SUNNY OASIS
INTERNET SERVICES

www.sunnyoasis.com

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CLIENT TUTORIAL, INFORMATION & REFERENCE MANUAL

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This resource is offered to the clients and users of Sunny Oasis Internet Services as a reference to internet and web site related terminology and services. It is strictly a reference guide and at the time of printing accurate to the best of our knowledge. We are constantly endeavoring in our products and services to achieve and deliver the highest level of customer service and satisfaction. Therefore we offer this manual to you and your organization, company and business to give you a more informed understanding of what Sunny Oasis Internet Services & Oasis Communications can do plus the ongoing operation of your web site programming and services for the present and into the future. We thank you for your past and future support and giving Sunny Oasis Internet the opportunity to help your company or organization achieve it's marketing goals and grow with us.

Brian Patience
Paul Patience
and Support Staff at Sunny Oasis Internet Services.
(Milton/Halton & Kanata/Ottawa Regions)

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Offering the newest marketing tool available, the "Internet".

We provide services for custom web page creation, hosting, graphics and complete on-line programming capabilities for businesses, companies and individuals seeking a professional and functional Internet presence to meet your marketing goals for the present and for the future!

SUNNY OASIS brings a new level of sophistication and interactivity to the Web sites we build. Each is uniquely customized to the individual needs of our clients, we don't just churn out site after site with the same look and feel.

SUNNY OASIS provides all the services a company needs to successfully extend its presence onto the Web. In addition, we also help create brand new companies -- taking advantage of technologies available only on the Web.

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FORWARD

Marketing on The Internet - Getting Started
Use of the Internet is exploding. By current estimates, there are more than 80 million users worldwide, growing at a rate of approximately 10 percent per month. At that rate, there will be over 100 million users in less than a year! This is an adoption rate unmatched since the growth of television in the early 50's.

The Internet and the World Wide Web are redefining the ways in which companies do business and market themselves. They are leveling the playing field, removing the barriers to entry and making it possible for even one-person businesses to compete successfully with large companies.

The most powerful and compelling benefits to using the Internet are:

1.Accessibility: Worldwide access, any hour of the day, any day of the week.

2.Flexibility: Unlike paper or more common forms of electronic media, such as television or radio, the Internet allows for instant, inexpensive changes.

3.Space: Although there is a cost associated with how much information is on your Web site , the Internet allows you to have volumes of information in almost limitless variations.

While this new frontier is exciting, it can also be frightening. Using the Web effectively requires a whole new way of thinking and a different set of skills than traditional business and marketing models. Web site content must be designed for interactivity; you can't just scan in existing paper materials.

Because the medium is so new, everyone is in a steep learning curve, trying to figure out what works and what doesn't. But customer expectations are changing, and businesses can't afford to sit back and wait to figure it out. We're all experimenting and evolving rapidly. This article will help you get your on-line marketing efforts off to a successful start.

Marketing on the Internet - Setting The Objective

If you don't know where you're trying to get to, then any road will take you there. In order to understand how to market your business on the Internet, you must first determine what you are trying to accomplish on-line.

There are three main categories of objectives that a business might set for their Web site. Note that, while well-thought-out sites can accomplish more than one goal, each type of objective requires a somewhat different approach.

1.Information Company: You might want a slightly enhanced version of a Yellow Pages ad -- address, phone, fax, hours, specialties, etc.

Sales and Support: This could include detailed information on the type of products you supply or services you provide. If you were a coin dealer you might use a Web site to list your inventory. An oil company might want to describe types of maintenance contracts provided, and a landscaper could provide detailed lawn care plans.

Variable: One of the most compelling benefits of the Web is that content can be changed easily. Your Web site could post nightly or weekly specials. Restaurants, local hardware stores, travel agents and retailers can greatly benefit from this type of information posted on a Web site. Realtors can show their newest listings along with exterior and interior photos.

2.Sales: Your Web site can make it easier for your customers to do business with you. You can allow customers to send in orders electronically 24 hours a day, seven days a week. Although fax orders also provide this capability, it is much more convenient for customers to be able to look at the product information they need for a buying decision, and then to order right then and there with just a few more mouse clicks. That convenience can be a very powerful competitive advantage.

Here are some examples of how different types of small businesses can use the Internet to enhance sales:

Florists can display photos of special occasion arrangements on their Web sites and allow customers to order on-line.

Restaurants can place corporate take-out menus on a Web site to encourage office workers to place larger orders for pick-up or delivery. This is much better than phone or fax, for two reasons. First, it allows the person ordering to send the order any time without getting a busy signal, etc.; and second, a restaurant can post the entire menu along with specials, saving

valuable time on both ends!

Bakeries can show different style cakes for special occasions and take orders right there on the Internet.

3.Market Research: A third objective you could have for your Web site is to gain valuable market data about your customers or potential customers. Smart businesses will use this data to market to those customers and prospects more effectively through more conventional mediums such as direct mail, circulars, radio ads, newspaper, etc., as well as through new, on-line means.

