Figure 11 One-Click Install Apps – Simple Scripts Website Hosting Control Panel</i></p>

Additional Information

Additional information is available for each application within the One-Click Installer. Each application has its own page with a basic description and external links to the 3rd party website for additional information and help.

Email Notifications

Email notifications are sent after an application is installed and when updates for an application become available. The T-Suite administrator email address is the default email address used by the One Click Installer. It is important to maintain a valid admin email address in order to receive email updates.

In addition to the update notification email, a popup notification will also appear when logging into One Click Installer. The updates page will enable you to decide which applications to update using the One Click Installer. Once an update is selected, it is completed instantly.

Importing Existing Applications

Existing (installed) applications can be imported into the Application Library using the One-Click Installer. All you will need is the full URL of your existing application. Importing is simple:

Step	Action
1.	Within the One-Click Installer Application Library , select the application you wish to import and click Import an existing installation.
2.	Enter the URL of the existing application, and click Import . The One-Click Installer will do the rest. <div data-bbox="560 983 1428 1214"></div>

Figure 12 One-Click Install Apps – Simple Scripts

Application Support

Support is available for general server functionality, One-Click Application Script Library management, and the default installation of 3rd party applications using the One-Click Installer. General server functionality includes network availability, hardware, and access to the One-Click Application Script Library.

3rd party applications are developed and maintained by the open source community. Additional support or questions beyond the default installation will be directed to the 3rd party application's documentation. Links to websites, support forums, and documentation for an application can be found within that application's page of the One-Click Installer Apps Library.

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 Website Hosting service. They are Anonymous FTP, Protect Directories, Archive Gateway, File Manager, Database Tools such as MySQL Administration and phpMyAdmin, 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.



Figure 13: 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 enable this feature you won't be able to control who accesses your Website files.

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

Anonymous FTP

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:	midlin
Domain:	midlinux1.com
<input type="checkbox"/>	* Caution! Check box to enable Anonymous FTP
<input type="button" value="Update preference"/>	

Figure 14: 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 use the 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.

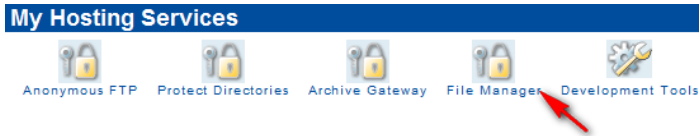
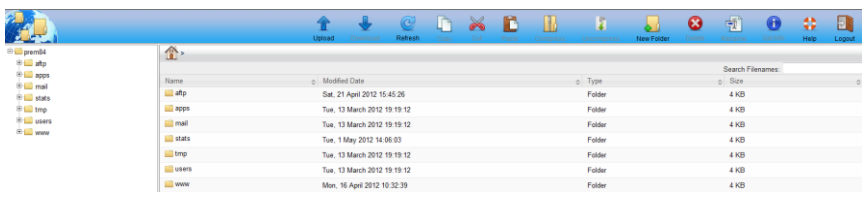
To decompress files using the Archive Gateway:

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

File Manager lets you upload and manage your web files, content and images to your Website Hosting service.

Step	Action
1.	<p>Navigate to My Hosting Services, click on File Manager</p>  <p><i>Figure 15 My Hosting Services – File Manager</i></p>
2.	<p>A new window will open with File Manager tool</p>  <p><i>Figure 16 File Manager tool</i></p>

Database Tools

These tools can be accessed from your Hosting Control Panel by clicking My Hosting Services, then Database Tools. Detailed help for each can be found by clicking Help.

MySQL Administration

MySQL Administration is an important tool to use for a number of the Add-Ons offered through your Control Panel. If you plan to use them, you should go to this section and set up your MySQL Database Password if you do not already have one.

You can also use this interface to create and delete additional MySQL databases if the feature comes with your hosting plan.

MySQL Administration

The screenshot shows the MySQL Administration interface. At the top, a blue header reads "MySQL Databases". Below it, a table displays usage information: "Usage: 1 of 15 available databases configured.", "Quota: 15360 MB", and an "Instruction" to use the form to add or remove databases, noting that all databases will have the customer ID prepended to the name. Below this is a table titled "Existing Databases" with columns "Name", "Usage (bytes)", and "Actions". It contains one entry: "linu17" with "0" bytes usage. At the bottom is a section titled "Add Databases" with three input fields, each pre-filled with "linu17 _".

