GEEK STORAGE
WEB HOSTING FOR GEEKS! BY GEEKS

Geek Guide
Shared Hosting

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Introduction

Welcome to the GeekStorage Geek Guide to your new shared hosting account with us. This guide will help you understand how to easily and quickly get started with your new hosting account. It is great to see that you've gone geek and that you will be joining us on the internet playground that we have built for both you and your website(s).

If you have never had a cPanel hosting account before, do not worry. The cPanel interface is very easy to learn and is full of useful website management features that will make your webmaster responsibilities easier. If you have never purchased web hosting before, this guide and the online tutorials we have created for you will get you started in the right direction quickly.

If you are coming from a previous hosting account that used a different type of control panel you may find the layout different, however, all of the features you're used to will be easily found within the cPanel interface.

We have constructed our shared hosting environment to be not only developer-friendly, but friendly for geeks all of all skill levels. In addition to offering some of the latest and greatest developer server modules, we've also bundled a powerful website builder (RVSiteBuilder) and website script auto-installer (Fantastico) for easy creation and uploading of a full-featured website.

Additionally, if you would like to "go beyond" this guide and the online tutorials we offer and learn more about the cPanel interface, and the features available to you, please visit the URL below to view the online documentation.

- **cPanel Documentation**
  http://www.cpanel.net/support/docs/index.htm

Add-ons & Upgrades

At GeekStorage, we believe you shouldn't be nickled and dimed for anything extra. Our volume and the partnerships we have established allow us to offer you, our fellow geek, amazing deals for service add-ons and upgrades.

Upgrading/Downgrading Between Service Plans

We believe things should be easy, in fact, we like easy and we know you do to. We also know that the needs of our geeks change over time and we're happy to oblige with upgrading or downgrading your service plan, at any time, without any additional fees.

Available Add-ons

Upgrade & Add-ons	Service Fee
Dedicated IP Address (Monthly) (ARIN Justification Req.)	$2.00/month (+ $5 setup)
Dedicated IP Address (Yearly) (ARIN Justification Req.)	$20.00/year (+ $5 setup)
RapidSSL Certificate (SRP: $69)	$20.00/year
GeoTrust QuickSSL Certificate (SRP: $249)	$75.00/year
GeoTrust QuickSSL Premium Certificate (SRP: $299)	$99.00/year
RapidSSL & Dedicated IP Address Bundle	$40.00/year
3rd Party SSL Certificate Installation	$10.00 one-time
Domain Registration	$10.00/year
Change Primary Domain	$10.00 one-time
Shell Access	$10.00 one-time (free on Developer and Geek shared hosting plans)

If you have any questions, contact a Sales Geek for assistance.

A Glance At cPanel

The cPanel interface is often referred to as the "customer interface" or the "website control panel". From within cPanel you can upload files, create and manage FTP accounts, create and manage e-mail accounts, create and manage MySQL databases, create and manage website backups, view web statistics and much, much more!

cPanel Login URL

The URL to cPanel is your IP address with ":2082" as the suffix. For example, if your server's IP address is 67.202.92.4 your login URL to cPanel would be http://67.202.92.4:2082/.
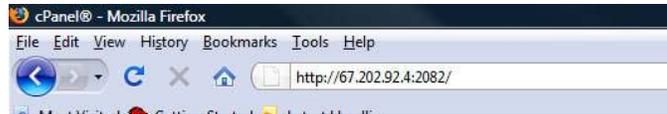
When you access the cPanel Login URL, you will be prompted to enter your username and password. You cannot login to cPanel as the **root** user. Instead, you will first need to create an account inside of WHM and use the newly created login credentials for that account to access cPanel.
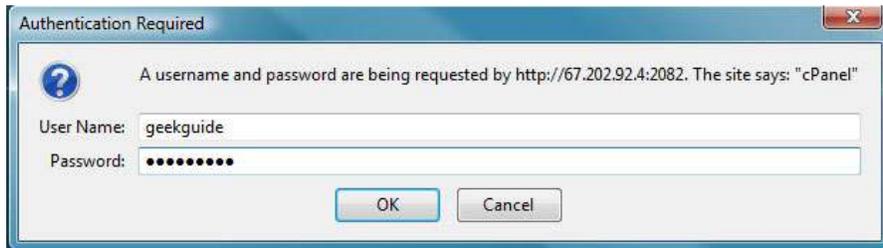
💡 Did you know?

- You can also use the suffix "/cpanel" to access your server's cPanel login. For example: http://67.202.92.4/cpanel will take you to the login prompt. Also, once you have configured a domain and it is pointing to your server, you can access cPanel by visiting http://www.yourdomain.com:2082/ or http://www.yourdomain.com/cpanel instead of using your server's IP address for the URL.

Main cPanel Features

Add-on Domains:
Add a domain that points to a sub-directory of your cPanel account.

Backup:
Create and download a backup of your cPanel account.

Change Password:
Change your cPanel account password.

Cron Jobs:
Create Cron Jobs to be run under your cPanel account.

Disk Usage:
View your cPanel account's current disk usage.

Error Log:
View the Apache error log.

Error Pages:
Edit the error pages for your domain name.

File Manager:
A web-based file manager that allows you to upload, manage and download files.

FTP Manager:
Create, modify and remove FTP accounts.

Hotlink Protection:
Add Hotlink Protection to prevent unauthorized image linking.

Mail:
Create, modify and remove Email accounts.

MySQL Databases:
Create, modify and remove MySQL databases and MySQL database users.

Network Tools:
Various network tools

Parked Domains:
Park or point a domain name to your main cPanel domain name.

Password Protect:
Create, modify and remove password protection to directories on your account.

Raw Access Logs:
View your raw access logs for your account.

Redirects:
Create, modify and remove mod_rewrite redirects.

Sub-domains:
Create, modify and remove sub-domains.

Using FTP

You can use File Transfer Protocol (FTP) to upload website files to your new shared hosting account. Using your server's IP address, the account's username and the account's password you can login to the account's FTP.

All files that you want to be accessible to the internet should be placed in the /public_html/ directory. Any files placed above this directory will not be accessible to website visitors.

Preview URL for Newly Created Accounts

After you have created an account and your website has been uploaded to the /public_html/ directory, you can use the Preview URL to view your website before changing the DNS over.
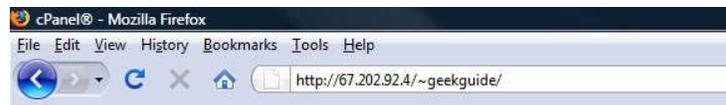
The URL to preview a website is your IP address with "/~username/" as the suffix. For example, if your server's IP address is 67.202.92.4 your preview URL would be http://67.202.92.4/~username/ where "username" is the username of the account you want to preview. For example, if the account's username is "geekguide" the Preview URL would be http://67.202.92.4/~geekguide/.

💡 Did you know?

- Once you have configured a domain and it is pointing to your server, you can access the Preview URL by visiting http://www.yourdomain.com/~username/ instead of using your server's IP address for the URL.

cPanel Wrap-Up

There are many additional features and functions of cPanel that were not covered by this guide that you may find interesting. For additional information, we recommend reading the cPanel documentation found at http://www.cpanel.net/docs/cpanel/.

💡 Did you know?

- There are Online Tutorials at the end of this guide that will walk you through several more features of cPanel.

Configuring Nameservers

All of our shared hosting accounts use the following two primary and secondary nameservers, located in two different geographical locations in the United States for added redundancy.

- Primary: ns1.geekstorage.com (65.254.36.172)
- Secondary: ns2.geekstorage.com (67.220.197.2)

💡 Did you know?

