GoDaddy.com

Helpful Getting Started Instructions

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GoDaddy Rating

Overall, I would rate GoDaddy as follows:

- Hosting Reliability 9/10
- Web Tools 3/10
- Customer Service 1/10
- cPanel Interface 10/10

I dinged one point on reliability because my site (and many others) crashed for a few days, but 99.9% of the time it works fine.

The web tools are mediocre and often mysteriously fail. I've noticed this particularly when trying to access the site file manager through the web tools. I often can not access the file manager for hours or days and then it mysteriously starts working again. Most other web features such as billing and account maintenance seem to work well though.

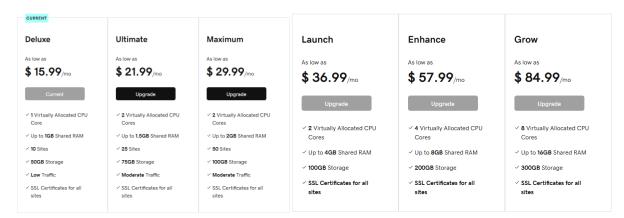
Customer service is quite poor. It is clearly sourced out of India. My experience is that 9 out of 10 of my interactions are a complete waste of time (often hours) and nothing gets resolved. In once case, the customer service rep actually told me that I needed to switch to a different internet service provider to use their web site! This indicates that their site is so brittle that it will only work with certain parameters and providers.

The cPanel interface appears to be solid, but I have only started using it as I had been relying on their web tools before.

So, I would recommend GoDaddy as long as you don't use their crappy web interface, or have a problem that you need customer service.

Choosing a Web Hosting Plan

As of 3/2024 these are your choices for web hosting.



While it appears that the only difference is the level of resources you receive, this is not quite actually true. Because GoDaddy does <u>NOT</u> give you root access to your web server, you are not able to configure many things and are reliant upon what GoDaddy chooses to allow you to configure.

For example, the first three plans do NOT include support for Node.js – you have to purchase one of the three plans on the right to get this support. I spent about a day reviewing posts of people who tried to get around this limitation – usually with quite a bit of frustration and headaches.

There are probably other services that are only available with the more expensive plans but I have not found any document describing them yet.

So far, I have found the 'Deluxe' plan to be quite good for my needs – which are pretty basic as I am just maintaining a site for my own entertainment and to share knowledge with others. I'm sure if I tried to start selling stuff online or something I would need to upgrade.

page: 4

CPanel Hosting & Administration

The GoDaddy web implementation of the cPanel interface is HORRIBLE and completely unreliable.

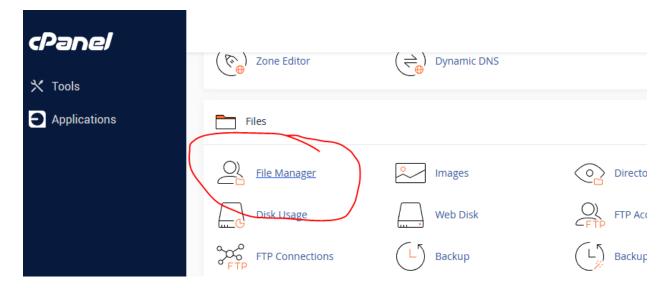
Using a direct login to cPanel

Login to the following site (replace 'yoursitename.com' with your actual site DNS)

https://yoursitename.com:2083

and provide the cPanel user/psw you got when you signed up. Note that these are NOT the same as your GoDaddy logins.

You can then navigate to the File Manger to maintain your website.



Even the direct login to cPanel 'File Manager' has issues – primarily when you are trying to upload large files. Typically, this results in an aborted upload and a message saying that you may be over your available space limit (even though you are not.)

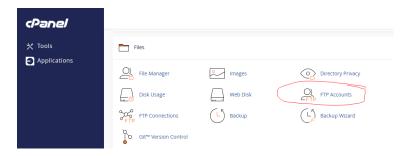
This is incredibly annoying because every upload retry starts from the beginning again and doesn't allow you to retry from where the problem occurred.

A more reliable file transfer method is to use FTP. Please refer to the following section for details.

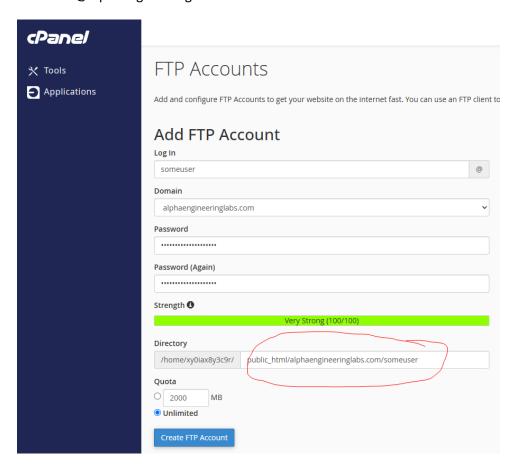
FTP Setup and Transfers

GoDaddy recommends Core FTP (for Windows) which is downloadable here: Core FTP Link

You will then need to setup at least one FTP account. Login to cPanel and select:

