

BTD Hosting

Frequently Asked Questions

How long does it take to setup an account?

All accounts are setup manually by our staff for verification purposes, this process usually takes only a few minutes, but no longer than a few hours.

What payment methods do you accept?

Currently we are setup to take Paypal only, but we also use 2CO for credit card processing, even if you don't have a Paypal account you can still pay with your credit card via Paypal, however, if you would like to use an alternative method please let our sales department know - sales@btdhosting.net

How do I cancel my rebilling that is happening every month?

If you signed up for one of our hosting accounts with a recurring subscription through Paypal copy paste the following URL into your browser:

https://www.paypal.com/cgi-bin/webscr?cmd=_subscr-find&alias=sales%40btdhosting%2enet

Or for 2co.com go here

https://www.2checkout.com/2co/customer_order/?TCOID=7b773d3f437178afac38da8672f67b37&Submit=Find+My+Order

How much do you charge for domain registration?

Our company runs promotions on domain names from time to time, please visit our [domain registration section](#) for more details.

Do you offer NT or UNIX plans?

We currently offer Linux/Unix hosting accounts.

How do I access my Control Panel

Please use <http://yourdomain.com:2222> for direct admin (most accounts)
<https://yourdomain.com:8443> for Plesk and
<http://yourdomain.com/cpanel> for cpanel

What are the name servers that I need to set my domain to for your hosting?

Please refer to the welcome email you received when you began your account with our company, we use different name server for each of our servers so depending on which server we are using for the specific type of account you sign up for your name server will be different. If you do not have your welcome email please open up a trouble ticket in our help desk or talk to a live support specialist so we can verify your identity and resend it.

SSL not working?

SSL Certificates require an individual IP address; our website hosting packages do not come with an individual IP address. If you already have a hosting account you will need to [upgrade your hosting account](#) if not you can simply choose to upgrade to an additional IP address during the hosting order form.

I cannot use CGI contact forms on my SSL certificate?

The cgi-bin folder is located in your public html directory by default, php forms are a simple way to have your customers send you information and they can be located in your private html directory for use with an SSL certificate. You can use cgi, but the cgi has to be located and executed from the cgi-bin folder located in your public html. Most browsers will not recognize this as a security risk as your site is still secure and the cgi will be executed through the secure site. When pointing a users browser to your cgi script located inside of your private html folder just make sure you type out the domain name completely, for example <http://www.yourdomain.com/cgi-bin/scriptname.cgi>

How do I FTP into my account?

First you must obtain an FTP program such as Cute FTP or WS_FTP. Once you have an FTP program, type in "ftp.yourdomain.com" as the host address. Supply your username and password in the according fields. Once logged in, you have complete access to your account.

Is there a manual that I can use to reference Direct Admin?

Yes, you can access it here.

How do I view my statistics?

You can view your statistics by logging into your control panel or using yourdomain.com/stats if you have enabled public viewing of your stats in your control panel.

Which folder do I upload my web pages to?

When logged into your ftp account go to domains, choose the domain you want to upload the web page for and then choose public_html for websites that reside on your http and private_html for websites you would like on your https.

I keep getting errors when trying to publish with Frontpage?

The most common problem is not using the full url when uploading your site. Make sure you use the entire http://www.domain.com in the address you are attempting to publish to.

Can I have CGI outside of the bin?

No, for security reasons our servers prevent cgi execution outside of the bin folder so cgi apps and scripts will need to be housed inside of the cgi-bin directory.

What version of Perl/CGI/MySQL comes installed on your servers?

Our server administrators work very hard to keep our servers up to date with the latest in technologies, this includes Perl CGI and MySQL and many more server side technologies, we will always try to have the latest version of every type of software that is available, but we will not use Beta versions of any kind.

I've uploaded my site and I still see the Placeholder page?

You need to delete the file index.html from the default public_html folder and make sure that your home page is an index file, our server is set to bring up the index page first in every case.

How long does it take for my DNS changes to update world wide?

Normally you can expect to see your web site DNS to change within 24 hours once you have made the modifications at your registrar. However, we have seen it take up to 7 days in some cases where registrars and ISPs are a little slower. If you use our domain name registration, your account will be online almost instantly. By default registrars use their default name servers when registering a new domain name, but in our case, our default domain name server settings when registering a domain name will be our latest server DNS so it should take effect instantly.

Why isn't my SSI working?

In order for SSI to be executed, you must rename all of your web pages to .shtml rather than .htm or .html. This solves the majority of SSI errors.

How do I access my webmail?

yourdomain.com/webmail for Uebimiau and yourdomain.com/squirrelmail/src/login.php if you would prefer to use Squirrel Mail.

