

Quick Reference Guide

Virtual/Dedicated Servers

If you want to:	Go here:
Set up your server	Log into your Account Manager Select My Products Select Servers Select Setup Account Enter a Hostname Enter a Username and Password Select Continue Confirm and select Submit NOTE: This can take up to 12 hours to complete.
Manage your server	Log into your Account Manager Select My Products Select Servers Select Launch Manager NOTE: If you need to perform more advanced maintenance on your server, you should remote connect to your server via SSH.
Create a Trouble Ticket	Log into your Account Manager Select My Products Select Servers Select Launch Manager Select Support Select Trouble Ticket
Reboot or Power Cycle	Log into your Account Manager Select My Products Select Servers Select Launch Manager Select Support Select Request Power Cycle NOTE: Allow up to 1 hour for your server to fully reboot.

Request additional IP addresses	<p>Log into your Account Manager Select My Products Select Servers Select Launch Manager Select Request Additional IP</p> <p>NOTE: If you already have 3 IP addresses, you must submit a Trouble Ticket for additional IP addresses to be applied to your server.</p>
Request a SMTP relay increase	<p>Please refer to article <i>How To Request A Relay Increase</i> for instructions as you will need to create a Trouble Ticket for this request.</p>
Reset your password	<p>Please refer to article <i>How To Reset Your Server Password</i> for instructions as you will need to create a Trouble Ticket for this request.</p>
Upgrade/Downgrade options	<p>Log into your Account Manager Select My Products Select Servers Select your server hostname Expand Other Add-ons Upgrade/Downgrade your options</p> <p>NOTE: RAM upgrades are not available on Virtual Dedicated servers. A repurchase is required.</p>
Login via SSH	<p>Open Putty and Select SSH Enter your IP Address in the Hostname or IP Address field Select Open At the Login as: prompt, enter your user name At the Password: prompt, enter your password Type su - and enter your password again for root access</p> <p>NOTE: This function is for Linux servers only.</p>
Login via Remote Desktop	<p>Select Start on your computer Select Run Enter MSTSC Select OK Enter your server IP address Select Connect Enter "Administrator" or the User ID you setup on your server Enter your password</p> <p>NOTE: This function is for Windows servers only.</p>

Login via Control Panel	Log into your Account Manager Select My Products Select Servers Select Launch Manager Select Support Select Launch Control Panel
Check email usage	Log into your Account Manager Select My Products Select Servers Select Launch Manager Select Statistics Select Email Usage
Check bandwidth usage	Log into your Account Manager Select My Products Select Servers Select Launch Manager Select Statistics Select Bandwidth Usage
Reprovision your server	Log into your Account Manager Select My Products Select Servers Select Launch Manager Select Support Select Reprovision Server