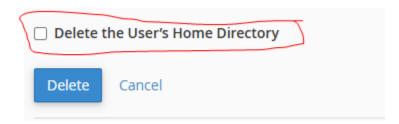


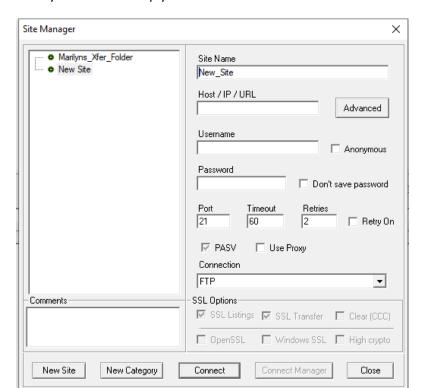
Fill out the top. Your FTP user name will be 'Log in'@'Domain', or in the example below, it will be someuser@alphaengineeringlabs.com.



The 'Directory' (circled above) is where you specify the user's home root directory (or where they will have access.) By default, this ends up in the 'public_html' folder, but you may move this to any folder you want. Warning – if, after changing this, you go back to any of the fields above it, your changes will be over-written! Change this field LAST to avoid this problem.

Warning – if you specify the 'Directory' as your web page root (so you can manage it) and later delete the FTP user AND check the box below – you will delete ALL of the files in your webpage! Make sure to leave this box UN-CHECKED while deleting users.





Then you need to setup your FTP account in Core FTP as follows:

- 'Site Name' is whatever you want to call this connection.
- 'Host/IP/URL' must be the 'main' domain in your GoDaddy account as shown on the cPanel Domains tab. This is often different than the domain you are going to FTP into.
- 'Username' is whatever you setup on the previous pages when the FTP account was setup. In this example it would be 'someuser@alphaengineeringlabs.com'.
- 'Password' is the password used on the previous pages when the FTP account was setup.

All the other values should be left alone. You can now press 'Connect' to connect.

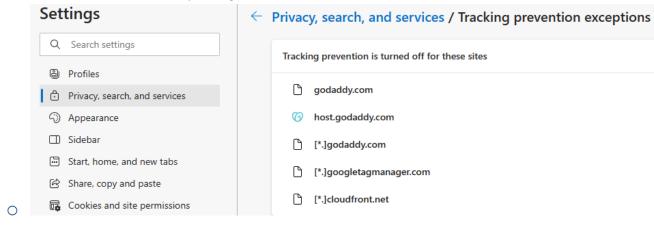
You can now reliably transfer files back and forth between your local computer and the remote root folder.

Using GoDaddy web implementation - HORRIBLY UNRELIABLE

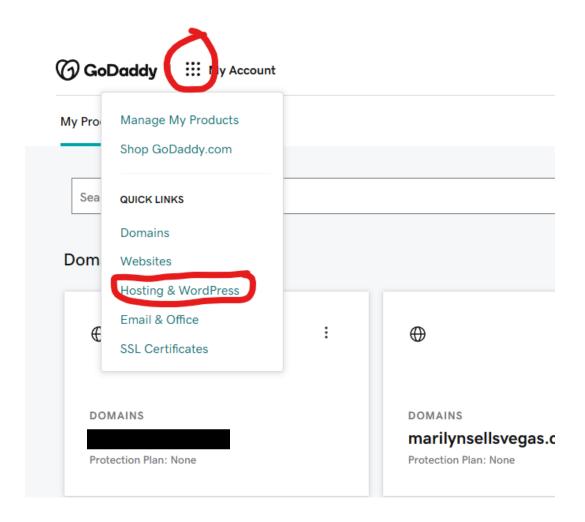
Go to www.godaddy.com and login using your GoDaddy user/psw.

Here are some annoying features of the web site.

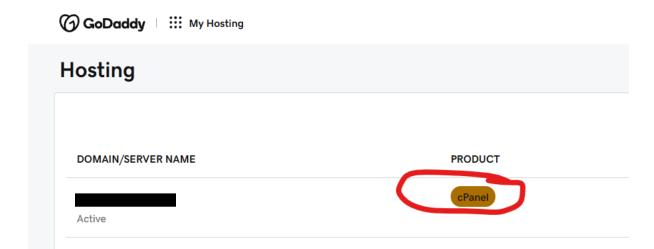
- Sometimes a function just hangs forever (with a spinning activity icon.) I noticed this a lot using the menu item "Hosting & WordPress."
 - I was initially logging out and back in to fix it, but tech support told me it wouldn't
 happen if I used the "InPrivate" browser window to open the site which did seem to
 work for a bit but then started failing again. You can also fix it by clearing your browser
 cache and cookies.
 - I then used F12 to enable browser debugging and found that many of the GoDaddy server requests were being rejected due to 'privacy' settings, so I modified my browser privacy settings to exclude GoDaddy as follows. This seemed to make an improvement and I was able to access my site again, but it is still kind of hit or miss.



