

Fishbeam Cloud

The Official Guide

A Big Thank You to
Tobias Schilpp



© 2024 Fishbeam Software
Text, Graphics: Yves Pellot
Proofread, Photos: Tobias Schilpp
Publish Code: #261104
www.fishbeam.com

Index

1. Quick Start Tutorial
Sign up for the Fishbeam Cloud and upload your website to the cloud. With this tutorial you will learn step by step how to publish your website on the internet.

2. Register and Set Up
Choose the right package of the Fishbeam Cloud for you, get your account data and use the free trial period without obligation.

3. Provider Change
Switch from another hosting provider to the Fishbeam Cloud. The Fishbeam Cloud is the best way to publish your Goldfish website on the Internet.

4. Publish Website
Upload your website to the Fishbeam Cloud and publish it on the Internet. Use Goldfish or other software for that.

5. Manage Domains
Order your own domain for your website. Then your website can be reached under this rather than just the cryptic alternate address.

6. E-Mail Addresses
Create e-mail addresses with mailboxes for your domains or forward the e-mails to your existing mailbox.

7. Create More Websites
You want to publish more than one website? Create more websites in the Fishbeam Cloud and manage them in your user account.

8. Custom Error Pages
Set up custom error pages, that will be displayed for example if a subpage was not found. So you can keep users on your website, if something goes wrong.

9. Contract
Manage your contract for the Fishbeam Cloud and upgrade if you want to save more sites in the Fishbeam Cloud or create more email addresses.

1. Quick Start Tutorial

Sign up for the Fishbeam Cloud and upload your website to the cloud. With this tutorial you will learn step by step how to publish your website on the internet.

Your Personal Account for the Fishbeam Cloud

You need an account for the Fishbeam Cloud to load your website into the Fishbeam Cloud and publish it on the Internet. These account can be obtained from the website https://www.fishbeam.com/en/cloud/. Because of this, visit this page at first.

Choose between different packages for the Fishbeam Cloud. These differ essentially by the maximum number of websites that you can load into the cloud. You can test each package for 10 days free of charge and without obligation.

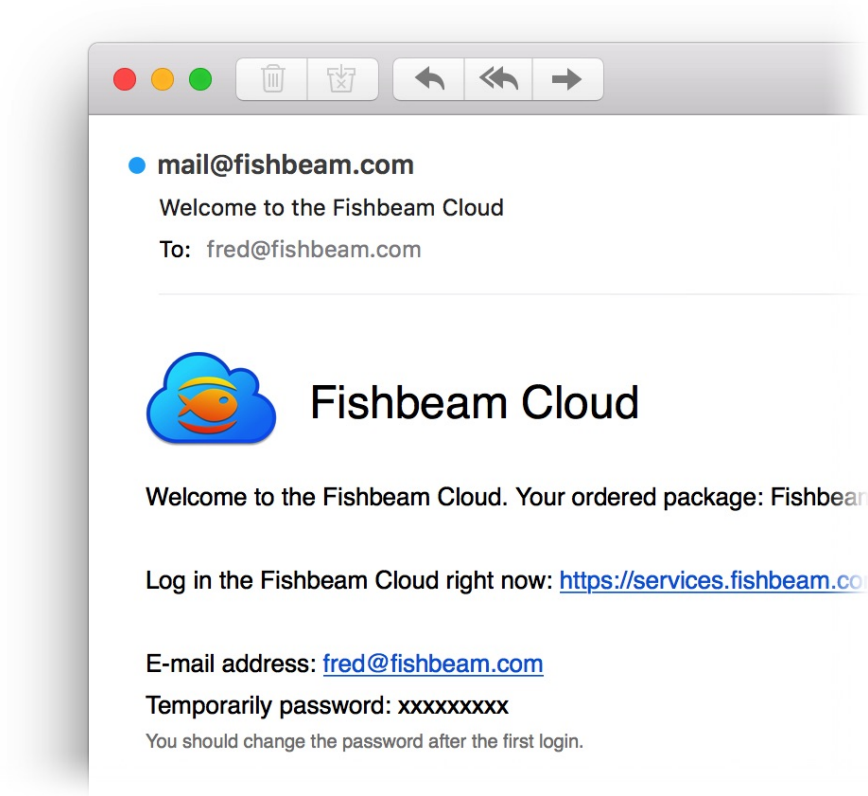
INFO: You can also upgrade the package later if you want to load more websites in the Fishbeam Cloud and your booked package is not enough.



Click on the *Register* button below the desired process (you will have to scroll down the page). It will redirect you to Digistore24 to complete the registration.

With Digistore24 you can choose between different payment plans and payment methods for the desired package of the Fishbeam Cloud. Enter all required data there.

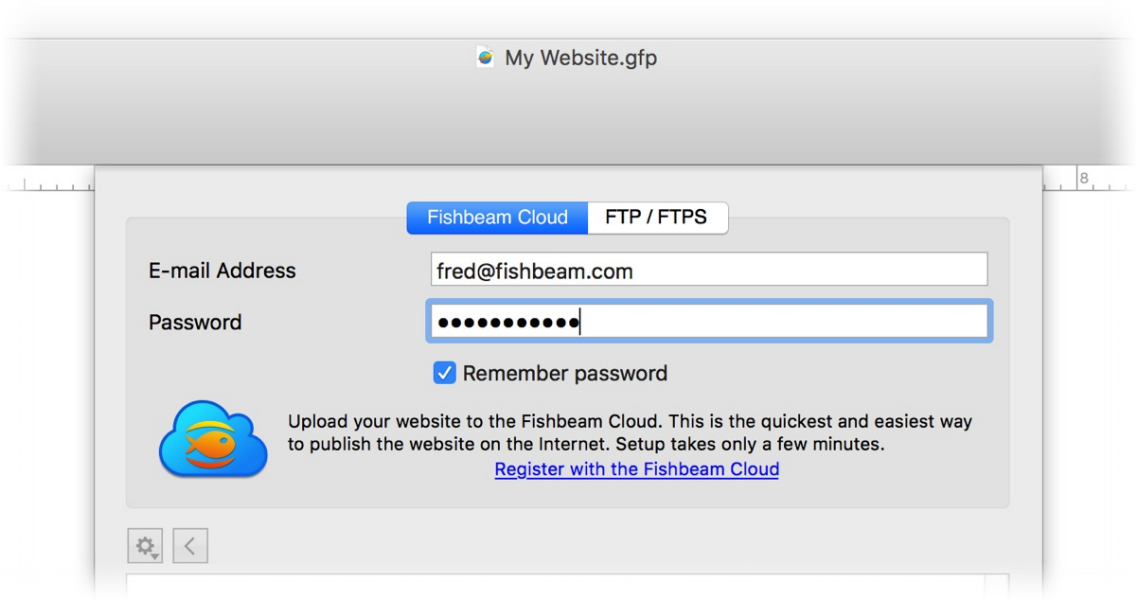
INFO: Even if Digistore24 asks for payment data, we do not process any payments. The payment will only processed after the free trial period. You can cancel your Fishbeam Cloud package at any time during the trial period and you will not be charged.



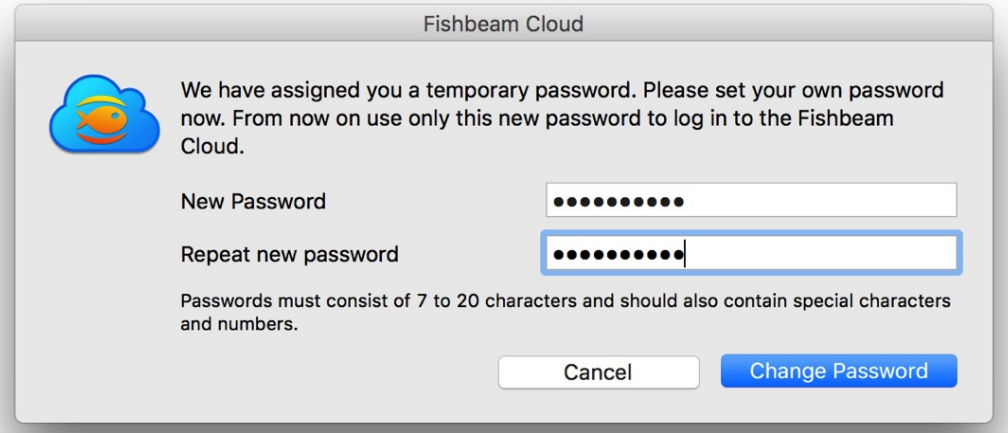
After successful registration you will immediately receive an e-mail with your account data for the Fishbeam Cloud. This allows you to publish your website in the Fishbeam Cloud and on the Internet.

