

Easy Setup Guide

Windows Server™ Package

Fast and straightforward Windows Server™ setup!



Your 1&1 Windows Server™ Package

As a Microsoft Joint Development Partner, 1&1 Internet Inc. offers advanced Windows Server™ 2003 technology. With this technology 1&1 sets new standards in reliability, security, and functionality, while giving you more freedom to scale the size of your business enterprises.

If you are already familiar with basic server setup, then we recommend our Windows Server™ Manual for more advanced options of this server hosting plan. Our resources also include our in-depth FAQs, which you can find in the 1&1 Control Panel.

Notes for Easy Reference

Control Panel Details

Login

<https://admin.1and1.com>

Customer ID

Password

Server Details

Master password

Remote administration login

1&1 E-mail Details

E-mail address

Mailbox name

Password

Incoming mail server (IMAP)

<imap.1and1.com>

Incoming mail server (POP)

<pop.1and1.com>

Outgoing mail server

<smtp.1and1.com>

Please store this data carefully and protect it from unauthorized access.

1&1 Control Panel — Secure Online Management!

The 1&1 Control Panel, a simple, user-friendly interface, makes web hosting accessible. Log in to the SSL-encrypted administration tool using <https://admin.1and1.com> with your account number and password.

ADMINISTRATION

All the features and tools in your package are displayed clearly on this access page.

Customer Data

Your customer number and an individual package number are here. Please have these handy when calling support.

Security

Make sure to keep the information in your package safe by always ending a session with the **Logout** button.

Help

Questions? Use this section if you would like help setting up your package or to learn more about a subject.

ACCOUNT

You can manage your customer account with 1&1, read special offers and news, and earn money as an affiliate.

You Are Here

To help you orientate yourself, this path tells you where you are in the Control Panel and how you got there.

Getting There Quickly

Go straight to what you came to the Control Panel for, with the most frequent tasks list.

Features

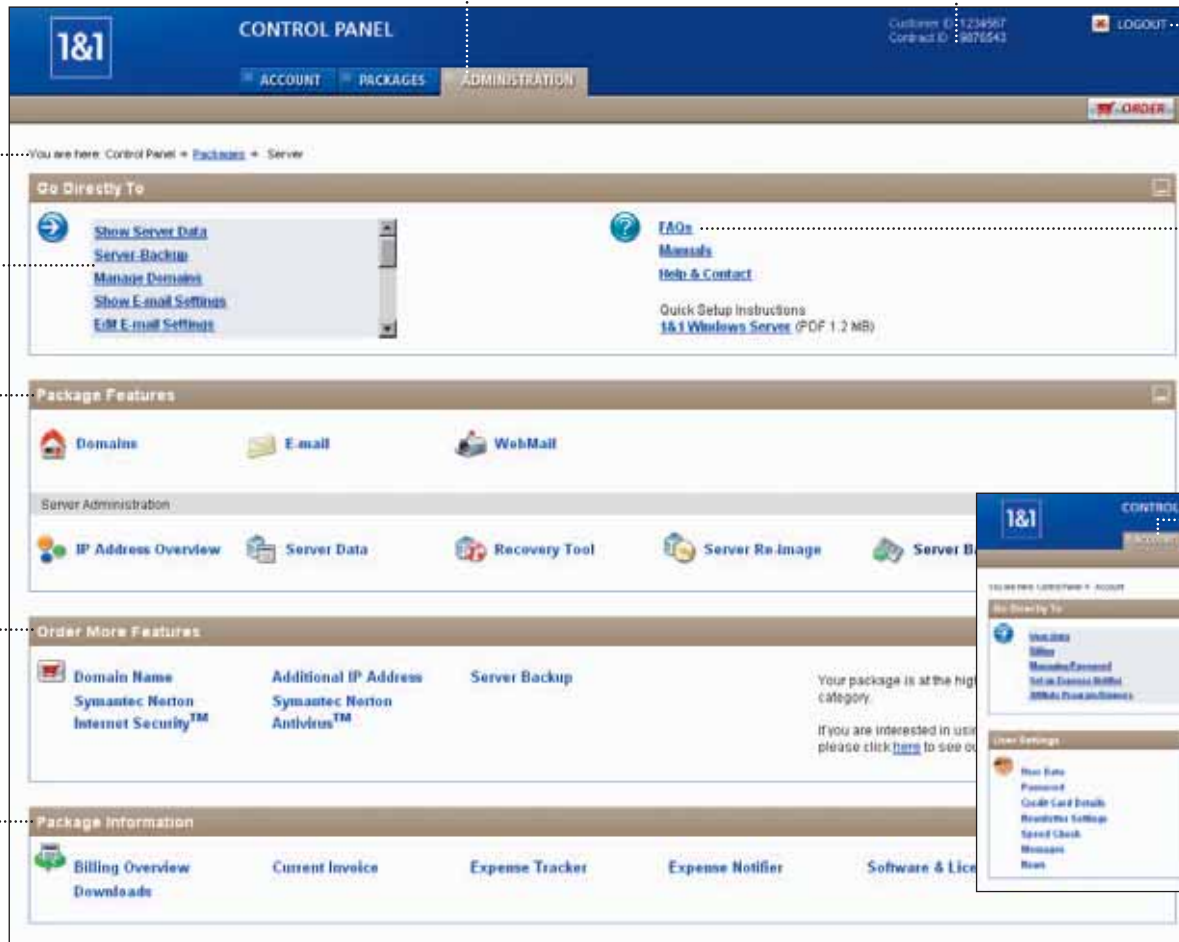
One-click access to the features and tools in your package helps you accomplish your tasks quickly.

Get More

Enhance the capabilities of your package with extra items or by upgrading. Click on an item to find details and prices.

Info

Keep track of this package's billing and administration issues. You can also reach the downloads section and find software licenses here.



Customer: 11234567
Contract ID: 9876543

LOGOUT

ORDER

You are here: Control Panel > Packages > Server



Welcome to Your 1&1 Windows Server™ Package



Andreas Gauger, 1&1 CEO

Thank you for choosing 1&1's feature-rich Windows Server™ package! Once you've made it through these pages, you will know how to configure and maintain your 1&1 Windows Server™ with the Microsoft® Web Interface for Remote Administration. Adding domains to your package will be a breeze. Everything you need for a quick and easy start is presented here, including useful hints and tips which make server administration secure and easy.

We are very happy that you have joined our community of over 4 million valued customers, which continues to grow as we bring you the latest technology and most competitive prices.

We value your business and hope that you will enjoy being an important member of the 1&1 Internet community.

1&1 Dedicated Server Hosting: Fast, Reliable, Powerful!

Learn how to use the 1&1 Control Panel to

- ▶ **Manage your server**
- ▶ **Set up your domain name**

Whether you are a beginner or an expert, you'll find a lot of useful information, tips and tricks in the 1&1 Easy Setup Guides.

1&1 – Your Perfect Internet Partner

1&1's goal is to provide our customers with the highest quality products at the most competitive prices. As a member of the United Internet network of companies, we have formed strong partnerships with major global players such as Microsoft®, many renowned Linux® distributors, and Cisco Systems®. Whatever your Internet needs may be, we can offer you innovative ideas and tailor-made solutions.