There are several keys to using your site to get this type of information:

Don't make it difficult for the person supplying the information.

Don't make the process too intrusive.

Always remember, "you can't get something for nothing." If you want the user to provide you with some type of personal information, you need to give them something in exchange. You can get very creative here, however, and offer a variety of incentives. For example, you can have a contest with all respondents, awarding the winner a gift certificate for your company's product or service, or you can offer each respondent a discount on a future purchase from your company.

Some businesses that can use this approach are:

Travel agents - get a profile of a potential customer so that you can inform them of special airfares or cruises that will probably interest them.

Realtors - What better way to sell a house than to match up a buyer with the house of his or her dreams as soon as it hits the market.

Furniture stores, pet groomers, automobile dealers, antique dealers, financial planners, insurance agents, chimney sweeps--the opportunities are limited only by your time and imagination.

There are many ways in which small businesses can use the Internet to find, attract and keep customers.

Just like any other marketing medium, the people who figure out how to use it to their advantage tend to grow a lot faster than those who don't. The Internet has a unique advantage over many of the more traditional media, but it is also very new and changing rapidly. The time to learn and understand it is now.

What is Virtual Web Hosting?

We specialize in Virtual Web Hosting which means that you can find a home for your web site on our active SGI web servers and establish a presence on the internet. We can help register your own domain name which will become your unique address on the World Wide Web.
Having your own domain name does not suggest that you are renting web space, and, since email can be addressed to your domain (e.g. WWW.YOURNAME.COM) you will not have to announce a new email address if you change internet providers.

FAQ

Will I be able to access my domain name with or without the WWW?

Yes, you will be able to access the domain name with or without the WWW in front. For example, you could access the domain name "mydomain.com" by going to "www.mydomain.com" as well as "mydomain.com".

Do you offer dial-up internet access?

No. We provide server hosting and web site design.
Providing a specialized hosting service means that we do not have hundreds of modems to maintain enabling us to devote more time to our customers and to the addition of enhancements to the entire site. The Silicon Graphics web servers are connected to the Internet via three full T3 lines with multiple T1 lines as back-up, to ensure a high level of performance.

Do you offer web page design services?

Yes, we provide full turnkey web design services, web page consulting, web page development, and/or custom scripting services. For more information, contact sales@sunnyoasis.com.
or by calling (905) 876-1943 locally or toll free at; (800) 763-3575, wordlwide at: 800-7633-5750

Can I upgrade from my domain plan to another plan?

Yes. You can upgrade from your domain plan to another plan at any time but there is a setup fee incurred for each change made.

Can I check domain name availability?

Yes. You can check domain availability direct from our web site.

Does SUNNY OASIS handle domain registration?

Yes. We will register your domain in your name once your account is activated to request either a new domain name registration or transfer. You do NOT need to submit a registration or modification template to the InterNIC or other registry as this will only delay your request.

Can I transfer existing domain name to SUNNY OASIS?

Yes. Whether you place an order by telephone or via our on-line order form, be sure to specify that you are requesting a transfer and NOT a new domain. You should keep the service at the present site while waiting for your registrar to complete the transfer. We will provide you with a temporary IP address so you can mirror the site on the new server. All email and web pages will still be accessed from the current site.
When your registrar announces the completion of the transfer there is a 72 hour propagation period where visitors could go to either site. At the end of the 72 hours you should contact the previous host to have them delete the old domain from their records and update their DNS record.
If you use this same provider for your Internet access you will not be able to access your new domain site until they update their DNS.

How long does it take before my domain name is active?

Once the InterNIC announces that your domain name has been registered (or transferred, if applicable), it usually takes about 72-hours before it is active. All internet providers must update their records (DNS tables) to reflect new site locations. This is called propagation.

What is the InterNIC fee for domain registration ?

The InterNIC charges $70US to register a new domain name. This fee covers the first two years. They currently bill at a rate of $35US per
year. The InterNIC will send you an invoice via email between 3 weeks to 1-1/2 months after the domain is registered.
For Canadian domain names in the form of .ca , SUNNY OASIS will also set up and register your domain name with the Canadian Registry service. They charge a one time fee of $50CAN to register a Canadian domain name.

Is 1000/MB of data transfer going to be enough to support my web site ?

Our experience has shown that 1000MB/month will be more than enough bandwidth for the average web site. Depending on the quantity and sizes of your files, this could support many thousands of hits per month. Note that only 1%-2% of web sites have exceeded the 1000MB of data transfer threshold.

How do I transfer files to my web site ?

Files must be transferred to the web server via File Transport Protocol (FTP). If you have a PPP internet account and need FTP software, you
can download a program for either the PC or Mac from our site. Internet providers such as AOL, Compuserve, and Prodigy may have a
built-in FTP interface. An FTP tutorial is available for first time users.

Will I have unlimited access to update my pages ?