Publish Your Goldfish Website in the Fishbeam Cloud

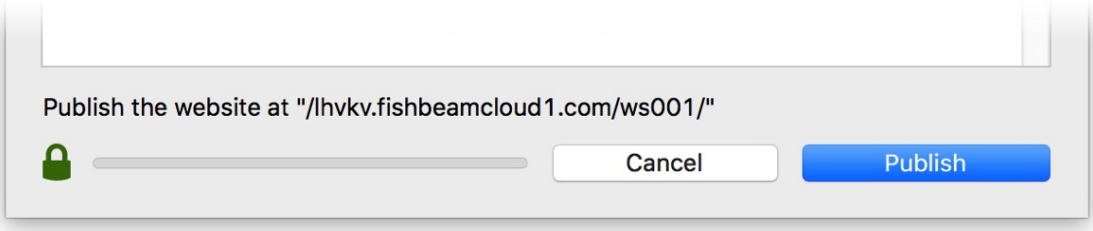
Start Goldfish and open your website. Then choose *File> Publish Website As...* from the menu. Your website will be generated and the *Publish* window will be opened.



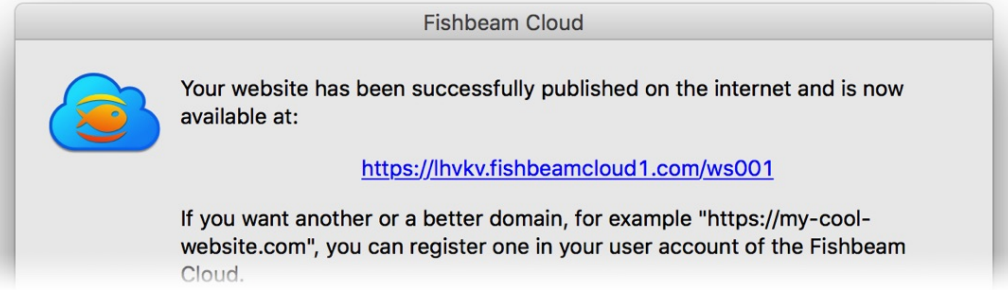
Enter your access data received via e-mail on the tab *Fishbeam Cloud* and click on *Connect*.



If you log in with the temporary password from the welcome e-mail, you will be asked to set a new password. Confirm this with *Change password*.



Click *Publish* and Goldfish will upload your website to the Fishbeam Cloud.



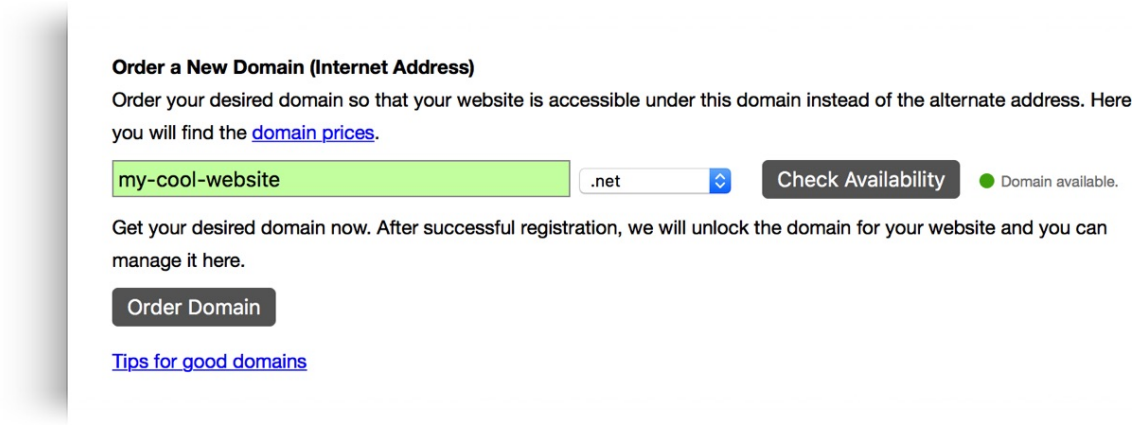
Your website will be online immediately after publishing and can be reached worldwide via the address shown. Try it out right now!

Order Your Own Domain

You should order your own domain for your website. Even if your website can be reached through the alternate address, a domain offers many advantages.

- Website visitors remember a concise domain better than the alternate address.
- If you choose the domain wisely and put keywords in it, search engines like Google place your

website earlier the search results.
- Having your own domain makes your website look more professional.



Log in to the Fishbeam Cloud user account (https://services.fishbeam.com/cloud/) to order your own domain. Click on *Show websites & domains* and scroll down to *Order a New Domain (Internet Address)*.

Enter your desired domain in the field, select a domain extension and click *Check Availability*. This will tell you if your domain is already registered for another website.

Click on the button *Order Domain*, if you have found your desired domain. You will be redirected to Digistore24 to complete the order. Enter all required data there.

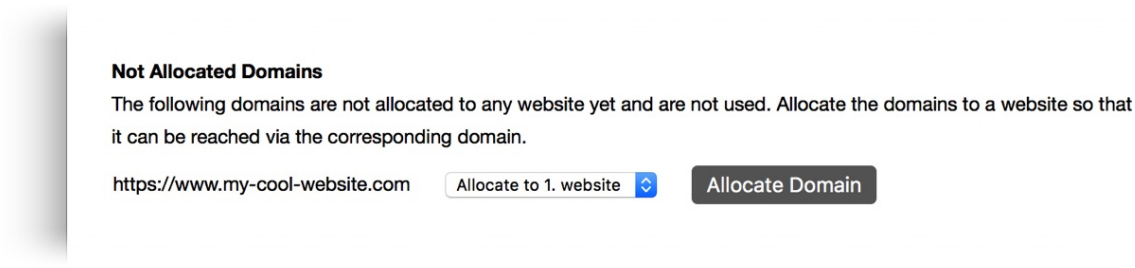
INFO: Please note: We can bill domains only once a year as we receive them from the respective domain registrar for an annual fee.

Tips for Good Domains

- A domain should be easy to remember and not too long.
- It should represent your website and reveal something about the content.
- Include search terms into the domain from that your website should be found on Google.
- Separate individual words with hyphens. For example, if you rent a holiday apartment in Paris, the domain "holiday-apartment-paris.fr" is a good choice.

Allocate the Domain to Your Website

After successful order, the domain appears at *Websites & Domains > Not Allocated Domains* (this may take a few minutes).



Select your desired website (only if you have already created several websites in the Fishbeam Cloud) and click on *Allocate Domain*.

Your domain will now be displayed on your website and marked with the note *Order initiated*. It takes a few working days for the domain to be successfully ordered, set up and your website accessible.

Good Luck With Your New Website

With this tutorial your Goldfish website is published on the internet and accessible under a custom domain. We wish you every success with your new website!

2. Register and Set Up

Choose the right package of the Fishbeam Cloud for you, get your account data and use the free trial period without obligation.

You need an account for the Fishbeam Cloud to load your website into the Fishbeam Cloud and publish it on the Internet. These account can be obtained from the website https://www.fishbeam.com/en/cloud/. Because of this, visit this page at first.

Choose between different packages for the Fishbeam Cloud. These differ essentially by the maximum number of websites that you can load into the cloud. You can test each package for 10 days free of charge and without obligation.

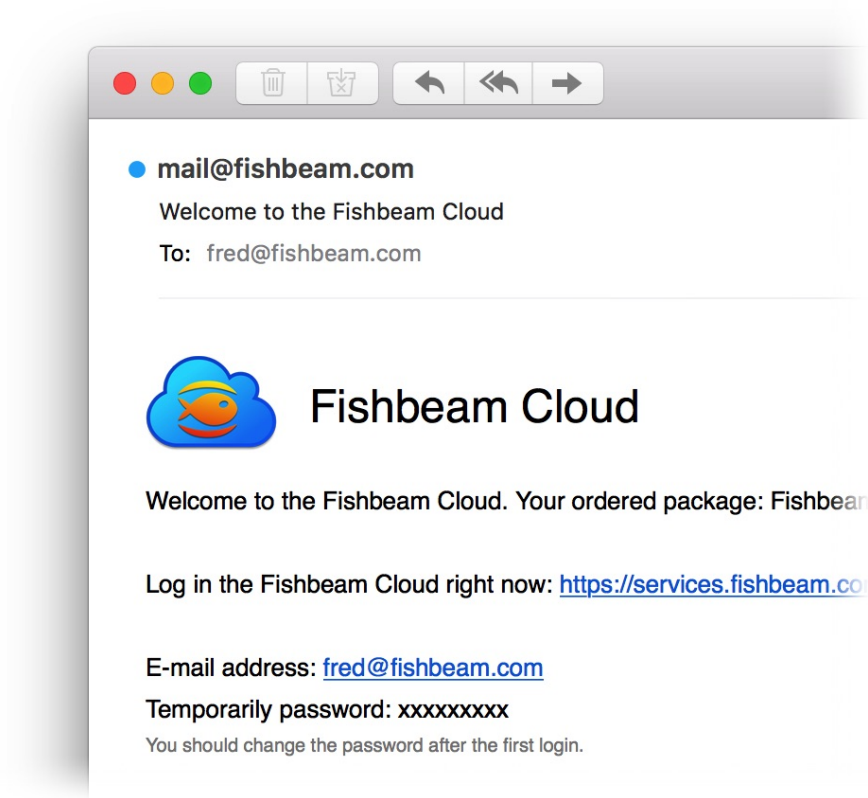
INFO: You can also upgrade the package later if you want to load more websites in the Fishbeam Cloud and your booked package is not enough.