Figure 17 MySQL Database

To change your MySQL Password:

Step	Action
1.	Under Database Tools, click MySQL Administration. The MySQL Administration page appears.
2.	Scroll to the bottom of the page under the MySQL Password section. Type in a new password in the Password and Confirm Password fields.
3.	Click Update. The window refreshes with a confirmation message. Note: Make sure to remember your MySQL password as you will be prompted for this information if you install some of the Add-Ons provided with your hosting account.

phpMyAdmin

The Database Tools section also provides you with access to a phpMyAdmin interface, and a link to MySQL documentation.

The default login for phpMyAdmin is the same credentials as your Website Control Panel. If you have created MySQL database and created a MySQL password, please use this password when accessing your phpMyAdmin interface.

The screenshot shows the phpMyAdmin login page. It features the phpMyAdmin logo and the text "Welcome to phpMyAdmin". Below this is a "Language" dropdown menu set to "English". Further down is a "Log in" section with "Username:" and "Password:" labels. The username field contains "linu17". The password field is empty, with a red arrow pointing to it. A "Go" button is located at the bottom right of the login section.

Figure 18 MySQL Database

You have three advanced development tools available here.

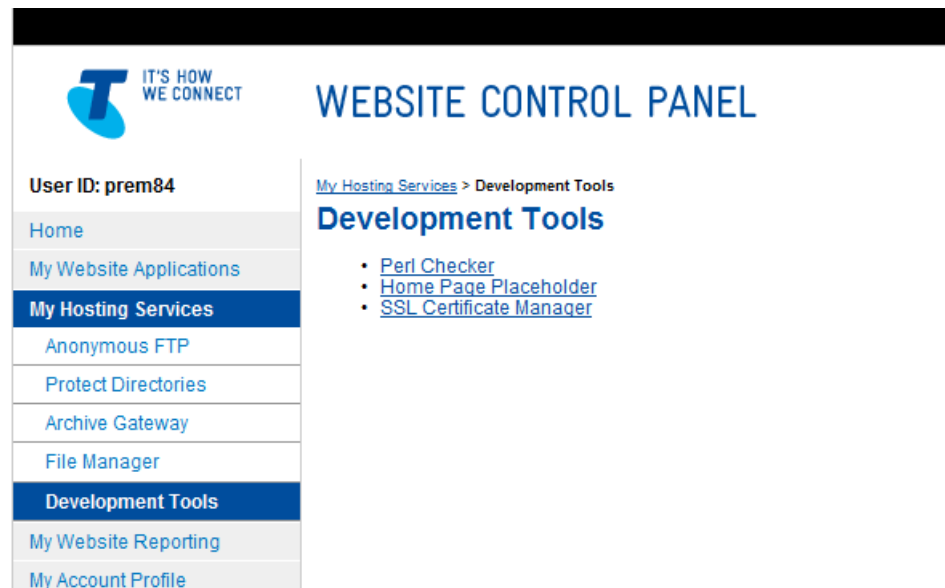


Figure 19 Development tools

- 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 Construction to display a web page that contains 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

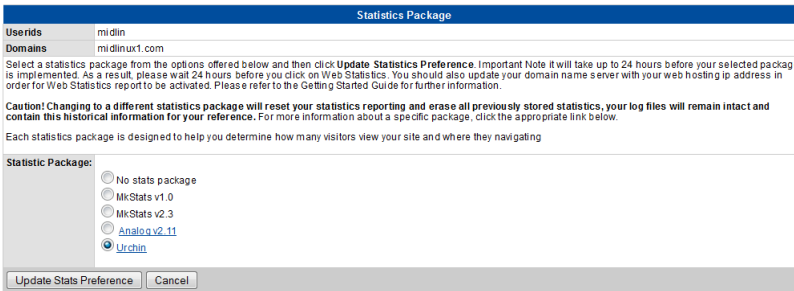
You can view a summary of your account usage statistics, available disk space, transfer limit and usage, as well as IP address and Shared SSL information here.