You have unlimited access via FTP 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.

Can multiple domains point to the same HTML files ?

Yes, we offer a "Domain Only" service whereby additional domain names can point to an existing plan 1 or higher web hosting account. However, each domain in question must reside on the same web server.

Can I use my account for commercial purposes ?

Yes, you can use your account for commercial purposes. The World Wide Web has become a most efficient and cost-effective means of making information available to the users of the internet community. If desired, secure processing is available under domain plan #2 which
provides an environment whereby payment information (such as a credit card number) can be transmitted from web browser to web server in an encrypted mode.

Can I resell space within my own account ?

Yes. You can resell space within your account. However, you will be responsible for its content and data transfer. It will not be possible to acquire multiple account passwords for FTP access.

Do you accept international orders ?

Yes. SUNNY OASIS provides service to customers around the world. If desired, we can host non-US or non-Canadian domain name extensions.

How long has SUNNY OASIS been in business ?

SUNNY OASIS has been a registered business since March 1996 but existed as a non-registered business since March 1995.

What contract and payment terms are available?

We bill at quarterly increments and require a minimum three month contract. We accept American Express, MasterCard, Discover, enRoute Diners Club and Visa cards as well as personal and business checks.

Do you offer technical support to customers ?

Yes. We encourage our customers to send email to support@sunnyoasis.com with questions or concerns about their web site. We are relatively quick to respond to support email. If we cannot offer a solution to a concern within a reasonable time frame, we will invite you to call us or we'll call you directly.

How long does it take to set up a new account ?

Orders submitted before 6pm which include payment information will be processed the same day! Once an account is set up an activation notice will be sent you via email including a userid, password, and FTP hostname. You can begin uploading files to your new web site immediately. Domain account users will be given a temporary URL to access their site via the web prior to the completion of either domain registration or transfer.

How do I place an order ?

You can place an order for a Virtual domain account directly from our web site 24 hours a day or by calling (800)763-3575 between the hours of 8:30am-10PM EST Monday through Friday or by email at anytime.

Domain Name Registration

SUNNY OASIS will handle either domain registration or transfer on your behalf. The governing agency for .com and .org names, InterNIC, charges $100US to register a domain name which covers the first two years. They currently bill at a rate of $50US per year thereafter. If the domain name is .ca in Canada, then the Canadian Registry service is contacted to set up the domain name and they charge a one time fee of $50CAN for set up. Non-US or non-Canadian domain registration must be handled by the end user but we can assist you with the proper contact for your country.

Be wary of any Internet Service Providers who charge a yearly premium for hosting a domain name in addition to the InterNIC or country registration fees. These providers are essentially charging you to use the domain name which you have registered in addition to the monthly rental fees. There is no legitimate justification for charging a business for using their registered domain name, and we advise business owners to steer clear of such arrangements. SUNNY OASIS never charges additional fees for domain names.

Check to see if a domain name that you are considering is available yet for .com or .org domain names. Email us if you have a Canadian .ca domain name that you would like to use and would like to see if it is available.

Unlimited updates via your own FTP account

You will have unlimited access via FTP 24-hours a day to set up and maintain your web site. You can literally work on HTML documents, graphics, and scripts locally and then upload files to your web site when ready. An FTP tutorial and client software is available.

650 MB of data transfer per month

In general, any outward bound traffic from a website with the exception of email is considered to be data transfer. For example, each time a web page or image is loaded, a file is downloaded from your web site (not uploaded), or and audio file is requested data transfer is generated. The data transfer threshold is 650 MB per month on domain plan #1 and 1 GB per month on plan #2.

Our experience has shown that 650MB/month will be more than enough bandwidth for the average web site.

Three T3 OC3 fiber optic connection to the Internet

The three T3's is our connection to the internet. The presence of the T3's affords a high speed at which data can be transferred. In addition, the T3's ensures that sufficient bandwidth will be available to each SUNNY OASIS customer. The redundant T3's and multiple full T1 lines as back-up are maintained. A T3 is equivalent to 28 T1's.

Unlimited mail forwarding to a default address

Once your domain name is active worldwide, you can receive all email addressed to your domain such as webmaster@yourname.com, sales@yourname.com, etc. By default, all email addressed to your domain will forward to your real email address provided by your local internet provider. For convenience, 10 mail forwarding options are available if you need specific addresses to be forwarded to different addresses on the internet. For example, email addressed to webmaster@yourname.com could forward to an account at AOL, but sales@yourname.com could forward to a Prodigy account.

6 POP3 Accounts

In addition to mail forwarding, users have the option to retrieve email directly from POP3 mailboxes on the mail server using a Program like Eudora. One master POP and five additional ones are included in your domain web site service. The additional POPs can be assigned unique ids and passwords to ensure privacy. A PPP internet connection is needed.