Click on the *Register* button below the desired process (you will have to scroll down the page). It will redirect you to Digistore24 to complete the registration.

With Digistore24 you can choose between different payment plans and payment methods for the desired package of the Fishbeam Cloud. Enter all required data there.

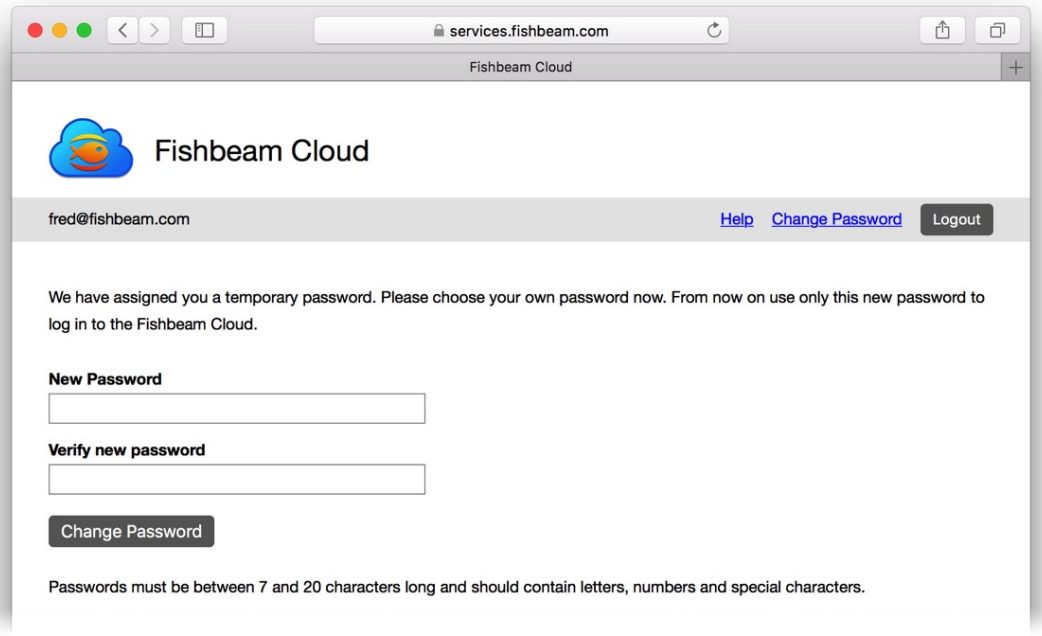
INFO: Even if Digistore24 asks for payment data, we do not process any payments. The payment will only processed after the free trial period. You can cancel your Fishbeam Cloud package at any time during the trial period and you will not be charged.



After successful registration you will immediately receive an e-mail with your account data for the Fishbeam Cloud. This allows you to publish your website in the Fishbeam Cloud and on the Internet.

Log in to the Fishbeam Cloud Account

Log in to the Fishbeam Cloud user account (https://services.fishbeam.com/cloud/) with your login data. There you can manage websites, domains, e-mail addresses and your contract.



If you log in with the temporary password from the welcome e-mail, you will be asked to set a new password. Confirm this with *Change password*.

3. Provider Change

Switch from another hosting provider to the Fishbeam Cloud. The Fishbeam Cloud is the best way to publish your Goldfish website on the Internet.

Switching from another provider to the Fishbeam cloud is very straightforward. We help you make the move seamless and keep the website and all e-mail addresses working without interruption.

With these steps, the change works smoothly:

1. Register in the Fishbeam Cloud.
2. Publish your websites in the Fishbeam Cloud so that they are stored with your old provider and in the Fishbeam Cloud.
3. Start the move of the domains into the Fishbeam Cloud.
4. If necessary, create existing e-mail addresses of the domains in the Fishbeam Cloud.
5. Cancel the contract with your old provider.

If you follow these steps, the Fishbeam Cloud is already set up at the time the domains are transferred to the Fishbeam cloud and everything will continue to work without interruption.

Register in the Fishbeam Cloud

You need an account for the Fishbeam Cloud to load your website into the Fishbeam Cloud and publish it on the Internet. These account can be obtained from the website https://www.fishbeam.com/en/cloud/. Because of this, visit this page at first.

Choose between different packages for the Fishbeam Cloud. These differ essentially by the maximum number of websites that you can load into the cloud. You can test each package for 10 days free of charge and without obligation.

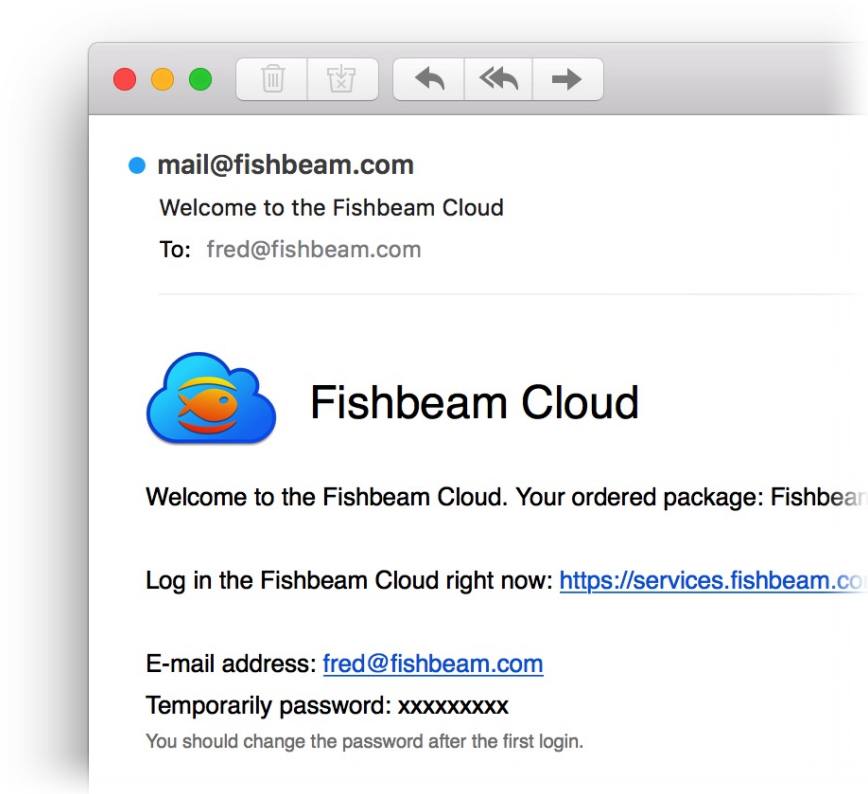
INFO: You can also upgrade the package later if you want to load more websites in the Fishbeam Cloud and your booked package is not enough.



Click on the *Register* button below the desired process (you will have to scroll down the page). It will redirect you to Digistore24 to complete the registration.

With Digistore24 you can choose between different payment plans and payment methods for the desired package of the Fishbeam Cloud. Enter all required data there.

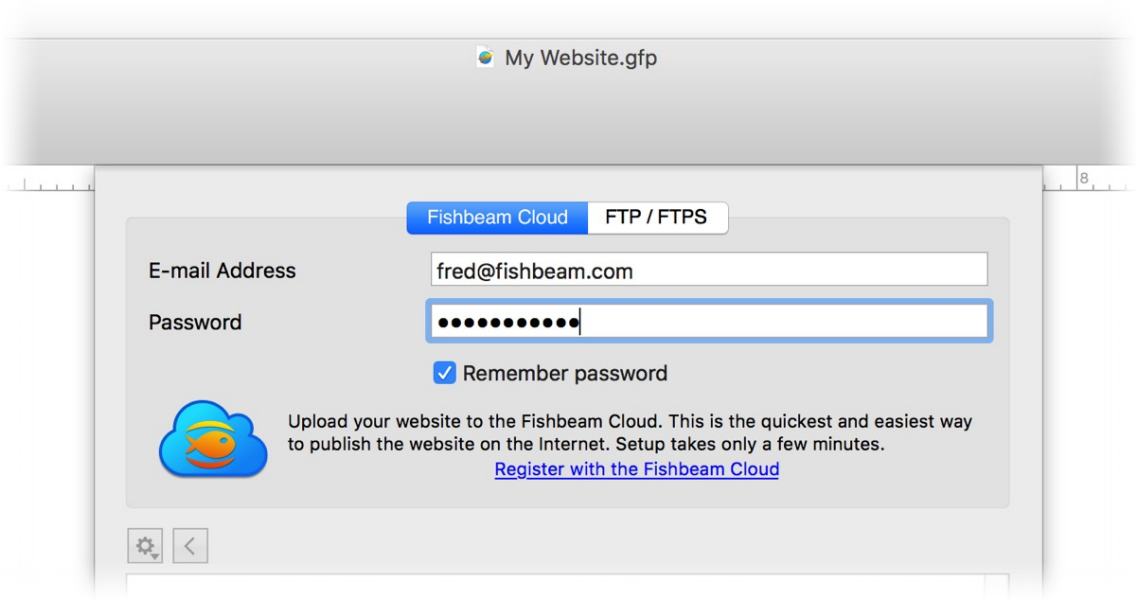
INFO: Even if Digistore24 asks for payment data, we do not process any payments. The payment will only processed after the free trial period. You can cancel your Fishbeam Cloud package at any time during the trial period and you will not be charged.



