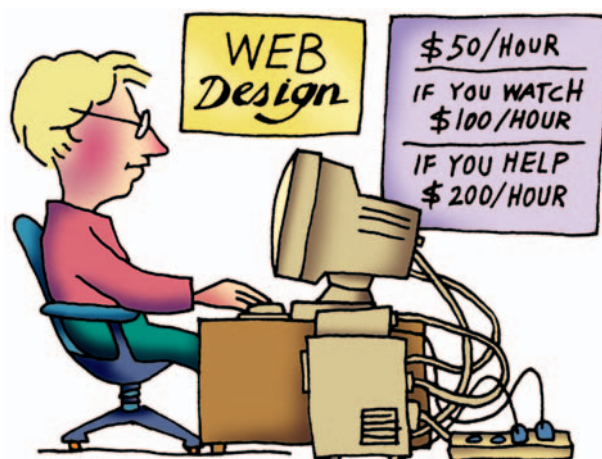


# Things to Know Before You Begin Your Site

# 4

In the last chapter we showed you the basics of making an actual web page, which is very similar to making a document in a word processor or a flyer in a page layout program. In this chapter we want to fill in a few other details about making web pages that you don't need to worry about when you are making any other kind of printed piece, such as exactly how you must name and title your pages and how important it is to keep your files organized.

We'll also discuss what you need to think about before you begin your site, such as making a map to follow, establishing a relationship with a service provider to host your site, getting your very own web address, buying your own domain name, collecting materials, and more.



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# Organizing your files

From the very beginning of the creation of your web site, you need to be conscious of organizing your files. You're going to be making a lot of them and it can get very confusing.

## Organizing by folders

Most smaller sites can be contained in one folder. If you think your site is going to be large, with more than about thirty or forty files (including all graphics, sound files, web pages, etc.), you may want to make subfolders. For instance, you might want to store all of your graphics in one folder. Or perhaps your site is large enough to break down into separate sections, and each section would have its own folder.

Whatever you decide, you need to implement your system from the very beginning; that is, you should make all the folders you will need for the entire site before you begin. If you later decide that you need to add a *completely new section*, you can certainly add a new folder and store files in it. But this is what you can't do: you can't decide you want to make a new section *out of existing pages and graphics*, and then move those pages and graphics into a new folder because this will break all of the links (see pages 81–82).

If you plan to make lots of large web sites, invest in a web authoring software package that includes “site management,” which makes moving files, rearranging pages, and updating links very easy (see pages 294–295).

## Naming your files

It is very important how you name your files. You will be creating HTML files (those are the web pages) and probably graphic files. Because these files are read by all sorts of computers, we have to take the file names down to the least common denominator and make sure there is nothing funny in them that some computer can't understand. The rules are simple:

- **Use all lowercase letters.**

Technically you can usually use capital letters, but it's easier to keep things straight and organized (plus it looks cleaner) if the names are limited to all lowercase. Plus, some servers may have trouble reading capitalized file names.

- **Use only letters or numbers—no funny characters.**

That is, don't use apostrophes, colons, semicolons, bullets, slashes, or any other characters except letters or numbers.

- **You can use the tilde (~), underscore (\_), hyphen (-), or period (.).**

- **Never use a space in any file name.**

- **All web pages must end in .htm or .html.**

The .htm is most common on PCs, and .html is most common on Macintoshes. (Whether it's .htm or .html, the pages are considered "HTML files.")

- **Make sure your computer puts the proper extension at the end of your graphic file names** so you know what they are (don't worry if you don't know what these "file formats" refer to yet; we'll explain them in Chapter 10). For instance:

If the graphic is a Photoshop file, the extension is *.psd*

If it's a TIFF file, the extension is *.tif*

If it's a GIF file, the extension is *.gif*

If it's a JPEG file, the extension is *.jpg*

- **Keep file names as short as possible** for several reasons, not the least of which is to reduce typos when people have to type the address.