Auto email responders

"Autoresponders" reply to incoming e-mail automatically. An autoresponder could be used to send a standard text file to persons addressing, say, info@yourname.com . SUNNY OASIS uses an autoresponder to send basic information to persons addressing info@sunnyoasis.com . If you've ever received a response to an email which suggests that the recipient is away from the office, you may have received such an automated response.

Custom CGI script support via your own cgi-bin directory

All customers have access to a personal cgi-bin directory which is reserved for custom CGI scripts. CGI scripts are often used to accomplish tasks which are not supported by basic HTML such as a "hit" counter or guest book. SUNNY OASIS makes a number of CGI scripts available, but this directory can be used to set up scripts that you write or locate elsewhere on the web.

Detailed web usage statistics & access to raw log files

A program called MKStats is used to track web usage statistics such as what domains are accessing your web site, how many "hits" you are getting, how much data is being transferred and more. Multi-processor Silicon Graphics web servers are used to crunch these numbers.
A sample set of statistics pages is available to view. Note that some links will not work, this is for demonstration only.

Account "Control Panel" accessed via WWW

All users have access to a web-based Control Panel which allows you to set mail forwarding options, enable/disable anonymous FTP access, change your password and more. It also allows access to other features such as an HTML Form Generator, web-based HTML editor and Perl

script checker. Users can also update account contact information at anytime without having to contact customer support.

Controllable Anonymous FTP

Enabling anonymous FTP allows visitors to access your web site to upload and/or download files without a unique id and password. By controllable anonymous FTP, we are referring to an environment whereby anonymous access can be limited to specific files and directories. An FTP tutorial and client software is available.

TrueSpeech server support

TrueSpeech is a high quality speech compression software which compresses speech down to as much as 40 times its original size. Since regular speech files are normally large, compression using TrueSpeech enables them to be transferred faster and more easily. Support for TrueSpeech real-time audio is available for use in your web pages.

Access to Excite Search Engine

Excite®is a new generation of web navigation. It gives your web site the same advanced search capabilities used by the Excite service and by other hot web sites hosted by technology leaders. Excite allows visitors to search your web site using keywords.

Basic Guest Book

Add a guest book to your site automatically using your on-line Control Panel. This guest book is quite plain but can be edited and made to suit your site look and feel. Check the Installation notes, and go to Matts full Documentation.

Basic Shopping Cart system

Add a basic shopping cart system to your site via your on-line control panel. This shopping cart comes unconfigured and is quite plain but can be edited and made to suit your site look and feel. There is also no on-line administration utility with this basic script. To configure and use the shopping cart see the documentation, as well as the FAQ. To access your installed shopping cart, use the URL: yourdomainname/cgi-local/shop.pl/page=shop.html

Basic Message Forum Bulletin Board

Add a Message Forum Bulletin Board to your site automatically using your on-line Control Panel. This message board is quite plain but can be edited and made to suit your site look and feel. Check the Installation notes, and Matts full Documentation.

On-line PERL script debugger

Allows you to check your cgi PERL scripts on-line and reports back any errors encountered.

Controllable web directory access via userid and password

Add userid and password access to any directory on your site and add as many users as you like using the on-line control panel to add or delete users. To see an example of this, click here and enter:
Userid: guest

Password: pass

Support for SSI - server side includes

  A server side include (ssi) can allow you to create dynamic documents without cgi scripting. For a more complete discussion of what ssi's are and how you can use them please visit Yahoo's directory on the subject.
  Important! Any web page in which you've included an ssi must have the extension .shtml to be parsed for server side includes. Please also note that an ssi will slow the response of your page due to the extra step(s) involved.
  If you view the source of a ssi .shtml page you won't see the ssi tags. Before the page is served to your browser they're converted to their "values" and the ssi commands originally embedded aren't viewable.
  You can also use:

<!--#include file="test.txt"-->

to include the contents of a file in the same directory as the file including it:
This is an included file.

More detailed information is available here

mSQL Database Server and Utilities*

  mSQL (mini SQL), is a lightweight database engine designed to provide fast access to stored data. We provide the tools to create a searchable database. In most instances, custom programming (commonly Perl or PHP) is needed to implement a fully functional web-to-database interface. An mSQL PERL interface is available as well as an mSQL manual and FAQ. There is also a JAVA class interface and a comprehensive documentation location.

Shopping Cart system*

  The shopping cart program allows you to have multiple web pages featuring items for sale. The shopping cart script keeps track of what visitors have ordered allowing them to add or remove items from their virtual shopping basket. When a visitor decides to check-out, the order information including the buyer's name, address and billing instruction is emailed to the site webmaster and a receipt is sent to the shopper.

Access to the SSL Secure Server*

  SSL (Secure Socket Layer) allows users to collect data such as credit card information in a secure environment. Information submitted via a secure form is sent to the server in an encrypted mode. Users may choose to research methods such as encrypted email (PGP), CyberCash, or other solution for retrieving such information from their web sites.