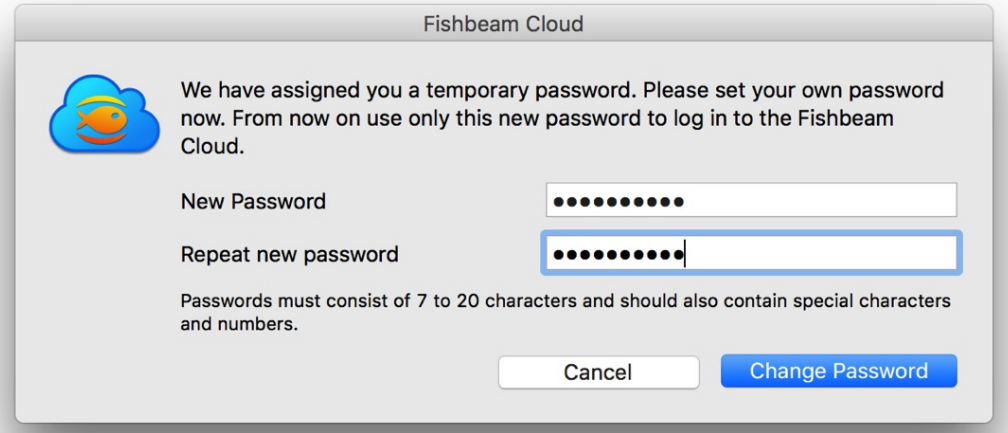
After successful registration you will immediately receive an e-mail with your account data for the Fishbeam Cloud. This allows you to publish your website in the Fishbeam Cloud and on the Internet.

Publish Your Website in the Fishbeam Cloud

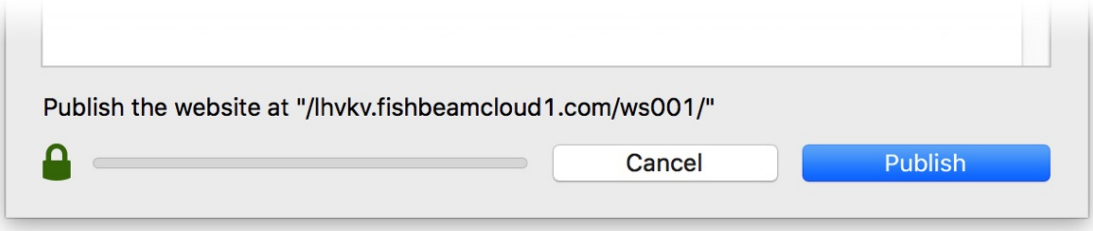
Start Goldfish and open your website. Then choose *File> Publish Website As...* from the menu. Your website will be generated and the *Publish* window will be opened.



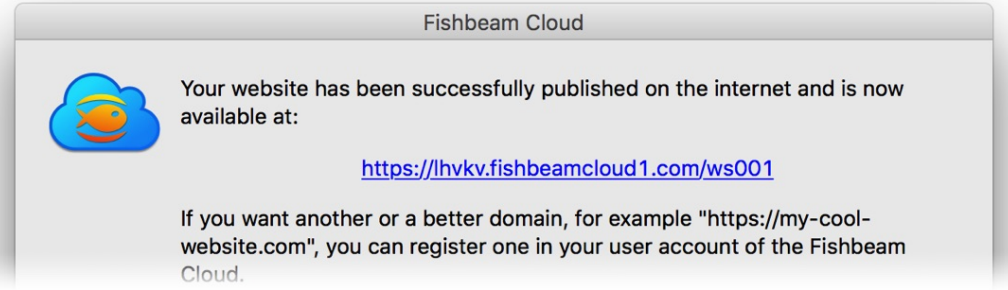
Enter your access data received via e-mail on the tab *Fishbeam Cloud* and click on *Connect*.



If you log in with the temporary password from the welcome e-mail, you will be asked to set a new password. Confirm this with *Change password*.



Click *Publish* and Goldfish will upload your website to the Fishbeam Cloud.



Your website will be online immediately after publishing and can be reached worldwide via the address shown. Try it out right now!

Transfer the Goldfish Website Data

If you use the Counter, Blog, Guest Book, or File Upload Forms on your Goldfish website, Goldfish stores data such as counter readings, blog and guestbook entries, and uploaded files in the *support/saved* folder. You must transfer this data to the Fishbeam Cloud so that it remains available. This is possible with an FTP app. We use *Cyberduck* for this:

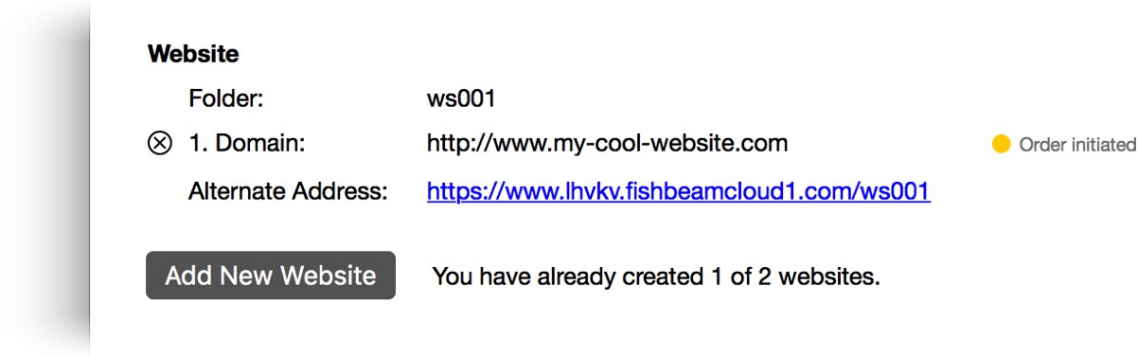
- Download and install the app Cyberduck (http://www.cyberduck.ch).
- Start Cyberduck and select *Open Connection*. Log in to your old provider and load the folder *support/saved* with its contents on your computer.
- Log in to the Fishbeam Cloud user account (https://services.fishbeam.com/cloud/).
- Click *FTP > Show FTP access data* to see the FTP credentials.
- Log in to the Fishbeam Cloud with your FTP credentials.
- Switch in Cyberduck to the correct folder by double-clicking. The first website is in the folder *ws001*, the second one in *ws002*, etc. Find the folder *support* and switch to it.
- Go to the downloaded *saved* folder in the Finder (Mac) or Explorer (Windows) and select it.
- Drag the folder into the Cyberduck window. The corresponding folder in the Fishbeam Cloud should be replaced.

If you have difficulties with this point, we are happy to help. Just contact the Fishbeam Support. If you do not use any of the above features on your website, or you do not want to transfer the data, you can skip this point.

Create More Websites in the Fishbeam Cloud

If you want to move multiple websites to the Fishbeam Cloud, you'll need to add more websites first. Skip this step if you only want to move one site to the Fishbeam Cloud.

Log in to the Fishbeam Cloud user account (https://services.fishbeam.com/cloud/) to create more websites. Click on *Websites & Domains*.



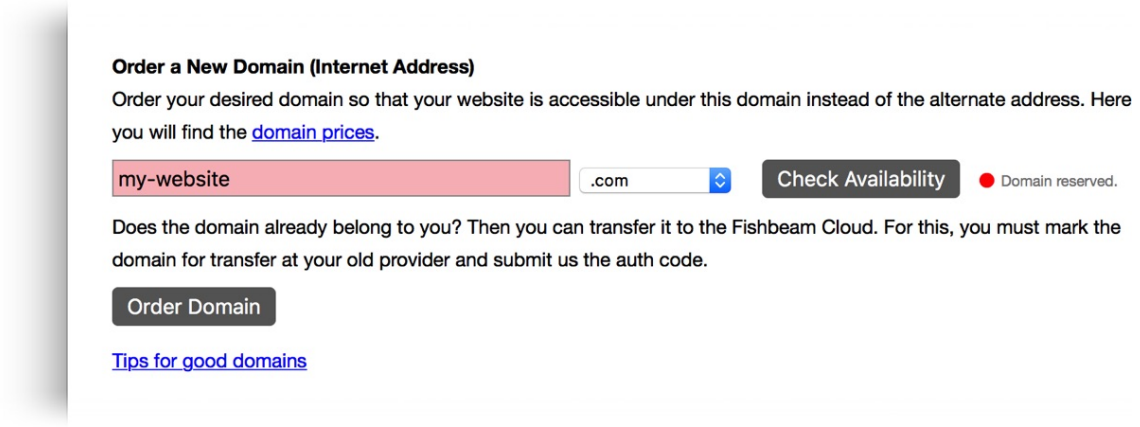
Click *Add New Website* to add another website in the Fishbeam Cloud. You can only add as many websites as your package allows. If you need more websites, you can upgrade your package. Please read the chapter *Contract* for this.