Statistics Package

Website Hosting 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 navigating

Step	Action
1.	Under Statistics, click Statistics Package. The window refreshes with the Choose Statistics Package page displayed.
2.	<p>Select the Statistics Package you want. Urchin is the default option.</p> <p>Important Note: Changing your Statistics Package will erase previously stored statistics information.</p> <p>My Website Reporting > Statistics Package</p>  <p><i>Figure 20 Statistics Package Main Menu</i></p> <p>Note: for more information on Analogue and Urchin stats package, you can click on these stats packages.</p>
3.	Click Update Stats Preference . The window refreshes with a confirmation message.
4.	<p>Click Web Statistics to view your statistics information based on the package you selected.</p> <p>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 Website Hosting</p>

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 Web site. 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.

My Account Profile



Figure 21 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.

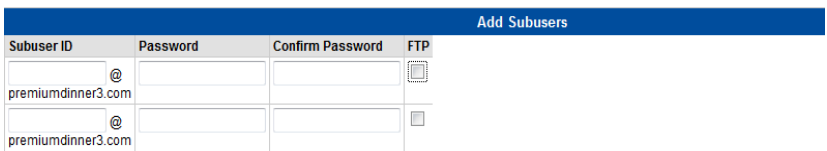
Step	Action
1.	To create a sub user, click on User Editor icon from My Account Profile.
2.	Scroll to the Add Subusers section. Type what you want for the User ID and Password/Confirm Password fields, and select FTP permissions for the Subuser. 
3.	Click Add. The page refreshes with a confirmation message.
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.

Figure 22 User Editor menu – Add Subusers

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.

Transfer an existing website to your Website Hosting service

Introduction

This section is for **experienced customers** that already have developed a website and want to move it to their new Midi or Maxi Website Hosting Linux location. Once you have received your activation email you are ready to transfer your website from your previous webhost to your new hosting service.

If you wish to transfer your website yourself, follow the directions below.

Important Note: Changing your DNS (Domain Name Servers) to our Name Servers should be the **last thing you do** – do this only after you have moved and tested your site to your satisfaction. This will ensure the smoothest possible transition for your website.

Overview

The overview of the migration process are:

1. Back up your entire website content, databases, and email messages stored by your current website host by downloading it to your local computer.
2. Upload your files and import your databases to your new hosting account with us.
3. If you have any databases in operation, update your database connection strings and system paths to match the environment for your account.
4. Recreate any email addresses on your new account.
5. Test your new account with the IP Address vs. the Domain Name.
6. Once you have tested the account to make sure that the site looks and acts the same, please go to the relevant Domain configuration sections in this guide to update your Domain to connect with your new Website Hosting service.

Note: It can take anywhere from 24-48 hours for your DNS to propagate (find the new address) over the Internet. As a result, we recommend you select the time to change the DNS to when it will cause the least disruption to your business.

Important Note: if you have Email with your Existing Website, please ensure you sign up to a new Email Hosting service or through T-Suite Office 365. Website Hosting does not include email.

Detailed instructions are provided below.

Step	Action
1.	Log in to your old host and download all the files for your website to your local computer using File Transfer Protocol (FTP). If you are not familiar with FTP, please contact your previous hosting company for assistance in downloading your files. Many FTP clients are available online to download to your machine for free such as Filezilla http://filezilla-project.org/ .
2.	Upload or transfer your saved files to your new Website Hosting account on our servers using your FTP client. You will need to type your IP Address or domain name, User ID and Password as provided to you in the activation email when prompted by the FTP program.
3.	If you have a database on your site, you will also need to move it from your previous webhost to our servers. Export the database from your previous host and save it on your computer (if prompted, save it in compressed format). If you're having trouble saving your database from your previous host, please contact them for assistance.
4.	<p>If you purchased a plan that includes it, MySQL Administration and documentation are available through the Control Panel under Database Tools.</p> <p>The User ID is the same as your account's User ID.</p> <p>Important Note: If you are using MSSQL you may need a Windows based plan; please contact T-Suite Customer Support.</p>


