

Welcome to Titan Internet

Enterprise Hosting Frequently Asked Questions



Thank you for purchasing an Enterprise Hosting account – our premium package for Enterprise users and resellers.

Below is a selection of frequently asked questions relating to Enterprise Hosting. If you cannot find the answer in this guide or have any problems please contact us via <https://my.titaninternet.co.uk> (or on **0845 625 1000** if you have no access to e-mail).

Please remember we do not give out account details over the phone.

You may find our Help Articles useful in assisting with any queries you may have, these can be located in the knowledgebase of <https://my.titaninternet.co.uk>

▶ What is an Enterprise Sub-site?

An Enterprise sub-site is an additional hosting account that is considered as a child of the main Enterprise hosting account. Sub-sites are valid for as long as the main site continues to be valid.

A sub-site has the following features:

- ▶ a sub-site only incurs a one-off £30 + vat setup fee and has no annual fee if the parent account is maintained
- ▶ a sub-site can reside on any hosting server and does not need to be on the same server as the parent
- ▶ you can have unlimited sub-sites
- ▶ all the sub-sites and the parent site must fit into the Enterprise hosting account limits as shown in the [Hosting Section](#) of our website
- ▶ additional disk space or bandwidth can be purchased once this quota is reached, or another (parent) Enterprise account can be taken out
- ▶ sub-sites can be converted to another hosting account package (i.e. a Starter, Professional, or Business package) at any time
- ▶ sub-sites can have MySQL or MSSQL Express databases at no extra charge

▶ How do I order additional Enterprise Sub-sites?

Raise your request via <https://my.titaninternet.co.uk> making sure to include the following information:

- ▶ the domain name to be used for the sub-site
- ▶ the domain name of the existing Enterprise hosting account
- ▶ which hosting platform you require (Linux or Windows)
- ▶ if you require a MySQL or MSSQL Express database
- ▶ a list of any e-mail addresses you require (if any)

We will then configure the hosting account and send you the relevant configuration documents. An invoice for the £30 +vat setup fee will be sent shortly afterwards.

▶ My Sub-site has been suspended, why is this?

An Enterprise Sub-site will be suspended if the parent hosting account has been allowed to expire. At this point you can either renew the parent Enterprise hosting account or ask us to convert the sub-site to a stand-alone hosting account.

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> How do I upload content to my new hosting account?

You will need to use an FTP program (or development software that has an FTP component) to upload your website.

We have created a number of help files for the most common software via the Hosting section of your knowledge base accessible via <https://my.titaninternet.co.uk>.

> There are a few folders in my hosting space. Where do I put my website?

Your hosting space will contain one or more of the following folders when you first connect (depending on the hosting):

htdocs	your website goes in this folder
cgi-bin	for any Perl (.pl) scripts you may have
database	if you are using an older Access database on Windows (Professional Account and above)
media	for windows media streaming (Professional Account and above)
secure	for the Shared SSL feature (Windows Hosting Accounts Only, requires enabling)
logs	for log files (Unix Hosting Accounts Only)

These folders are created by our server during the setup process and are used for the functions shown above. **Please do not remove any of these folders.**

> What are my FTP details?

Your FTP details will be included in the configuration document sent to you when the account was set up. If you have misplaced this document you can request that we send you the details by contacting support

> Can I request additional software or features to be installed to my hosting account?

The most common hosting features are already included on our hosting servers, allowing most websites to run without error. However there may be times when a specific feature is required. If this is the case for your site please let us know and, provided the feature can be installed/activated without negatively affecting other users, we will configure it for you.

> Do I have to transfer my domain name to Titan Internet in order to host the website?

No. We can host your website even if we are not responsible for the management of the domain name. Most customers find it easier if the domain is transferred to us as they then get reminders for renewals from just one company and can easily manage their services in one place.

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> Can I host multiple domain names from the same hosting account?

On all of our hosting accounts you can have an unlimited amount of domain names pointed at the same hosting account. This is called domain aliasing and all the domain names will show the same website as each other.

On your Enterprise account you can make use of ISAPI rewrite (Windows 2003), mod_rewrite (Linux) or IIS7 rewrite module (Windows 2008) to host an unlimited number of separate domain names within your space, in their own folder. All the folders must fit within your space allocation.

> Where can I change DNS settings?

If you have a domain name registered with us using our nameservers and you wish to add/amend a DNS record you can do so by visiting our [DNS Management Console](#)

Using the console you can add, remove or modify DNS settings for your domain names.

An explanation of the different DNS record types can be found in your knowledgebase accessible via <https://my.titaninternet.co.uk>.

> How do I setup my e-mail software?

We have created a number of configuration help files for the most popular e-mail clients which can be found via the email section within your knowledgebase

Simply follow the examples substituting your own domain details where appropriate.

> How do I access webmail when I am away from my normal computer?

You can access your webmail using the URL <http://webmail.yourdomain.com> (replacing yourdomain.com with your actual domain name).

> How do I add additional E-Mail accounts?

For Starter and Professional accounts simply contact us via <https://my.titaninternet.co.uk>, letting us know what address you would like us to setup and we will do this for you.

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▶ How is my account renewed?

Your hosting account is valid for one year. You can renew your services at any time within 60 days of the renewal date through the help.titaninternet.co.uk portal under the 'Renewals' tab.

You will be e-mailed a reminder of your account expiring approximately 30 days prior to the renewal date. This e-mail is sent to Renewal Users on Your Account.

You will also receive a daily reminder for 7 days prior to the service expiring, which is sent to the Admin and Renewal Users.

Once a service has expired all Users on your account will be sent an e-mail notification stating that the service has ceased, and will be deleted (if applicable) shortly.

Failure to renew your service before the expiry date may cause disruption of service.