Access to CyberCash*

  CyberCash™ enables you to securely process credit card transactions 24 hours a day, seven days a week to a new global marketplace. CyberCash works with all the popular browsers, as well as the majority of Internet hardware, software, servers, communication protocols, and web store applications.

*Available under domain plan #2.

WEB SITE MAINTENANCE

Because of the extremely dynamic nature of the WWW, regular site maintenance is a must and is included in all hosting fees. Extensive changes beyond regular maintenance are priced on an individual basis. We define web site maintenance as follows:

- Provide minor html changes to the existing web pages including:
- adding/deleting/modifying any links on the pages.
- Posting time-sensitive information in a timely fashion
- Insuring that both internal and external links are intact
- Updating company information
- Updating the site as your business changes or grows
- Adding keywords and web site full description hidden in the files to ensure search engine indexing returns good results for any keyword searches that users request from the major search engines.
- Indexing the site with 15 major search engines and ensuring that the site is accurately listed with the major search engines
- Resolving any problems that may be due to the servers or programming.
- Make suggestions for improvement to the site to maximize the site as a marketing tool.
- Receive emails from the site webmaster@companyname.com address relating to comments or site problems and rectify accordingly.

ACCEPTED USES AND POLICY

The policies and guidelines expressed herein supplement the rights and obligations of the parties under the Service Agreement of even date. This document establishes operating principles and acceptable use policies as they relate to the Customers use of the Internet and the connection/services provided by SUNNY OASIS' Service Provider to the Customer under the Service Contract Agreement.

GENERAL

The Internet is a voluntary association of users interested in and willing to exchange information and data with other Internet users. At present there is no oversight group providing governance over the principles, policies or procedures for use of the Internet or the information and data accessed via the Internet.
In order to facilitate their contractual relationship the Customer and SUNNY OASIS wish to define a working protocol of principles and policies and establish operating guidelines and acceptable standards of use of the Internet.
To this end the parties agree as follows:
PRINCIPLES GOVERNING ACCEPTABLE USE OF THE INTERNET BY THE CUSTOMER

1. Responsibility and Respect - The Internet is a network intended for use by mature, adult users. The Customer recognizes this principle and undertakes at all times to act with respect, courtesy and responsibility, giving due regard to the interests and rights of other Internet user groups. This general guideline carries with it the following specific responsibilities:

a) Knowledge of the Internet - The Customer agrees to obtain a basic knowledge of the Internet and its operating principles and procedures.
b) Improper Uses - The Customer will avoid violation of certain generally accepted guidelines on Internet usage such as restrictions on mass mailings and mass advertisements, pirating or

copying of software, mail bombing or other methods of attempting to deny service or access to other users, and attempts to violate security.

c) Compliance with Laws - The Customer will ensure that its use of the Internet complies with all applicable federal, state and local law and regulation, including but not limited to those principles of law which protect against compromise of copyrights, trade secrets, proprietary information and other intellectual property rights, libel or defamation of character, invasion of privacy, tortious interference, and export of technical or military data to prohibited countries.

d) Validation of Information - The Customer is responsible for validating the integrity of the information and data it receives or transmits over the Internet.

e) Security - The Customer is required to protect the security of its Internet account and usage. The Customer's password will be treated as private and confidential and not disclosed to or shared with any third parties.

f) Discretion and Judgment - The Customer is expected to use discretion in the treatment and handling of Internet information and data and to take particular care to insure that adult information is not transmitted to juvenile users of the Internet.

g) Pornography - We will not accept any new customers who publish pornographic images. If an existing customer publishes pornographic images, SUNNY OASIS may issue a warning and/or suspend your account.

h) Excessive CPU usage's - Customers will not be allowed to use excessive amounts of CPU processing on any of our servers or face immediate suspension.

i) Resale of services - Customers may resell web space within their own account, but are responsible for the entire domain site content. Customers may not resell mail services including, but not limited to mail forwarding capabilities, POP accounts and autoresponders. The customer may not at any time resell access to, or use of, SUNNY OASIS' Service Providers' preinstalled scripts including, but not limited to newcount, imagemap, htimage, cgi email as well as any custom or personally owned scripts for use by a third party while installed on the web server.

Getting started with FTP

Introduction

The process by which files are transferred to the web server is called "FTP" (File Transport Protocol). You have unlimited access via FTP 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.

Internet providers such as AOL, Compuserve, and Prodigy may have a built-in FTP interface. If you have a PPP internet account and need an FTP program, you can download software for either the PC (WS_FTP) or Mac (FETCH)from Shareware's web site. You may have to contact your local internet provider to inquire about compatibility. Microsoft FrontPage version 1.1 users whom have had extensions installed within their web site should use FrontPage to transfer files only.

Configuring Your FTP Software

The following information is contained within your account activation notice and is needed to connect to your web site via FTP:

    USERID
    TEMP PASSWORD
    FTP HOSTNAME

The hostname tells your FTP software to connect to the web server upon which your web site resides. In general, the process of configuring the various FTP softwares is the same. We recommend WS_FTP for PC computer users and will be using it in the upcoming examples.