Over the last ten years, we have become one of the most predominant global Internet leaders. Our excellent reputation in the market is built on our long-standing relationship with our customers, business partners, and employees.

Thinking of Tomorrow Today

We have more than 150 in-house developers working continuously to create new products and features to enhance and extend our current product range.



State-Of-The-Art & Incomparable: The 1&1 Data Centers

Your Windows Server™ will be hosted in one of our ultra modern, high-performance Data Centers. We are able to provide you with state-of-the-art operations and maximum accessibility at all times. So, you can sit back and relax as more users will be able to receive your data, faster.



1&1 Data Center

Contents

1.	Important Security Information	8
2.	The 1&1 Control Panel	9
3.	Server Administration	10
4.	Domains	13
5.	Accessing Your Windows Server™	20
6.	Microsoft® Web Interface for Remote Administration	22
7.	Server Backup	26
8.	1&1 User Data	29
<hr/>		
9.	More Products from 1&1	30
10.	1&1 Services and Support	31

Not all features described here are available in every package. To find out more about what your server hosting plan includes and other plans, which we offer, please visit www.1and1.com.

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1. Important Security Information

Administrator's Responsibility

As the administrator, you are solely responsible for all aspects of security for your Windows Server™. This means you are liable in the event of abuse and any resulting damages or costs!

Server security is vital in web hosting — especially for Internet servers. Everyday, web servers are exposed to hacker and virus attacks on the Internet. Every 1&1 Windows Server™ comes with state-of-the-art security software at the time the order is filled. However, faulty security components installed later or outdated security components can leave your system exposed to hackers and viruses. The installation of additional programs and services can also endanger your server.

Microsoft regularly offers the latest security patches and updates. 1&1 strongly recommends using the automatic update option under **System Control** on your Windows Server™ in order to keep your core services up-to-date and avoid server downtime or damages due to hacker attacks or viruses. We also recommend that you visit important information sites such as www.microsoft.com/security and www.ntbugtraq.com regularly and subscribe to their mailing lists.

Please refer to the applicable provisions in the 1&1 Terms and Conditions, which address these issues. Server security and security updates can be found at <http://faq.1and1.com>.

Keep Your User Data Secure

Ensure that your administration password is kept secret. Anyone with administration access can manipulate data or carry out illegal activities in your name!

Without an external firewall you are free to use any Internet services you choose. But, your server is prone to attacks unless you take sufficient security measures.

In the Control Panel under **Server Administration > 1&1 Firewall**, you can configure rulesets in the Cisco-based firewall to protect your server.

IPSec Rules

Connection end points (ports), used by programs and services to communicate, are popular targets for attack. Communication should be limited to as few ports as possible. Any unused ports should be kept shut.

Your server is already setup with filters. Access is only allowed to the following ports: 80/443 (HTTP/S), 20/21 (FTP), 25 (SMTP, Mail), and 3389 (Remote Desktop). Configure these filters on your Windows Server™ under **Start > Programs > Administration > Local Security Policy**. Or, use the IP Filter link on your server desktop and select **IP Filter** from the menu to configure the pre-installed filters.

Do not deactivate the Open Remote Desktop filter, or you will not be able to connect to your server!

Data Safety

Data loss can occur anytime due to a defective server hard drive and program or usage errors. Make regular backups to keep your data safe.

1&1 recommends that you use FTP to back up your data regularly. For more information, visit <http://faq.1and1.com>.

If your system is permanently damaged, you can have your server initialized free of charge. For more information visit our FAQ at <http://faq.1and1.com>.

Please note: Set up automatic backups under **Start > Programs > Accessories > System Tools > Scheduled Tasks** on your Windows Server™.

2. The 1&1 Control Panel

The 1&1 Control Panel, a secure, SSL-encrypted customer area, provides a simple, user-friendly interface to configure and manage the settings and options in your dedicated server plan.

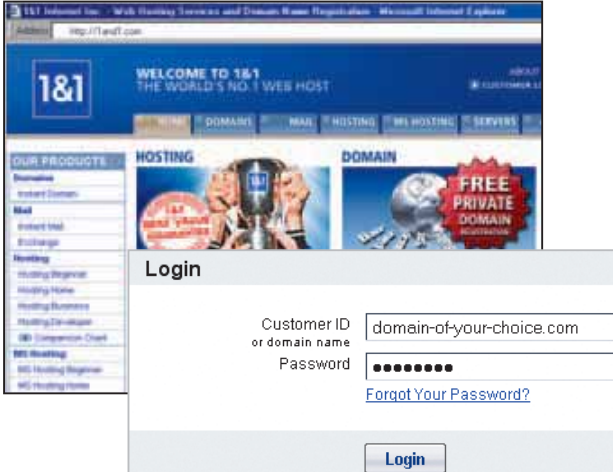
Step 1

Access the 1&1 Control Panel from our website at www.1and1.com. Click on **Customer Login**. Or, login directly at <https://admin.1and1.com>.

Step 2

Enter your customer ID and the password you chose when ordering your package.

If you have a domain in your dedicated server plan, you may also use the domain name and your password to log on to the 1&1 Control Panel.

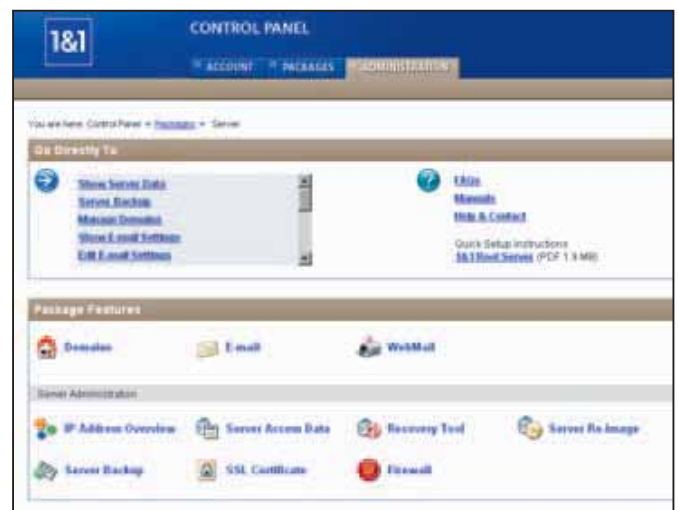


Step 3

If you have one package, the Administration page will be displayed.

On the Administration page, locate the Server Administration section. Click on **Server Access Data** to begin.

Please note: If you have more than one package, each one is listed on the Packages page. Click on the package you would like to work on, to bring you to its Administration page.



3. Server Administration

The **Server Administration** section contains all important data and tools to manage your server.