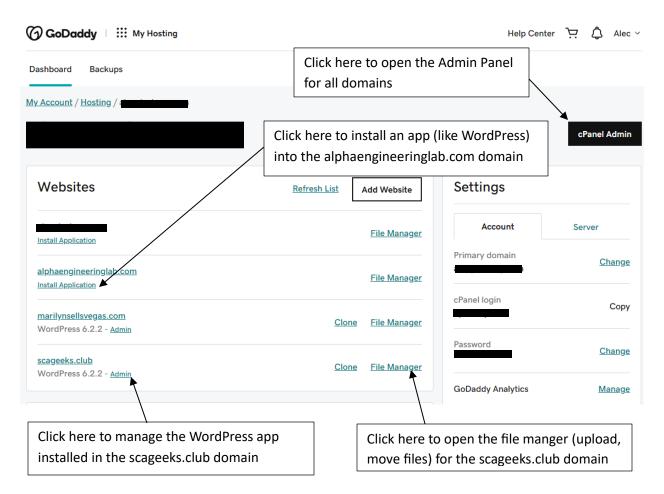
Even with these changes, it is still unreliable. I eventually, after weeks of frustration, started using the direct cPanel interface.



Open the cPanel interface



Now you have access to completely manage all of the web sites in your domain.

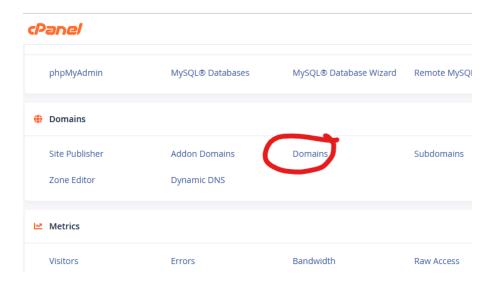


Create Domain

If you have purchased a plan that allows you more than one domain, then you can add additional domains to your account.

First purchase your domain name so it is added to your GoDaddy account.

Then navigate to the <u>CPanel Admin</u> panel and click the "Domains" (see below) and click the "Domains" link.

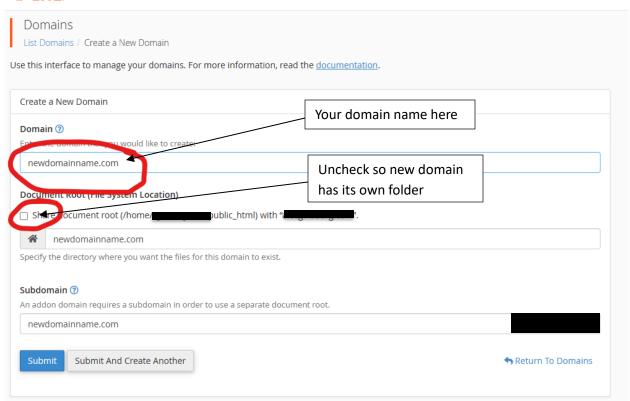


Then "Create A New Domain"



Enter the new domain name you just purchased, and uncheck the "Share document root" check box. The folder and subdomain fields should be the same as your new domain name.

cPanel



Once you click "Submit" it will attach the new domain name to your account and create a new folder for its data in the root of your account folders which you can see with the File Manager tool.

DNS Issues

After creating the domain, it may take some time for all of the DNS servers to get updated. This is especially frustrating if you are transferring a domain from one host to another.

GoDaddy sets the DNS TTL values to 10800 seconds (3 hours) by default.

Α	@	173.201.183.208	10800 seconds	Ū	<u>@</u>
Α	admin	173.201.183.208	10800 seconds	Ū	<u>@</u>
Α	mail	173.201.183.208	10800 seconds	Ū	<u>0</u>
NS	@	ns47.domaincontrol.com.	1 Hour	Can't delete	Can't edit
NS	@	ns48.domaincontrol.com.	1 Hour	Can't delete	Can't edit
CNAME	cpanel	alphaengineeringlabs.com.	10800 seconds	Ū	<u>@</u>
CNAME	webdisk	alphaengineeringlabs.com.	10800 seconds	Ū	<u>0</u>
CNAME	webdisk.admin	alphaengineeringlabs.com.	10800 seconds	Ū	<u>@</u>
CNAME	whm	alphaengineeringlabs.com.	10800 seconds	Ū	<u>0</u>
CNAME	www	alphaengineeringlabs.com.	10800 seconds	Ū	<u>@</u>

For some reason, the following all work immediately after creating the domain:

- alphaengineeringlabs.com
- http://alphaengineeringlabs.com
- https://alphaengineeringlabs.com

Whereas, the following FAIL:

• www.alphaengineeringlabs.com

If you ping these addresses, you can see that they are being routed to different servers!

```
Command Prompt
C:\Users\Alec>ping www.alphaengineeringlabs.com
Pinging alphaengineeringlabs.com [34.102.136.180] with 32 bytes of data:
Reply from 34.102.136.180: bytes=32 time=13ms TTL=59
Reply from 34.102.136.180: bytes=32 time=13ms TTL=59
Reply from 34.102.136.180: bytes=32 time=15ms TTL=59
Reply from 34.102.136.180: bytes=32 time=14ms TTL=59
Ping statistics for 34.102.136.180:
Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 13ms, Maximum = 15ms, Average = 13ms
C:\Users\Alec>ping alphaengineeringlabs.com
Pinging alphaengineeringlabs.com [173.201.183.208] with 32 bytes of data:
Reply from 173.201.183.208: bytes=32 time=22ms TTL=47
Reply from 173.201.183.208: bytes=32 time=22ms TTL=47
Reply from 173.201.183.208: bytes=32 time=21ms TTL=47
Reply from 173.201.183.208: bytes=32 time=23ms TTL=47
Ping statistics for 173.201.183.208:
Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 21ms, Maximum = 23ms, Average = 22ms
C:\Users\Alec>
```

Looking at the DNS entries screenshot (beginning of this section) it can be seen that the 173.201.183.208 IP address is the correct GoDaddy IP. Whereas the 34.102.136.180 is the IP address of my previous host (HostGrid.com) site – which explains why that reference is failing because that server is no longer operational.

