

GETTING STARTED WITH
**MANAGED
HOSTING**

Everything you need to know
about 20i Managed Hosting



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SUPER-FAST MANAGED HOSTING **WELCOME TO 20i**

You've just registered for one of the world's fastest and most advanced hosting platforms.

A Managed Hosting package gives your websites the dedicated resources of a virtual private server, without the need for complex technical maintenance. This Getting Started Guide will introduce our hosting features and show you how to perform all the essential tasks with your package.

If you encounter an issue at any point or you're not sure what to do next, please raise a ticket in My20i[®] and our friendly support team will help you out.

To get started with our Managed Hosting platform, please log in to your 20i account at <https://my.20i.com> before continuing with this guide.

CHAPTER ONE

Transferring existing domains to 20i

If you already have domain names with another provider, here's how to transfer them to 20i and start saving money on renewals.



1. In My20i, select 'Transfer a Domain' (<http://20i.co/2cHB0eu>).
2. Enter the domain name(s) you wish to transfer and click 'Search'.
3. You can then add them to your basket and follow the checkout process to initiate the transfer.

Once you've started the process of transferring a domain name to 20i, you can monitor its status on the 'Pending Domain Transfers' page (<http://20i.co/2d0A5pc>). Your domain will display one of the following states:

- **pending_owner** - Awaiting your approval. You'll receive an email to your domain name's contact email address and will need to confirm that you wish to transfer your domain to 20i. If approval is not given within five days, the transfer is cancelled and will need to be reinitiated.
- **pending_admin** - Your domain transfer is currently waiting to be approved by registry staff.
- **pending_registry** - Your transfer request has been confirmed and is awaiting registry approval. Unless declined, the transfer will be completed within a week.
- **completed** - The transfer completed successfully.
- **cancelled** - The transfer has been stopped.

If you have any questions or concerns about the status of any of your domain names, please contact our support team and they'll be happy to advise.

Once the domain transfer has been successfully completed, the domain name will disappear from the Pending Domain Transfers page and appear in your 20i account. You can then view and manage it from 'Manage Domains' (<http://20i.co/2dh3ywo>).

Updating name servers

If you'd prefer to update your name servers with your current domain registrar (meaning you have your non-20i domain pointing to your 20i hosting) instead of transferring your domain to 20i, you will need to log in to your domain registrar's control panel and update the name servers to the following:

- ns1.stackdns.com
- ns2.stackdns.com
- ns3.stackdns.com
- ns4.stackdns.com

If your registrar doesn't support 4 name servers, add as many as it will support. It can take up to 48 hours for name server changes to propagate across the web, but in the vast majority of cases it will be completed much faster.

CHAPTER TWO

Registering new domain names

If you don't already have a URL for your website(s), you can register a new one.



To do this, click 'Search for a Domain' (<http://20i.co/2cAiDJS>) in your My20i account.

You can then search for domains to register and follow the selection and checkout process to buy your domain name(s). They will automatically be added to your 20i account.

CHAPTER THREE

Manage your VPS

You can find the all information you need about your managed virtual private server through the 'Manage VPS' menu, available from the top menu and through this icon:



You'll be presented with a choice of VPS; select the VPS you want to manage.

The following screen will give you all the information about the VPS, including:

- CPU, RAM and Disk usage at present
- CPU, RAM and Disk usage over time
- Load averages over time
- Network usage over time
- Disk I/O over time

You can monitor these stats to ensure that your website(s) are receiving enough resource.

On the right-hand side of the screen you'll find further information about your VPS, as well an option to install or remove software to run apps, like PHP, Django, Python, NodeJS, Ruby and more.

You can also reboot your server from here and upgrade if necessary.

WordPress or Magento optimisation

You can make your Managed Hosting optimised for WordPress or Magento, meaning that pre-configured software and tools are available to you.

Please note: **this will have to be carried out on a new VPS, that doesn't already have hosting packages installed.**

For Magento, the server is preconfigured with Redis and ElasticSearch: ready for the latest version.

For WordPress, it means full access to WordPress Tools, 20i WordPress Manager, and Stackcache. You can manage users, plugins and themes, create staging sites and do a WordPress Checksum report, all from within My20i.

It's a great way to get even better performance on our Managed Hosting.

CHAPTER FOUR

The Application Manager



The Application Manager is accessed via Manage Hosting > Manage (the package). See Chapter nine for a full rundown of the features of this page.