Each time you run WS_FTP the Session Profile window will be displayed. A profile contains the information needed to connect to your web site. Creating a profile now will eliminate the need for you to configure the software each time you wish to connect to the web server via FTP.

To create a new profile, click the "New" button and enter a generic profile name at the top of the Session Profile window. Next, enter the userid, password and hostname for your web site as illustrated below.

Be sure to select "Auto detect" for the Host Type. (see Fig.1) It is best to select "Save Password" and "Auto Save Config" to maintain these settings for future use. All other fields can be left blank. You are now ready to connect to the web server. Click "Ok" to continue.

How to Transfer Files

When you connect to the web server, you will connect directly to the root ("home") directory of your account. WS_FTP will display a split screen where files on the left-hand side are within your own computer. (see Fig.2) You will see several folders on the right-hand side such as bin, cgi-local, dev, etc, lib, and stats which are landmarks suggesting a successful connection to your web site.

You can transfer files directly to the root level and/or create subdirectories. The only system directory that you may need to use is cgi-local; this directory is reserved for custom scripts. To make your home page load automatically, name the HTML document "index.htm" or "index.html" in lowercase and upload it to the root directory of your account. To upload a file or files, simply highlight the file(s) on the left and click the right-arrow button ("-->") in the center of the screen. Be sure to upload HTML documents and scripts in ASCII mode and images in BINARY mode. To transfer a file to a subdirectory, double-click the appropriate subdirectory to open it before transferring the desired file(s).

As soon as a file is uploaded to the web server, it is available for all to see. If, after uploading a file, you are still unable to see the updated file via Netscape, you need to clear both disk and browser cache. This function can be found by selecting Options > Network Preferences in Netscape. Remember that you must first be connected to the internet through your local internet service provider in order to connect to the web server.

Notes to Mac Users

Select "raw data" transfer mode when using Fetch to transfer both HTML and images.
PageMill may add either a .bin or .txt extension to your files which must be removed in order for such files to load properly.

<u>Viewing Web Pages in Netscape</u>

Webmasters often modify an HTML document and re-upload it to the server. After returning to their web browser they click RELOAD only to find the original document unchanged. This is a common occurrence for Netscape users and is easily remedied by clearing the browser's disk cache. This can be done in Netscape under Options > Network Preferences.

Changing File Permissions

Here's how to chmod a file in... Windows: when in WS-FTP, right click on the mouse button; go to commands, then go to site. Type chmod 666 filename in the line provided.

Macintosh: when in Fetch, go to the Remote menu; go to Send FTP Commands, then type site chmod 666 filename in the line provided.

chmod on UNIX interprets the first number for owner (yourself), second number for group, and the third for others (everyone else). For example chmod 666 filename will change file permission to read, write for owner, group, and others.

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CONTROL PANEL

Items that can be accessed and changes within your website and it's programming including email settings and additional options.

Control Panel

- View your web usage statistics & logs
- Edit Account information
- Email settings
- Link to the imagemap tutorial (IHiP)
- Email form generator
- Shopping Cart generator
- Perl script checker
- mSQL Menu database administration.
- Edit Access allows editing of .htaccess & .htpassword files.
- File Manager
- Archive Gateway
- Administer Excite! search engine
- Guestbook Installer installs Matt's Guestbook.
- WWWBoard Installer installs Matt's WWWBoard.
- WWW based HTML editor -- Edit your HTML pagesfrom your web browser.
- Submit It! -- An easy way to advertise your web page.

INSTALLED TECHNOLOGY

SERVERS

- SUNNY OASIS server of choice are manufactured by Silicon Graphics (SGI).
- There is a controlling SGI server and 21 Web Servers.
- The servers have Fiberoptic OC12 Rack Mounted in the computer room which has a capacity of 540 Mb/s or twelve (12) T3 circuits, or 336 T1 circuits!
- Robotic tape backup library by Storage Technologies with capacity of 40 TB (Terra Bytes) using DLT4 technology for its tape drives.
- SGI Symmetrical Processor - Challenge DM
- Multiple Processors - Four 512 RAM
- Controls email, Data Base
- Origin 2000
- 4 - R10000 Processors 1GB (gigabyte) RAM
- Process Usage, Web Statistics and Mail

Each Web Server Includes
- 128 MB of RAM
- 2 GB Internal Disk
- 8 GB External Disk
- 200 MHZ RISC CPU
- Stable and Reliable Operating System - IRIX V6.2 for all Servers
- Cutting Edge Web Server Software - Apache V1.2 currently has a 40% market share that is increasing. Apache is by far the leader in serving web sites.

