FTP and Webspace for DC Metro, IL, MA, NY, PA, CA, OR and WA- Article no. 2255

Self-Service Support Alert: this article is available for customers on help.astound.com

Introduction

Web space **usage** can be **checked** on this page.

We **no longer offer new**, or **support existing** Personal Webspace

Web Space storage was equal to the amount of storage on the email address

Webspace was **only** available through the **Pronto** version of the Webmail interface.

If a customer needs **help** with their **Personal Webspace**, they need find **another source for Web Hosting**

A valid rcn.com **username** and **password** will be **required** for **access.**

The link to the **webspace quota checker** is on the first page after **logging in.**

Resolution Steps

FTP Information

- **FTP** is an acronym for File Transfer Protocol

        - It is most commonly used to download a file from a server using the internet or to upload a file to a server

- **Our FTP server is ftp.rcn.com (207.172.16.152); Port 21**
- Anonymous FTP is **not** permitted

Web Space

- Cable Modem and dial-up accounts come with **10 MB of web space each,** linked to the email data users
        - We do **not** offer additional web space
    - Before uploading content, a generic message says the web site is active, and that no content has been added yet
- **10MB** of **web space** is created **automatically** the first time the user **connects to our FTP server:** ftp.rcn.com
- **Simply** type the line below into the **Address Bar** in your browser and hit the **Enter** key
    - In this example, the (DU) user id is **smith** and the password is **123456**
    - After updating, passwords can take up to 4 hours to update
    - **Replace** these with your own **email user id** and **password**
        - ftp://smith:123456@ftp.rcn.com
- To change the web space password, sign into Usertools to change your password or check your **current web space usage**

    - **Note:** Changing your **web space password** also changes your **rcn.com email password**

- The **URL** or **homepage location** is: http://users.rcn.com/*username*
    - Additional information:
        - CGI and Perl can be used for residential web space; however, we do **not** provide technical support
        - You can direct a domain name to your personal web space but we do **not** provide technical support
        - We do **not** offer **shell account access, ASP or SQL**
        - Email only accounts permit access to a **single email** account per product
        - To erase files for disconnected customers, submit a Service Now Ticket

Creating Web Pages

- We do **not** provide **HTML support**
- Two helpful sites to start learning about HTML are The Web Design Group and WebDevelopers.com
- A common way to upload web pages is to use an FTP program such as **FTPzilla** or **CuteFTP**
    - Websites can be added to search engines, such as Yahoo, Bing, or Google

- Please visit their **respective pages** for **further information**

Basics instructions:

- We **do not** directly assist in the use of third party **FTP software**, however instructions for setup and use may be found on their respective **Help files**
- **Sample settings** for a typical **connection** are shown in the images below
- If you do not have an **FTP client,** you may use a **web browser** to **transfer files**

1. If the **webspace has not yet been created**, enter the URL "ftp://username@ftp.rcn.com" in your browser's **Address** or **Location bar** [You will replace "username" with the customers UserID]
2. The **webspace can now be found** at: **http://users.rcn.com/username** [You will replace "username" with the customers UserID]
3. If you choose to use an **FTP program**, fill in the information as shown below. Make sure to use "**Auto-Detect**" as both the **Host Type** and **Transfer Type**
4. **Typical** setup for CuteFTP and WS FTP

Web Space Counter

- For a webspace counter, **insert the following line** into your **web page** and

upload this page to your space

<img
src="http://cgibin.rcn.com/cgi-
bin/Count.cgi?df=*username*&ft=0&tr=N&dd=C&md=6">

- In this example, replace *username* with your own user id

Change Permissions on Files

- User FTP directories are set to **global read** and **user write** by default
  - This means that anyone on the Internet can **see and download your files**, but they **cannot erase, modify or upload files**
- You can **change** the **permissions** on your **files** by using any **FTP client** that supports the **"SITE" or "chmod" commands**

Deleting Webspace Files

- **Use** the **FTP client** to **remove or delete** files
- When a user is unable to remove or delete files due to a **permissions error**, chat with a representative or contact us for further assistance

Internal Information

Deleting Webspace Files

- **Use** the **FTP client** to **remove or delete** files
- When a user is unable to remove or delete files due to a **permissions error**, create a technical case
  Click **Create Work Order or Technical Case**

- Fill out the information as described below and click **Submit**

Trouble Call or Tech Case	Trouble Call
Service Category	Data
Problem Description	Email Issue
Add	Data Username and Password
Email Issue	Other Email Issue
Notes	User unable to delete webspace files due to permissions error

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=471