I am not sure how long it will take for the DNS changes to propagate through the internet as the DNS servers are likely still using the TTL value from my old host server.

So you may have to wait several hours to a day or two before the DNS servers refresh these values and your new domain starts to work. In this specific instance, it started working after about 3 hours.

Specify a Different Home Page

Sometimes you want to leave your home page active, but still want to try out something new. You can do this by creating a new web page in a sub-folder and referencing the sub-folder in the address line.

When you are ready for your page to permanently move to the new location, you need to use the "cPanel Admin" tools, select the "Domains" tool (in the "Domains" group), choose the domain you want to change - press "Manage", and then specify a "New Document Root" location for that domain.

Even though your new page is in a sub-folder, user's of your site will still see it without any mention of the sub-folder.

That's it! You can change between multiple pages by changing this setting at any time.

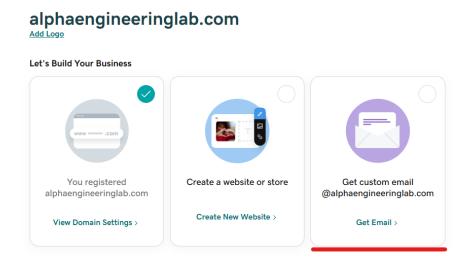
Create an Email address in your Domain

You have two choices if you want to create an email account using your domain (ex: myname@mydomain)

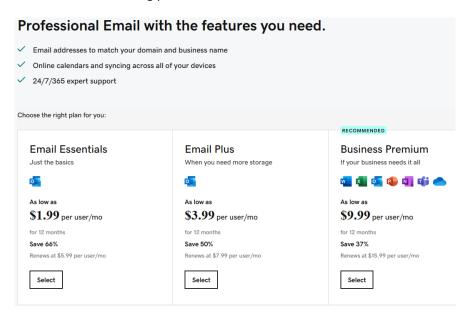
- You can pay a monthly fee and get a full featured email & calendar account
- You can use one of the free IMAP email accounts that come with your account

Create a Paid email & calendar account

This is the route that GoDaddy wants you to take because they make money from your monthly fees. From your dashboard, pick the highlighted item below.



Then choose from one of the following plans.



If you actually need all of the extra features you get with one of these accounts, then of course it makes sense. However, if you just want a basic email account, then you are throwing your money away.

Create a Free IMAP email account

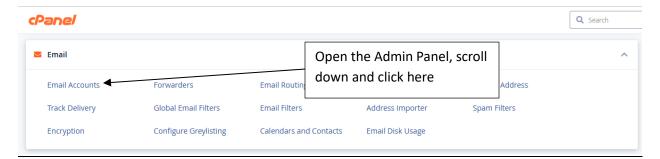
What GoDaddy doesn't tell you is that your account comes with lots (mine came with 500) of free IMAP email accounts. These accounts can be used in any of the domains you are hosting in your account.

The only drawback to these accounts is that they use your account storage space. For example, if your account comes with 50GB of storage and you create 500 IMAP email accounts with a 50MB limit on each, then you will have used up 25 of your 50GB and will have less room for actual web page data.

These free IMAP email accounts are setup through your cPanel interface as shown below. In this example the email Alec@scageeks.club is setup.

Open the email accounts screen

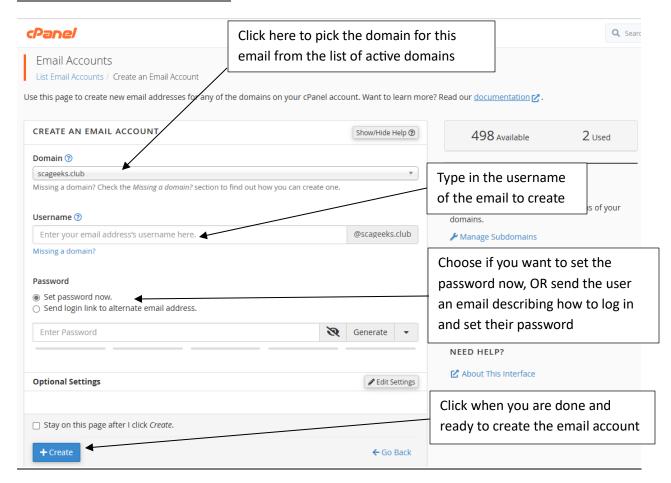
Go to the cPanel Hosting screen.



