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# imHosted | Web Hosting Knowledge Base

FTP & SSH Category

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# Contents

<b>FTP &amp; SSH</b>	<b>1</b>
<i>What is SSH and do you support it?</i>	1
<i>How do I setup and use SSH?</i>	1
<i>Will I have unlimited access to update my pages?</i>	2
<i>What is FTP?</i>	2
<i>I use another FTP product. Is it compliant with your servers?</i>	2
<i>What FTP software should I use and where do I get it?</i>	2
<i>I've uploaded my files but my site is not coming up in my browser?</i>	3
<i>I am getting stuck trying to upload, what do I do?</i>	3
<i>Files are uploaded, but I still see your welcome page?</i>	3
<i>I uploaded a new version of a file, but I still get the old one?</i>	3
<i>How do I create an FTP account for a user?</i>	3
<i>How do I access my main FTP account via a web browser?</i>	4
<i>How do I setup Anonymous FTP?</i>	4
<i>How do I access a file on my Anonymous FTP site from my web browser?</i>	4
<i>How do I create/access my secondary FTP accounts?</i>	4
<i>How do I upload via FTP in Dreamweaver?</i>	5
<i>I'm getting a connection timeout error when using FTP...</i>	5
<i>I'm getting a too many connection error when I connect via FTP...</i>	5
<i>Reserved directories which cannot be used...</i>	5
<i>Common FTP codes. What do they mean?</i>	5
<i>What are my default FTP account settings?</i>	6
<i>How can I make an FTP account for a subdomain?</i>	7

# FTP & SSH

## What is SSH and do you support it?

SSH is similar to telnet, but it's more secure. It uses high level encryption and compression to make sure nobody can takeover or eavesdrop on your telnet session. To enable SSH on your account simply send a support ticket with an valid reason why you require this service. Due to to the security risks associated with providing SSH accounts, we may require additional references such as a drivers license or a photo id card.

## How do I setup and use SSH?

For security purposes, we do not enable SSH access by default. You must contact our support department or open a support ticket to enable this feature.

SSH is a powerful service which allows you to log into the server remotely to perform specific tasks. Common tasks include checking for new mail (via pine) or sending outgoing mail (via sendmail). Other common tasks include modifying file permissions, using compression utilities (tar and zip), and using editors (such as `Pico` or `Vi`) to modify files on the server side.

With SSH access comes a shell. The shell you use simply acts as a layer of communication between the command-line and the Operating System. The command line passes arguments directly to the shell, where they undergo several tests. If successful, the command is passed on to the operating system

To connect using SSH, just connect to `your-domain.com` and the operation is performed.

SSH is a service that runs on port 22 on our web servers. Using a SSH client (we recommend SecureCRT), you will get the following set of messages when you login:

```
Red Hat Linux release x.xx
Kernel x.x.x on an xxxx
login: username
Password: *****
```

```
If your login was successful you will see:
Last login: Day Mon XX XX:XX:XX from some.hostname.com
bash$
```

In case you have not figured it out yet, your system login and password are required to connect to your account via SSH. The login and password is identical to that which is used to access your web-based control panel.

**What SSH client do you recommend?**

**Shareware:**  
We recommend the use of SecureCRT from VanDyke Technologies, if you are using Windows 95/98/2000/NT. You can download it [here](#).

**Freeware:**  
If you prefer a free SSH/telnet client, we recommend PuTTY. You can download it by clicking on the attachment located at the bottom of this page.

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<B>How do I log into my account via SSH with this software?</B>

SecureCRT setup:

Once you have downloaded and installed CRT, you can now log into your account via SSH. First, when you open your application, follow these steps:

Pull down the "File" menu;

Select "Quick Connect and you should see this window

<IMG height=407 src="http://www.esupport24.com/kb/s-crt.gif" width=485 border=0>

Fill out the field with the information needed about your account.

Hit "OK" to connect.

When connected you will be prompted to enter your password.

Done!

PutTY setup:

Server: Yourdomain.com OR Your-IP-address

Login: your-username

Pass: your-pass

Port: 22

Protocol: If SSH1 does not work, try SSH2

<IMG src="http://www.esupport24.com/kb/admin/images/puttyssh.gif">

What other SSH clients can I use on my account?

You may use any SSH client you wish. Use of SSH is certainly not restricted to our recommended software. There are dozens of high quality SSH clients to choose from, all of which have their benefits and downsides.

<B>Where can I obtain other SSH client applications?</B>

Tucows.com has a very large selection with good reviews of SSH clients.

Shareware.com has a large number of free SSH clients.

Download.com also has a good variety of SSH clients.

## **Will I have unlimited access to update my pages?**

You have unlimited access via FTP or FrontPage 24-hours a day. As such, you can create and maintain your Web pages on your own computer and upload files to your Web site at your leisure.