- It can take up to 24-48 hours for DNS propagation once your domain has been updated with the nameservers for your new shared hosting account.
- We offer online tutorials that show how to update nameservers for a domain at most of the major 3rd party domain registrars.
- If you ordered your domain through GeekStorage, we will automatically configure your nameservers for you.
- If you need help updating your domain's nameservers at a 3rd party registrar, please contact Geek Support for assistance.

Configuring PHP settings w/LiteSpeed

To adjust the PHP configuration settings on your hosting service on our LiteSpeed servers, the process is very simple.

For each PHP configuration setting you'd like to adjust, simply add a line similar to the following to your .htaccess file in your public_html directory (or desired PHP working directory):

php_value php_setting on

For example, if you wanted to disable register_globals in your entire account, you would add the following to the .htaccess file in your public_html directory:

php_value register_globals off

If you need your upload file size limit adjusted, you can add the following to your .htaccess file:

php_value upload_max_filesize 100M

If you prefer to change settings for only a specified portion of your site, simply update the .htaccess file in the subdirectory you need adjusted. The .htaccess PHP setting adjustments will take precedence for all subfolders under the folder with the .htaccess file.

LiteSpeed accepts the majority of the same .htaccess rules as Apache, and as such, this htaccess adjustment would work for any account on our services, but the syntax may be slightly different than is typically used in an Apache environment for doing the same job.

If you have files for example named "thisfile.gs" and you'd like to run this file and all other ".gs" extension files with PHP5, you can add the following to a file named ".htaccess" in your public_html directory:

AddHandler application/x-httpd-php5 .gs

If you have files for example named "thisfile" and you'd like to run only this particular file with PHP4, you can add the following to the .htaccess file, as well:

<Files thisfile>
ForceType application/x-httpd-php4
</Files>

Need to run PHP5 only on your website? Add the following to the .htaccess file in your public_html directory:

AddHandler application/x-httpd-php5 .php .php5 .phtml

Prefer to run PHP4 only? Add the following to the .htaccess file in your public_html directory:

AddHandler application/x-httpd-php4 .php .php4 .phtml

This method of PHP parser specification works on both our Apache and LiteSpeed hosting services.

Dedicated IP Addresses

If you have purchased the **Geek** plan, your hosting account comes with one free dedicated IP address. This IP address is not automatically assigned to your account, however, can be requested by contacting Geek Support.

Every dedicated IP address that we allocate must be justified, so that we can maintain a record for ARIN. Appropriate justification includes: using an IP for an SSL certificate, Anonymous FTP, Nameservers and other reasons justified at the discretion of Geek Support.

If you would like to purchase a dedicated IP address for your shared hosting account, please contact our Sales Geeks, and include justification for the allocation, and they will get one assigned to your account.

Fantastico

Every GeekStorage shared hosting account includes Fantastico. Fantastico is a script auto-installer that offers quick and easy installation of a variety of scripts such as shopping carts, blogs, forums and more!

The following scripts can be autoinstalled using Fantastico De Luxe. The Installation procedure takes seconds and can be performed by novices without the need of setting up MySQL databases, importing structure, chmoding files and without the need of other tasks usually associated with installations:

Blogs:

b2evolution (2.4.2) (website)
Nucleus (3.32) (website)
WordPress (2.6.2) (website)

Classifieds:

Noah's Classifieds (V8 (2.4.1)) (website)

Portals/CMS:

Drupal (6.4) (website)
Geeklog (1.5.1) (website)
Joomla 1.5 (1.5.7) (website)
Joomla (1.0.15) (website)
Mambo Open Source (4.6.5) (website)
PHP-Nuke (7.9) (website)
phpWCMS (1.1-RC4 Rev. A) (website)
phpWebSite (0.10.2) (website)
Post-Nuke (0.764) (visit site)
Siteframe (3.2.3) (website)
Typo3 (4.2.1) (website)
Xoops (2.0.18.1) (website)

Customer Support:

Crafty Syntax Live Help (2.15.0) (website)
Help Center Live (2.1.7) (website)
osTicket (1.3.1) (website)
PerlDesk (4.012.2) (Commercial, needs license) (website)
PHP Support Tickets (1.9) (website)
Support Logic Helpdesk (1.2) (website)
Support Services Manager (1.0b) (website)

Discussion Boards:

phpBB (3.0.2) (website)
SMF (1.1.5) (website)

E-Commerce:

CubeCart (3.0.17) (website)
OS Commerce (2.2 Release Candidate 2a + buySAFE) (website)
Zen Cart (1.3.8a) (website)

FAQ:

FAQMasterFlex (1.51) (website)

Hosting Billing:

AccountLab Plus (2.8 r14) (Commercial, needs license) (website)
phpCOIN (1.4.4) (website)

Image Galleries:

4images Gallery (1.7.6) (website)
Coppermine Photo Gallery (1.4.19) (website)
Gallery (2.2.6) (website)

Mailing List:

PHPlist (2.10.5) (website)

Polls and Surveys:

Advanced Poll (2.03) (website)
LimeSurvey (1.72) (website)
phpESP (1.8.2) (website)

Project Management:

PHProjekt (5.2.2) (website)
dotProject (2.1.2) (website)

Site Builders:

Soholaunch Pro Edition (4.9.3 r14) (Commercial, needs license) (website)
Templates Express (website)

Wiki:

PhpWiki (1.2.11) (website)
TikiWiki (2.1) (website)

Other Scripts:

Dew-NewPHPLinks (2.0.1.0b SEF w/Thumbshots) (website)
Moodle (1.9.2) (website)

Open-Realty (2.5.3) (website)
phpAdsNew (2.0.11-pr1) (website)
PHPauction (3.2) (website)
phpFormGenerator (2.09c) (website)
WebCalendar (1.0.5) (website)

Setting up Ruby on Rails

Currently geeks on our shared hosting servers should follow this tutorial as a general setup procedure for any Ruby on Rails application.

First, let's get logged in to shell. You can use your desired SSH application to connect to your domain name with your cPanel username and password, on the default SSH port (22). We recommend the PuTTy program. Once logged in, let's create your ruby applications directory so we have a centralized location for all ruby apps:

 # mkdir ~/rubyapps

Next, find your desired RoR application on the web, or generate your own RoR application with the following command via shell:

 # cd ~/rubyapps
 # rails myapp

If you are downloading a pre-made RoR application, then you can get started by retrieving the compressed package (or SVN checkout if you prefer) and unpacking it in your rubyapps directory.

 # cd ~/rubyapps
 # wget http://railsapp.com/railsapp.tar.gz
 # tar zxf railsapp.tar.gz

Once this is complete, configure your MySQL database (or preferred database) for your RoR application. This can be done using the MySQL database wizard via cPanel, and then plugging the appropriate MySQL User, Database, and Password in to the ~/rubyapps/myapp/config/database.yml file under the "production" header (or your desired environment header for the purpose of your application).

Once your database.yml file is ready to go, follow the instructions given by your RoR application supplier to complete installation of the application. *Do NOT run any "./script/server" or "mongrel"-related commands, we do not use Mongrel on our LiteSpeed servers!*

Once your application is ready to go online, you will need to configure the domain for the application. There are two methods:

1. Use your primary domain as the host for your rails app. This would load your rails application at http://yourdomain.com/.

2. Setup a sub-domain as the host for your rails app (recommended). This would load your rails application at http://railsapp.yourdomain.com/.