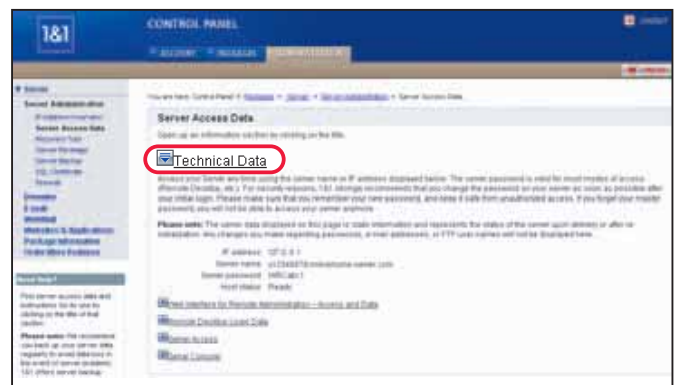
Server Administration Details

In the **Server Access Data** section, click on the menu page items to display the data.

The data in this section is always the access data at the time of delivery. Any changes to your passwords, e-mail addresses, or FTP user names will not be reflected here.

- Technical Data:** Your server has an IP address that all your domains are directed to. The server name uniquely identifies your server in our Data Center. Use the server name and server password to access it. The host status tells you if your server is ready for use.

Please note: 1&1 assigns one server password for many types of setup access. 1&1 strongly recommends that you change your password, the first time you use the tool.



- Web Interface for Remote Administration:**

This tool helps you maintain your Windows Server™. Register using the link next to it with the displayed login and password.

- Remote Desktop Login Data:** Use this tool and the user data for remote access to your Windows Server™.

- Server Access:** FTP access is installed. For security reasons, its default setting is not enabled.

- Serial Console:** Log on to the serial console with this data and access your server, even if networking is down.



Recovery Tool

In general, you should restart the server using the Web Interface for Remote Administration, or the Remote Desktop client using the command `shutdown -r`.

If you are unable to restart the server this way, in the 1&1 Control Panel and go to **Server Administration** > **Recovery Tool**. In the section Recovery Action, mark the Reboot now box. Click on **Next**.

On the next page, review your selections and click on **OK** to initiate the reboot process. Rebooting will begin immediately.



Reboot Warning

Used inappropriately, these functions can lead to your server being unavailable and data loss. No guarantee can be given. It is not possible to do a reset if the server is switched off.

Server Re-image

Under **Server Administration** > **Server Re-image**, re-image your server and select an operating system and server software. Many images are available for you to choose from.

Data Loss Warning

Server re-image will erase all data on the server. The data will be permanently lost. Back up your data before re-imaging.



The password will be reset to the password you received upon the delivery of your server. Re-imaging takes about 1 hour.

The 1&1 support team is available per telephone and e-mail to help you set up the default image.

IP Address Overview

You can order up to eight additional IP addresses and apply an SSL certificate to each. As a public-finite resource, each IP address must be used for a recognized purpose. An overview of your IP addresses is under **Server Administration > IP Address Overview**.

If you have more than one domain name, under one IP address, you can reverse map it to one of those domains.

1&1 SSL Certificate

An SSL certificate is necessary for setting up encrypted data transfer for a domain.

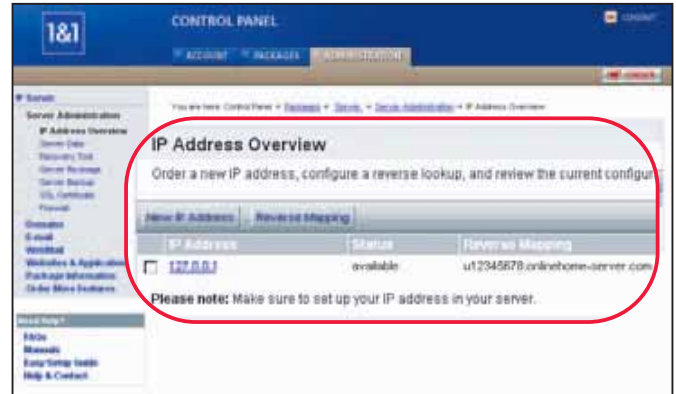
An SSL-encrypted website encrypts all data and protects it from being seen by others. The domain name will have an https in front of it, instead of the usual http (ex. <https://domain-of-your-choice.com>).

Click on **Server Administration > SSL Certificate**. The overview lists all the certificates you have set up in this package. You can buy an SSL certificate for each IP address you have in your package.

Once your certificate has been set up, click on **Show** to select and download your SSL certificate.

Firewall

You can define rulesets for your Cisco-based firewall for each IP address in your package. Use the predefined rulesets or create your own. Access the firewall configuration under **Server Administration > Firewall**.



4. Domains

The 1&1 Control Panel's Domains section makes adding domains to your server package easy. Order, transfer, or point your domain's name servers to 1&1.

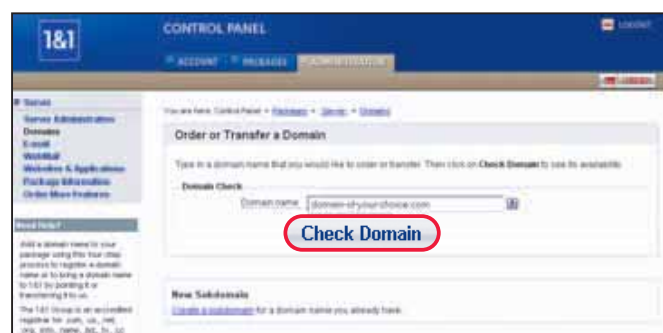
Managing Domains

For more information on managing domains on your server → Chapter 6: Microsoft Web Interface for Remote Administration, page 22.

Step 1

Click on **Domains**. In the overview table's toolbar, click on **New**.

Check to see if the domain you want is available by typing it into the text field and clicking **Check Domain**.



How do I Select a Domain Name?

Choose a name which is memorable or deals with the topic of your website. Type it in and then add a top level domain (TLD), such as, .com, .org, .net, .info, .name, or .us.

Windows Server™ Package Domains

Domains added to your Windows Server™ package resolve to the IP address of your server.

Step 2

The next page will show if the domain name is available or if it is already registered.

Please read and accept the Terms & Conditions. Click on **Next** to continue.



Step 3

When you register a domain name, it is important to provide contact details for domain ownership and administration purposes. These details will be posted in the public database WHOIS.

To register a domain securely but without making your personal details public, you can select the private registration option. Your domain name will be registered publicly to 1&1 and we will keep your details safe in our database.

If you choose public registration, you can use the same details as your 1&1 user data or alternative details, by removing the checkmark at the bottom of the page. Click on **Next** to continue.

Depending on your selection, you may have a few additional pages. Use the on page help text if you are unsure of what to do.

Step 4

On the last page, your order and payment details are summarized. Check that everything is correct and click on **Order** to finalize your registration.

If you discover an error or would like to make changes, click on the **Back** button until you reach the area you would like to correct.

You can check the status of your domain in the overview table under **Domains**.

The screenshot shows the 'Order or Transfer a Domain' page in the 1&1 Control Panel. Under the 'Registration' section, there are two radio button options: 'Public' (which is unselected) and 'Private' (which is selected with a black dot). Below this, there is a section for 'Private Registration' with a 'Learn more' link. At the bottom of the page, there is a 'Next' button highlighted with a red circle, along with 'Back' and 'Cancel' buttons.

