

In this issue...

- ? New domain name transfer system
- ? Secure certificate price changes
- ? Using FTP to maintain your Web site
- ? Win prizes in Free Lunch!
- ? Your questions answered

Transfers

Following up on the belated June issue, we would like to remind customers of the recent addition to the e-mail control panel.

Even if you aren't collecting e-mail using POP3, you are now able create and update your auto-responder text, simply by logging in at <http://post.netenergy.net/> using your e-mail address and password.

You are also able to add title, keywords and description meta tags to your Web forwarding (domain name pointer) just by e-mailing the new or updated content to support@netenergy.net.

We are also pleased to be able to announce that any domain names that have been partially transferred to Net Energy Internet can now be completed using the new registrar transfer system described opposite.

And to complete another packed issue, we take a look overleaf at uploading using the file transfer protocol, better known as FTP.

As always, if you have any comments or questions about any of our services, please don't hesitate to get in touch at feedback@netenergy.net.

Best Wishes,

Net Energy Internet Ltd.

On the Web:

? **Have you just signed up?**
If you would like to read, or re-read, any of the previous issues of Energise, simply visit our online archive at <http://www.netenergy.net/about/newsletter/>

? **Technical Support Area**
Available 24x7, our online technical support area at <http://www.netenergy.net/support/> has the answers to questions commonly asked about Web hosting, domain name registration/transfers, e-mail, and tips for optimum search engine submission.

? **Secure Online Payments**
In addition to our secure online ordering facilities, we can also accept secure credit and debit card payments for renewal invoices online at <http://www.netenergy.net/contact/forms/payment.asp>

Customer Feedback...

"I would also like to compliment you on the excellent service you have provided us via your telephone sales and support. It is reassuring to talk to people who obviously know their stuff and are only too happy to help!"

David Rees
Quickstore (PCI Ltd.)

"Many thanks for your assistance once again, and the prompt service that sets Net Energy Internet apart from the competitors."

Russell Ticehurst
Digitech Services Ltd.

New Domain Name Transfer System

If you currently have a .com, .org, .net, .info or .biz domain name registered with another registrar and would like to move it to Net Energy Internet for us to manage for you, then there has never been a better time to do so.

Whilst previously, transfers between registrars took anywhere between 4 and 6 weeks, we are delighted to announce that as a VeriSign partner we now have access to a newly developed tool, which, providing the "admin" contact on the domain name is able to receive e-mail and confirms the transfer, will allow the domain name transfer to go through in as little as 48 hours.

As with the old system, it is necessary to renew the domain name for a further year at the time of the transfer. Therefore, as a special offer until the end of August we will arrange for the transfer of your domain name from your current registrar and renew the domain name for a further year for only £19.95.

If the domain name transfer does not go through for any reason then there is no charge! We will only charge you the £19.95 fee for a successful transfer.

To take advantage of this offer simply e-mail sales@netenergy.net or call us free on 0800 0688634.

Customer Notice: Secure Certificates

As an official Thawte hosting partner, we have been advised that for the first time in five years, Thawte will be increasing the price of their secure certificates and all future renewals.

Despite the increase, Thawte will continue to offer by far the most cost effective way to benefit from truly authenticated Web security.

From the 1st of August 2002, a secure certificate can be purchased or renewed at the new price of £149 per annum.

In line with future price changes that we will be making, we will also drop the £39.95 set up charge.



What is FTP?

FTP, the acronym for File Transfer Protocol, is the standard method for uploading and downloading files across the Internet.

It was first developed by the University of California, Berkeley for inclusion in Berkeley Unix 4.2BSD as a client/server protocol allowing users to transfer files to and from a remote site.

FTP works with the transmission control protocol (TCP) and is most commonly used on the Internet although it can also be used on a LAN (local area network).

The term FTP has also been coined as a verb, to FTP, used generically to mean to upload or download, e.g. I just FTP'd a new page on to my Web site or I am just FTPing these files from the (Web) server.

Technology Terms

TCP/IP

The acronym TCP/IP stands for Transmission Control Protocol / Internet Protocol. TCP/IP is the suite of communications protocols used to connect different hosts and networks on the Internet. It can also be used as a communications protocol in a private network.

Anonymous FTP

Whereas to upload into a private FTP area, e.g. your Web space, you are asked for a site-specific username and password, there are many FTP areas around the world that will let you view and download files without logging in, or will ask for a generic user id and password.

Popular Software

Although there are a great many different FTP programs on the market, there are two products that almost anyone who has used FTP will have come across at some point.

The first is PC-based WS_FTP, from Ipswitch (www.wsftp.com).



With both comprehensive features and easy to use navigation, WS_FTP is a great choice for first time and advanced users alike.

The second is Fetch from Fetch Softworks for the Apple Mac (www.fetchsoftworks.com). With similar features, Fetch can easily handle all your file transfers to and from the Web server.



Uploading with FTP

Unless you are using Microsoft FrontPage, or teleport your Web pages from your computer to the Web server, it is likely that you will be uploading using some kind of FTP software.

When using FTP and although there are a number of different software programs to choose from, there are just six basic functions common to all FTP programs.

They are OPEN, CLOSE, CD, DIR, GET and PUT, however if your FTP software has a user-friendly interface, these commands will be masked by easy to navigate text windows and one-click buttons.

The OPEN command literally opens the channel between your computer and the Web server. This is usually typed as *open ftp.yourwebsite.co.uk* or just simply *ftp.yourwebsite.co.uk* as the host name in a software product.

At this point, unless you are logging into an anonymous or public FTP server, you will be asked for your username and password.

The CLOSE command is used once you have finished uploading and/or downloading to close the channel between your computer and the Web server.

The CD (change directory) command is in essence the same as CD in DOS. It is used to navigate through your folders. Similarly, the DIR or directory listing command is used to display a list of the contents of a particular folder. Most software interfaces will automatically display the contents of a folder and can be double clicked to reach root or nested folders.

The GET and PUT commands do the hard work when FTPing. GET is used to retrieve a file from the (Web) server and store it on your computer, i.e. to download a file. PUT is used to send one or more files from your computer to a remote (Web) server. Also known as uploading, the PUT command is the process that is used when you upload pages into your Web space.

Questions & Answers from Technical Support

Can I use FTP to upload to my Microsoft FrontPage Web site?

The short answer is no. We disable FTP access on FrontPage accounts to reduce the risk of the FrontPage Extensions becoming corrupted when accessed using FTP software. Particularly at risk are sites that make use of the FrontPage Components; hit counter, guest book, hover buttons etc.

How much does it cost to convert to FTP?

When we convert a Web site from using FrontPage Extensions to FTP access (or vice-versa), we actually recreate your Web space from scratch.

Due to the time this takes, we re-charge the setup fee applicable for your hosting plan.

I'm trying to upload new pages but my FTP software says that the password is invalid.

The first step is to double check the password you are using with the password on your technical information sheet. All passwords are case sensitive - a common cause is the CAPS lock key accidentally left on.

If you have tried to log in unsuccessfully five times in succession, your account will be automatically locked for security for a minimum of thirty minutes.

How do I change my FTP password?

To change your FTP password, please e-mail support@netenergy.net with your username, domain name and a contact method so that we can contact you with the new password.

Free Lunch



Continuing the competition from our belated June issue, there are still a few days to get your answers in before 6pm of the 24th of July.

To recap, we asked what POP3 is an acronym for.

To be in with a chance of winning a £10.00 Amazon voucher, simply e-mail lunch@netenergy.net with your answer.

We will select a winner at random on the 25th of July, and announce the results in August's issue.