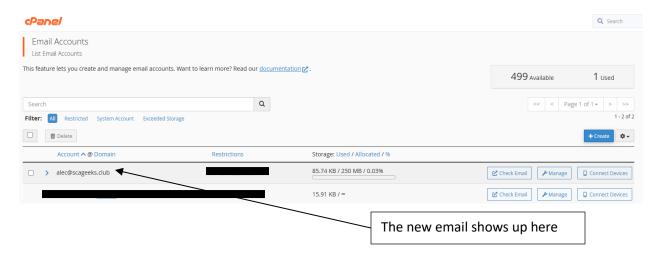
Create a new email account



Fill in the data for this new account



Observe the new email account in the list of email accounts supported



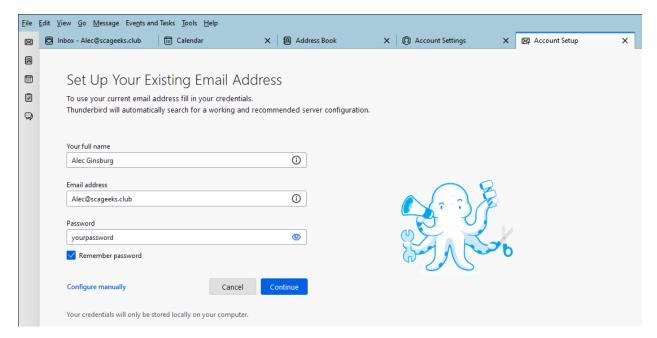
Issues I ran into

Email sent to wrong account

This should send a setup email to the 'Alternate Email' account specified allowing the user to set their password. My initial try however didn't send the email, but did create the email account on the cPanel server.

It turned out that it sent the configuration email to alec@scageeks.club! And not the 'Alternate Email' account specified! This is a cart before the horse problem as the user needs the email before they can setup their account and check their mail!

You can get around this problem by setting the password in cPanel and then creating a new email account in Thunderbird (or whatever email client you use) as follows. The problem of course is that you have to communicate the password to the user in some other secure way.



Password starting with '~' fails in Thunderbird

For some reason cPanel generates passwords starting with tilde, and Thunderbird mysteriously fails with these passwords.

The problem is enraging until you realize what is going on. The solution is very simple – just remove the tilde from the start of the password.

WordPress

Install WordPress into one of your domains

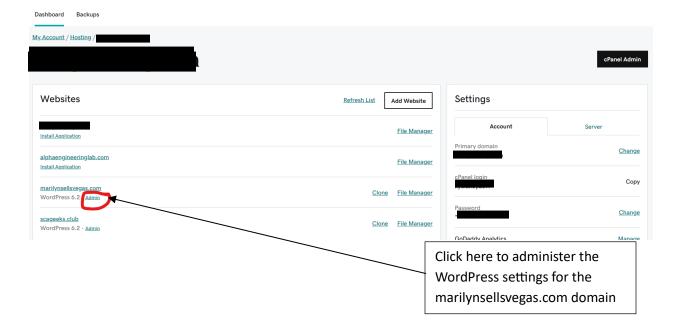
Before you can use or configure WordPress, you need to install it into the domain.

Go to the cPanel Hosting screen.

Click the "Install Application" link underneath the container domain. Follow the instructions to install the application you need from the list of available applications.

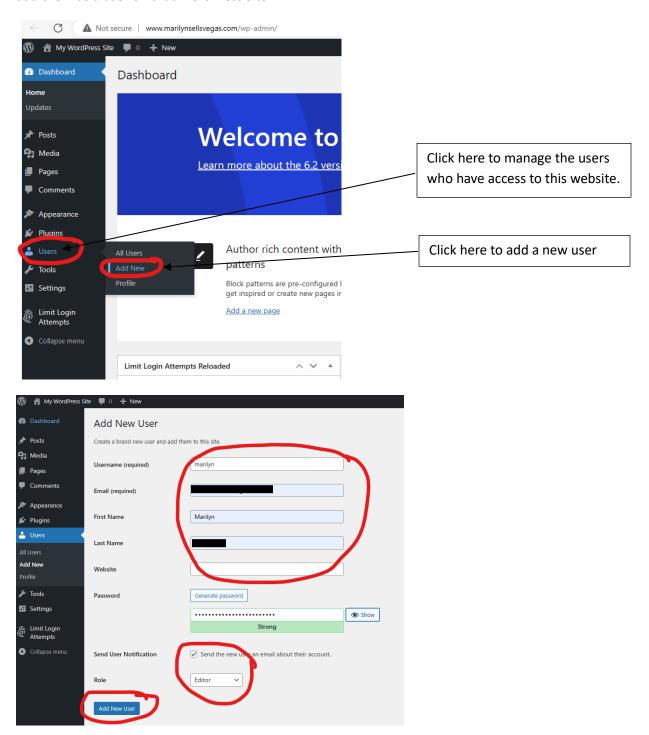
Important WordPress Settings

All of the WordPress settings are accessed through the cPanel hosting screen.



Grant User Access to Edit WordPress Content

If you only want another person to be able to modify the actual content on the web page you need to add them as a user on that WordPress site.