Presently certifying the following web servers for use:
- Origin 200 systems from SGI
- 195MHZ mips R10000 CPUs with at least 256MB of RAM
- Ultra SCSI 10000 RPM disk drive technology from Seagate called the Cheetah. This next generation of servers will mean even faster delivery of web service as well as drastically increased CGI performance.
- Exclusive Application System

NETWORK INFRASTRUCTURE

- Cisco 7505 Router
- Internet backbone level routing
- 100 MB/s interface into the backbone

Backbone
- 1.2 GB/s Cisco Catalyst 5000 switches as backbone
- Each server has dedicated 10 MB ports
- Speed to router at 100 mb/s

COMPUTER ROOM: BACKUP POWER, COOLING

- 60,000 Watt Diesel Generator
- All servers and communications equipment on Deltec battery backup (UPS)
- Plans are finalized to expand the computer room and construction is soon to begin. This will result in almost 3 times that of the current capacity for web servers and other network equipment. An FM200 fire suppression system and a dual redundant Leibert air-conditioning system will be added.

CONNECTIVITY TO THE INTERNET

- 3 Full Fiber Optic OC3 T3 lines
- One Fiber Optic T3 Connection to UUnet
- One Fiber Optic T3 Connection to MCI
- One Fiber Optic T3 Connection to Sprint
- These mulitple T3's provide speed, redundancy, diversity, and workload balancing
- Multiple Full T1 as backup
- "Smartpath" service is being used for the local loop fiber optic lines that carry data from the office to the backbone providers. This provides additional redundancy/diversity by offering dual building entry points and multi-homed central office provisioning. There is a premium for this service, but it is necessary to protect against accidents such as a fiber cut.

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"The Web gives you the opportunity to reach millions of new customers, but it also gives you the opportunity to bore, frustrate and annoy them."
---Leigh Buchanan, WebMaster Magazine

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SUNNY OASIS Internet Services is an Internet consulting and design firm with offices in Milton and Ottawa, Ontario, Canada. Established in March 1995, SUNNY OASIS has been helping companies develop turnkey Internet solutions. SUNNY OASIS' staff consists of a dynamic group of professional graphic designers, programmers, sales staff and internetworking consultants. We

are building alliances with key companies to be able to bring to our clients a broad range of services. More information is available in our services section.

We deliver successful internet solutions with the combination of the following
resources and expertise:
- Design & Implementation Planning
- Site Management Solutions
- Document Management
- On-line Database Creation and Interfacing
- Corporate Logo Design
- Graphic Design
- 3D Graphics
- Animation
- Hi-RES Image Scanning
- Custom On-line Applications
- Database access with querying, sorting and reporting
- Processing data from your on-line Forms
- On-line, one-stop shopping - Merchant Services
- Password access to restricted web pages for employees (e.g. Sales Staff) or clients only
- Dynamic and personalized pages for your customers
- Let your imagination run wild, let us know your idea and we'll let you know if it's feasible.
- Unix .CGI (Common Gateway Interfaces)
- HTML 1, 2, 3.2, ActiveX Controls, Java, Javascript
- Survey Forms
- Virtual Web Servers (www.yourcompany.com)
- Virtual Web Servers
- Check ON-LINE for domain availability!

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Some more info regarding your Pc or Mac relating to the internet and it's Browsers

How To Optimize Your Browser Viewing Window Size

Sunnyoasis.com is and other quality web sites are full of many interesting and dynamic features, designed for maximum utility. However, in order to make the most of this site and others, we recommend closing any unnecessary toolbars that could reduce your viewing area. The easy-to-follow instructions we have included for both PC and Mac users, will ensure that you obtain a full-screen view of all our site features.

OPTIMIZING YOUR BROWSER VIEWING SPACE
      For PC and For Macintosh
    Microsoft Internet Explorer 4.0
    Microsoft Internet Explorer 3.0
    Netscape 4.0
    Netscape 3.0 and 2.0

OPTIMIZING YOUR BROWSER VIEWING SPACE (in PC)

For Microsoft Internet Explorer 4.0
To achieve the widest viewing screen area, either click on the "Full Screen" icon in the toolbar.
OR

1.Select "View" in the menu at the top of the screen, which will reveal a drop-down box.
2.In the drop-down box:

a) select "Toolbars," make sure the items "Text Labels" and "Links" are unchecked.
b) make sure the item "Status Bar" is unchecked.
c) select "Explorer Bar", make sure the item "None" is selected.
d) select "Fonts", make sure the size "Medium" is checked.

For Microsoft Internet Explorer 3.0

1.Select "View" in the menu at the top of the screen, which will reveal a drop-down box.
2.In the drop-down box:
a) make sure the item "Status Bar" is unchecked.
b) select the item "Fonts", make sure the size "Medium" is checked.
c) select item "Options" and click on it. In the "Options" dialogue box, select the
"General" tab. In the "Toolbar" section, make sure the items "Text Labels" and "Links" are
unchecked.
d) Click "OK" at the bottom of the "General" tab.