If you choose #1, you can skip this part. If you would like to host the rails app on a sub-domain of your account, simply setup the sub-domain via cPanel using the normal sub-domain setup process. During sub-domain creation it will ask where you'd like the sub-domain to pull files from (for example public_html/sub-domain), leave this as the default, it is not necessary to have this pointing to any particular directory.

Now, the final step is to tell LiteSpeed to host your Rails application, this is very simple and easily adjusted, simply create a file named ".ls_rails_config" in your home directory with the following command:

 # touch ~/.ls_rails_config
 # nano ~/.ls_rails_config

In this file, add the following lines for your rails application:

#BEGIN .LS_RAILS_CONFIG
#RailsApp

RailsApp myapp "/rubyapps/myapp" "production" 4 1

#RailsAppMap
RailsAppMap myapp "myapp.mydomain.com" "/"
RailsAppMap myapp "www.myapp.mydomain.com" "/"
#END .LS_RAILS_CONFIG

Once this file is ready, you will then be able to access your rails application at http://myapp.mydomain.com/. Please note, if you try to run an app on a URL such as http://mydomain.com/myapp/ you will run in to issues, due to the way the applications themselves typically function in relation to the hosting domain.

You should now be all set to use your rails app. If you run in to any problems or have any questions, please contact Geek Support.

💡 Did you know?

- **Note:** It is required to have a hosting plan with SSH access to run a Ruby on Rails application.
- PuTTy can be downloaded at: http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html.

Setting up 3rd Party E-mail (Google Apps, etc.)

All of our shared hosting accounts can be configured to use 3rd party e-mail services, such as Google Apps. To have this configured for your account, please contact Geek Support.

To contact Geek Support, you can login and submit a ticket via our Account Management website at https://www.geekstorage.com/account. You can also contact Geek Support by e-mail at support@geekstorage.com. Please include any configuration instructions from the 3rd party e-mail service provider with your request.

Shell (SSH) Access

The **Developer** and **Geek** shared hosting plans offer free SSH access, subject to our Terms of Service and Acceptable Use Policy. This access is provided in a "jailshell" environment for legal use only. This access is already enabled on your account if you are on one of these two shared hosting plans.

SSH Access can be purchased as an add-on for our geeks on the **Starter** and **Lite** shared hosting plans.

Website Outages

We strive to maintain 100% server and network uptime. However, when dealing with technology and shared hosting we will inevitably be faced with downtime.

We are always working to reduce and/or prevent this from happening; however, if you believe your website is having an outage you can use the following as a reference to verify if an outage exists before reporting it to Geek Support. Sometimes, your local Internet Service Provider (ISP) may be having a temporary issue.

Server & Network Announcements

First, check here to see if there are any known outages. We post server and network announcements on the Geekmunity forums, located at http://www.geekstorage.com/forums.

If an issue in regards to your account's hosting server is not present, please read below.

A part of our cPanel hosting system requires that Apache is restarted occasionally to add new accounts and various other maintenance tasks. This may cause a momentary downtime (5-10 seconds). If the downtime lasts for more than 2 minutes, something else could be wrong.

Pinging Your Website

Try pinging your site. If you cannot ping your site, go to Alertra.com and test your site there with the Spot Check feature, as this will check the availability of your website from four different locations around the world. If Alertra fails to connect to your site, there could be a configuration error or server outage.

To ping your site, follow these directions (windows machine):

1. **Hold down the Windows Key and press R**
2. **Type 'cmd' in the prompt, and press enter.**
3. **In the new Command Prompt, type in: ping yoursite.com**
4. **If you do not receive a reply from the server, proceed to check at Alertra.com with the Spot Check feature at the top of the page.**

Submitting a Network Report (tracert) to Geek Support

If you cannot ping the server, but your website is fine with a check via Alertra.com, there may be network connectivity issues between your ISP and our provider's network. In such case, please follow these steps to submit a network report:

1. **Hold down the Windows Key and press R**
2. **Type 'cmd' in the prompt, and press enter.**
3. **In the new Command Prompt, type in: tracert yoursite.com**
4. **Wait for the process to complete.**
5. **Right click the Command Prompt window, and choose "Mark"**
6. **Select the output text as normal, and press Enter to copy the text.**
7. **Copy this text to a .txt file, and send that file to support@geekstorage.com.**

💡 Did you know?

- We offer a 99.9% uptime guarantee, backed by an SLA, that affords you credit for each half hour of downtime past 99.9% that is caused by the server and/or network being unavailable. Scheduled maintenance is not calculated as downtime eligible for SLA credit.

Online Video Tutorials

We have made over 200 online video tutorials for the most common tasks related to web hosting. These tutorials cover cPanel, FTP, email, updating nameservers, phpMyAdmin and Fantastico and more.

cPanel Tutorials

- How to login to cPanel
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-login.html
- How to create a POP email account
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-popemail.html
- How to create a default (catch-all) email account

http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-catchall.html

- How to create an auto-responder
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-autoresponder.html
- How to create a subdomain
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-subdomain.html
- How to create custom error pages
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-error.html
- How to password protect a directory
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-protect.html
- Using Hotlink protection
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-hotlink.html
- How to setup email forwarding
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-forwarder.html
- How to change your cPanel password
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-pwchange.html
- How to setup a Cron Job
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-cronjob.html
- How to create additional FTP accounts
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-ftp.html
- How to backup your website
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-backup.html
- How to install and uninstall FrontPage extensions
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-frontpage.html
- How to keep your contact information up to date
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-contact.html
- How to manage URL redirects
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-redirects.html
- How to create a MySQL database
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-createmysql.html
- Using File Manager
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-filemanager.html
- Using the Disk Usage Viewer
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-diskusage.html
- How to use the IP Deny Manager
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-ipdeny.html
- How to park a domain
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-park.html
- How to create an add-on domain
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-addon.html
- How to manage the Raw Access Logs
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-rawlog.html
- Using Index Manager
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-indexmgr.html
- Becoming familiar and navigating around in cPanel
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-navigate.html
- How to use webmail from within cPanel
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-webmail.html

- Managing MySQL databases with PHPMyAdmin
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-phpmyadmin.html
- How to trace an email address
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-trace.html
- How to use Web Disk in cPanel
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-webdisk.html
- How to change your cPanel Style
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-style.html
- An introduction to using Fantastico
  http://www.geekstorage.com/tutorials/cpanel-x3/cpanel-x3-fantastico.html

Updating Nameservers (DNS) Tutorials

- Updating DNS at enom.com
  http://www.geekstorage.com/tutorials/dns/dns_enom.html
- Updating DNS at GoDaddy.com
  http://www.geekstorage.com/tutorials/dns/dns_godaddy.html
- Updating DNS at registerfly.com
  http://www.geekstorage.com/tutorials/dns/dns_regfly.html
- Updating DNS at dotster.com
  http://www.geekstorage.com/tutorials/dns/dns_dotster.html
- Updating DNS at 123-reg.co.uk
  http://www.geekstorage.com/tutorials/dns/dns_123reg.html
- Updating DNS at NameCheap.com
  http://www.geekstorage.com/tutorials/dns/dns_namecheap.html
- Updating DNS at NameBargain.com
  http://www.geekstorage.com/tutorials/dns/dns_namebargain.html
- Updating DNS at NetworkSolutions.com
  http://www.geekstorage.com/tutorials/dns/dns_netsol.html
- Updating DNS at Register.com
  http://www.geekstorage.com/tutorials/dns/dns_register.html
- Updating DNS at 000domains.com
  http://www.geekstorage.com/tutorials/dns/dns_000domains.html
- Updating DNS at ItsYourDomain.com
  http://www.geekstorage.com/tutorials/dns/dns_itsyourdomain.html
- Updating DNS at DomainSite.com
  http://www.geekstorage.com/tutorials/dns/dns_domainsite.html
- Updating DNS at DynaDot.com
  http://www.geekstorage.com/tutorials/dns/dns_dynadot.html
- Updating DNS at StarGate.com
  http://www.geekstorage.com/tutorials/dns/dns_stargate.html
- Updating DNS at OpenSRS
  http://www.geekstorage.com/tutorials/dns/dns_opensrs.html