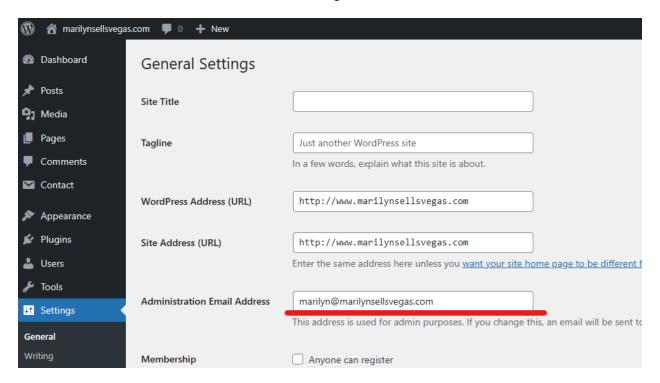


This will then send them an email instructing them how they can login and edit the web site.

Change the Admin Email Address to get user feedback on your site

Whenever something happens on your website, an email is sent to the admin email address.

This can include security notifications, changes to the website, and more usefully attempts by visitors to contact or send information to the site – such as filling out forms, etc.



This defaults to the cPanel admin account email.

I spent some time thinking this would be a setting the form control itself and searching for where it was actually settable to no avail.

You should change this to be some email address you actually check on a regular basis so that you will promptly get data from users visiting your site.

Hand Editing Static Web Sites

The following information is invaluable if you choose to hand edit your html files. I had to do this when my prior web site host went out of business and I had to maintain my existing static web site without the help of the web site builder tool that they provided. When I get the time, I will convert this site to use WordPress or something else more modern, but in the meantime, this works great for me.

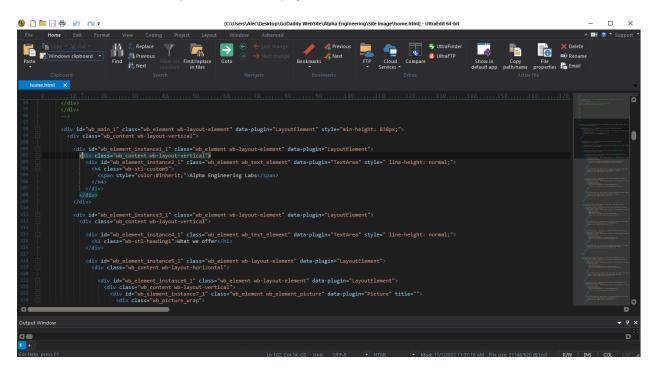
Option 1 - Using UltraEdit

You can purchase a copy of <u>UltraEdit</u> (or several other editors that handle HTML) and edit your HTML files much easier than using Microsoft Edge. UltraEdit does cost money, but in my opinion after having done it both ways, UltraEdit is the way to go!

As an added benefit, UltraEdit supports editing in many other computer languages as well.

UltraEdit supports all of the syntax and element matching for HTML making it a breeze to find and fix issues in your script.

Below is a screen shot of my website's main page HTML file in UltraEdit.

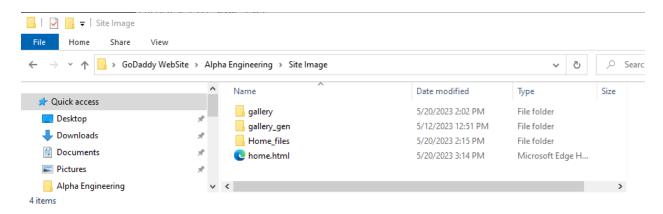


You will still need to build the web site file structure on your local PC, and upload you changes to the server when you are done (as described in the <u>following section</u>) but this is a much better way to go in my opinion.

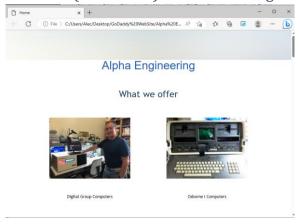
Option 2 - Using Microsoft Edge

Step 1 – Build the web site file structure on your local PC

You need to put together all of the files needed for your website in a folder on your local PC. You need this so that you can hand edit and test the files before they are uploaded to the host.