Publish your other websites as described in the section *Publish Your Website in the Fishbeam Cloud*. Please note that when you publish, you must now select the correct folder for your website.

Transfer the Domains

Start the domain transfer to the Fishbeam Cloud. Since a domain transfer is not instantaneous, you have plenty of time to properly configure the domains in the Fishbeam Cloud.

Release the domains at your old provider for transfer. Then you will get an auth code in most cases. You need this for the following domain transfer.



Log in to the Fishbeam Cloud user account (https://services.fishbeam.com/cloud/) to initiate a domain transfer. Click on *Show websites & domains* and scroll down to *Order a New Domain (Internet Address)*.

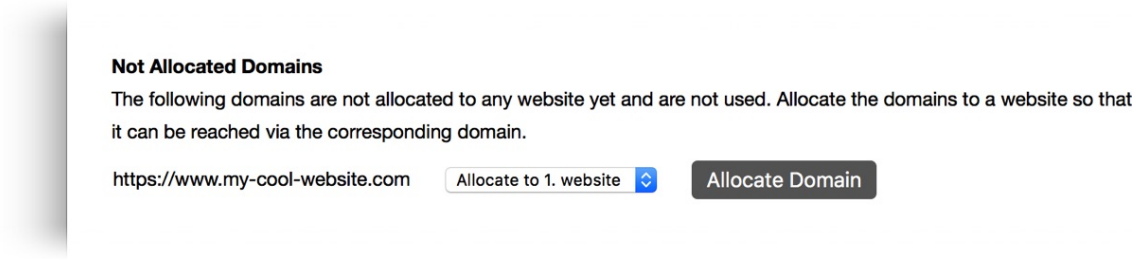
Enter your domain in the field, select the correct domain extension and click *Check Availability*. Since the domain already belongs to you, *Domain reserved* is displayed.

Click on the button *Order Domain*. You will be redirected to Digistore24 to complete the transfer. Enter all required data there.

INFO: Be sure to enter the auth code for the domain when ordering. If the auth code is not yet available, you can also send it to us later by e-mail. Write to the Fishbeam Support.

Allocate the Domain to Your Website

After successful order, the domain appears at *Websites & Domains > Not Allocated Domains* (this may take a few minutes).



Select your desired website (only if you have already created several websites in the Fishbeam Cloud) and click on *Allocate Domain*.

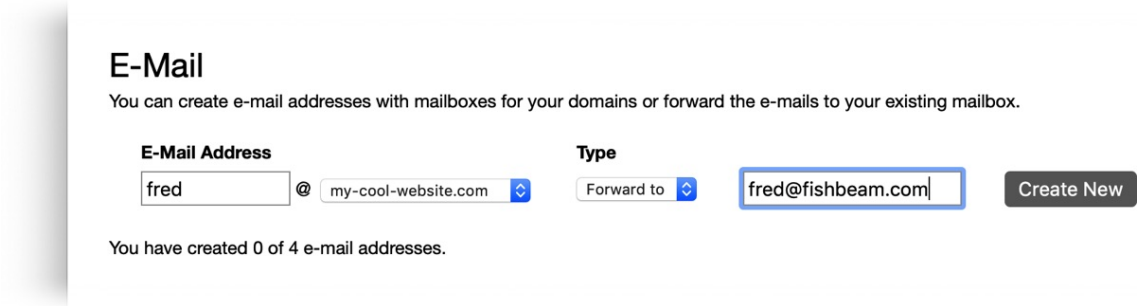
Your domain will now be displayed on your website and marked with the note *Order initiated*. It takes a few working days for the domain to be successfully ordered, set up and your website accessible.

Allocate all your domains to the respective website.

Create E-Mail Addresses

If you have created e-mail addresses for your domains with your old provider, you should also create them in the Fishbeam Cloud. So no emails are lost when the move of the domains is carried out.

Log in to the Fishbeam Cloud user account (https://services.fishbeam.com/cloud/) to create an e-mail address. Click *Show e-mail addresses*.



Enter the desired e-mail address at *E-Mail Address* (only the part before @). Select the desired domain for your e-mail address. At *Type* you can choose between two options:

- *Forward to* forwards all e-mails to an existing e-mail address. Enter the desired e-mail address to which everything should be forwarded.
- *Mailbox* creates a mailbox where you can manage your e-mail directly. Enter a new password for the mailbox.

Click on *Create New* to create the e-mail address in the Fishbeam Cloud. You can only create as many e-mail addresses as the maximum of your package allows. If you need more e-mail addresses, you can upgrade your package. Please read the chapter *Contract*.

Cancel the Contract With Your Old Provider

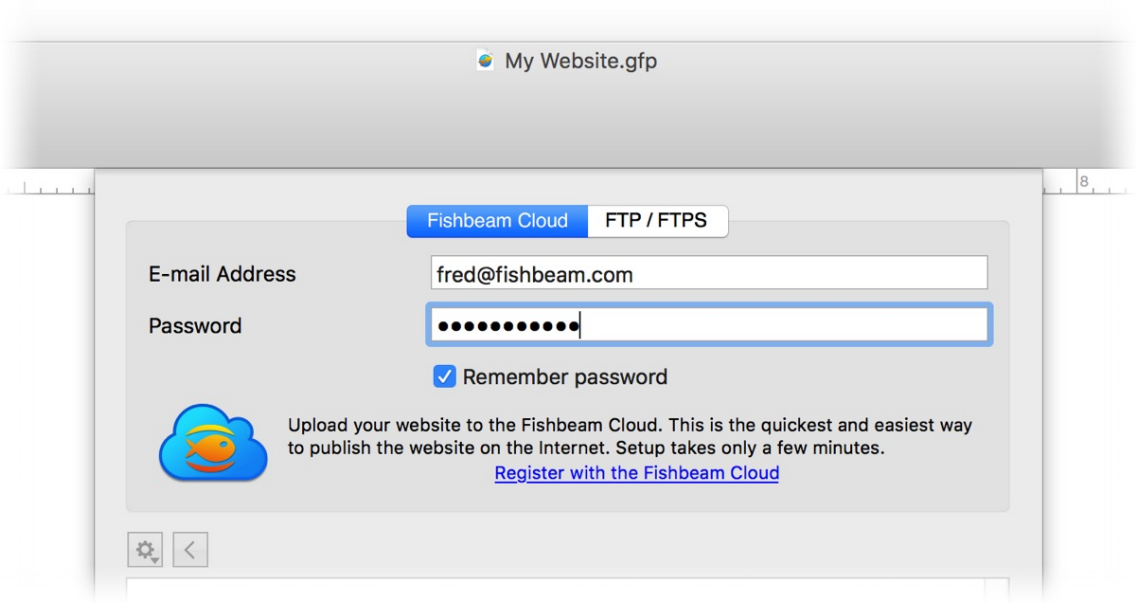
As a last step, you can cancel the contract with your old provider. It's best to wait until all domains have successfully moved. Do not forget to save any needed data like emails before cancelation.

4. Publish Website

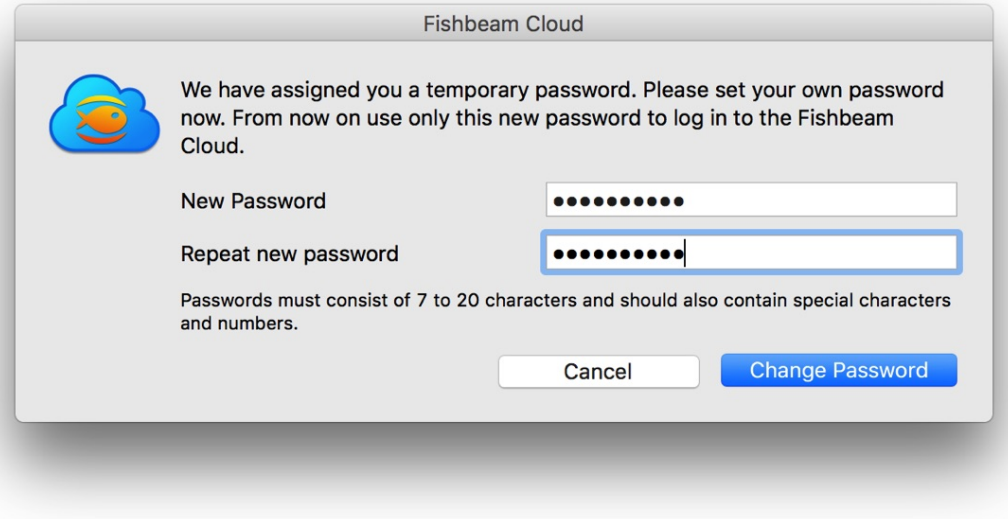
Upload your website to the Fishbeam Cloud and publish it on the Internet. Use Goldfish or other software for that.