For Netscape 4.0

1.Select "Edit" in the menu at the top of the screen, which will reveal a drop-down box.
2.Select "Preferences" in the drop-down box and click on it. In the "Preferences" dialogue box,
  select "Appearance" from the window in the left side of the "Preferences" dialogue box.
3.In the "Show Toolbar As…" area, click "Text Only."
4.Click "OK."
5.Select "View" in the menu at the top of the page, which will reveal a drop-down box.
6.Select the item "Personal Toolbar." If it reads "Hide Personal Toolbar," then click on it. If it
reads "Show Personal Toolbar," leave it as is and do not click on it.

For Netscape 3.0 and 2.0

1.Select "Options" in the menu at the top of the screen, which will reveal a drop-down box.
2.Select "General Preferences" in the drop-down box, click on it.
3.Select the "Appearances" tab, in the section "Toolbar," click the item "Text."
4.Select the "Fonts," tab, click on the upper "Choose Font" button, make sure the font is set
for "Times New Roman" at size "12."

OPTIMIZING YOUR BROWSER VIEWING SPACE (in Mac)

For Microsoft Internet Explorer 4.0

1.Select "Edit" from menu at the top of the page, which will reveal a drop-down box.
2.Select the item "Preferences…" from the drop-down box.
3.In the "Preferences…" dialogue box, select the item "Web Browser" from the scroll- down
list on
  the left.
4.In the "Page & Link" section, make sure:
a) the item "Text Size" is set at "Medium."
b) in the "Toolbar Settings" section, make sure the " Show status bar," "Show favorites bar"
and
  the "Show Explorer tabs" are unchecked.
5.Click "OK."
6.Select "View" from menu at the top of the screen, which will reveal a drop-down box.
7.In the drop-down box:
a) make sure the "Status Bar," "Favorite Bar" and "Explorer Bar" are unchecked.
b) make sure the item "Text Size" is set at "Medium."

For Microsoft Internet Explorer 3.0

1.Select "Edit" from menu at the top of the screen, which will reveal a drop-down box.
2.Select "Preferences…" in the drop-down box.
3.In the "Preferences…" dialogue box, select the item "Web Browser" from the scroll- down list on
  the left.
4.In the "Web Browser" section, select the item "Browser Display."
5.In the "Page & Link" section:
  a) make sure "Text Size" is set at "Medium." b) in the item "Toolbar Settings," make sure the
  "Show status bar" and the "Show favorites bar" are unchecked.
6.Click "OK."
7.Select "View" from menu at the top of the page, which will reveal a drop-down box.
8.In the drop-down box:
  a) make sure the items "Status Bar" and "Favorites Bar" are unchecked.
  b) Make sure the item "Text Size" is set at "Medium."

For Microsoft Internet Explorer 2.0

1.Select "Edit" from menu at the top of the page, which will reveal a drop-down box..
2.From the drop-down box, select "Options…."
3.In the "Options…" dialogue box, select the "Browser Display" tab.
4.In the "Page & Link" section, make sure the item "Text Size" is set at "Medium."
5.Click "OK."
6.Select "View" from menu at the top of the page, which will reveal a drop-down box.
7.In the drop-down box:
  a) make sure the item "Status Bar" is unchecked.
  b) make sure the item "Text Size" is set at "Medium."

For Netscape 4.0

1.Select "Edit" from menu at the top of the page, which will reveal a drop-down box.
2.Select the item "Preferences…" from the drop down box.
3.In the "Preferences…" dialogue box, select the "Appearance" tab.
4.In the section "Show Toolbar As," click on "Text Only."
5.Click "OK."

For Netscape 3.0

1.Select "Options" from menu at the top of the page, which will reveal a drop-down box.
2.Select the item "General Preferences…" from the drop-down box.
3.In the "General Preferences…" dialogue box, select the "Appearance" tab.
4.In the section "Show Toolbar As," click on "Text."
5.Select the "Font" tab.
6.Make sure the item "Use Proportional Font" is set for the font "Times" at size "12."
7.Click "OK."
8.Select "Options" from menu at the top of the page, which will reveal a drop-down box.
9.Make sure the "Show Directory Button" is unchecked in the drop-down box.

For Netscape 2.0

1.Select "Options" from menu at the top of the page, which will reveal a drop-down box.
2.Select the item "General Preferences…" from the drop-down box.
3.In the "General Preferences…" dialogue box, select the "Appearance" tab.
4.In the section "Toolbars," click on "Text."
5.Select the "Fonts" tab.

6.Make sure the item "Use Proportional Font" is set for the font "Times" at size "12."
7.Click "OK."
8.Select "Options" from menu at the top of the page, which will reveal a drop-down box.
9.In the drop-down box, make sure the "Show Directory Button" is unchecked.
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   We hope the information contained in this document assists, educates and helps you clarify certain aspects, terms and language related to the internet, it's operation, your website and it's internet presence.
   We are aware that not all aspects of a web site and it's terminology can be covered in these pages therefore as always, Sunny Oasis Internet invites you to contact us should you have any difficulties or questions beyond this tutorial at anytime, Thank You!

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