The Application Manager is used managing running apps based on the software you've chosen to install on your VPS, like Django, Python, NodeJS and Ruby.

It's flexible way to control which apps are used where on your virtual machine. On selection, you're be able to set these values:

- **Application Name**
- **Application Type:** which software your app uses, e.g. NodeJS
- **Domain:** the domain the software applies to
- **Path:** at which URL path the application will start
- **Script:** the location of teh code, e.g. ~/app/django.py

Finally, you can choose whether the app is in 'Development' or 'Production' modes.

Note that this doesn't change the app's performance, rather it controls error visibility. In Development mode, errors will be visible in the browser.

CHAPTER FIVE

Attaching a hosting package to a domain

If you don't already have a hosting package you want to use, add one by going to <https://my.20i.com> and choosing a Managed VPS package from the 'Order Services' page.

When you have a hosting package you want to use, head to <https://my.20i.com> and choose 'Manage Hosting' (<http://20i.co/2dvZFS9>).



1. Click the 'Add Hosting Package' button to attach a domain name to your Managed VPS package, then confirm the changes.
2. Type in the domain name you want to add hosting to (it can be registered at 20i or with a different provider).
3. Once you've created/selected your hosting package type, save your changes and your hosting package will be attached to the domain.

CHAPTER SIX

Migrating your site

If you already have a website, it's now time to migrate it to 20i. There are two ways to do this:

1. Contact our Support Team: Our Team can migrate your website(s) for you. They will need the credentials for your previous hosting provider. Once you've provided these via a ticket or chat, they'll get to work right away to ensure that your site is configured to run at its best on 20i hosting.
2. Use our Migration Centre to move your site files, databases and email automatically.

Migration Centre



Our automatic Migration Centre will move all the files for your website(s), database(s) and email. It supports automatic migrations from web hosts who use the cPanel or Plesk control panels, as well as Heart Internet and Fasthosts.

1. Choose your provider from the list and click **'Next'**.
2. Enter the required credentials (usually username and password), and select **'Next'**.
3. Enter the required API credentials (there are descriptions of where to find these for your particular host), choose the package you'd like to migrate and click the button to start your migration.
4. Go to [Migrations Overview](#) at any time to see the status of your migration. You'll be notified when it's successfully completed.

CHAPTER SEVEN

The My20i control panel

From <https://my.20i.com> you can manage all aspects of your domains, hosting, and other services. You can also contact our support team directly here should you have any questions.

In your My20i control panel home page, you have these options:

Order Services

Here's where you can order any additional services. These are:



Order Hosting - Upgrade your current hosting, or buy WordPress hosting or 20i Reseller Hosting.



Search for a Domain - Register a new domain name for yourself or on behalf of a Customer. See Chapter 3.



Transfer a Domain - Transfer a domain from another provider. See Chapter 2.



Order VPS - Order a virtual private server.



Order Managed VPS - Order a managed virtual private server.



Domain Privacy - Hide domain contact details from public view.



Order SSL Certificates - Ensure visitors get an encrypted 'https' connection by ordering a free or paid SSL certificate.

Manage Services



Manage Hosting - Manage your web hosting - this is fully explained in Chapter 7.



Manage Domains - Add, renew, manage and delete domain names.



Manage VPS - Manage a virtual private server. This is discussed in Chapter 3.



Bulk Domain Management - Add, renew, manage and delete large numbers of domain names in a click.



Pending Domain Transfers - View the status of domain name transfers in progress (this is explained further in Chapter 2).



Domain Contact Validation - Update and verify contact details for domain names.

Support & Customer Services



20i Support Database - Search for detailed step-by-step instructions and watch videos on everything you might need to do as a customer of 20i.



Contact Customer Services - Open a new support ticket or live chat with our team for personal, friendly support tailored to your needs.



View Tickets - Take a look at past interactions with our support team, re-open closed tickets, or read and reply to your open tickets.



Give Feedback - Fill out the form here to let us know what you think about your 20i services and submit any suggestions.



System Status - Up-to-the-minute information on service performance.

Reporting



Mailbox Usage - See how much storage you have left in each of your email accounts.



Bandwidth Usage - See how much data your site is using.



Disk Usage - This shows how much bandwidth has been used across your package(s).



MySQL Database Sizes - All packages make use of databases up to 1GB in size.

Account Settings



Renewals - This is for renewal of your 20i services.



Security Details - Update your password, two-factor authentication and security questions.



Contact Details - Update your address, email, phone number and company information.