So which of the file names below are correct and won't cause problems? How can the incorrect ones be corrected?

mydogs.jpg

Correct (.jpg or .jpeg are both acceptable)

HOME PAGE.HTM

Technically okay, but preference is lowercase

car/wash.html

Wrong: can't use a slash in a file name

snakes:my Friends.gif

Wrong: can't use a colon or a space in a file name

You-Bet-It-Hurts-Tattoos.jpg

Technically okay, but it's awfully long for typing

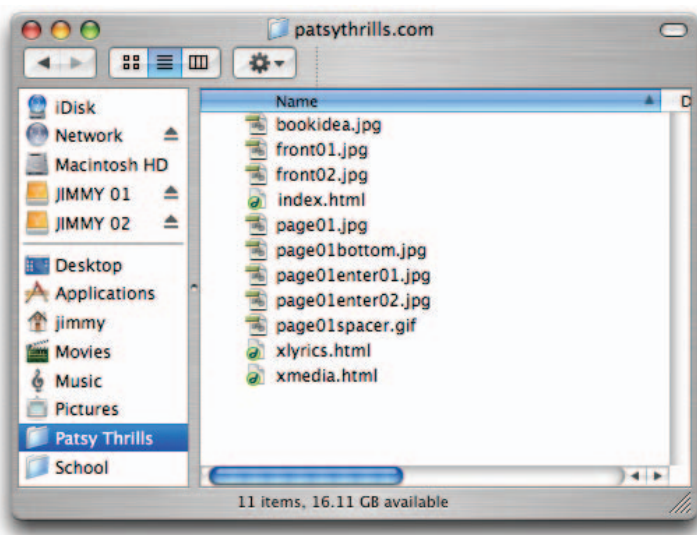
## Organizing by name

The previous page has details of how you should *technically* name your files so they can be used on the web. But here are a couple of ideas for naming your files so you can find them again.

One option is to give each different kind of file a prefix that indicates what it is. For instance, if it's a navigation graphic, give it a prefix of "nav." If it's a main headline, give it a prefix of "hd." If it's an HTML file, give it a prefix of "a" or "x." Later, when you can't remember what you called a file, you can list files by name and find it within its category.

Another option is to make sure all files that belong on one page start with the same letter or short, descriptive word. For instance, if you create a page for a workshop you are doing, this page might have a title graphic, a headline graphic, a background graphic, and of course the HTML file. So give them names like worktitle.gif, workhead.gif, workbkg.gif, and workshop.html. This way they are grouped together in your folder and you can easily find all the pieces to the page. This is especially handy when the workshop is over and it's time to take down the page.

These file-naming ideas aren't necessary for the files to work, of course—they're just to help you find things.



## Saving and titling pages

You must save and title every web page. Saving and titling web pages is different from saving word processing or spreadsheet files, so don't assume you know everything and skip this—it is very important. Read this whole page before you start to save, because different programs do these two steps in different orders.

You are going to be doing two different things: 1) **saving and naming** the page as an HTML file, and 2) **titling** the web page. Don't get confused.

1. When you Save As, you are **saving** the code as an HTML file, which is a web page. Every web page has a **name** that ends in .htm or .html. This is how the browser knows it is a web page.

The very first page of your web site *must* be named index.html or index.htm (or sometimes default.html). How do you know which one? You must call the service who will be “hosting” your site. We'll talk more about hosting a site in a minute (see pages 83–85), so for now pretend you called them up and asked, “What do you need me to name the first page of my web site, index or default? Do you need the extension of .htm or .html?” Let's pretend they said “index.htm” if you're on a PC, and “index.html” if you're on a Macintosh.

So now go ahead and **save** that beautiful web page you've worked so hard on, with these two important reminders:

Save it with the **name** index.htm or index.html, all lowercase.  
Save it into the folder you created for the practice web site!

2. Okay. Now you also have to **title** this web page. The title has nothing to do with the HTML file name you saved it as!

The title is what will appear in the title bar of the window when someone else views your page on the web.

When someone makes a bookmark or favorite of your page, this title is what will appear as that bookmark or favorite.