Publish a Goldfish Website

Start Goldfish and open your website. Then choose *File> Publish Website As...* from the menu. Your website will be generated and the *Publish* window will be opened.



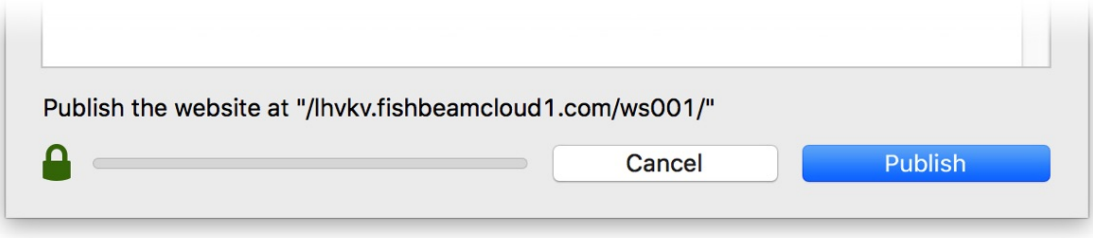
Enter your access data received via e-mail on the tab *Fishbeam Cloud* and click on *Connect*.



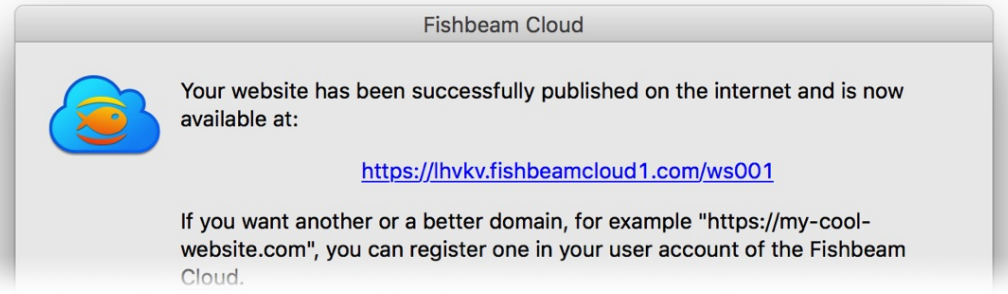
If you log in with the temporary password from the welcome e-mail, you will be asked to set a new password. Confirm this with *Change password*.

If you have created several websites in the Fishbeam Cloud, you must now select the correct subfolder. Double click on the folder with the desired domain to get into it. If you only have one

website, you can skip this step.



Click *Publish* and Goldfish will upload your website to the Fishbeam Cloud.

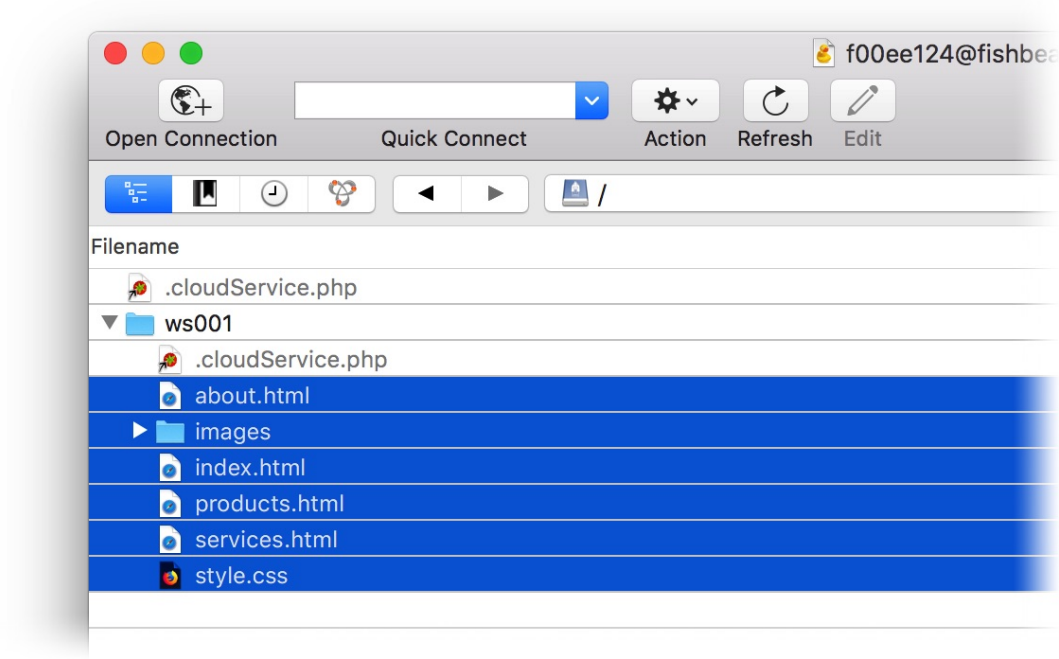


Your website will be online immediately after publishing and can be reached worldwide via the address shown. Try it out right now!

INFO: The next time you publish changes of your Goldfish website, Goldfish will automatically log in to the Fishbeam Cloud and update your website in the cloud. A window for logging in and selecting subfolders no longer appears.

Publish other Websites

If you have not created your website with Goldfish, publishing will work via FTP. We use the FTP app *Cyberduck* here.



- Download and install the app Cyberduck (http://www.cyberduck.ch).
- Log in to the Fishbeam Cloud user account (https://services.fishbeam.com/cloud/).
- Click *FTP > Show FTP access data* to see the FTP credentials.
- Start Cyberduck and select *Open Connection*. Log in to the Fishbeam Cloud with your FTP credentials.
- Switch in Cyberduck to the correct folder by double-clicking. The first website is in the folder *ws001*, the second one in *ws002*, etc.
- Go to the website data in the Finder (Mac) or Explorer (Windows) and select all files and folders required for the website.
- Drag all files and folders into the Cyberduck window. The files are now uploaded.

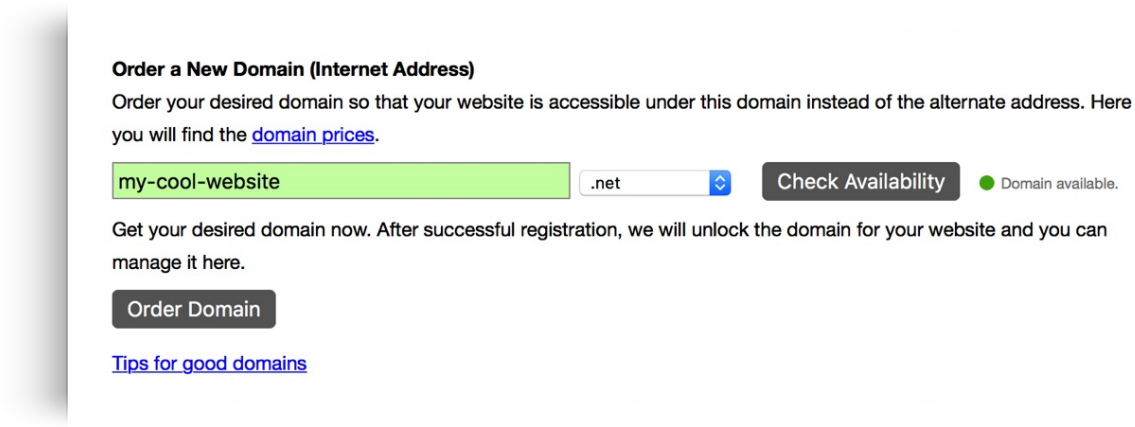
INFO: Please be careful not to delete or modify the file *.cloudService.php*. Otherwise, your website may not work properly in the Fishbeam Cloud.

5. Manage Domains

Order your own domain for your website. Then your website can be reached under this rather than just the cryptic alternate address.

You should order your own domain for your website. Even if your website can be reached through the alternate address, a domain offers many advantages.

- Website visitors remember a concise domain better than the alternate address.
- If you choose the domain wisely and put keywords in it, search engines like Google place your website earlier the search results.
- Having your own domain makes your website look more professional.



Log in to the Fishbeam Cloud user account (https://services.fishbeam.com/cloud/) to order your own domain. Click on *Show websites & domains* and scroll down to *Order a New Domain (Internet Address)*.

Enter your desired domain in the field, select a domain extension and click *Check Availability*. This will tell you if your domain is already registered for another website.

Click on the button *Order Domain*, if you have found your desired domain. You will be redirected to Digistore24 to complete the order. Enter all required data there.

INFO: Please note: We can bill domains only once a year as we receive them from the respective domain registrar for an annual fee.

Tips for Good Domains

- A domain should be easy to remember and not too long.
- It should represent your website and reveal something about the content.
- Include search terms into the domain from that your website should be found on Google.
- Separate individual words with hyphens. For example, if you rent a holiday apartment in Paris, the domain "holiday-apartment-paris.fr" is a good choice.