Configuring Email (STMP Auth) Tutorials

- How to configure an email account in Thunderbird
  http://www.geekstorage.com/tutorials/email-auth/email-auth_thunderbird.html
- How to configure an email account in IncrediMail
  http://www.geekstorage.com/tutorials/email-auth/email-auth_incredimail.html
- How to configure an email account in Windows (Vista) Mail
  http://www.geekstorage.com/tutorials/email-auth/email-auth_vistamail.html
- How to configure an email account in Outlook Express
  http://www.geekstorage.com/tutorials/email-auth/email-auth_outlookexpress.html
- How to configure an email account in Outlook 2007
  http://www.geekstorage.com/tutorials/email-auth/email-auth_outlook2007.html
- How to configure an email account in Outlook 2003
  http://www.geekstorage.com/tutorials/email-auth/email-auth_outlook2003.html
- How to configure an email account in Outlook 2000
  http://www.geekstorage.com/tutorials/email-auth/email-auth_outlook2000.html
- How to configure an email account in Eudora
  http://www.geekstorage.com/tutorials/email-auth/email-auth_eudora7.html
- How to configure an email account in Opera
  http://www.geekstorage.com/tutorials/email-auth/email-auth_operamail.html
- How to configure an email account in Pegasus
  http://www.geekstorage.com/tutorials/email-auth/email-auth_pegasus4.html
- How to configure an email account in FoxMail
  http://www.geekstorage.com/tutorials/email-auth/email-auth_foxmail.html
- How to configure an email account in Netscape
  http://www.geekstorage.com/tutorials/email-auth/email-auth_netscape.html

FTP (Configuring, Uploading & Managing) Tutorials

- Configuring your website in FileZilla
  http://www.geekstorage.com/tutorials/ftp/ftp_filezilla_config.html
- Uploading files using FileZilla
  http://www.geekstorage.com/tutorials/ftp/ftp_filezilla_upload.html
- Managing files/folders in FileZilla
  http://www.geekstorage.com/tutorials/ftp/ftp_filezilla_manage.html
- Configuring your website in WinSCP
  http://www.geekstorage.com/tutorials/ftp/ftp_winscp_conf.html
- Uploading files using WinSCP
  http://www.geekstorage.com/tutorials/ftp/ftp_winscp_upload.html
- Managing files/folders in WinSCP
  http://www.geekstorage.com/tutorials/ftp/ftp_winscp_manage.html
- Configuring your website in CuteFTP
  http://www.geekstorage.com/tutorials/ftp/ftp_cuteftp_conf.html
- Uploading files using CuteFTP
  http://www.geekstorage.com/tutorials/ftp/ftp_cuteftp_upload.html
- Managing files/folders in CuteFTP
  http://www.geekstorage.com/tutorials/ftp/ftp_cuteftp_manage.html
- Configuring your website in WS_FTP
  http://www.geekstorage.com/tutorials/ftp/ftp_wsftp_conf.html

- Uploading files using WS_FTP
  http://www.geekstorage.com/tutorials/ftp/ftp_wsftp_upload.html
- Managing files/folders in WS_FTP
  http://www.geekstorage.com/tutorials/ftp/ftp_wsftp_manage.html
- Configuring your website in SmartFTP
  http://www.geekstorage.com/tutorials/ftp/ftp_smart_conf.html
- Uploading files using SmartFTP
  http://www.geekstorage.com/tutorials/ftp/ftp_smart_upload.html
- Managing files/folders in SmartFTP
  http://www.geekstorage.com/tutorials/ftp/ftp_smart_manage.html
- Configuring your website in FlashFXP
  http://www.geekstorage.com/tutorials/ftp/ftp_flashfxp32_conf.html
- Setting your preferences in FlashFXP
  http://www.geekstorage.com/tutorials/ftp/ftp_flashfxp32_pref.html
- Uploading files using FlashFXP
  http://www.geekstorage.com/tutorials/ftp/ftp_flashfxp32_upload.html
- Configuring your website in FTP Voyager
  http://www.geekstorage.com/tutorials/ftp/ftp_voyager_conf.html
- Uploading files using FTP Voyager
  http://www.geekstorage.com/tutorials/ftp/ftp_voyager_upload.html
- Managing files/folders in FTP Voyager
  http://www.geekstorage.com/tutorials/ftp/ftp_voyagera_manage.html
- Configuring your website in LeapFTP
  http://www.geekstorage.com/tutorials/ftp/ftp_leapftp_conf.html
- Uploading files using LeapFTP
  http://www.geekstorage.com/tutorials/ftp/ftp_leapftp_upload.html
- Managing files/folders in LeapFTP
  http://www.geekstorage.com/tutorials/ftp/ftp_leapftp_manage.html

phpMyAdmin Tutorials

- Becoming familiar with databases in phpMyAdmin
  http://www.geekstorage.com/tutorials/phpmyadmin/phpma-familiar.html
- Creating tables in a database with phpMyAdmin
  http://www.geekstorage.com/tutorials/phpmyadmin/phpma-createtable.html
- Deleting tables from a database with phpMyAdmin
  http://www.geekstorage.com/tutorials/phpmyadmin/phpma-deltable.html
- Inserting fields into database tables with phpMyAdmin
  http://www.geekstorage.com/tutorials/phpmyadmin/phpma-insertfield.html
- Modifying fields in database tables with phpMyAdmin
  http://www.geekstorage.com/tutorials/phpmyadmin/phpma-modifyfield.html
- Deleting fields from database tables with phpMyAdmin
  http://www.geekstorage.com/tutorials/phpmyadmin/phpma-delfield.html
- Exporting databases and tables with phpMyAdmin
  http://www.geekstorage.com/tutorials/phpmyadmin/phpma-export.html
- Importing databases and tables with phpMyAdmin
  http://www.geekstorage.com/tutorials/phpmyadmin/phpma-import.html

- Running SQL queries on a database with phpMyAdmin
  http://www.geekstorage.com/tutorials/phpmyadmin/phpma-query.html
- Renaming database tables with phpMyAdmin
  http://www.geekstorage.com/tutorials/phpmyadmin/phpma-rename.html
- Searching through a database with phpMyAdmin
  http://www.geekstorage.com/tutorials/phpmyadmin/phpma-search.html
- Copying a database table with phpMyAdmin
  http://www.geekstorage.com/tutorials/phpmyadmin/phpma-copy.html

Fantastico Tutorials

- How to install b2evolution from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-b2evolution.html
- How to install Nucleus from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-nucleus.html
- How to install WordPress from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-wordpress.html
- How to install Drupal from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-drupal.html
- How to install Geeklog from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-geeklog.html
- How to install Mambo Open Source from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-mambo.html
- How to install php-Nuke from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-phpnuke.html
- How to install phpWCMS from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-phpwcms.html
- How to install phpWebsite from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-phpwebsite.html
- How to install Post-Nuke from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-postnuke.html
- How to install Siteframe from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-Siteframe.html
- How to install TYPO3 from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-typo3.html
- How to install Xoops from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-xoops.html
- How to install Crafty Syntax Live Help from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-craftyhelp.html
- How to install Help Center Live from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-helpcenter.html
- How to install osTicket from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-osticket.html
- How to install PHP Support Tickets from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-phpsupport.html
- How to install Support Logic Helpdesk from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-supportlogic.html