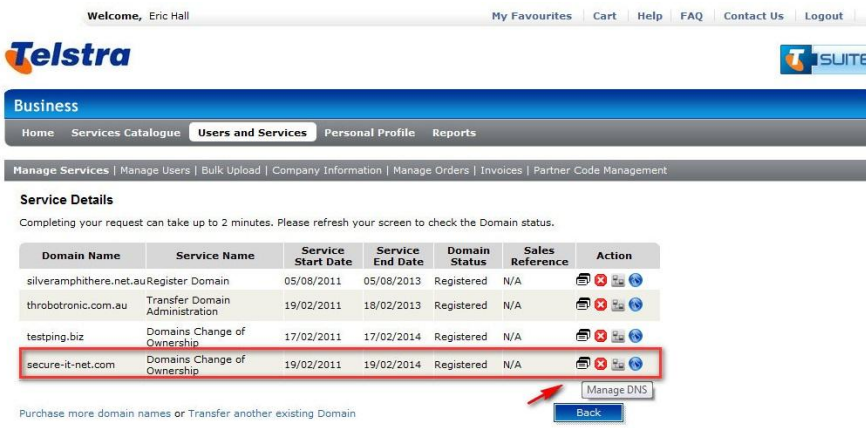
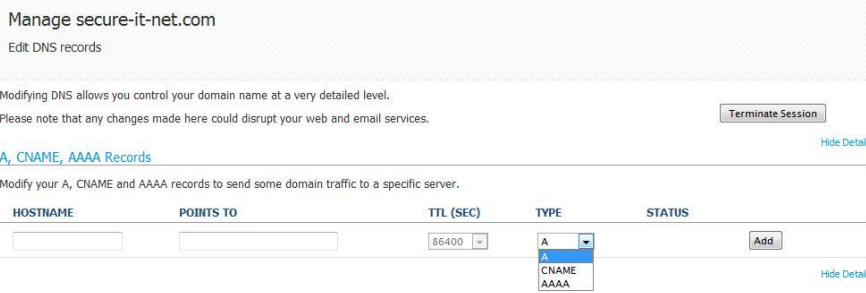
Step	Action
5.	<p>If you have email accounts with your existing service, you will need to ensure you have new email service either through T-Suite Office 365 or with another provider.</p> <p>You can then recreate your email accounts with your new email service.</p> <p>Important Note: Email accounts are not available with Website Hosting service.</p>
6.	<p>The last step is to point the domain to our Web Hosting Name Servers. This will ensure that your website and email services will properly resolve to your new Website Hosting service.</p>
7.	<p>Please go to relevant Domain configuration sections in this guide to update your domain name servers.</p>

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

Introduction

To link a T-Suite Domain with your Website Hosting, 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 Website Hosting.</p>  <p><i>Figure 23 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>
	<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.</p>  <p><i>Figure 24 Manage DNS portal</i></p>
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 you 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 T-Suite Support (refer to the Additional Information section).</p>

2.

Create your A record

In the 'A, CNAME, AAAA Records' section shown in figure 25 below, in the 'HOSTNAME' field, enter your domain name followed by a full stop '.'

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

86400

A

Add

Figure 25 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 26 below, in the 'HOSTNAME' field, enter **ftp.yourdomainname** followed by a full stop '.'

In the 'POINTS TO' field, enter your domain name followed by a full stop '.'

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

86400

A

Add

Figure 26 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 Website Hosting with an existing Domain (external provider)

Introduction To link your existing Domain with Website Hosting, 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 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 the 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
5.	<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: Enter your domain name without 'www' and ending with a full stop '.com.'</p>
6.	<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 Website Hosting with a domain transferred to T-Suite

Introduction

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

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 Domains 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 your 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 Website Hosting 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.

Manage secure-it-net.com

Edit DNS records

Modifying DNS allows you control your domain name at a very detailed level.

Please note that any changes made here could disrupt your web and email services.

[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
<input type="text"/>	<input type="text"/>	86400	<div><div>A</div><div>A</div><div>CNAME</div><div>AAAA</div></div>	<div>Add</div>

Figure 27: Manage DNS portal

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

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


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 28 below).