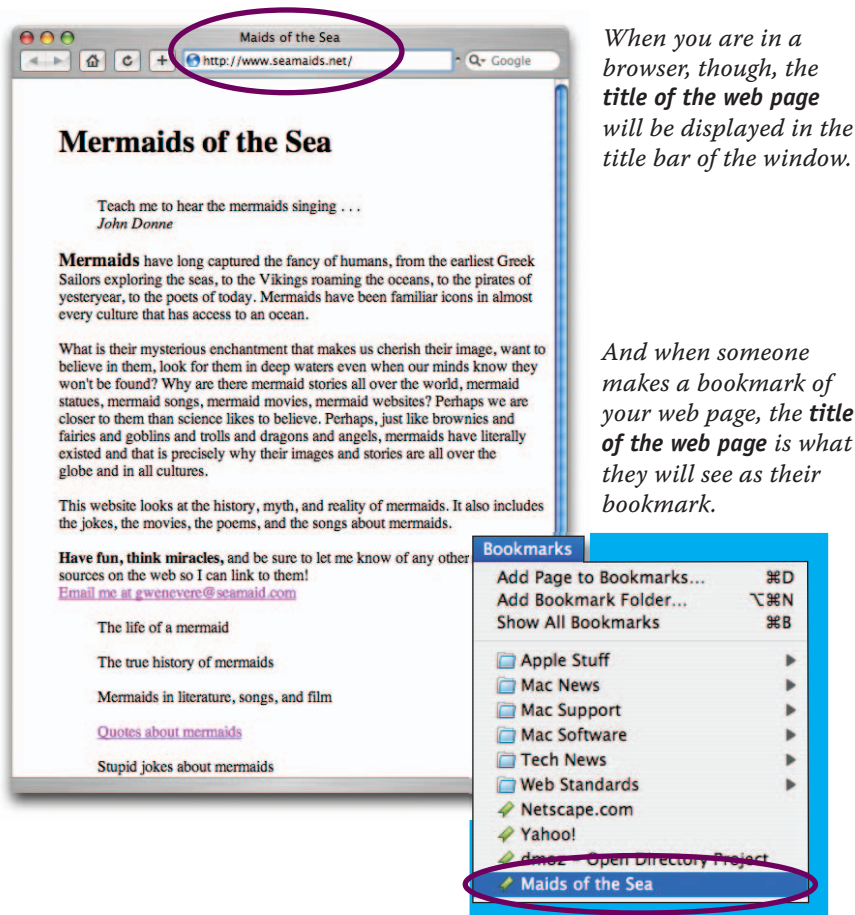
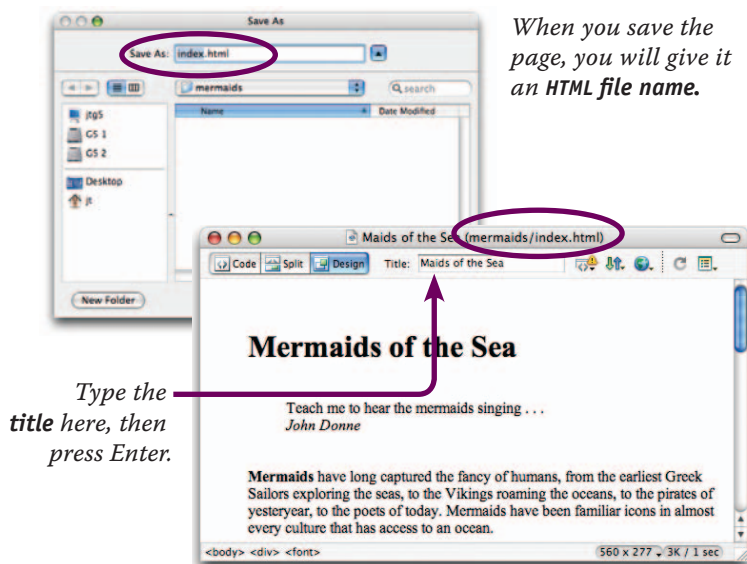
Many search engines look first at your title and decide from that where to add you to their database so others can find you.

So make that title relevant to the page!

**The title is not limited to the naming conventions of files;** that is, you can have capital letters, numbers, odd characters, longer names, etc.

Different software has different methods for entering the title. If it isn't obvious, check your manual.

**Title your practice web pages** before you move on.





## What does a browser do?

Your connection software (usually called TCP/IP) is what actually goes out and connects to the other computers in the world, gets the web pages, and feeds them to your browser. The browser interprets the HTML and displays the pages of text, graphics, sounds, animation, movie clips, etc., on your screen.

Now, all those movies and animations and graphic images are not on the HTML page itself. You can see an example of code on the following page—it's just a bunch of text. The code tells the browser that there is an animation file, or a graphic image, or a movie, *separate* from the HTML file, and the code simply tells the browser where to *find* that separate item. The item is most often nearby, like in the very same folder as the web page itself, or in another nested folder. The browser finds the separate item and displays it.