- How to install Support Services Manager from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-supportservices.html
- How to install phpBB from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-phpbb.html
- How to install SMF from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-smf.html
- How to install CubeCart from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-cubecart.html
- How to install osCommerce from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-oscommerce.html
- How to install ZenCart from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-zencart.html
- How to install FAQMasterFLEX from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-faqmaster.html
- How to install AccountLabPlus from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-accountlab.html
- How to install phpCOIN from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-phpcoin.html
- How to install 4Images Gallery from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-4images.html
- How to install Coppermine Photo Gallery from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-coppermine.html
- How to install Gallery from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-gallery.html
- How to install PHPlist from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-phplist.html
- How to install Advanced Poll from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-advpoll.html
- How to install phpESP from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-phpesp.html
- How to install dotProject from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-dotproject.html
- How to install PHProjekt from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-phprojekt.html
- How to install Soholaunch Pro from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-soholaunch.html
- How to install Templates Express from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-templatesexp.html
- How to install TikiWiki from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-tikiwiki.html
- How to install PhpWiki from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-phpwiki.html
- How to install Dew-NewPHPLinks from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-phplinks.html
- How to install Moodle from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-moodle.html
- How to install Noahs Classifieds from Fantastico

http://www.geekstorage.com/tutorials/fantastico/fantastico-noahs.html
- How to install Open-Realty from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-openrealty.html
- How to install phpAdsNew from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-phpadsnew.html
- How to install PHPauction from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-phpauction.html
- How to install phpFormGenerator from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-phpformgen.html
- How to install WebCalendar from Fantastico
  http://www.geekstorage.com/tutorials/fantastico/fantastico-webcalendar.html

RVSiteBuilder Pro Tutorials

- Getting Started with RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-getstarted.html
- Editing your website information in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-editsite.html
- Changing your website template in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-webtemplate.html
- Changing your website style in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-style.html
- Changing your page structure in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-structure.html
- Using layout templates in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-layout.html
- Creating tables in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-tables.html
- Editing and Formatting text in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-text.html
- Creating hyperlinks in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-hyperlinks.html
- Uploading and using images in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-images.html
- Creating form pages in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-formpage.html
- Creating forms within a page in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-formwithin.html
- Creating a photo album in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-photoalbum.html
- Creating a guestbook in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-guestbook.html
- Adding your logo to your website in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-logo.html
- Configuring site extras in RVSiteBuilder
  http://www.geekstorage.com/tutorials/rvsbpro/rvsbpro-extras.html

Have any questions?

We understand that you are going to have questions and we want to let you know that Geek Support is here for you. In addition to contacting Geek Support directly, we also have a great group of geeks that post regularly on our Geekmunity forums. We encourage you to join our Geekmunity forums and post an introduction!

To visit the Geekmunity Forums, go to http://www.geekstorage.com/forums.

Geek Support

To contact Geek Support, you can login and submit a ticket via our Account Management website at https://www.geekstorage.com/account. You can also contact Geek Support by e-mail at support@geekstorage.com.

Billing Geeks

To contact our Billing Geeks, you can login and submit a ticket via our Account Management website at https://www.geekstorage.com/account. You can also contact our Billing Geeks by e-mail at billing@geekstorage.com.

Sales Geeks

To contact our Sales Geeks, you can login and submit a ticket via our Account Management website at https://www.geekstorage.com/account. You can also contact our Sales Geeks by e-mail at sales@geekstorage.com.

Terms of Service

This policy represents the GeekStorage.com Terms of Service ("TOS") in its entirety and supersedes any other written or oral policy. This policy defines the terms of service all customers agree to when they sign-up for hosting services with GeekStorage.com. GeekStorage.com reserves the exclusive right to revise, change or amend any portion of this Policy at any time, without advance notice to customers.

Customers may view the most current version of this policy at:
http://www.geekstorage.com/gs/policies/tos

Customers using any services offered by GeekStorage.com consent to be bound by and must comply with all policies in this TOS. At the sole discretion of GeekStorage.com, any violators of this TOS may have their services cancelled without refund and/or, if deemed appropriate, be legally prosecuted.

General Provisions

In consideration for GeekStorage.com maintaining one or more accounts (each "Account"), you agree to the following terms of service.
Definitions

- "We" "Us" or "Provider" or "GeekStorage.com"
- "You" "Your" "Client" "Customer" or "Member."

Each person or entity that applies for internet service or is a designate of any one who applies for internet service.

Disclaimer of Warranty

The Internet is a complex network of equipment, services and providers of information, thus the Service may not be available to you at all times. However, GeekStorage.com offers a 99.9% server uptime guarantee. This is valid for only for the condition of operable hardware. The network connection is not covered. GeekStorage.com will pursue all resources and channels available to maintain maximum uptime; however, GeekStorage.com is not responsible for any down time caused by client's error.

GEEKSTORAGE.COM MAKES NO WARRANTIES OR REPRESENTATIONS OF ANY KIND FOR THE SERVICES BEING OFFERED. THE SERVICE IS PROVIDED ON A "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NON-INFRINGEMENT, OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

No advice or information given by GeekStorage.com or its agents or employees shall create a warranty. GeekStorage.com provides no warranty that the service will be uninterrupted or error free or that any information, software or other material accessible on the service is free from viruses or other harmful components. Under no circumstances shall GeekStorage.com be liable for any direct, indirect, special, punitive, or consequential damages that result in any way from your use of or inability to use the service, or for third parties' use of the service to access your Web space, or to access the Internet or any part thereof, or your or any third parties' reliance on or use of information, services, or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation or transmission, or any failure of performance. If you are dissatisfied with GeekStorage.com service or any of its terms, conditions, rules, policies, guidelines, or practices, your sole and exclusive remedy is to discontinue using the service.

You understand that by placing information on GeekStorage.com's servers that such information becomes available to all Internet users and that GeekStorage.com has no way of limiting or restricting access to such information or protecting such information from copyright infringement. You assume total responsibility and risk for your use of GeekStorage.com's servers and the Internet. It is solely your responsibility to evaluate the accuracy, completeness, and usefulness of all opinions, advice, services and other information, and the quality and merchantability of all merchandise provided through GeekStorage.com or on the Internet generally.

Your use of the service is at your sole risk. GeekStorage.com is not responsible for files and data residing on your account. You agree to take full responsibility for files and data transferred and to maintain all appropriate backup of files and data stored on GeekStorage.com servers.

You agree not to interfere with the operation of the system. You further agree not to interfere with the proper operation of other systems reachable through the Internet, including any attempt at unauthorized access. You agree to adhere to system policies as published by GeekStorage.com, including restrictions on services available with each service type, restrictions on certain features, and all other policies. You agree to abide by any and all future GeekStorage.com policy decisions.

GeekStorage.com reserves the right to monitor any and all communications through or with our facilities.

You agree to indemnify, defend, and hold harmless GeekStorage.com from any and all liability, penalties, losses, damages, costs, expenses, attorneys' fees, causes of action or claims caused by or resulting indirectly from your use of the service which damages either you, GeekStorage.com, or any other party or parties without limitation or exception. This indemnification and hold harmless agreement extends to all issues associated with your account, including but not limited to domain name selection and Web site content.