The screenshot shows the 'Order or Transfer a Domain' page with the following details:

- Registration of a New Domain Name:** Please double check your data and click **Order** to finish adding a domain to this package.
- Selected Domain:** Domain name: domain.of.your.choice.com
- Domain Contact Data:**
 - 1&1 Internet Inc., 701 Lee Road, Suite 300, Chesterbrook, PA 19007
 - proxy56378@1and1-private-registration.com
 - +1 877 3064254
- Please Accept the Charge to Your Credit Card:** Prices can be found in our [Domain Price List](#). A checkbox is checked with the text: "I am aware that my credit card will be charged for this order." The checkbox and text are circled in red.
- At the bottom, there are 'Back', 'Cancel', and 'Order' buttons. The 'Order' button is circled in red.

Transfer a Domain You Already Have

Step 1

Click on **Domains**. In the overview table's toolbar, click on **New**.

Check to see if the domain you want is available by typing it into the text field. Click on **Check Domain**.

Step 2

The system recognizes that the domain is already registered. Depending on your current web host and the type of domain, one or two options are offered at the bottom of the page. Select the transfer option and agree to the Terms & Conditions. Click on **Next**.

Step 3

Please provide contact details for ownership and administration purposes. Your contact details will be posted in the public WHOIS database.

To securely register a domain without making your personal data public, choose private registration. Your domain name is then publicly registered to 1&1 and your contact information is safe in our database.

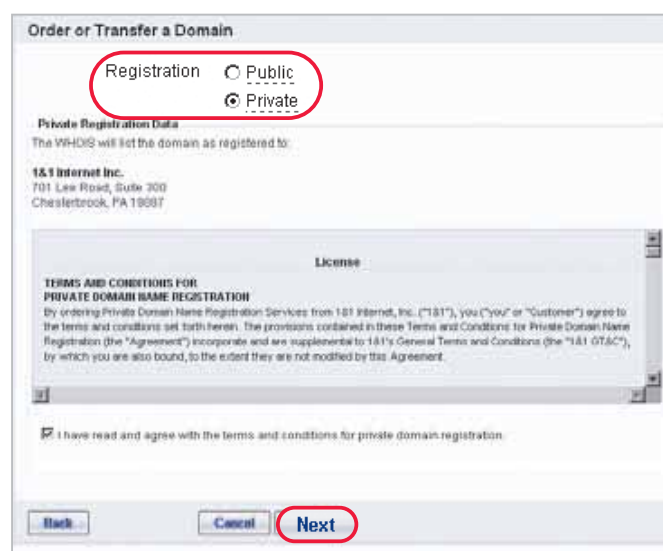
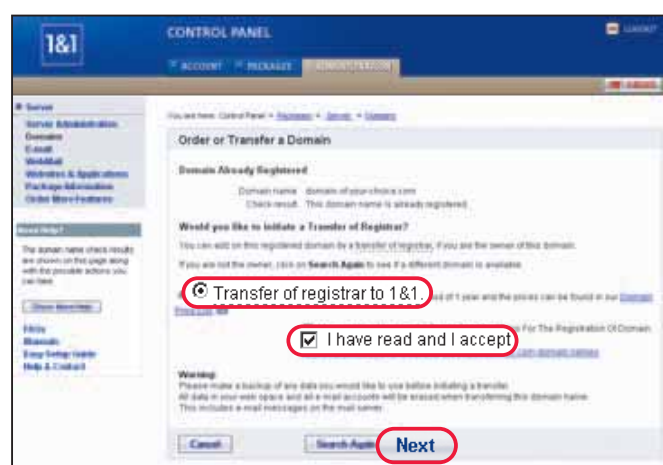
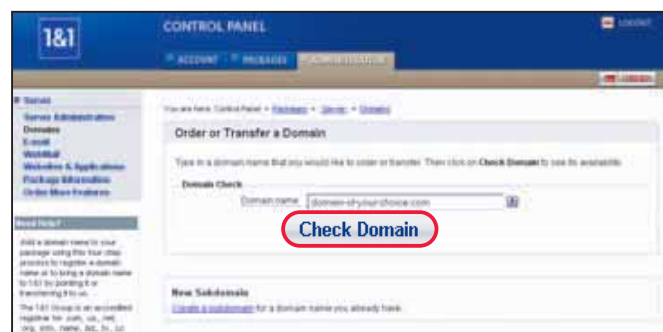
For public registration, use your 1&1 user data or alternative data, by removing the checkmark at the bottom of the page.

Click on **Next**.

Step 4

The last page is a summary of your order. Make sure everything is correct and click on **Order** to finalize your registration. Make changes by clicking on **Back** until you reach the area you would like to correct.

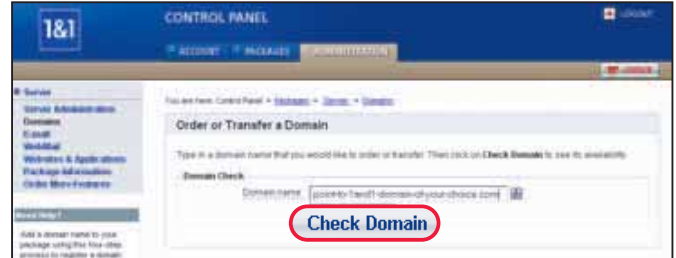
Check the transfer status by clicking on **Domain Transfer Status** under **Domains**.



Point Your Domain Name Server (DNS) to 1&1

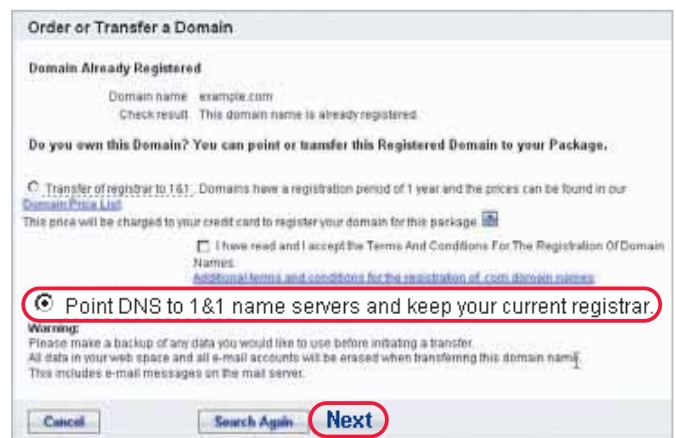
Step 1

Click on **Domains**. In the overview table's toolbar, click on **New**. Check to see if the domain you want is available by typing it into the text field and clicking **Check Domain**.



