

Web Services FTP Connection Quickstart Guide

Date: Tuesday, March 20, 2007

Your FTP Access information is:

Server address: yourdomainname.com

Username: (please call Web Services 616-285-5711)

Password: (please call Web Services 616-285-5711)

Port: 21

Document Root: /httpdocs/ (that is the folder where your live site is stored)

TEST Document Root: /subdomains/test/httpdocs/

You may use any standard FTP client to transfer files to and from your web server. A good free FTP client we use here is called Filezilla. You can download it from <http://filezilla.sourceforge.net/>. Their quick start documentation may help as well. It is available at the following URL. <http://filezilla.sourceforge.net/documentation/quickguide.htm>

A good general practice when making changes via FTP is to keep a backup copy of files you are changing on your local workstation. That way if a file update breaks the site, you can upload the backup copy of the file to restore your site to an unbroken state.

If you have a test subdomain configured (eg. <http://test.yourdomain.com>) you can upload files to the "TEST Document Root" directory above to your test site. This is useful if you need to preview your changes before they are made on your live site.

If you have uploaded an updated file, but your changes are not showing up in your web browser, be sure you are uploading the files to the correct folder in the FTP client. If you are sure you are uploading changed files to the correct location, be sure your browser is not showing you a cached page. Try to hold control while clicking the refresh icon. If that still doesn't work, try to view the page again after deleting the temporary files from the browser settings.

Web Statistics Access

Your FTP username and password also work on your site statistics package. You should browse to the following location in your web browser, replacing "yourdomain.com" with your site url.

<http://yourdomain.com/plesk-stat/webstat/>

You will be prompted for a username and password. It is the same as your FTP access information above, so as always, be intentional about guarding your credentials.

On the stats page you can see the number of visitors to your site, bandwidth usage, individual page visits, and more.