Services provided by GeekStorage.com

GeekStorage.com will provide Internet server rental ("the Service") to its members for the express purpose of allowing customers to provide http Internet content to the general public. The Service allows GeekStorage.com members to maintain Internet websites, receive and maintain e-mail accounts and access web space via FTP to upload files for their websites. GeekStorage.com members will use the provided services in a manner consistent with any and all applicable laws of the State of Oklahoma and United States Federal Law. GeekStorage.com provides the Services exclusively and makes no effort to edit, control, monitor or restrict the content of data other than as necessary to provide such Services. If any of the below activities are committed, GeekStorage.com can terminate client's account without notification.

GeekStorage.com reserves the right to require changes or disable as necessary any web site, account, database, or other component that does not comply with this policy, at its sole discretion and without notice. GeekStorage.com also reserves the right to make any such modifications in an emergency at our sole discretion.

- **Client Content:** Client agrees that web pages and files uploaded to servers will not violate any province, federal or foreign laws or regulations; infringe on any intellectual property rights of GeekStorage.com or any third party; be defamatory, slanderous or trade libelous; be threatening or harassing; be discriminatory based on gender, race, age; promote hate; or contain viruses or other computer programming defects which result in damage to GeekStorage.com or any third party. Customers may not run IRC, bots or clients. Unacceptable uses also include: Bulk unsolicited emailing, unsolicited emailings, newsgroup spamming, child porn or links to such sites, copyrighted MP3, illegal content, copyright infringement, trademark infringement, warez, cracks and software serial numbers. Any site with adult-oriented content, including but not limited to any pornographic material, is not allowed on our shared and reseller hosting platform. GeekStorage.com will be the sole and final arbiter as to what constitutes a violation of this policy. GeekStorage.com does not normally monitor the contents of clients

servers, however if suspicion occurs, GeekStorage.com reserves the right to investigate and terminate the clients subscription to the service.

- **Bandwidth Usage:** GeekStorage.com offers a generous amount of data transfer per month. Bandwidth is calculated on a recurring 30 days. Sites that use over the given limit in 30 days will automatically be suspended until the cycle is reset. You can request that your site be allowed to go over your bandwidth limit, however, a $1.00/per GB overage charge will be applied to your account. You can upgrade your plan within seven (7) days of the end of the month to avoid bandwidth overages.
- **Excessive Resource Usage Policy:** *Applies to shared and reseller accounts. Resources are defined as CPU and/or RAM utilization. A website is considered using "excessive amounts of resources" when it monopolizes the system resources available, using an average of 8% or more, within a 24-hour period. There are numerous issues that could cause such problems, this includes: cgi scripts, FTP, HTTP, etc. This policy is only implemented in extreme circumstances and is intended to prevent the misuse of our servers. The client whom is using "excessive resources" will be asked to upgrade his/her package to one of our virtual private servers or dedicated server offerings or to seek alternative hosting arrangements. GeekStorage.com will be the sole and final arbiter as to what constitutes a violation of this policy.
- **Upstream AUP Violation:** Accounts that house insecure scripts which result in an upstream AUP violation will be charged a one-time fee of $10 for cleanup and reactivation. If your account causes a second upstream AUP violation as a result of the same script, your account will then be subject to termination at the sole discretion of GeekStorage.com.
- **No "Spam":** UCE/UBE or "Spam" originating from a server located on our network or associated with a GeekStorage.com server is not tolerated. This includes any e-mail that promotes web sites hosted on a server located on the GeekStorage.com network but is sent from an e-mail address not associated with that GeekStorage.com account. Client shall not use their GeekStorage.com services for chain letters, junk mail, bulk-email, or any use of distribution lists to any person who has not given specific permission to be included in such a process. GeekStorage.com reserves the right to deactivate or terminate any account(s) upon any indication of such activity without notice. There will be a $500 clean up fee if an account was suspended for a violation relating to our SPAM policy.
- **False Information:** You agree that you, as the person legally responsible for all use of this account, are at least 18 years of age. If you are under 18 years of age, you need to have parental consent in order to sign up, and the account must be ordered by a parent or guardian, in their own name. You agree to supply GeekStorage.com with a current and truthful name, postal address and telephone number for our records, and you have a continued obligation to keep this information current. You also agree that you are an authorized user of any credit card or PayPal account that you supply to us, and you understand and agree that we have an obligation to fully investigate any possible fraudulent credit card or PayPal use and prosecute if wrong doing is found.
- **Licensed Software Only:** Client agrees to use only properly licensed third party software in connection with Client's use of the Services.
- **Sharing of account space & resale restrictions:** You agree and understand that the account you purchase is purchased either for yourself or on behalf of a client if you are a reseller. You understand that as a reseller, you are the individual solely responsible for all use of the account.
- **Abusive behavior against staff:** We believe in professional communication, no matter what the issue is. We will not tolerate any abusive behavior, abusive language or threats against any GeekStorage.com staff member(s). By violating this policy, we reserve the right to suspend or permanently terminate your account(s) without prior notice and without any refund.

- **Back-Up Files:** We perform routine daily backups of all users' data. GeekStorage.com is not responsible for any user's data and all users are encouraged to perform their own daily backups. If a user is responsible for data loss, GeekStorage.com may charge a one-time $10 data restoration fee, per incident, that requires a restore of backup to the user's account.

Payment, Renewal, Cancellations

- **Payment Obligations:** Full payment is required in advance before hosting service is established. GeekStorage sends out invoices that are due every pay period. You are given seven (7) days to fully pay the invoice. If you have a credit card on file, your credit card will automatically be charged each renewal period unless cancelled. You warrant and represent that the information you supply in the Order Form (or other information that GeekStorage.com may require) is accurate and truthful. All payment-due notices will be sent by e-mail. No bills or invoices will be sent by postal mail or fax. If payment was not received by the due-date, your account will be suspended. To have your account re-established, you will need to pay the monthly fees, plus a $25 re-connect fee. There is a $25 fee for bounced checks and a $45 processing fee for illegitimate charge backs. Users who partake in the free domain registration promotional offer and cancel services within 1 year of their signup date are required to pay GeekStorage.com $10 for the domain registration fee. Additionally, users who partake in the free SSL certificate promotional offer and cancel services within 1 year of their signup are required to pay GeekStorage $20 for the SSL certificate fee.
- **Renewals:** Your account will be automatically renewed under the same time and fee structure unless you give written notice to GeekStorage.com seven (7) days before the renewal date that you do not wish to renew such account.
- **Cancellation & Refunds:** In the event you cancel your service, you will be charged in full for the entire month in which you canceled your service. No refunds will be granted beyond the initial 60-day money back guarantee. Account cancellations for accounts with a negative balance will be passed on to collections, and all services rendered to the party with the negative balance will be terminated, including domain registrations. A $25 collections fee will be added to any accounts passed on to our third party collection agency. There is a $45 administrative fee for any illegitimate charge backs placed against us. Any illegitimate charge backs or threatened illegitimate charge backs are grounds for immediate account cancellation. Due to the time involved in provisioning VPS orders and the licensing costs involved, all VPS orders are subject to a $15 non-refundable fee upon cancellation. Payments made for setup fees, control panel licensing, dedicated server purchases, domain registrations or account upgrades are non refundable. Cancellations must be received at least seven (7) days prior to your renewal date. A cancellation request must be submitted through the account management site at https://www.geekstorage.com/account OR a cancellation email, which includes your domain name, username and password, must be received by our Billing Department at billing@geekstorage.com.

Contact Information:

GeekStorage.com
1910 Leeds Lane
Norman, OK 73071
United States

99.9% Server Service Level Agreement "SLA", all accounts

GeekStorage.com offers its clients a 99.9% server uptime guarantee for customer satisfaction purposes and also to ensure that your business is running problem free. GeekStorage.com will try to maintain maximum uptime. GeekStorage.com is not responsible for any downtime caused by the client.