Step 2

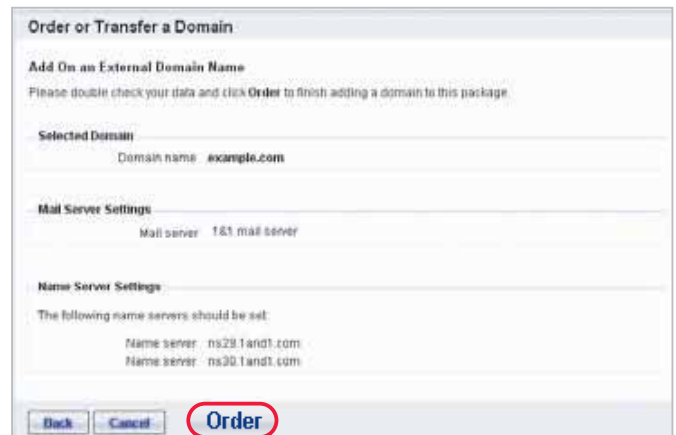
The system recognizes that the domain is already registered. Depending on your current web host and the domain's top level domain, one or two options are offered at the bottom of the page. Select the option to point your domain to 1&1. Click on **Next**. This option allows you to use your package's web space and mail system with a domain registered elsewhere.



Step 3

On the next page, choose your mail servers. Check the settings of your DNS pointing. Click on **OK**. Then tell your current registrar to change the DNS entries accordingly so that your domain name points to 1&1's domain name servers.

Please note: Your current web host will continue to bill you for your domain. A domain hosted elsewhere cannot be used as an included domain with your 1&1 package.



Reverse Mapping

By default, your server package's domains resolve to the IP address of your server. Use reverse mapping to determine which domain should appear when the IP address is resolved.

Reverse Mapping and Domains

A reverse mapping for an IP address can only be set up with a domain that has that same IP address as its A record.

This can be done here for all domains, regardless of the package the domain is in, as long as the A record of that domain is the IP address you are setting up.

Step 1

Current Settings

In the left navigation bar of the Control Panel, click on **Server Administration** > **IP Addresses** to view the current settings.



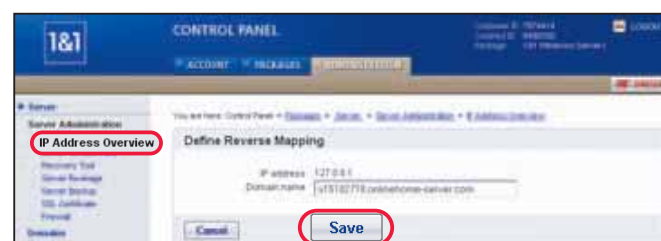
Setting Up and Managing Domains

Set up and manage existing domains directly on your Windows Server™ via the Remote Administration.

Step 2

New Reverse Mapping

Mark the box next to the IP address you would like to work on. From the table's toolbar choose **Reverse Mapping**.



In the text field enter the domain you would like to appear and confirm your settings with **Save**.

Pointing DNS to 1&1

After your current registrar has changed the name servers, it takes 24-48 hours for the information to propagate throughout the domain name system. In the meantime, we recommend that you upload your website to your server.

We check your domain's current e-mail settings (mx records) to avoid loss of e-mail. You can choose to switch to 1&1 mail servers right away or keep your old mail servers until the new name servers have been distributed in the DNS. Once this has happened, we will e-mail you.

Activate your e-mail addresses for your domain name under **Domains**. Mark the box beside the domain and click on **Edit DNS Settings** under **DNS** in the toolbar.

It takes up to 48 hours to propagate the new mail servers in the DNS. During this time, check your e-mail accounts with your provider and 1&1. After that, you can cancel your e-mail settings with the old provider and use your domain name with 1&1.

Also, you can point your 1&1 domain to another provider if your web host supports this option.

Domain Contact Details (Reg-C, Admin-C, and Tech-C)

For ownership and administration purposes, contact information must be provided for a domain name.

In the registrant (reg-c) section, type in the person or company you are registering the domain for. In the administrative contact (admin-c) section, use the person responsible for administrative (non-technical) questions such as rights, changes of ownership, etc. Admin-c can be the same person as reg-c or a representative of reg-c. All technical domain questions are directed at the person listed under tech-c. By default, 1&1 is the tech-c for your domain, but this can be changed to any other person.

To change one or more contacts for your domain name in the Control Panel, click on **Domains** and select the domain by marking the box beside it. In the overview table's toolbar click on the **Contact** arrow to open the drop-down menu. Select the contact detail to be changed.

Advanced Domain Administration

Advanced users can point name servers, MX records, or A records to an external web host, if your web host supports this option.

Mail Server Settings

By default on delivery, your server package is set to use the 1&1 mail server by default as the primary and the backup mail exchangers. You can set your MX records to your or another mail server at any time.

To do so, go to **Domains > Domain Overview > DNS Settings**. Click on the box beside the domain you would like to work on. Then click on the drop-down arrow of **DNS** in the overview's toolbar and choose **Edit DNS Settings**. In the section Advanced DNS Settings choose **Other mail server**. You can change this selection any time.

You can also use another mail server by selecting **Other mail server**. Enter the mail server entry (MX record) details of the domain you would like to divert to your local domain.

Editing MX Records

You will not be able to edit MX records if e-mail accounts for the selected domain exist within the 1&1 mail system. Delete these accounts prior to changing the MX records. Please remember that 1&1 WebMail and other 1&1 mail features only work with the 1&1 mail server. If you change the MX records (i. e., the mail server entry), these functions will no longer be available to you. You can reverse these settings so that 1&1 WebMail is available again. However, because of the name server entries that have to be made, it can take a few days until the change is propagated throughout the Internet. The 1&1 mail server will make sure that no e-mail is lost during this time.



5. Accessing Your Windows Server™

Remote Desktop Connection

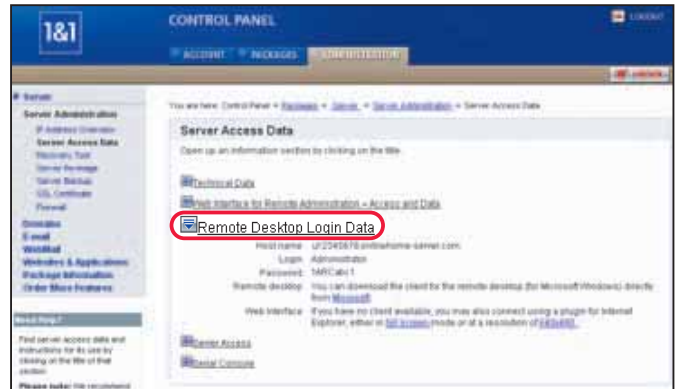
Via a Remote Desktop Connection you can manage a Windows® machine from virtually any other Windows® machine on the Internet.

Step 1

On your local Windows system, go to **Start > Programs > Accessories > Communications > Remote Desktop Connection** to start your Remote Desktop client. Enter the IP address of your Windows Server™ and click on **Connect**.

Local Client not Available

If your computer does not include this program, you can download it from the Control Panel. Go to **Server Administration > Server Access Data** for the installation instructions.



Step 2

In the new window, enter your user name and your password. You can find your user data in the Control Panel under **Server Administration > Server Access Data** in the Remote Desktop client section. Confirm your entries with **OK**.



Step 3

You can now work on your Windows Server™ as if it were sitting on your desk. To change the size of the remote window, use the top tab bar on the screen. Always log off after an administration session and be sure to close all applications. To log off, go to **Start > Log off Administrator**.

When to Close the Connection

Stay logged in and close the Remote Desktop client if the applications started during the session should continue to run in the background — such as backups. You can continue working on them when you reopen the Remote Desktop the next time.