The code is very specific. Let's say the code tells the browser to display the image file called "DogFood.gif," which is stored in the folder called "dogs." If you changed your mind after you made the page and renamed that image file "dogfood.gif" with lowercase letters, or perhaps you renamed it "catfood.gif," or perhaps you put the graphic into a different folder, *the browser cannot find the image*. The browser looks for "DogFood.gif" in the folder "dogs" and nothing else. If you renamed the folder "dog" instead of the original "dogs," the browser cannot find the folder. The browser can only do what the code tells it to do—it does not stop and wonder if perhaps you changed the name of the file or moved it.

This means, then (and **this is important**), that after you put an image on a web page, you had better not change the name of the image nor change its location. And when you send your web site to the server, you must also send every graphic image, every animation, every movie file, etc., and they all must be in the original folders they were in when you placed them on the page, or the browser won't be able to display them.

Have you ever run across web pages where a graphic is missing? That's because the browser can't find it. Most often the browser can't find it because the graphic file wasn't sent to the server in the first place, someone put the graphic in a different folder, or perhaps someone changed its name. Don't let this happen to you.



*This icon means the image could not be found.*



*This icon means there is a problem with the link to the graphic. The designer needs to fix it.*



*This icon means the image is available, but is not loaded. Perhaps you turned off the "Auto Load Images" command.*

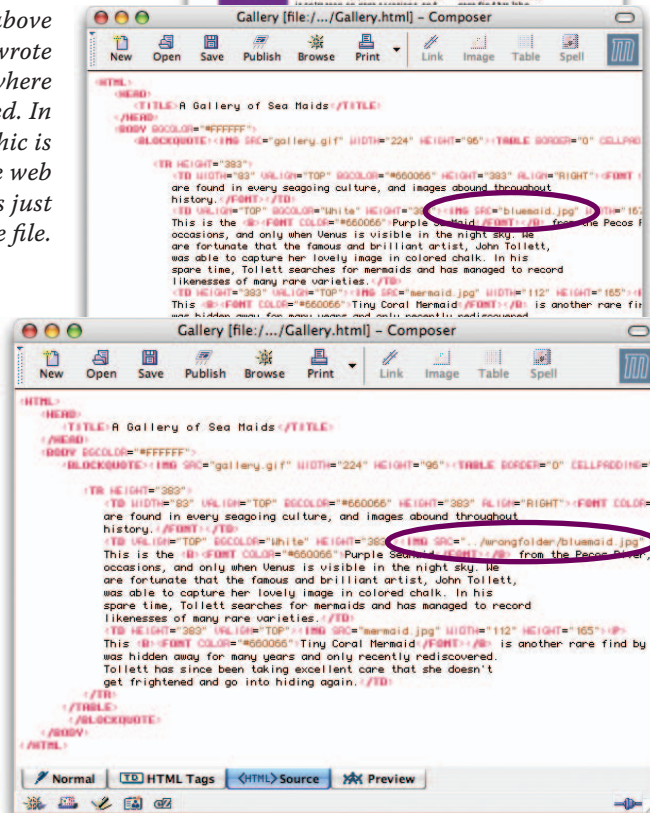


*This is the folder for this web page. Let's say you put the "bluemaids.jpg" graphic in this folder, then placed that JPEG on the web page.*

*This is the code for the above web page. The software wrote a "path" to indicate where the graphic file is stored. In this case, since the graphic is in the same folder as the web page, the path is just the name of the file.*



*If the graphic is in a different folder when you place it on the web page, the software writes the path to the other folder. And if you change the name of the graphic after you place it, the code does not update!*



***If you really want to change the name or location of the graphic file, all you have to do is change the code to match the new name and/or path.***

*To do this, first delete the existing graphic from the web page. Then put the graphic in the folder where it belongs, rename it, and insert the graphic again on the web page. The software will write the new path.*

***Or use site management software (page 295) to move, rename, and relink files automatically.***

***Or change the name or location of the graphic, then go into the code and fix it by hand: change the name of the file or the path. Deleting the path, except the graphic file name, tells the browser that the graphic is in the main web site folder. Change the code from:***



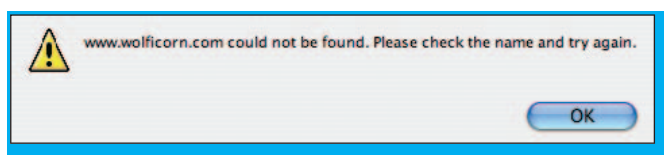
## What is a server?

