

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

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**Self-Service Support Alert: this article is available for customers on [help.astound.com](http://help.astound.com)**

## Introduction

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Web space **usage** can be **checked** on this [page](#).

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

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

Webspaces were **only** available through the **Pronto** version of the [Webmail interface](#).

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

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

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

## Resolution Steps

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### 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 **webpace 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 **webpace 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 webpace counter, **insert the following line** into your **web page** and

upload this page to your space

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- 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 Webpace 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

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### Deleting Webpace 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**

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

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