## **What is FTP?**

Much like HTTP is a protocol for viewing web pages and sites, FTP (File Transfer Protocol) is a standard protocol for uploading files over the Internet. For the new users, FTP software provides for a very easy drag-and-drop interface for web site control. FTP is also a very powerful tool that allows for advanced users to perform various operations with ease and speed.

## **I use another FTP product. Is it compliant with your servers?**

In general, as long as the software package supports FTP, it will work without a glitch on our servers. Specific database plug-ins in some packages (especially software that uses Microsoft Access or FileMaker) will run into trouble, but the general web page should publish without a problem.

## **What FTP software should I use and where do I get it?**

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We use and highly recommend CuteFTP from Globalscape, Inc., as it is very stable and highly configurable. Most importantly because we use this product ourselves, we can answer almost any question users ask about it, so if you believe you'll need help along the way, we highly suggest getting it.

There are other FTP products available on the market as well, such as the highly-recommended WS\_FTP program, among others.

If you are using a Macintosh, Fetch is probably the most popular FTP program available and is quite easy to use.

## **I've uploaded my files but my site is not coming up in my browser?**

When you FTP into your account, you will see 5 folders (tmp, mail, public\_html, public\_ftp and www). You need to upload all your files to the "public\_html" or "www" directory. Make sure your main page is called "index.html" (as this will be the first page people see when they put your domain name in the URL). The file needs to be in all lowercase letters. It cannot be named "INDEX.HTML" or "Index.htm" or "Index.html" After you've uploaded your files, you can access your website with the temporary URL which was given in your "Account Setup" letter until your domain name is transferred to us. After your domain name points to our DNS nameservers/numbers, you can access your website with your domain name.

## **I am getting stuck trying to upload, what do I do?**

We have seen erratic behavior with some users who were located behind some industry-standard firewalls with NAT translation. The problems can mostly be easily solved by turning on passive (PASSV) FTP mode in your upload software. This option can be found in CuteFTP by clicking the "edit" button in the Site Settings window. Please see your FTP client help for other FTP clients to find the location of this setting. If you still have problems, and you are behind a firewall, please contact your network administrator.

## **Files are uploaded, but I still see your welcome page?**

If you have uploaded your files, but are still seeing the welcome page or a "parent directory" page, you did not upload into the correct directory. Please be sure you are uploading into the "www" or "public\_html" subdirectory of your account. Also you must replace the default index.html file that comes with your account when you log in for the first time. This index file is a simple welcoming page we put on all new accounts.

## **I uploaded a new version of a file, but I still get the old one?**

There are several reasons for this problem to occur. First, and most commonly, the file is likely cached by your web browser (your web browser creates copies of all web pages you visit) and you need to clear out your web browser cache. If you have cleared out your cache, and you're still seeing the problem, most likely your Internet Service Provider has a caching server, and you need to contact them to have them clear out your cache. If neither of the above works, please contact us and we'll help you resolve this problem.

## **How do I create an FTP account for a user?**

Follow these steps:

Login to your control panel  
Under the FTP Tab (near bottom right section)  
Click "FTP Accounts"

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Click "Add Account"  
For the login field, enter any name you want  
Enter a password

Click "Create"

The login name will become the created directory. If you entered "joe", a directory called "joe" will be created under your "www/public\_html" directory. If you already have a directory called "joe" then a new directory will not be created.

To login to your FTP account use the following settings in your FTP software.

hostname: yourdomain.com or your IP address  
login: username@yourdomain.com (joe@yourdomain.com)  
password: enter\_your\_password

Users will only have access to the directory you created. If you created a login name called "joe". Then once logged in, joe can only access the "joe" directory and anything below that, e.g. yourdomain.com/joe/test/. Joe will not be able to access any directory higher than his directory.

## **How do I access my main FTP account via a web browser?**

Type in:

ftp://ftp.your-domain.com into the URL field on your web browser.

## **How do I setup Anonymous FTP?**

To log into your anonymous FTP account, you will need to connect to ftp://ftp.yourdomain.com with a FTP client program, using the settings below:

server: ftp.yourdomain.com  
login: anonymous@yourdomain.com  
pass: password

Your root folder on your account for your anonymous FTP is /public\_ftp

## **How do I access a file on my Anonymous FTP site from my web browser?**

To access a file on your anonymous site use:  
ftp://anonymous@yourdomain.com@ftp.yourdomain.com/testfile.exe

## **How do I create/access my secondary FTP accounts?**

Create your secondary FTP account via your control panel and then use these settings to login:

FTP Server: Yourdomain.com OR YOURIP  
FTP Login: secondaryusername@yourdomain.com  
FTP Pass: secondarypassword

A secondary FTP account has access to only one subfolder of your public\_html folder. For example:

Secondary FTP Account: bob@yourdomain.com  
Secondary FTP Root Folder: /home/yourusername/public\_html/bob/

If you would like to setup an FTP account for a subdomain, you need to use the same name for the subdomain and the FTP account:

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subdomain: mysubdomain.yourdomain.com  
ftp: mysubdomain

## How do I upload via FTP in Dreamweaver?

Once your web site created in Dreamweaver is complete and ready for publication all you have to do is to upload it to the public\_html directory on your account via FTP. You can initiate the FTP transfer directly through the Macromedia Dreamweaver program itself.