A **server** is a juiced-up computer that is connected to the Internet 24 hours a day. It has special software on it that allows web pages to be “served” to the Internet whenever anyone types in the web address.

If you leave your finished web site on your computer, no one but you will ever see it. A web site cannot be served to the Internet from your home or office (well, you can sort of serve it, but that’s another story).

So when you finish your web site, you will find someone with a server who will store, or *host*, the site for you (for a price, of course). You will send your site, or *upload* it, to the host server. We’ll explain the exact details about how to upload your site in Chapter 15—it’s quite easy. For now all you need to know is that you will be sending your finished web pages to a server and from there they will be accessible on the Internet.

It is the **domain name** (as explained on pages 25 and 86) that contains the address of the server. See page 87 for details on how to get your own domain name. Sometimes you will see a web address that has numbers where you expect a domain name to be—that number is the **DNS**, or *domain name server* for that domain name.



*Have you seen this message? It means your connection software cannot find a server that is hosting the web site you want; **you probably have the wrong domain name.***

*Sometimes this message also appears **when your connection has been dropped.** If you **know** the address is correct: quit, disconnect (if you’re using a dial-up connection), and start over.*



### The page cannot be displayed

The page you are looking for is currently unavailable. The Web site might be experiencing technical difficulties, or you may need to adjust your browser settings.

*This message is different! This one means your modem is working, the address is correct, and the server has been found, but the server is too busy serving other people, or it may be down. Try again later.*

## How to find a server

You need to find someone with a server who will host (store) your site. Here are places to look:

- Commercial online services such as America Online usually store web sites *free* for members. Thousands of people take advantage of this perk. Check the World Wide Web or Internet section of the service—you should find a FAQ (list of frequently asked questions) that explains the process.
- If you use a local Internet Service Provider (ISP), ask them. They most likely host web sites as well as provide connectivity. If they don't host web sites, other service providers in town probably do. Ask your own service provider whom they recommend.
- Is your ISP a national provider, such as Comcast or EarthLink? They usually host web sites as well as provide connectivity. Check their web sites or the printed information they sent you.
- Do you know anyone else in town who has a web site that's up and running? Ask them who hosts their site.
- Find other local sites on the web, people from your town who have posted web pages. Email them to ask where they post their sites. Ask how they like their host.
- Call a local web designer and ask whom they recommend. A good web design firm usually knows all the servers in town, as well as the popular remote servers, because they have a variety of clients who store their pages on various servers.
- Do a quick search on Google for "web hosting," or use the directory. There are some web sites out there dedicated to comparing the costs and services of the wide range of hosting choices.

### Cost of hosting a site

The cost of hosting web sites varies quite a bit. Be sure to ask around. Web site storage is usually provided by the megabyte. One place might charge \$9 a month for 3000 megabytes. Another place might be \$50 a month for the same amount of space. As we mentioned, most commercial online services provide members free space, and there are even places that will give you free storage space if they can post their ads on your pages. Prices are quite competitive so it really pays to shop around.

Often your monthly fee is not the only cost involved. Be sure to talk with your provider and see what other expenses might pop up. There might be a setup fee or a fee for other technical details. If you want your own *domain name* (see page 87) there are definitely several extra costs involved.

## Ask these questions of your host

When searching for a place to host your site, ask the following questions. One important factor to consider while they are answering these questions is how nice they are to you. Even if they are cheap, if they treat you like you're stupid, go somewhere else. If they are patient and kind and respectful, it might be worth any extra fees it takes to be able to work with someone nice.

### **What are ALL the details and costs involved with storing my web site?**

We talked about the storage costs on page 84. Check their web site or ask how much space you get, if you can get more later, whether their fee includes email accounts and how many. Also, ask the host if a report of the "traffic" statistics (how many visitors) on your site is covered by the fee.

### **If I want my own domain name, what are the extra costs involved?**

They may lump a variety of costs into one fee for the domain name, such as an initial setup fee, an extra monthly fee, or other costs. Ask to see a breakdown so you have a clearer idea of what you're paying for.