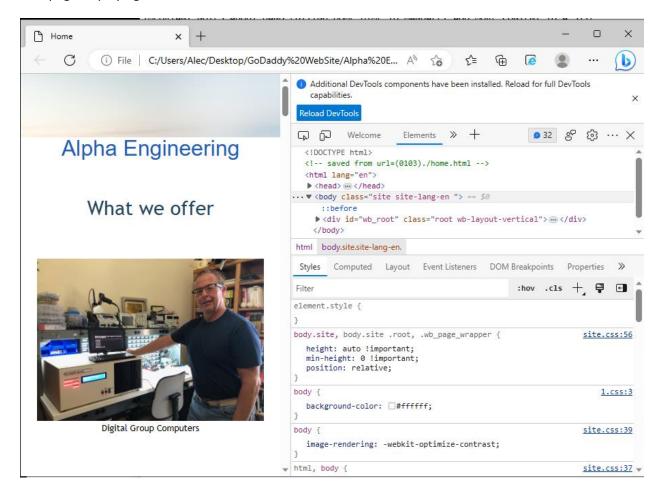


Step 2 – Open your root HTML file (home.html) in Microsoft Edge



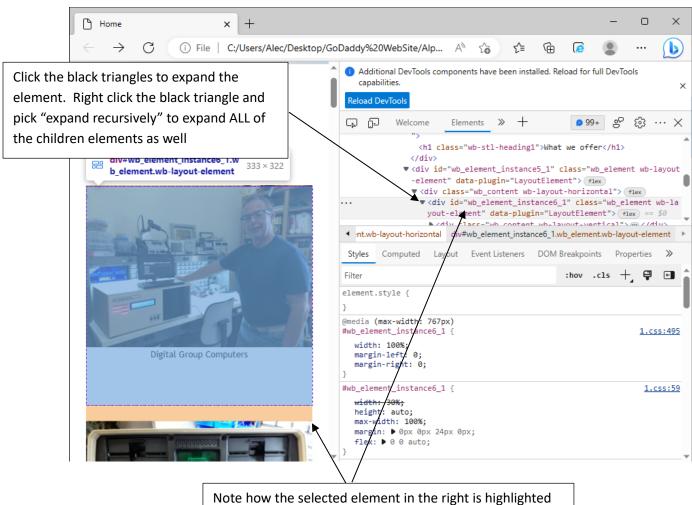
Step 3 – Open the Developer's Window in Microsoft Edge

Hit Control-Shift-I to open the developer's window. You will see the new pane open to the right of your web page displaying all kinds of technical information about the web site elements.



Step 4 – Navigate to the elements of interest & change them

- expand the HTML elements out by clicking on the little black triangles
 - o clicking the triangle will expand the next level
 - o right clicking the triangle and selecting "expand recursively" will expand ALL of the children levels
- hover over items in the elements window and you will see the corresponding pieces highlighted in grey in the left web page window
- when you find the item you want to duplicate, right click on it in the elements window and select 'duplicate'
 - o this will create a duplicate (with all GUIDs fixed up) that you can then edit
- when you are done, right click in the left web page window and select "save as" to save your changes.



in the left pane. This helps you "find" the element to edit.

page: 27

Sync changes to the Host Server

When you are all done testing your changes locally you need to upload any changed files to the server and perform a final 'live' test.

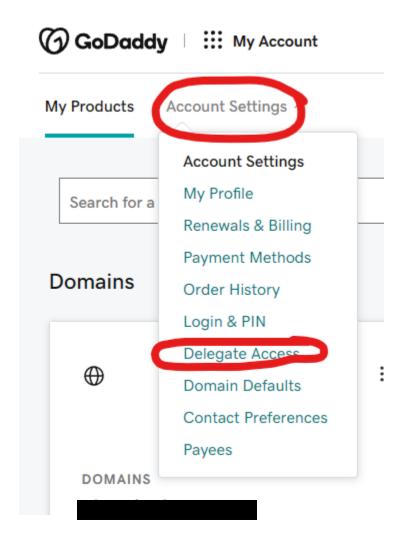
Important Notes - DO NOT skip these!

- BEWARE in the top of the dev window you may see prompts to specify the base path (or to reload devtools.) If you choose this it will replace all of your relative paths with hard paths BREAKING the ability to use the same file on your PC and on your host! DO NOT DO THIS unless you want to spend lots of time in a binary editor fixing all the object paths.
- 2. FOLDER & FILE NAME CASE
 - a. File & Folder names are:
 - i. case SENSITIVE on Linux
 - ii. case IN-SENSITIVE on windows
 - b. If you hand edit 'home.html' and test it on windows, even though it works when tested it can fail on Linux (when you upload it to actual server) if you specified the file path/name case incorrectly
 - c. Things like: src="./home_files/GoDaddy.jpg"
 - i. work on windows regardless if the "home files" folder is: Home_files OR home files
 - ii. but fails completely on Linux unless the "home file" folder is: home_files
- 3. Prefer relative paths so that you can test and run the same file regardless of where it is placed.
 - a. href="./Home_files/bootstrap.min.css"
 - b. instead of
 - c. href="http://www.alphaengineeringlab.com/Home_files/bootstrap.min.css"
 - d. (make sure <base href="."> as well this is near the top of home.html)

Give Another GoDaddy User Rights to Manage your Account

I originally thought this was needed to allow another use to change the website contents, but it is not. This access allows you to manage the business aspects of the account.

If you set this up, please note that your shared resources will NOT show up in the other user's account. They will need to use "Delegate Access" to access your shared resources.

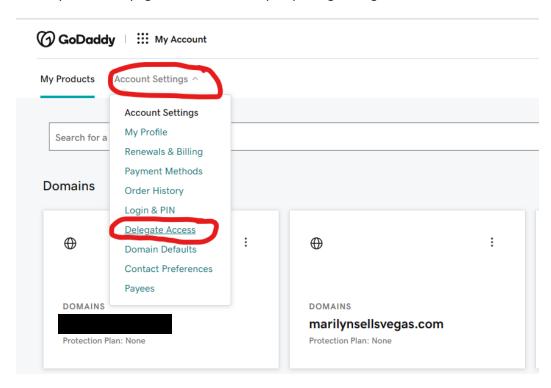


To grant another user to manage the web site content in a WordPress site, please refer to the <u>following</u> section.

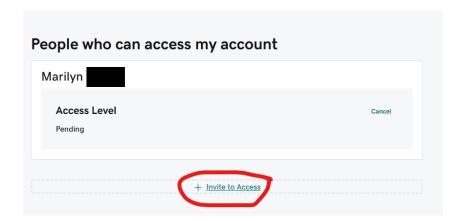
Grant Delegate Access

Go to your "my products" page as shown below, and choose "Delegate Access" on the "Account Settings" drop down menu.