If you haven't already done so do the following to setup the "Remote Info" for your site within Dreamweaver:

- In Dreamweaver Choose Site > Edit Sites (or Define Sites)
- Choose the site you wish to upload > Click Edit
- If prompted choose Advanced
- In the Category list highlight/select Remote Info
- Pull down the Access drop-down menu and choose FTP
- In the FTP Host field type ftp.yourdomain.com
- In the Host Directory box type public\_html/
- In the Login field type your account username
- In the Password field type your account password
- Check the "Save" box (leave the other boxes such as "Use Firewall", "Use Passive FTP" etc unchecked)
- Click OK > Click Done

You should now be ready to publish. For more information click [here](#).

## I'm getting a connection timeout error when using FTP...

FTP Timeout - If you get this error it means it has been more than 300 seconds since your last action on the FTP server. Our servers all have a 300 second limit set on FTP inactivity, to keep server load down this limit will not be raised.

## I'm getting a too many connection error when I connect via FTP...

Too Many Connections Error - If you are getting this error, this means that more than 3 people are trying to FTP into your domain name at the same time.

## Reserved directories which cannot be used...

As you set up your site you will need to decide where to put different files and how to organize your directories. There are a couple of directory names you should not use. Apache is the server level program responsible for displaying webpages. Within the configuration file for Apache there are a couple of Aliases that it uses for directories. These are /manual/ and /icons/.

Because of this you should not use these names for any directories. If you have a file called mypage.html in a directory called /manual and type in <http://yourdomain.com/manual/mypage.html> then Apache will look it's own directory for mypage.html and since there is no page with that name there it will return a 404 Page Not Found Error. The same would be true for /icons/mypage.html or /icons/myimage.gif.

The solution is to use a different name for these directories, perhaps mymanual or myicons.

## Common FTP codes. What do they mean?

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Here's a list of some of the most common FTP codes you might see:

100 Codes The requested action is being taken. Expect a reply before proceeding with a new command.

110 Restart marker reply.

120 Service ready in (n) minutes.

125 Data connection already open, transfer starting.

150 File status okay, about to open data connection.

200 Codes The requested action has been successfully completed.

200 Command okay.

202 Command not implemented

211 System status, or system help reply.

212 Directory status.

213 File status.

214 Help message.

215 NAME system type. (NAME is an official system name from the list in the Assigned Numbers document.)

220 Service ready for new user.

221 Service closing control connection. (Logged out if appropriate.)

225 Data connection open, no transfer in progress.

226 Closing data connection. Requested file action successful (file transfer, abort, etc.).

227 Entering Passive Mode

230 User logged in, proceed.

250 Requested file action okay, completed.

257 "PATHNAME" created.

300 Codes The command has been accepted, but the requested action is being held pending receipt of further information.

331 User name okay, need password.

332 Need account for login.

350 Requested file action pending further information.

400 Codes The command was not accepted and the requested action did not take place.

The error condition is temporary, however, and the action may be requested again.

421 Service not available, closing control connection. (May be a reply to any command if the service knows it must shut down.)

425 Can't open data connection.

426 Connection closed, transfer aborted.

450 Requested file action not taken. File unavailable (e.g., file busy).

451 Requested action aborted, local error in processing.

452 Requested action not taken. Insufficient storage space in system.

500 Codes The command was not accepted and the requested action did not take place.

500 Syntax error, command unrecognized. This may include errors such as command line too long.

501 Syntax error in parameters or arguments.

502 Command not implemented.

503 Bad sequence of commands.

504 Command not implemented for that parameter.

530 User not logged in.

532 Need account for storing files.

550 Requested action not taken. File unavailable (e.g., file not found, no access).

552 Requested file action aborted, storage allocation exceeded

553 Requested action not taken. Illegal file name.

## What are my default FTP account settings?

Your CPanel hosting comes with default FTP settings already in place. To utilize the default settings, you would enter the following information into your client-side FTP program:

FTP Address: ftp.yourdomain.tld (Note: Please replace "yourdomain.tld" with that of your actual domain name.

Username/Login: Your CPanel username

Password: Your CPanel password

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## How can I make an FTP account for a subdomain?

Inside your FTP Manager in CPanel, click "FTP Accounts". Now, simply create an FTP account with the same name as your already existing subdomain.

Example: If your subdomain is "abc.yourdomain.com," create an account with the username "abc." Enter the new details into your FTP program on your local computer as follows:

FTP Address: ftp.yourdomain.com

Username/Login: abc

Password: The password you've chosen for this account.