In the rare event that GeekStorage.com does not achieve our advertised 99.9% (monthly) for any given month, we will begin refunding 5% of your monthly bill for each half hour of downtime past 99.9%.

Scheduled server maintenance downtime is not covered by the SLA. To redeem SLA credit you must contact us in writing within 10 days of the end of the month, send any SLA correspondence to support@geekstorage.com. If you have an uptime monitoring report from a third party monitoring site, please include it with your e-mail. If you do not have a report, we will utilize our own third party monitoring reports to determine credit eligibility.

60-day Money Back Guarantee

GeekStorage offers an unconditional 60-day money back guarantee that covers cancellation of a web hosting account made during the first 60 days of service for first time customers, due to the inability to deliver satisfactory services. As a part of our strive to achieve industry leading customer satisfaction, the customer will be refunded all hosting charges made to their credit card or PayPal account minus any fees which are non-refundable. The guarantee does not apply to accounts with non-use, misuse, or abuse. Dedicated Servers, SSL Certificates, Domain names and Account Upgrades & Add-ons are also non-refundable. Due to the time involved in provisioning VPS orders and the licensing costs involved, all VPS orders are subject to a $15 non-refundable fee upon cancellation. Any questions regarding the 60-day money back guarantee should be forwarded to billing@geekstorage.com. In order to further prevent abuse of this guarantee, only first time subsribers qualify for a refund under this policy. If a subscriber signs up, cancels and then signs up again, they will not be covered under the money back guarantee.

Last Updated: August 18, 2008

Acceptable Use Policy

GeekStorage.com's Acceptable Use Policy ("AUP") is designed to provide a clear understanding of regulations and restrictions regarding the use of GeekStorage.com's services.

GeekStorage.com reserves the right to modify the Acceptable Use Policy from time to time, effective on the date of posting. GeekStorage.com may not notify the customer of the change, however, it is the customers responsibility to frequently check back to ensure they are up to date with the policy.

By using our services, and agreeing to the Terms of Service ("TOS"), you agree to abide by the AUPs as modified from time to time. Any violation of the AUP may result in the suspension or termination of your service without notice and without refund. An activity that is unlisted may also be a violation of the AUP if it is illegal, irresponsible, or disruptive to the use of the Internet.

THE VIOLATION OF ANY AUP OR ANY OTHER POLICY IS STRICTLY PROHIBITED AND MAY RESULT IN THE IMMEDIATE SUSPENSION OR TERMINATION FROM THE SERVICES PROVIDED BY GEEKSTORAGE.COM. YOU SHALL REMAIN SOLELY LIABLE AND RESPONSIBLE FOR YOUR USE OF THE SERVICES AND ANY AND ALL CONTENT THAT YOU DISPLAY, UPLOAD, DOWNLOAD OR TRANSMIT THROUGH THE USE OF GEEKSTORAGE.COM'S SERVERS. "CONTENT" INCLUDES, BUT NOT LIMITED TO; E-MAIL, WEB PAGES, PERSONAL HOME PAGES, AND DOMAIN NAMES. IT IS GEEKSTORAGE.COM'S POLICY TO TERMINATE REPEAT OFFENDERS; GEEKSTORAGE.COM RESERVES THE RIGHT TO REFUSE SERVICE TO ANYONE AT ANY TIME, WITHOUT REASON.

System and Network Security

Violations of system or network security is strictly prohibited, and may result in criminal and civil liability. GeekStorage.com may investigate incidents involving such violations and may involve and will co-operate with law enforcement if a criminal violation is suspected. The following are some examples of network or system violations:

- o High-risk services, which are services which tend to attract denial of service attacks, are strictly prohibited. This includes, but is not limited to, torrents and IRC related services.
- o Interference with service to any user, host or network including, without limitation, mail bombing, flooding, deliberate attempts to overload a system and broadcast attacks
- o Forging of any TCP-IP packet header or any part of the header information in an e-mail or newsgroup posting.
- o Unauthorized monitoring of data or traffic on any network or system without express authorization of the owner of the system or network.
- o Unauthorized access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network or breach security or authentication measures without express authorization of the owner of the system or network.
- o If your account, or a subaccount (resold), is responsible for an AUP violation by an upstream provider, a one time fee of $10 will be charged to your account for cleanup and reactivation. If your account is responsible for a second AUP violation by an upstream provider for the same issue your account is subject to termination.
- o Violators of the policy are responsible, without limitations, for the cost of labor to clean up and correct any damage done to the operation of the network and business operations supported by the network, and to respond to complaints incurred by GeekStorage.com. Such labor is categorized as emergency security breach recovery and is currently charged at $150 per hour.

Password Protection

The customer is responsible for protecting customer's password and for any authorized or unauthorized use made of customer's password. The customer will not use or permit anyone to use GeekStorage.com's service to guess passwords or to access other systems or networks without authorization. GeekStorage.com will fully cooperate with law enforcement authorities in the detection and prosecution of illegal activity.

Contact Information

Customers are responsible for maintaining their contact information in the ticketing system such that the email address is always reachable even in the event of their GeekStorage.com account(s) or server(s) being shut down. All GeekStorage customers are required to have valid full contact information on file. Accounts with false information will be suspended until valid information is placed on file.

Internet Etiquette

The customer is expected to be familiar with and to practice good Internet etiquette (Netiquette). The customer will comply with the rules appropriate to any network to which GeekStorage.com may provide access. The customer should not post, transmit, or permit Internet access to information the customer desires to keep confidential. The customer is not permitted to post any material that is illegal, libelous, tortuous, or indecently depicts children, or is likely to result in retaliation against GeekStorage.com by offended users. GeekStorage.com reserves the right to refuse or terminate service at any time for violation of this section. This includes advertising services or sites via IRC or USENET in clear violation of the policies of the IRC channel or USENET group.

Copyright Infringement - Software Piracy Policy

The GeekStorage.com network may only be used for lawful purposes. Transmission, distribution, or storage of any information, data or material in violation of United States or province regulation or law, or by the common law, is prohibited. This includes, but is not limited to, material protected by copyright, trademark, trade secret, or other intellectual property rights.

Making unauthorized copies of software is a violation of the law, no matter how many copies you are making. If you copy, distribute or install the software in ways that the license does not allow, you are violating federal copyright law. If caught with pirated software, you or your company may be liable under both civil and criminal law, and you may be fined up to $250,000 and/or receive up to 5 years in jail. In compliance with the Digital Millennium Copyright Act (the "DMCA"), please send DMCA notifications of claimed copyright infringements to abuse@geekstorage.com. GeekStorage.com will cooperate fully with any civil and/or criminal litigation arising from the violation of this policy.

Network Responsibility

Customers have a responsibility to use the GeekStorage.com network responsibly. This includes respecting the other customers of GeekStorage.com. GeekStorage.com reserves the right to suspend and or cancel service with any Customer who uses the GeekStorage.com network in such a way that adversely affects other GeekStorage.com customers. This includes but is not limited to:

- Attacking or attempting to gain unauthorized access to servers and services that belong to GeekStorage.com or its customers (i.e. computer hacking), and/or
- Participating in behavior which results in reprisals that adversely affect the GeekStorage.com network or other customers' access to the GeekStorage.com network.