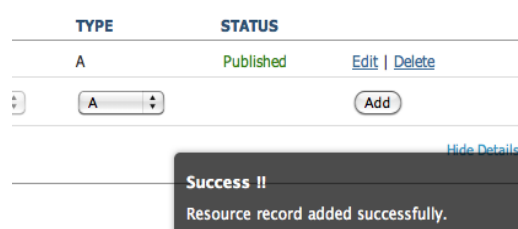
The screenshot shows a web interface for managing DNS records. At the top, there's a link 'A, CNAME, AAAA Records' and a 'Hide Details' link. Below is a text input field for a domain. The main table has columns: HOSTNAME, POINTS TO, TTL (SEC), TYPE, and STATUS. A record is shown with HOSTNAME '@', POINTS TO '203.27.227.23', TTL '86400', TYPE 'A', and STATUS 'Publishing'. Below the table are input fields for HOSTNAME, POINTS TO, TTL (86400), and TYPE (A), with an 'Add' button.

HOSTNAME	POINTS TO	TTL (SEC)	TYPE	STATUS
@	203.27.227.23	86400	A	Publishing

Figure 29: 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.



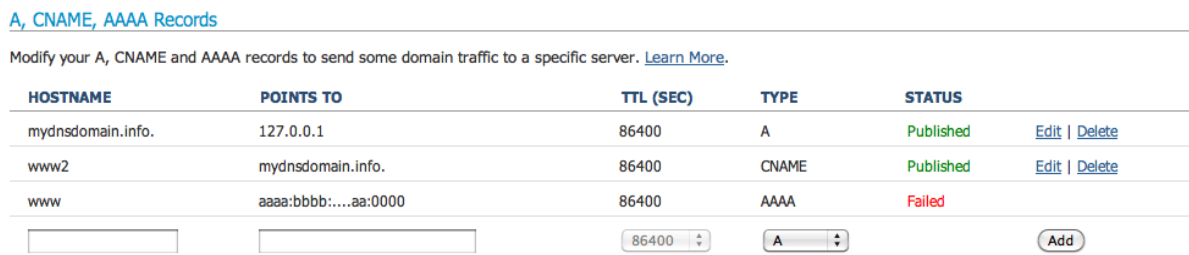
The screenshot shows the same DNS management interface as Figure 29, but the record's status is now 'Published'. A dark grey pop-up box with white text says 'Success !! Resource record added successfully.' Below the table are input fields for HOSTNAME, POINTS TO, TTL (86400), and TYPE (A), with an 'Add' button.

HOSTNAME	POINTS TO	TTL (SEC)	TYPE	STATUS
@	203.27.227.23	86400	A	Published

Figure 30: 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 30 below.



The screenshot shows the DNS management interface with a table of records. The first two records are 'Published', and the third is 'Failed'. Below the table are input fields for HOSTNAME, POINTS TO, TTL (86400), and TYPE (A), with an 'Add' button.

HOSTNAME	POINTS TO	TTL (SEC)	TYPE	STATUS
mydnsdomain.info.	127.0.0.1	86400	A	Published
www2	mydnsdomain.info.	86400	CNAME	Published
www	aaaa:bbbb:....aa:0000	86400	AAAA	Failed

Figure 31 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.

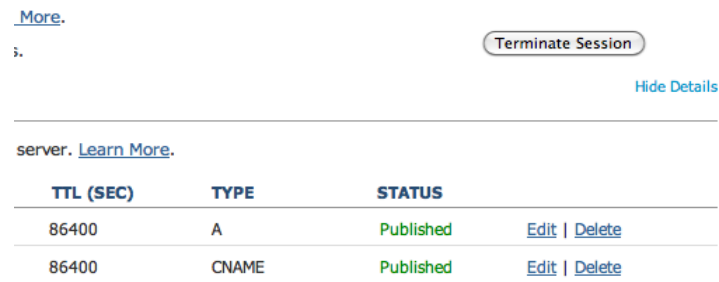


Figure 32: Status Field 'Terminate Session'

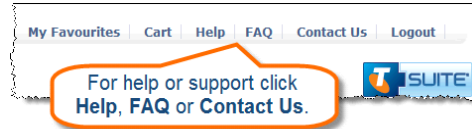
DNS Propagation

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

Website Hosting For any additional information on the Website Hosting and SEO Tool, 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 Locaters 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) records directs e-mail traffic.

Continued next page

Term	Definition
Host name	<p>Often mistakenly referred to as a sub domain, a host name is 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. E.g. 'Yourdomain.com'.</p>