Payment Methods - Add or remove debit and credit cards and Direct Debits.



Account Credit - Use PayPal or your credit/debit card to add funds to your account.



Invoices – Search, view and download your account invoices. You can download them as individual PDFs or the full list of can be downloaded as a spreadsheet.



Account Preferences – Set optional account details: your level of expertise, global FTP access, email notifications and default DNS preferences.



Notifications - See a history of your email notifications from 20i.



Sub Users - Grant access to additional users and allow different levels of access permissions.

CHAPTER EIGHT

Add-ons

From My20i you can order added value services.



Domain Privacy - Prevent personal contact details being publicly shown with a domain.



SSL Certificates - Offer visitors peace of mind with an encrypted connection between browser and website. While we offer free SSL certificates from Let's Encrypt, we also give you the option of buying standard and extended SSLs from Geotrust.



Timeline Backups - We'd encourage you to make use of our Timeline Backups service which comes with your Managed Hosting. However, if you'd also like all emails on all accounts backed-up, as well as an extra 30 days of database backups, we'd recommend Timeline Backups Pro, available for a small extra charge. See Chapter 11 for further details.

CHAPTER NINE

Managing your hosting

Most common tasks can be managed from 'Manage Hosting', available both in the top menu and from this icon:



Once you've selected which hosting package you want to manage, you're presented with the Service Overview page, from which you make changes.

Content Delivery Network (CDN)



Edge Caching - Speed up your site for your users wherever they are in the world. Here you can control how your site content is cached, and purge the cache if necessary.



Website Optimisation - These options can increase how fast your site loads by optimising images, files and code. Use a safe 'one click' option or experiment with the settings.



Block Visitors - Block users from your site by country or IP address.



Statistics - See detailed CDN performance statistics - useful for debugging problems.



Security Headers - Manage Security Headers in order to control how your CDN can be accessed.

Web Files



File Manager – Add, edit, delete, open and otherwise manage all website files and folders via one user-friendly web interface, eliminating the need for FTP software.



FTP Accounts - Here you can give access to your files to other FTP users, such as web developers working on your site.



Backup/Restore – Create and download full or partial website backups.



Timeline Backups - Access daily backups of your site - see Chapter 8 for more.



File Permissions Checker - Websites can be hacked if they have the incorrect file permissions. This tool will check that you have the correct permissions and fix them if necessary.



Git Version Control - Git is used for collaborative web development, and My20i includes a graphical user interface that helps simplify and speed up the process. It will give you access to an array of features, enabling you to clone, manage and create local and remote repositories.

Email



Email Accounts - This is where you can create and manage your email mailboxes.



Email Forwarders - Create rules to forward your email to a different email server.



Catch-All Forwarders - Should someone send an email to an address @yourdomain, but get the first part wrong, this is where you can forward the incorrect addresses.



Autoresponders - Set up and edit automatic email messages in plain text or HTML. You can choose the dates they run for and whether or not to forward incoming mail.



Send-only Addresses - Set up and edit email accounts that can only send emails, not receive them.



Receive-only Addresses - Set up and edit email accounts that can only receive emails, not send them.



Junk Mail Filters - Set rules and control the level of junk email filtering applied.



Webmail - Sign in to your online email service.



Email Summary - An overview of all email accounts, forwarders and autoresponders being used by this package.



Email Migration - The place to migrate your email from a previous provider.



Domainkeys (DKIM) - Improve the deliverability of your email by using a DKIM signature.

Web Tools



phpMyAdmin

phpMyAdmin - This is used for PHP-based MySQL database management.



MySQL Databases - This is for giving other users access to your database and controlling their permissions.



Remote MySQL Access - Here you can allow others to access your database remotely by enabling specified IP addresses.



Change PHP Version - Change from our default, which is 7.0.



PHP Configuration - Change the PHP settings to make it run how you'd like.



Scheduled Tasks - Run tasks at specific times and intervals.



Redirects - Create temporary or permanent redirects from My20i.



Sitemap Generator - Create an XML sitemap of your site to help search engines and other bots.



Custom Errors - Manage what happens for different error types on your site.



Auto Diagnostics - Check for any common misconfiguration issues or errors. involving malware, error logs, file permissions or SSL certificates.



Application Manager - Manage apps installed on your VPS; this is covered in more detail in chapter 4.

Domain Names



Domains - The place to add or remove domain names on your hosting package.



Subdomains - Add and manage subdomains in the format yoursubdomain.yourdomain.com.