GeekStorage.com will react strongly to any use or attempted use of an Internet account or computer without the owner's authorization. Such attempts include, but are not limited to, "Internet Scanning" (tricking other people into releasing their passwords), password robbery, security hole scanning, port scanning, etc. Any unauthorized use of accounts or computers by a GeekStorage.com customer,

whether or not the attacked account or computer belongs to GeekStorage.com, will result in severe action taken against the attacker. Possible actions include warnings, account suspension or cancellation, and civil or criminal legal action, depending on the seriousness of the attack. Any attempt to undermine or cause harm to a server, or customer, of GeekStorage.com is strictly prohibited.

Violations of this policy may be reported directly to the FBI (http://www.fbi.gov). GeekStorage.com will cooperate fully with any civil and/or criminal litigation arising from the violation of this policy.

Lawful Purpose

All services may be used for lawful purposes only. Transmission, storage, or presentation of any information, data or material in violation of any applicable law, regulation, or AUP is prohibited. This includes, but is not limited to:

- Copyrighted material or material protected by trade secret and other statute or dissemination of harmful or fraudulent content.
- Using any GeekStorage.com service or product for the purpose of participating in any activity dealing with subject matters that are prohibited under applicable law is prohibited.

Any conduct that constitutes harassment, fraud, stalking, abuse, or a violation of federal export restriction in connection with use of GeekStorage.com services or products is prohibited. Using the GeekStorage.com network to solicit the performance of any illegal activity is also prohibited, even if the activity itself is not performed. In addition, knowingly receiving or downloading a file that cannot be legally distributed, even without the act of distribution, is prohibited.

Servers hosted within GeekStorage.com's network are open to the public. You are solely responsible for your usage of the GeekStorage.com network and servers and any statement you make on servers hosted within the GeekStorage.com network may be deemed "publication" of the information entered. Acknowledging the foregoing, you specifically agree not to use our service in any manner that is illegal or libelous.

Child Pornography on the Internet

Our policy on child pornography is zero tolerance. GeekStorage.com will cooperate fully with any criminal investigation into a Customer's violation of the Child Protection Act of 1984 concerning child pornography. Customers are ultimately responsible for the actions of their clients over the GeekStorage.com network, and will be liable for illegal material posted by their clients.

According to the Child Protection Act, child pornography includes photographs, films, video or any other type of visual presentation that shows a person who is or is depicted as being under the age of eighteen years and is engaged in or is depicted as engaged in explicit sexual activity, or the dominant characteristic of which is the depiction, for a sexual purpose, of a sexual organ or the anal region of a person under the age of eighteen years or any written material or visual representation that advocates or counsels sexual activity with a person under the age of eighteen years.

Adult Content on the Internet

GeekStorage.com will provide notification and will inform any customers in writing of improper materials on our servers. However, GeekStorage.com reserves the right to disconnect any customers immediately.

Commercial Advertisements with E-mail

GeekStorage.com takes a zero tolerance approach to the sending of Unsolicited Commercial E-mail (UCE) or SPAM over our network. Very simply, this means that customers of GeekStorage.com may not use or permit others to use our network to transact in UCE. Customers of GeekStorage.com may not host, or permit hosting of, sites or information that is advertised by UCE from other networks. Violations of this policy carry severe penalties, including termination of service.

Sending a message, especially an advertisement, to more than five recipients, is by itself spamming unless the individuals have specifically requested to be added to a mailing list on that topic. This includes commercial advertisements and informational messages sent to recipients via electronic mail (email) as well as off-topic messages posted in Usenet discussion groups where the recipient has not requested or invited the message. Mailing lists must be true opt-in mailing lists. Before sending any email to a listed user, a confirmation email, with a tracking number, must be sent to the new subscriber, to which they must respond with a confirmation that they wish to be added to the list. You must keep these confirmations on file, so that in the case that a spam complaint is made against you, you have proof that the user did indeed opt-in. In addition, you must provide at least one easy way to opt out; see the MAPS guidelines (http://mail-abuse.org/rbl/manage.html) for details. Opt-out requests must be honored immediately.

E-mail is a person-to-person medium, not a broadcast medium.

Customers of GeekStorage.com are strictly prohibited from using or permitting others to use UCE or SPAM over our network. As our Customers are ultimately responsible for the actions of their clients over the GeekStorage.com network, it is advisable that Customers develop a similar, or stricter, policy for their clients.

Violation of GeekStorage.com's SPAM policy will result in severe penalties. Upon notification of an alleged violation of our SPAM policy, GeekStorage.com will initiate an immediate investigation (within 48 hours of notification). During the investigation, GeekStorage.com may restrict customer access to the network to prevent further violations. If a customer is found to be in violation of our SPAM policy, GeekStorage.com may, at its sole discretion, restrict, suspend or terminate customer's account. Further, GeekStorage.com reserves the right to pursue civil remedies for any costs associated with the investigation of a substantiated policy violation. GeekStorage.com will notify law enforcement officials if the violation is believed to be a criminal offense.

Violation of GeekStorage.com's SPAM policy may be reported to abuse@geekstorage.com.

IRC

GeekStorage.com does not allow the use of IRC on the GeekStorage.com network. This includes, but is not limited to, the use of IRC clients, server software, bots or anything related to IRC. Violators' servers or shared accounts will be suspended.

Billing

The customer understands that the customer is responsible for paying for any network resources that are used to connect the customer's server or hosting plan to the Internet. The customer may request that the customer's server be disconnected from the Internet, but the customer will still be responsible for paying for any network resources used up to the point of suspension or cancellation.

Suspension

GeekStorage.com reserves the right to suspend network access to any customer if, in the judgment of the GeekStorage.com network administrators, the customer's server is the source or target of the violation of any of the other terms of the AUPs or for any other reason which GeekStorage.com chooses. If inappropriate activity is detected, all accounts of the Customer in question will be deactivated until an investigation is complete. Prior notification to the Customer is not assured. In extreme cases, law enforcement will be contacted regarding the activity. The customer will not be credited for the time the customer's machines were suspended.

Cancellation

GeekStorage.com reserves the right to cancel service at any time. If inappropriate activity is detected, all accounts of the customer in question will be deactivated until an investigation is complete. Prior notification to the Customer is not assured. In extreme cases, law enforcement will be contacted regarding the activity. All fees paid in advance of cancellation are non-refundable if GeekStorage.com institutes its right of cancellation. Any violation of policies, which results in extra costs, will be billed to the customer (i.e. transfer, space etc.).

Indemnification

GeekStorage.com wishes to emphasize that in signing the Master Services Agreement or its equivalent, customer indemnifies GeekStorage.com for any violation of the Master Services Agreement or its equivalent, law or AUP that results in loss to GeekStorage.com or the bringing of any claim against GeekStorage.com by any third-party. This means that if GeekStorage.com is sued because of a customer's or a customer of a customer's activity, the customer will pay any damages awarded against GeekStorage.com, plus costs and reasonable attorney's fees.

Disclaimer of Responsibility

GeekStorage.com is under no duty to look at each customer's or user's activities to determine if a violation of the AUPs has occurred, nor do we assume any responsibility through our AUPs to monitor or police Internet-related activities. GeekStorage.com disclaims any responsibility for any such inappropriate use and any liability to any person or party for any other person's or party's violation of this policy.

All Sub-Networks, resellers, shared users and managed servers of GeekStorage.com must adhere to the above policies. Failure to follow any term or condition will be grounds for immediate Cancellation.

INDIRECT OR ATTEMPTED VIOLATIONS OF THE AUPs AND ACTUAL OR ATTEMPTED VIOLATIONS BY A THIRD PARTY ON YOUR BEHALF SHALL BE CONSIDERED VIOLATIONS OF THESE AUPs BY YOU.

Last Updated: August 18, 2008