### **Will I have "ftp privileges" so I can I update the site myself from home? Are there any extra charges for this?**

Updating the site from your home, business, or laptop is called "remote updating" because you are doing it from a remote location. To do this, the provider needs to set things up for you on their server and give you a password so you can get into your own folder on that server. These are your "ftp privileges." Ideally, you want to work with a host that does not charge you for updating the site yourself.

### **What's your line speed? (Meaning, how fast does their server provide data to the person on the other end?)**

Any good service provider will have at least a line called a T1 or even a T3; a big provider might have multiple T1s or T3s, or some new technology that's even faster. That's really the host you want to use.

### **Do you host sites that are extremely popular?**

If they brag that five of their sites get 500,000 hits a day (requests from the server), that means their server might be so busy it won't be able to send out the data from your pages very fast.

As we mentioned earlier, though, working with nice people can override some of the less important details or not-too-significant cost differences.

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## Domain names and your web address

When you post your web site, your service provider will give you your very own web address. It will start with **http://**, then the **domain name** of the server you are buying space on, then a **slash** (which tells the connection software to go down one more level, to another folder), then the folder name that tells the browser where to find your home page on that server. The path may include more folders, HTML file names, and slashes. For instance, a web page that Robin made for her family and that is stored on Robin's personal web site has this address:

**http://www.ratz.com/robin/family.html**

This address tells the browser (the software browser, not you):

<b>http://www.</b>	The destination is a page on the web.
<b>ratz.com/</b>	This is the domain name, telling the browser which server in the world stores this site. The browser looks inside this site folder.
<b>robin/</b>	Once the browser gets to the site folder, it looks for the folder called "robin." The slash tells the browser to look inside this folder. It does, and finds there are a few folders inside this "robin" folder for pets, books, etc.
<b>family.html</b>	The browser looks for the HTML file, the web page, called "family.html." Since this is the last item in the path and it is indeed an HTML file, the browser displays it on the screen.

Your web address will look somewhat similar. For instance, if you store your site on a server whose domain name is **cactus.com**, your web address might look something like this:

**http://www.cactus.com/yoursite/**

When someone types in that address, the connection goes to that domain name, looks down one level for the folder called "yoursite," and displays the index.html file (your home page) that is stored inside that folder.

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## Your own domain name

Are you wondering how you get your own domain name? You don't have to be the NFL or Apple or the White House to do it. We own several domain names ourselves (actually, Robin owns 23 at the moment).

There are lots of companies that are authorized to sell domain names. They keep a master list of all the domain names in the world and parcel out new ones. It costs about \$30 to register your domain name for a year, and usually cheaper if you buy it for more than two years.

You can do a quick check on the web to see if someone else has already posted a site with the domain name you want, but even if you don't find a web site at that address, that doesn't mean someone else hasn't registered the name yet. **To see if your desired domain name is already taken**, go to Internics "Whois" database at [www.internic.net/whois.html](http://www.internic.net/whois.html). Type in the domain name you're interested in (including the .com or .net part) and hit Return or Enter. If the domain you want is already taken, you'll have to get creative with a variation.

You can register your domain name yourself. Almost all web sites that offer hosting will offer you a way to register a domain name either through them or through a partner. They want your site up and running as much as you do. If you already have a host, you will need pertinent information from them before you can register a name; call and ask. Some web sites, such as DomainBank.net or DomainDirect.com will register your name and let you "park" it at their site until you find a host.

You can find a list of all places in the world with whom you can register your domain name at [www.internic.net/alpha.html](http://www.internic.net/alpha.html). For years we have been using NetworkSolutions.com to register domain names and find it to be an excellent resource.

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# Planning ahead

Later in the book we talk about specific concepts to consider when designing the pages, graphics, and navigation of a web site. But even at this point you should start thinking about a few things as you conceptualize the site and gather your images and the other files you'll use to create the pages.

## Your web audience

Two important questions you should ask about a site are 1) Who is the target audience, and 2) What do I want this site to accomplish? Obviously, if the site is a personal site for you or someone you know, these questions are easy to answer and as long as you're having fun, who cares if the site is slightly unfocused. But if the site is for your business or someone else's, you need to think carefully about the answers.