Transfer a Domain to the Fishbeam Cloud

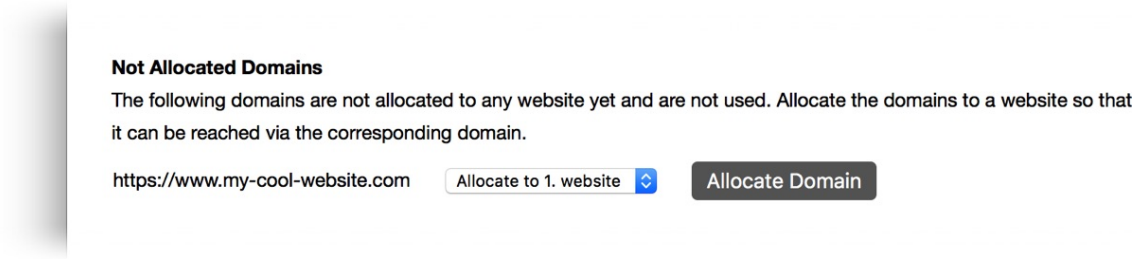
If the domain is marked as reserved when checking availability and the domain already belongs to you, you can transfer it from your old provider to the Fishbeam Cloud.

In this case, release the domain from your old provider for transfer. Then you will get an auth code in most cases. Order the domain as usual via the button *Order Domain* and enter the auth code in the order form in the appropriate field. Only then can we do the transfer for you.

INFO: If the auth code is not yet available, you can also send it to us later by e-mail. Write to the Fishbeam Support in that case.

Allocate the Domain to Your Website

After successful order, the domain appears at *Websites & Domains > Not Allocated Domains* (this may take a few minutes).



Select your desired website (only if you have already created several websites in the Fishbeam Cloud) and click on *Allocate Domain*.

Your domain will now be displayed on your website and marked with the note *Order initiated*. It takes a few working days for the domain to be successfully ordered, set up and your website accessible.

Allocate a Domain to Another Website

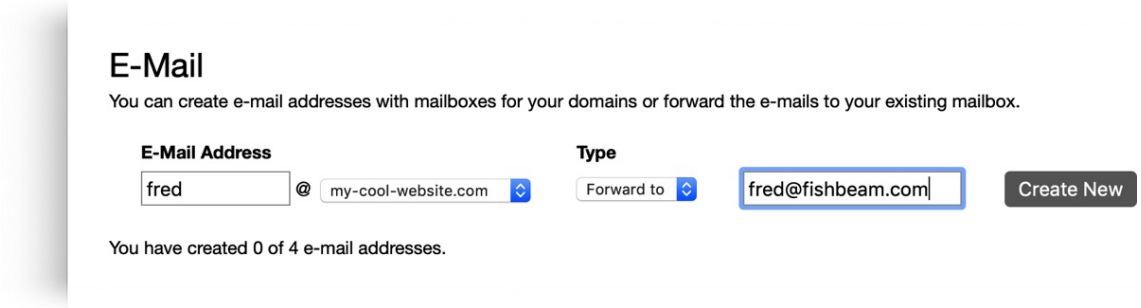
If you've created multiple websites in the Fishbeam Cloud, you can allocate a domain to another website instead of the current. Click on the *x* near the domain at *Websites & Domains*. The domain is then visible at *Not Allocated Domains* again and can be allocated to another website.

6. E-Mail Addresses

Create e-mail addresses with mailboxes for your domains or forward the e-mails to your existing mailbox.

This allows visitors of your website to write to an associated email address such as *info@my-cool-website.com*.

Log in to the Fishbeam Cloud user account (https://services.fishbeam.com/cloud/) to create an e-mail address. Click *Show e-mail addresses*.



Enter the desired e-mail address at *E-Mail Address* (only the part before @). Select the desired domain for your e-mail address. At *Type* you can choose between two options:

- *Forward to* forwards all e-mails to an existing e-mail address. Enter the desired e-mail address to which everything should be forwarded.
- *Mailbox* creates a mailbox where you can manage your e-mail directly. Enter a new password for the mailbox.

Click on *Create New* to create the e-mail address in the Fishbeam Cloud. You can only create as many e-mail addresses as the maximum of your package allows. If you need more e-mail addresses, you can upgrade your package. Please read the chapter *Contract*.

Send and Receive E-Mails in a Mailbox

If you have created mailboxes, you can send, receive and manage the e-mails in any common mail app, such as Apple Mail. To do this, create a new POP3 or IMAP account in your mail app. The server, username and password settings that you have to specify in your e-mail program can be found by clicking on *Show details* after the e-mail address.

INFO: The inbox folder for emails can not exceed 5 GB. Otherwise, no further emails can be received until you have deleted old emails from there. In addition, only e-mail attachments up to a maximum size of 100 MB can be sent.

Change the Password for a Mailbox

If you forgot the password for your mailbox or you want to change it, you can do it with the following steps:

1. Click on *Show details* behind the corresponding mailbox.
2. Click on *Password: Change* and enter a new password.
3. Then click on *Change Password*.

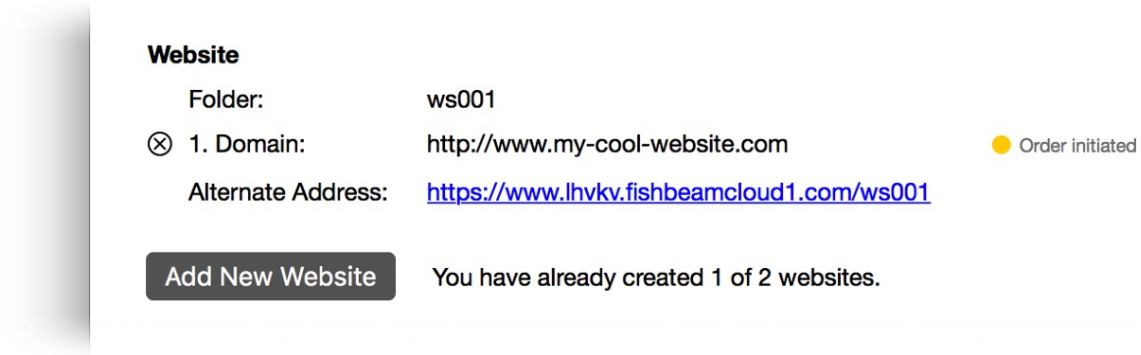
Delete an E-Mail Address

Click on the *x* near an e-mail address to delete it. After that, emails can no longer be sent to this address. Attention: All e-mails from a mailbox will be deleted permanently.

7. Create More Websites

You want to publish more than one website? Create more websites in the Fishbeam Cloud and manage them in your user account.

Log in to the Fishbeam Cloud user account (https://services.fishbeam.com/cloud/) to create more websites. Click on *Websites & Domains*.



Click *Add New Website* to add another website in the Fishbeam Cloud. You can only add as many websites as your package allows. If you need more websites, you can upgrade your package. Please read the chapter *Contract* for this.

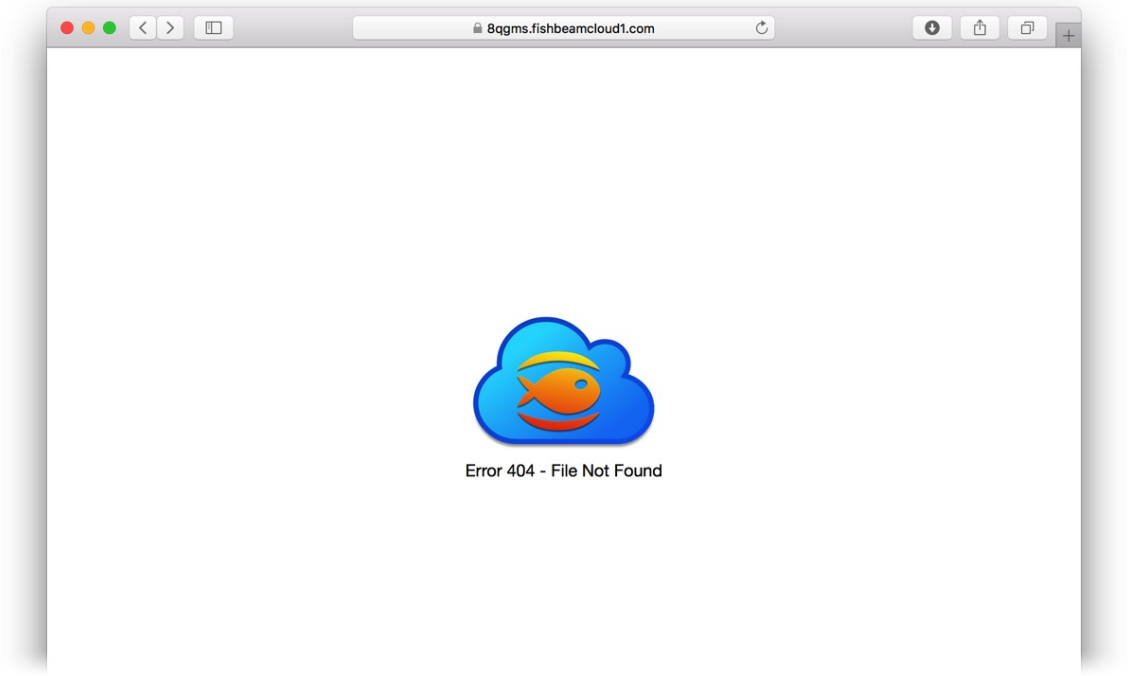
Delete a Website

Click the *x* near a website to delete it. But attention: The entire website will be deleted irrevocably. This also applies in particular to all Goldfish website data such as counter readings, blog entries and guestbook entries.