Manage DNS – Add or change Domain Name System records.



Domain Contacts – Update the contact details for a domain.



WHOIS - See an output of your domain WHOIS record.



Nameservers – View, set, and edit nameservers.



Domain Privacy – Hide domain contact details from public view.



Transfer Away - Transfer your domain(s) to another provider.

Security



SSH Access – Add and manage public keys for SSH (advanced users).



Hotlink Protection – Prevent websites direct linking your website resources (e.g. images and video) and consuming bandwidth.



SSL/TLS – Ensure all your visitors access your website via an encrypted connection.



Password Protection – Create password protected directories for your website.



Directory Indexing – Turn directory indexing on or off for your website and control the order in which files are requested.



Malware Scan – Scan your site's files for malware. While we scan your site every day automatically, you can start a manual scan here.

Logs & Stats



AWStats – View analytics about your site traffic like visits.



Webalizer – Site usage stats - an alternative to AWStats.



Access/Error Logs – View access logs and errors, and download full logs for analysis.



Bandwidth Usage – Bandwidth and hit statistics taken directly from our load balancers.

One-click installs

From here you can install dozens of free open source applications.

They include content management systems (such as WordPress, Drupal and Joomla!), ecommerce systems (such as OpenCart, Magento and PrestaShop), and much more - see the next chapter for further information. Our one-click installs are quick and easy to set up, and cover everything from invoicing solutions to project management software.

CHAPTER TEN

Security and backups

Security



While your hosting includes security measures like a web application firewall, malware scanning and brute force login protection, we'd recommend that you still follow security best practices:

- Use strong passwords that you don't use anywhere else
- Use Two Factor Authentication (2FA) - the two-step verification process that provides an extra layer of security for you when accessing your account
- Only access your website and accounts over secured internet connections
- Only create sub user accounts for people you know and trust



For better security, improved search engine rankings, and helping your visitors' peace of mind, you can also add an SSL security certificate to your website.

This will ensure that you, your visitors, and your users can browse your site securely and confidently.

Backups



We back up your website files and database daily, so if there's ever any problems, you can use our Snapshot Backups service to restore it. In a few clicks you can restore back to a previous snapshot. All backups are hosted on a different server to your website for extra protection.



You can never have too many backups, so as best practice we'd advise you to take a 'manual' backup of your site too - especially before making major changes. If you'd like to create a manual backup of your content, you can download all your files via FTP or use the Backup/Restore option in My20i.

Timeline Backups Pro



Our standard Backups will store your files and databases for 30 days. We also offer Timeline Backups Pro, which will again store your files for 30 days, but your database snapshots for 60 days: important for ecommerce sites.

However, the biggest difference with Timeline Backups Pro is that all your email, across all your email accounts are also backed-up. This could be a lifeline if there was a loss of email services.

Find out more about backup options on our [Backups Page](#).

CHAPTER ELEVEN

Further help and next steps

All the latest service and platform updates and information reports are available at <https://www.stackstatus.com/>, which is your first port of call in the unlikely event of service disruption.

If you're looking for help using any 20i products or services, we've developed an extensive support database at <https://www.20i.com/support/> with a wealth of 'how-tos' and guides. Many articles are supported by videos, and you can browse all these on our YouTube channel: <http://20i.co/2yIF8bO>. You can also find design and business tips on our blog: <https://www.20i.com/blog>.

If you're looking for more personal support, you can contact our friendly UK team directly by raising a ticket or live chat through the 20i control panel.

Need more help and inspiration for building your website? Here's a short list of links covering a variety of design, development and content-based resources.

- W3 Schools: <http://w3schools.com/>
- GitHub: <https://www.github.com/>
- Stack Overflow: <https://www.stackoverflow.com/>
- Google Developers: <https://developers.google.com/>
- Learn jQuery: <http://learn.jquery.com/>
- Learn PHP: <http://www.learn-php.org/>
- MySQL Cheat Sheet: <https://www.cheatography.com/davechild/cheat-sheets/mysql/>
- Website Usability Checklist: <http://drpete.co/pdf/checklist.pdf>
- Gov.uk Design Principles: <https://www.gov.uk/design-principles/>
- Google Security Blog: <https://security.googleblog.com/>
- Copyblogger Content Tips: <http://www.copyblogger.com/blog/>
- Beginner's Guide to Search Engine Optimisation: <https://moz.com/beginners-guide-to-seo/>
- General website user experience and conversion optimisation: <https://boagworld.com/>