The answers many clients give to these two questions are “everyone” and “everything.” After all, this is the World Wide Web so why not make the entire world my audience and have the web site be the answer to all my business and marketing problems? The consideration, however, is “focus.”

The more you focus your site on its goals and the more precisely defined your target audience is, the more efficiently and effectively you can present the information. Without a focus for design and content, some features or information that would be valuable may be left out. Or, more likely, lots of unnecessary junk may be included. Clients sometimes say, “I hear links are good. Should I have a links page?” Maybe or maybe not, depending on what you're trying to accomplish. “I've got a bunch of really adorable photos of me on a nude beach in Hawaii. Should I put them on my home page?” Maybe, maybe not. Sorta depends on who your target audience is. “I've got a dozen written pages of information about my company. Do I need to put it all on the web site?” Same answer. “Should my web site be four pages or ten pages or what?” You can guess the answer.

Although these questions seem obvious, they become very important when designing a site for a client or company you're not familiar with. You'll find that asking these questions will bring up issues you hadn't thought of and will draw out of the client valuable remarks and information that would have been left unsaid—unsaid, that is, until the client sees the final project and *then* decides it doesn't fit their audience.



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## Making an outline

Making a written outline of the site serves several purposes. It gives you a quick visual reference of the project without doing any actual construction of pages, and it allows you to quickly and easily organize the structure of the site. A problem for many designers is that we have to work on several projects at one time. An outline offers an easy way to refamiliarize yourself with the site after several days on other projects. Even though computers are great organizational tools, sometimes the multiple pages and many graphic images needed for a particular project become a confusing mess in our minds as we try to remember which files go where. A quick glance at the outline can remind you of the site's organization and content.

In Chapter 7 we'll talk more about making detailed outlines, lists, and visually organizing the site. For now, write up an outline—put into words—how you or your client envisions the site. You will add to this outline and elaborate as you go along, and it will serve as a valuable reference all during the site's construction. Web sites and all their attendant files have a way of growing beyond everyone's expectations.

## Collecting and storing material

In most cases, you will need to gather content materials before you start. Based upon the outline you created and all of your discussions with the client, make a checklist of the copy and visuals you want to include in the site. Typically, you'll get photos that need to be scanned, digital photo files (photos that have already been scanned or that came straight from a digital camera), graphic files, and text files. Plus, you'll almost always need graphics that the client can't supply—you'll have to create or find these, such as navigation buttons or special type treatments for headlines.

Keep a manila file folder for original files, copies, print-outs, and other hard copy material. Also keep one main folder on your hard disk for each web site in which you store everything, organized into separate, well-labeled subfolders. Set aside a Zip disk or other storage media for each large web site or collections of small ones, and make back-ups onto it as you go along. Staying organized at this early stage will prevent a lot of time-consuming confusion and stress later on ("I know I saved that logo somewhere on the hard drive last week and now it's gone").

## Saving source files

Inside your **main project folder** on your computer (not the actual folder for the web site itself), create a subfolder named “Source Files.” Inside this folder create subfolders for the different types of source files you will keep: Text Source Files, Graphics Source Files, Photo Source Files. This is particularly important for the images—later in the project if you decide to make changes to a photo or graphic, you can make the changes on the original file, ensuring much better quality than you’d get by altering a GIF or a JPEG.



*A 72 ppi image (above) can look great on the screen. But if you enlarge it (right), it will look just as bad on the screen as it does here in print.*



In the graphics chapters, we spend a lot of time talking about saving your graphics at the low resolution of 72 ppi. But you will want to **save those original source files** at a higher resolution so they will be more flexible later in certain situations. For instance, if you’ve saved a photo source file as 3" x 3" at 72 ppi and later decide you want it to be 4" x 4", you’ll find that enlarging the image makes the photo seriously “pixelated.” At 72 ppi, it doesn’t look bad at all on the screen (it doesn’t look so good in print), but when the image is enlarged, even on the screen it looks awful.

---

If you have the original source file at either a higher resolution (even just 100 ppi, preferably 144 ppi) or a larger dimension (5" x 5"), then you could make another copy of that original image, reduce the *copy* to the 4" x 4" size you want, and change the resolution to 72 ppi without a noticeable loss of quality. Or, if you decide you want to apply a special technique to an image, the result will look significantly different on a low-resolution file as opposed to a high-res file, so save the high-res for those changes.