The Remote Desktop client supports a maximum of two open sessions on your server via the Remote Desktop client.

Server Administration Warning

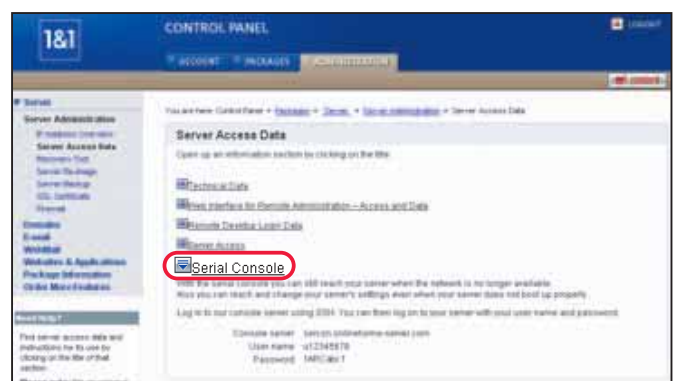
It is unwise to shut down your 1&1 server. This action will turn the unit off physically. The machine can only be switched back on again by a technician — for which there may be a charge.



Serial Console

With the serial console you can still reach your server when the network is no longer available. Also you can reach and change your server's settings even when your server does not boot up properly. You will find the login information in the Control Panel under **Server Administration > Server Access Data**. Go to the Serial Console section.

Log in to our console server using SSH. You can then log on to your server with your user name and password.



6. Microsoft® Web Interface for Remote Administration

First Steps with the Web Interface for Remote Administration

Use Microsoft's Web Interface for Remote Administration to manage websites, configure network settings, set disk quotas, and manage local user accounts on your Windows Server™ from a remote computer. You can also restart your server with this tool.

Step 1

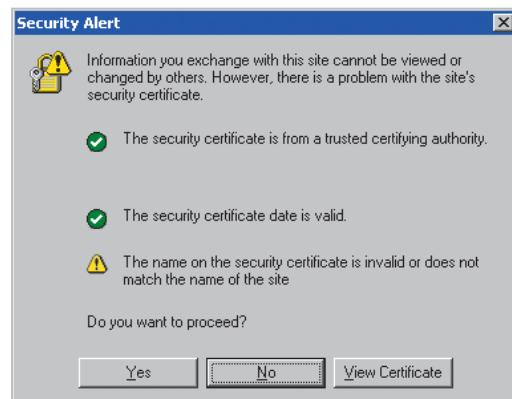
When logged on to the 1&1 Control Panel, from the left navigation bar select **Server Administration** > **Server Access Data**.

Click on the link **Web Interface for Remote Administration: Access Data**.



Step 2

The page is secured by SSL, so you have to confirm the certificate when you first call up the address. Click on **Yes** to continue.



Step 3

Enter the user name and the password displayed on the Server Access Data page into the log on window that appears under the Web Interface for Remote Administration access link.

Password Security

Do not save your password in the list of passwords, unless you are absolutely certain that your local computer cannot be accessed by unauthorized users.

The start screen of the Web Interface for Remote Administration will then appear.



Web Interface for Remote Administration Initial Setup

When you first open the Web Interface for Remote Administration, you may see a yellow warning symbol over the top menu bar. Click on this message to check its status. You will then see messages concerning the basic settings that should be made in your first session.

To confirm the date and time, click on the link **Date and time not set up**. Click on the link **Date and Time Settings** at the bottom. Adjust the date and time if necessary. Change the time zone to your local time zone in the selection box. Click on **OK**.



Setting Up a Notification Message

To set up a notification message, select Alert e-mail not set up. To receive all messages, select all three options. Enter the e-mail address, to which you want the message to be sent, in the text field labeled Administrator's e-mail address.

Please note: Leave the field SMTP Server Name or IP Address empty, since it is the field for Smarthost.

Confirm your entries by clicking on **OK**. You may be asked to restart the tool. Confirm this message. The server will be available again after a few minutes.

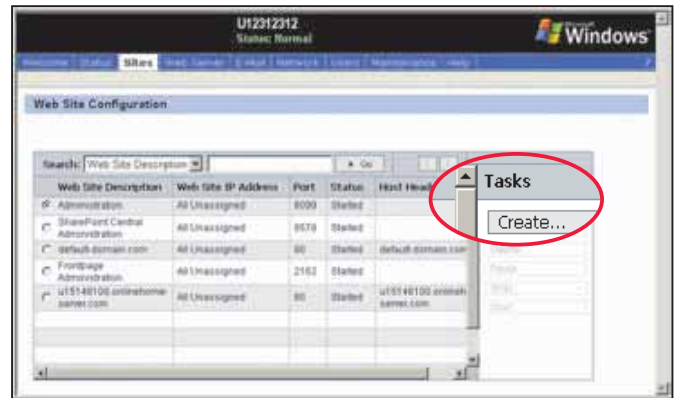


Setting Up Domains

Please note: You can order additional domains in the 1&1 Control Panel (→ Chapter 4: Domains).

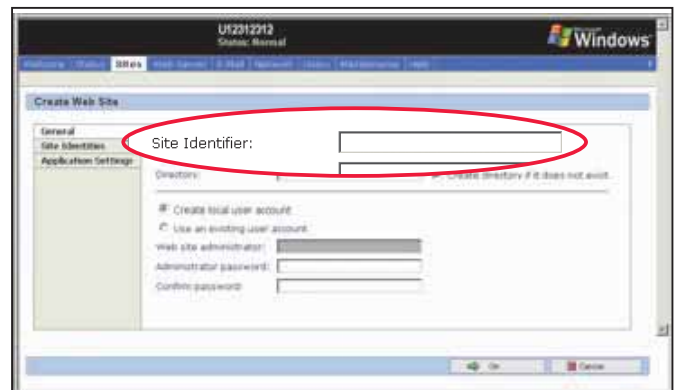
Step 1

Click on **Web Interface for Remote Administration** under **Sites > Website Configuration**. In the **Tasks** menu on the right-hand side click on **Create...** This will take you to the settings page.



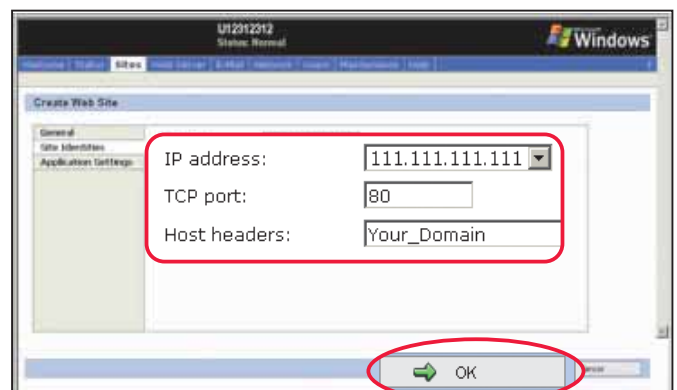
Step 2

First allocate a **Site Identifier** (max. 12 characters). The site identifier is used for internal identification by the server appliance. The system will automatically give you a suggestion for the home directory, which you can adjust as you like. As the website administrator you can select an existing user or automatically set up a new user account.