This is very confusing because sometimes it will bring you directly to the page, and other times it will require two step authentication and leave you at a dummy page and you will have to navigate back to the "My Products" page and re-do this step of picking "Delegate Access".



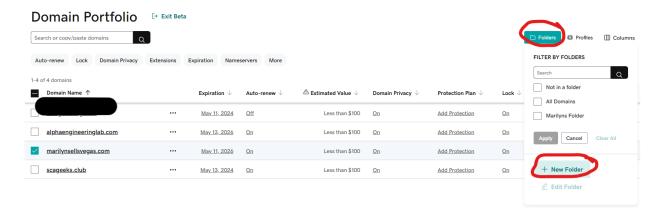
Then click the "Invite to Access"



The person you invite MUST have a GoDaddy.com account that has been properly setup and the email address has been validated. The invitation will expire after 72 hours if they haven't responded, or you can cancel it here at any time.

Limit Delegate Access

Go to Domain Portfolio, and create a folder for the domain(s) you wish to share.



Fill in the form and set the permissions you want

Create a new folder

Folder Name*

Folder Description

Marilyn's Folder

Delegate Name

Management Access

Marilyn

On

Off

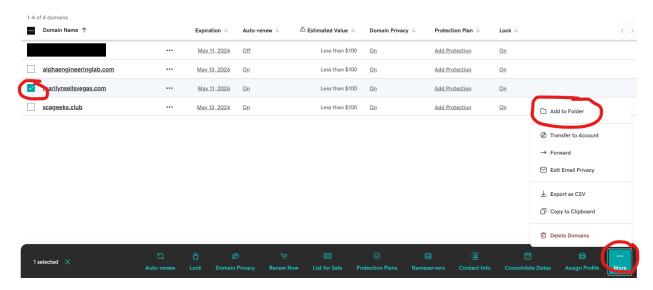
Note: To add new delegates or delete existing ones, go to My Account

Save

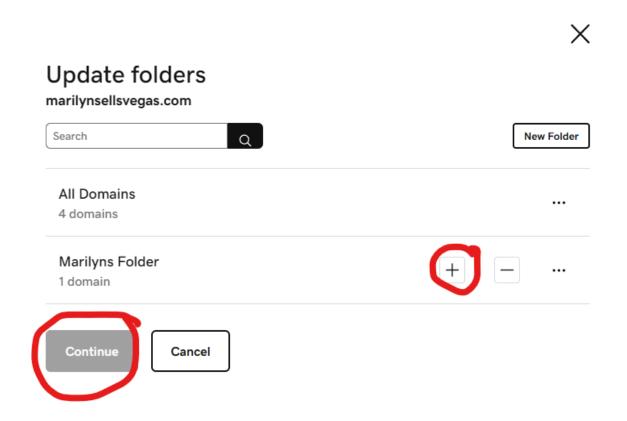
Cancel

6/21/2025

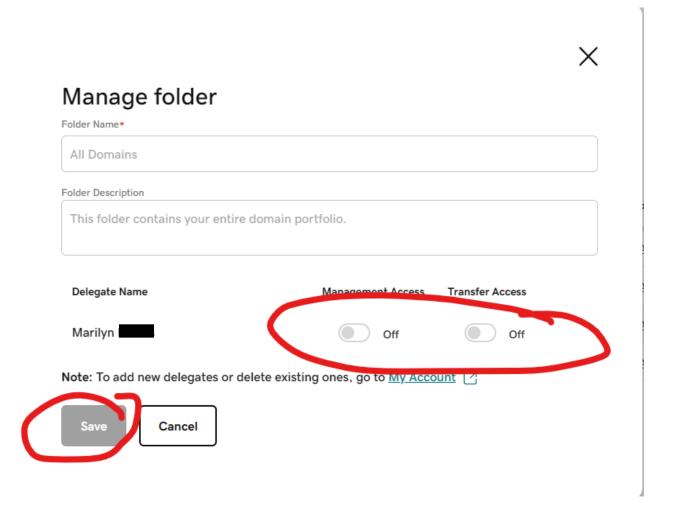
Then select the domains you want that delegate to be able to manage by checking the checkbox on the left. A menu will appear on the bottom of the screen. Click the "... More" button at the bottom right. Then click the "Add to Folder" option on the pop-up menu.



Click the "+" icon on the folder you want this domain to reside in, and press "Continue"

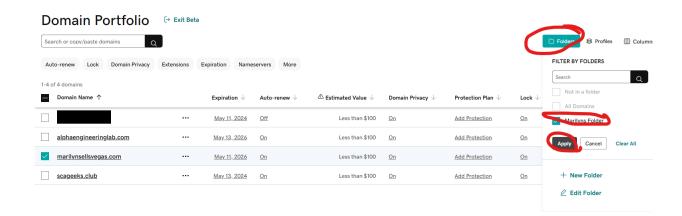


IMPORTANT - Make sure you also remove delegate access from the "All Domains" default folder.



View Delegate Access in Folder

Apply the folder for which you want to see the access



The display will change to only show the domains in this folder. To show all domains again, repeat the above steps but choose "All Domains".

