

Questions and Answer the Hosting Service

Q: What is a domain name?

A: A domain name is a unique identification on the internet which allows web users to locate a website on the internet.

Q: How long does it take for a domain name to be registered?

A: The registration process of a new domain name requires 2 weeks

Q: How long does it take to transfer a domain name?

A: The process takes 2 weeks upon the relevant document and approval from the user's previous hosting company is available.

Q: How long will it take for the web hosting and server hosting account to be ready?

A: 1 week and 3 days respectively. A welcome letter with all the necessary users name and password will be sent to you due course.

Q: How can I create a website?

A: There are a number of ways to create a website. You can use a text editor if you are familiar with HTML coding, or use application such as Microsoft Frontpage and Dreamweaver.

Q: How do I upload my files to the website?

A: FTP can be used, there are a number of free FTP tools in the market, or you can upload directly from MS Front Page and Dreamweavers. For details please refer to the user guide.

Q: How do I access or view my website?

A: Use an internet browser and type the domain name with or without the "www." in front of it.

Q: Am I being restricted to certain traffic/bandwidth?

A: It varies between different plans, for details please refer to the tariff plan

Q: If I encounter technical problems, what shall I do?

A: Call our CS hotline 10088

Q: Do you offer web page design services?

A: Yes. We provide a number of web templates for you to choose from. You will only need to send the content in electronic form to us. Please contact our sales hotline 10088 for further details

Q: What is the OS of our web servers?

A: Window and Linux.

Q: What is Frontpage and Dreamweaver?

A: <http://www.microsoftfrontpage.com/> &
<http://www.adobe.com/products/dreamweaver/>

Applications developed by Microsoft and Adobe for creating web-pages. These products provide a user friendly UI for users to develop their web-pages. For details please visit their web page.

Q: What is PHP?

A: PHP (officially "PHP: Hypertext Preprocessor") is a server-side HTML-embedded scripting language.

Q: What is MySQL?

A: MySQL, an Open Source SQL database, is provided by MySQL.

Q: What is storage space?

A: This is the amount of hard drive space you have on the web server.

Q: What is a POP3 and SMTP account?

A: POP3 is a protocol allows users to receive email, and SMTP allows users to send email, for details please refer to the user guide

Q: What is the available internet bandwidth of the servers?

A: The servers hosting your websites are connected to an internet backbone with multiple gigabyte bandwidth to ensure a satisfactory browsing speed for the users.

Q: Where are our servers?

A: All of our servers are located a secured server room, with the optimal temperature and humidity, plus, we have UPS and power generator as backup in case of power failure.