Next create the site identity. Click on **Site Identities** in the menu on the left-hand side. For **IP Address** please select **All unassigned**. The **TCP Port** is set to 80 by default. **Host Headers** here refers to the full domain name where the website is. Enter, for example, your registered domain including www or a subdomain of an existing domain name.

Confirm your entry with **OK**. Your website will then be set up.

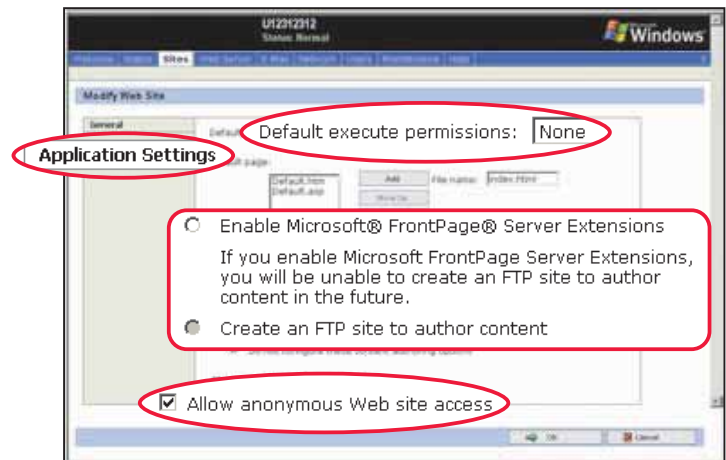


Step 3

Adapt the **Applications Settings** to your needs. Under **Default Execute Permissions** decide to set up only static HTML pages, or if you would like to also include ASP scripts. Executable binary files (.exe) can be allowed, as well. The default page is displayed if no specific file name is requested.

If you want to enable the site administrator to use Microsoft FrontPage® Server Extensions for the new domain, tick the checkbox **Enable Microsoft FrontPage Server Extensions**. The user ID and password are the same as the site administrator's access data.

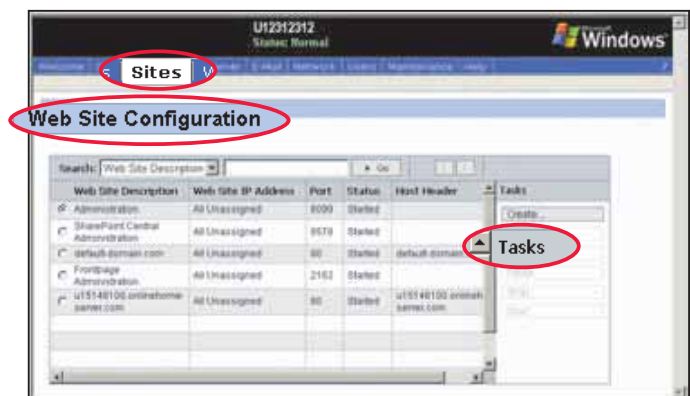
To enable the site administrator and access the new domain via FTP, tick the checkbox **Create an FTP site to author content**. If you like your users to access websites of the new domain without a specific login, click on the box beside **Allow anonymous Web site access**. This option has to be active for your website to be accessible to all your visitors.



Editing Websites

To edit websites, go to **Sites > Web Site Configuration**. In the menu on the right under **Tasks** you can modify, delete, pause, stop, and start specific websites.

You can find further information on using the Web Interface for Remote Administration in the online help.



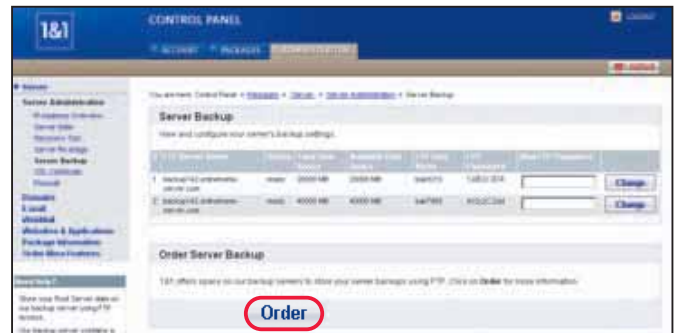
7. Server Backup

Server Backup

Because you are responsible for the safety of your data, it is essential that you back up the data of your 1&1 server regularly. 1&1 offers to store your server backups on our backup server using FTP. Our Backup Servers contain a raid system performing a daily tape backup. 1&1 provides you with one free server backup using FTP.

To order 1&1 Server Backup, click on **Order**. Then select Server Backup and follow the instructions. Setting up your backup access will take about an hour.

You will find the Server Backup access data in the Control Panel. Go to **Server Administration** > **Backup Server**.



Manual Backup Using the 1&1 FTP Backup Server

You can copy files manually (ex. your web applications) to the 1&1 FTP Backup Server.

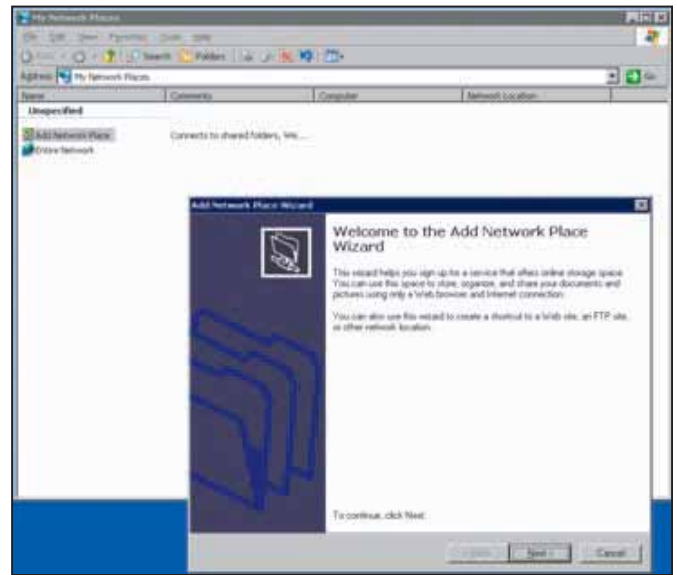
Step 1

Log on to your Windows Server™ using the Remote Desktop client and click on **My Networking Places**.