In Chapter 13 we show you a Photoshop technique for creating navigation buttons on multiple layers in one file. Saving the layered version as a source file makes it easier to make changes and additions later; if you don't save that original source file, you will have to recreate those navigation buttons all over again.

The original source files can take up a lot of room on your hard disk. You may be tempted to just convert the files to whatever size and format you need and not bother to save the high-resolution originals. You can live dangerously if you want to, but it's amazing how often those original source files are useful.

# Checklist:

## Before you begin

If you haven't already, dive in and make a small, disposable site, two or three pages long, just to get the feel for how things work in this new world. Make it something silly so you won't care if things don't work. You will learn so much from your first site! And you'll be so glad you learned them on a site you are going to throw away.

If you're too anxious to spend time on a pretend site, then *forward, in all directions!*

### But before you begin:

- Buy a **web authoring software** package and **read the directions** on how to use it.
- Spend some time thinking about your site, jotting notes on paper. Create a **visual map** of the pages and how they will relate, or use visualization software such as Inspiration, as discussed on page 136.
- Establish a relationship with a **provider** who will **host** your web site when you're finished.
- If you want your own **domain name**, register it now.
- Start organizing.

Make a **manila folder** in which to store all the hard copy materials, including your outline.

On your computer, make a **main folder** in which to store every single file relating to the web site. Create separate folders in here in which to store text files, source files, etc.

Also make a separate **web site folder** (which can be outside of your main folder if that's easier for you) that will contain *the web site and nothing but the web site* and its critical files.

- Finish reading this book.

# Self-Guided Tour of the web

Now that you know a few more details about naming files, domain names, and the file structure that the web address indicates, go back to the web and notice these things:

- Find a page with an inappropriate **title**, such as “index.htm” or “hexidec.html.” What do you know how to do that the person who created that web page doesn’t (or just overlooked)?
- Find a page that has an icon indicating a missing graphic. Why might the graphic be missing?
- Look carefully at a few web addresses. Can you visualize the file structure now? That is, can you tell which folders are inside of which folders, and which file is the actual name of the web page you see?
- When you come across business sites, take note of their domain names. Do you find a business that does not own its own domain name (such as hometown.aol.com/CatfoodCompany)? What kind of impression does that give you?

# Oh boy, it's a Quiz!

This quiz will help you clarify the things you need to think about before you begin your web site. As you read through the rest of the book, keep these items in mind.

1. Which of the following is not a **"legal" file name**, and why not:
  - a) designers.htm
  - b) tall\_tales.html
  - c) honey\_bunny.gif
  - d) gargoyles.jpg
2. In what **order** should the following tasks be completed:
  - a) Make a folder in which to store all of your web site files.
  - b) Put your graphics in your web site folder.
  - c) Name and title the first page of your web site.
  - d) Type your text on the web page and add your graphics.
3. What does it mean to save and **name** your web page:
  - a) You must save it with an HTML file name.
  - b) Every basic web page is an HTML file, so you must save it as such.
  - c) Browsers recognize HTML files as web pages, so you must name each page (of a basic site) with an HTML or HTML file name.
  - d) All of the above.
4. Why should you **title** your web page:
  - a) The title is what appears in the title bar in the browser.
  - b) The title is what appears in a visitor's bookmark or favorite list.
  - c) The title is used by many search engines to add the site to their databases.
  - d) All of the above.
5. What **restrictions** are on **title** names, as opposed to file names?
  - a) No capital letters.
  - b) No spaces.
  - c) No apostrophes.
  - d) None of the above.
6. If you make **graphics**, what reason could there be for saving the original, high-resolution files that won't be used in the web site?
  - a) You might need them for print media.
  - b) You might need to go back and make changes or corrections.
  - c) You might need to make more of the same, such as buttons.
  - d) All of the above.
7. Why should you establish a relationship with a **host** provider before you make your first web page?
  - a) They need to tell you how to name your first page.
  - b) You might need to take out a loan.
  - c) They need to reserve space on their server.
  - d) It takes several weeks to set up a system for you.
8. If you must rename or move a file, how can you **fix the code**?
  - a) By hand.
  - b) Delete the old file from the page and replace with the new file.
  - c) Use site management software.
  - d) All of the above.

*Answers on page 324.*