INFO: You can only delete websites as long as you have created at least two websites. At least one website must stay in the Fishbeam Cloud and can not be deleted.

8. Custom Error Pages

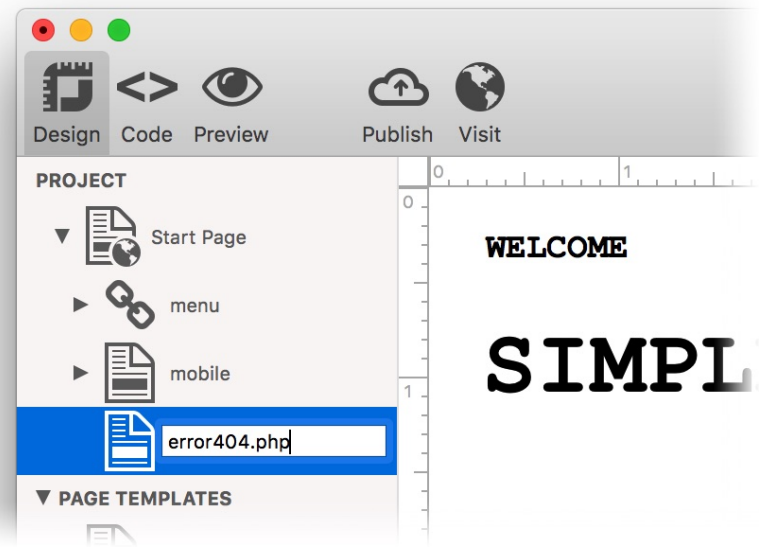
Set up custom error pages, that will be displayed for example if a subpage was not found. So you can keep users on your website, if something goes wrong.



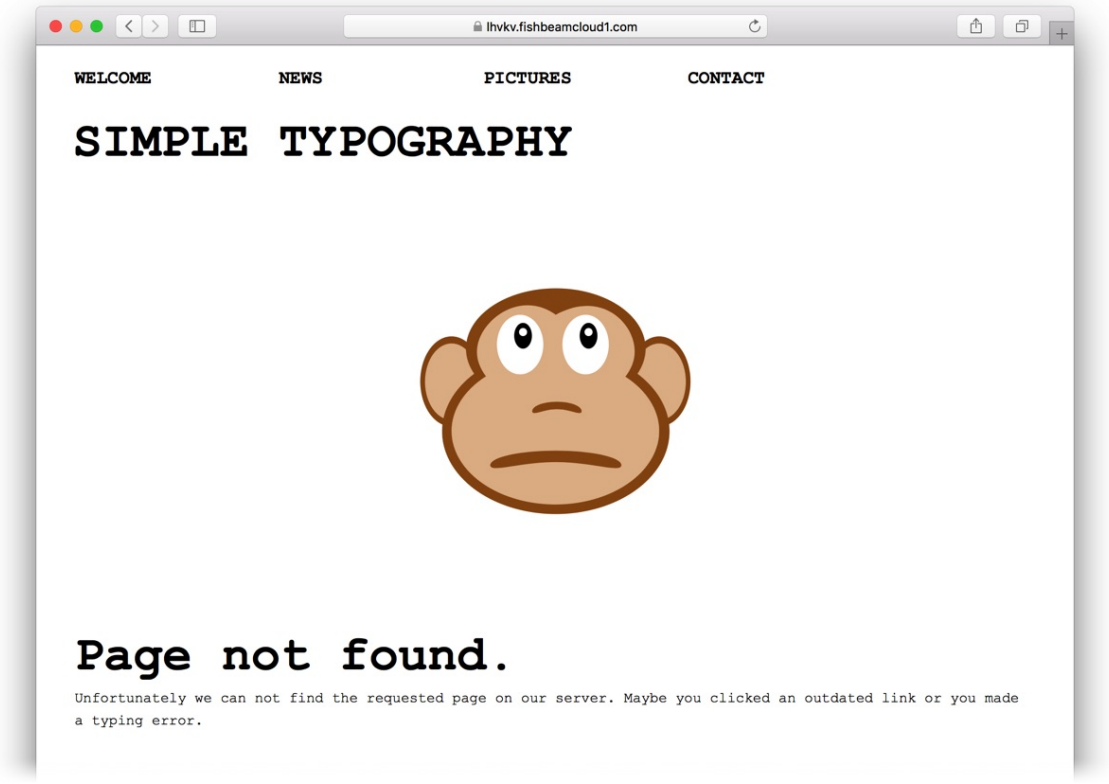
If the user requests a page that was not found in the Fishbeam Cloud, an error message will be displayed with the Fishbeam Cloud logo by default. In order to get a better user experience and to inform the user in case of errors on existing pages, you can create your own error pages.

How to Make a Custom Error Page in Goldfish

- Open your website in Goldfish.
- Create a new page below the start page and name it *error404.html* or *error404.php*.



- Design the page according to your wishes.
- Important: Enable the option *Page> Use absolute file paths* in the page properties.
- Publish the changes.



From now on, the Fishbeam Cloud automatically shows your custom error page whenever a page is not found.

It is possible to use different error pages in each subfolder. The Fishbeam Cloud always looks in the current folder for an error page and if there is n't any it looks in the overlying folder. So you can create a mobile error page and put it in the folder */mobile/* for example. Then, this page will be shown to all users with a smartphone.

Types of Error Pages

In addition to error pages for the error *404 - Page not found*, the Fishbeam Cloud also supports other error messages for which you can create separate pages.

Error 401 - Unauthorized Access

Create the page *error401.html* or *error401.php* in Goldfish. This error page is loaded when trying to load a password-protected page without a valid password.

Error 403 - Forbidden

Create the page *error403.html* or *error403.php* in Goldfish. This error page is loaded if the web server does not have permission to deliver the page.

Error 404 - File Not Found

Create the page *error404.html* or *error404.php* in Goldfish. This error page is loaded if a page is not found.

Error 500 - Internal Server Error

Create the page *error500.html* or *error500.php* in Goldfish. This error page is loaded when a server error occurs, e.g. if the Fishbeam Cloud is overloaded.

All Errors

Create the page *error.html* or *error.php* in Goldfish. This general error page is loaded when one of the described errors occurs but no specific error page is found.

INFO: Only create the *error.html* or *error.php* page if you do not want to create a separate page for each type of error. This page will be displayed then for every error, no matter of what type.

9. Contract

Manage your contract for the Fishbeam Cloud and upgrade if you want to save more sites in the Fishbeam Cloud or create more email addresses.

Log in to the Fishbeam Cloud user account (https://services.fishbeam.com/cloud/) to manage your contract. Click on *Show contract data*.

Here you can see at a glance your booked package, the maximum number of websites and e-mail addresses and the number of booked domains.

Upgrade Your Package

If you are not satisfied with the maximum number of websites and e-mail addresses, you can upgrade your package at *Upgrade Options*. You will be redirected to the Digistore24 website to complete the upgrade.

INFO: You can upgrade at any time. The upgrade will take effect immediately and the already paid billing period from your old package will be fully credited.

If you want to downgrade instead, the downgrade will not take effect until the current payed period ends. We can not refund you any fees already paid. Downgrading is only possible through the Fishbeam Support. Please contact the Fishbeam Support in this case.

Cancellation of the Fishbeam Cloud

You can cancel the Fishbeam Cloud at any time. In this case, your access and all websites remain active until the end of the already paid billing period. We can not refund you any fees already paid. To cancel, click on the *Billed by* link, then on *Ask for payment*, *I would like to cancel payments* and confirm the stop of payments.

After completing the paid billing period, your website will automatically be deleted from the Fishbeam Cloud. Because of thus, please back up all data that you would like to continue using.

INFO: Domains are unaffected by the cancellation of the Fishbeam Cloud. These must be canceled separately.

Cancellation of a Domain

You can cancel domains at any time. In this case, the domain remains active during the already paid billing period. We can not refund you any fees already paid. To cancel, click the help link in the confirmation email from Digistore24 that you received when you ordered the domain. Then click on *Question for payment*, *I would like to cancel the payments* and confirm the stop of the payments.

After completing the already paid billing period, your domain will be automatically deleted and released for re-registration. If you would like to move the domain to another provider instead, contact Fishbeam Support and we'll get that started.