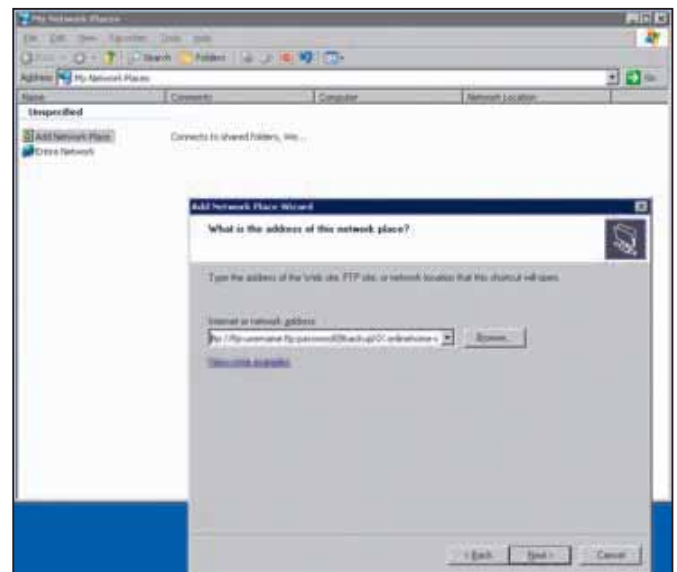
Step 2

Enter the path for our FTP backup server using the following pattern:
<ftp://username:password@backupXX.pureserver.info>.
 Instead of the wildcards use your personal details which you find in the 1&1 Control Panel under **Server Administration > Server Access Data > Server Backup**. This FTP address will take you straight to the FTP Backup Server, where you can use drag and drop to copy files in Internet Explorer® for a quick and safe backup on an external computer.



Change FTP Mode

Internet Explorer® is set to Passive FTP mode by default. To back up your data on our servers, change this setting to Active FTP first.

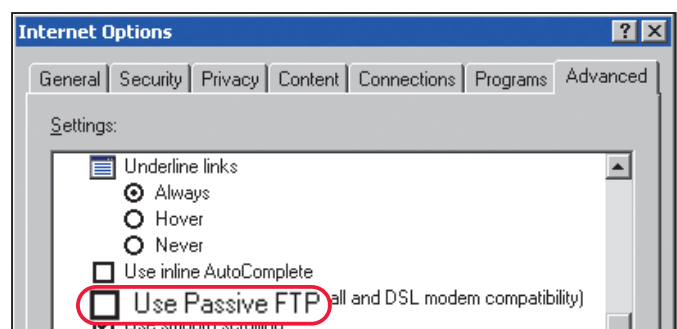


Step 3

In Internet Explorer® choose **Tools > Internet Options** in the menu. Select the **Advanced** tab. Next, deselect the checkbox **Use Passive FTP**. Now you are ready to transfer files to our Backup Server.

Types of Data

You can back up files and data but not your operating system this way. For the backing up of programs read the next section.



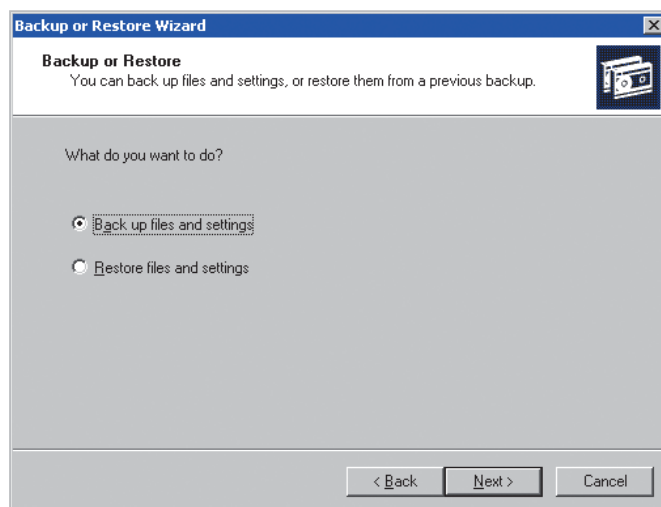
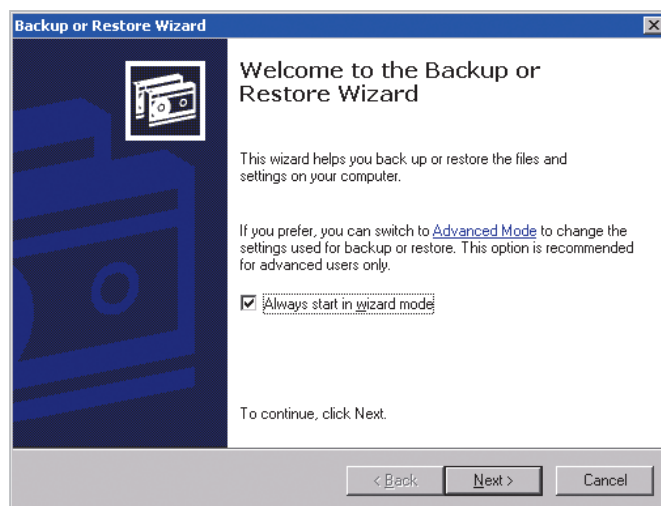
Complete Server Backup with ntbakup.exe

To backup your entire system or individual partitions, you can use the Windows® backup program (ntbackup.exe).

On your Windows Server™, go to **Start > Programs > Accessories > System Tools > Backup**. The backup wizard contains a security assistant that lets you copy your whole system into a backup file. You can save it locally on your Windows Server™ first and then copy it manually onto the backup server as described above. You can also use the backup wizard to have your backup jobs carried out at specific times, such as overnight. This can be done using **Scheduled Tasks**.

Accessibility

Remember that the 1&1 Backup Server is only accessible from your own server. For safety reasons, it cannot be accessed through the Internet.



8. 1&1 User Data

Account and Administration divide your 1&1 Control Panel into a customer section and a package-related section.

Your User Data

The customer details, which you provided when ordering your 1&1 package, are stored in the 1&1 database. They appear under **Account > User Data**.

Click on **Password** to change your password. Update your payment details under **Credit Card Details**, and subscribe to receive the 1&1 newsletter under **Newsletter Settings**.

Please note: Your name and/or your company name cannot be changed online. To change these, please fax or mail us a request.



10. 1&1 Services and Support

Our professional in-house 1&1 support team will be pleased to help if you would like any products, features, or pricing information or technical support.

FAQs

For instant help, please visit the 1&1 FAQs at <http://faq.1and1.com> and consult our comprehensive help resource. It is your first resource, and most questions can be answered there. The FAQs contain lots of interesting tips and information.

E-mail Support

Do you need help with your 1&1 server package? Our 1&1 support team is always ready to answer your questions per e-mail. To send an e-mail from the Control Panel, click **Help & Contact**. Select a help topic, and if you cannot find an answer to your question, click on **Contact Form** and type your question in the space provided.

You can also write an e-mail to support@1and1.com. When writing to us directly, please provide your customer ID and domain name. To speed up the handling of your question, please include any error messages you received.

Customer Service Phone Numbers

- **Support**
1-877-HELP AT 1AND1 (1-877-435-7281)
24 hours a day, 7 days a week
- **Sales**
1-877-GO 1AND1 (1-877-461-2631)
Monday through Friday, 8am to 8pm EST,
excluding national holidays
- **Billing**
1-877-300-8316
Monday through Friday, 9am to 5pm EST,
excluding national holidays

Free Unlimited Express Support

At 1&1, excellent service and support is provided at all times and without question. The 1&1 support team is dedicated to resolving any problem that you may encounter, and welcomes your contact.

Address

1&1 Internet Inc.
701 Lee Road
Suite 300
Chesterbrook, PA 19087
USA
Phone: 1-877-GO 1AND1 (1-877-461-2631)
Fax: 1-610-560-1501

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