



Troubleshooting and Common Support Questions

If you have any questions or need further assistance please email support@affordablewebhosting.co.nz or call 04-568-8773. There is a minimum fee of \$25+GST for support requests beyond those covered by your agreement.

I can't access my web site

That's no good. The internet is a complicated connection of computers, and the problem could be anywhere along the route from your computer to the server. Here are some things you should do BEFORE contacting us for support:

1. Check that you actually have an internet connection – try visiting various site around the globe (such as tvnz.co.nz; cnn.com; bbc.co.uk). If you can't access these sites then you should call your internet service provider that connects you to the internet (such as Telstra, Telecom, Orcon, etc. – it's not us).
2. Go to <http://www.isup.me/> and put in your web address. This site will perform an independent test to see if your server is responding.
3. If your server is responding but you can't access it, then the problem is somewhere between you and the server. This is not something we can help you with unfortunately. It will usually resolve itself quickly. You can try using the tracert function on most command line interfaces to identify where your connection is failing, but we can't help with that.
4. If the server really is not responding (isup.me says that it is down) – please wait 30 minutes and try again. Most site response problems are due to temporary overloading, network congestion, or brief maintenance and will normally resolve themselves.
5. If your site is still not responding you need to email us with the details of the page/url you are trying to access and any error messages that have been shown. In almost every single case where we have been asked to look into an outage the problem has cleared itself by the time we begin the investigation. If this is the case we will not look further because it is virtually impossible to find out what caused the problem. We guarantee 99.9% uptime – this means that we allow about 45 minutes of downtime each month. There has not been a time when this has not been met so the odds that there is a genuine outage are slim.

I can't receive email

Please start by following the steps above to ensure that your website is up. If so, we suggest that you wait a while as congestion delays can cause email connection problems. It also helps to determine what the problem is. Have you forgotten your password? Has your email software lost it's connection to the account? Please write down or screen-shot any error message that you receive so that we can properly address your problem. We can't respond to "My email's not working." Here are some steps that you should go through BEFORE contacting us for support:

1. Go to www.yourdomain.com/webmail (replace yourdomain.com with your web domain name, or use affordablewebhosting.co.nz). Enter your email address and password. If it fails then you should phone us and request a password reset.
2. If you log in through webmail, but can't connect through your email software then try re-entering the password into your account settings (some systems occasionally corrupt the password). If that doesn't work, try creating the account again in your software.
3. If that still doesn't work you will need to contact us for remote support. The problem is usually at your end, so there will be a charge if we find that it is simply a configuration problem. We will want to know the software you are using to access the email account, the email account address, and all error messages your email software has given you.

How do I setup my Email Software to access my email account?

Email programmes are all different. These instructions have been written for Outlook, but the core information is the same for all software programmes (just the way you get to it and how it looks will be different). There is plenty of help available if you Google your email client name and "set up POP3."

To create a new account, look for the Accounts option on the Tools menu. The information you will need is as follows (replace "test", "accountname" and "yourdomain.com" or other examples with your appropriate information):

- Incoming (POP3) mail server: *yourdomain.com*
- Outgoing (SMTP) mail server: (you will need to obtain this from your local ISP – call their help desk or check their support web page for it)
- Username: *accountname+yourdomain.com* (this is the same as your full email address – if you have trouble substitute a + sign for the @ sign)
- Password (an initial password is provided when your account is set up, which you can change later – see below)

Here are the instructions for setting up an account in Outlook XP (they should be very similar for Outlook 2003):

- From the Tools menu, choose "Email Accounts..."
- Choose the email "Add a new email account" option and click Next
- Choose the "POP3" option and click Next
- Enter the information as follows (substituting your name, email address (including the "@yourdomain.com" portion), username and password)

E-mail Accounts

Internet E-mail Settings (POP3)
Each of these settings are required to get your e-mail account working.

User Information	Server Information
Your Name: Tenth Test Account	Incoming mail server (POP3): mail.tenth.ca
E-mail Address: test@tenth.ca	Outgoing mail server (SMTP): smtp.telus.net

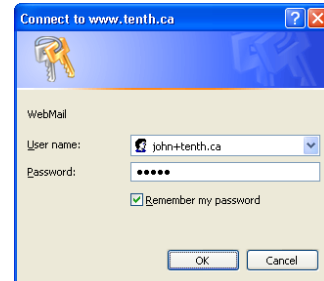
Logon Information	Test Settings
User Name: test+tenth.ca	After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)
Password: ***** <input checked="" type="checkbox"/> Remember password	
<input type="checkbox"/> Log on using Secure Password Authentication (SPA)	<input type="button" value="Test Account Settings ..."/>
<input type="button" value="More Settings ..."/>	

- Click Next
- Click Finish

We do not support outgoing mail through our servers – you should contact your Internet Connection Service Provider (the company you use to access the internet) and ask for their SMTP server name. This is usually available on their support website as a FAQ.

How do I Check Mail on the Web

- From any web browser, type the following URL into the Address line:
<http://www.yourdomain.com/webmail>
- Enter your email address (e.g., john+tenth.ca) in the User name field
- Enter your email password in the Password field
- Check the box for the “Remember my password” field ONLY if you are using your own computer. NEVER check this box if you are on someone else’s computer (this will allow them access to your email).
- Choose which of the web-based system to use (we recommend Squirrel Mail as it is simple and fast).
- If this is your first time using the web-access system, you will need to set up some preferences (see below).



Important Notes on Using This System

- The web-access system is intended for temporary access to your email while you are away from your normal computer. Please do not use this as a replacement for your normal email software. If you do not download messages from the server your account will fill up quickly and stop receiving new messages.
- The web-access system will only show you new messages. When you download messages onto your email software on your normal computer they will no longer appear in the web-access system.
- After using the web-access system, messages visible in the Inbox will be downloaded to your normal computer next time you connect, and will no longer appear in the Inbox on the web-access system. If you delete a message while in web-access mode, it will not download to your computer.
- Messages sent from the web-access system will not download to the “sent items” folder of your email software unless you use the IMAP protocol. If you need to keep a copy of any message sent from the web-access system, put your email address in the “bcc” field when sending it, and you will receive a copy (and you can move it to sent items when you download onto your PC).
- The web-access system has a basic address book function, but this does not automatically import addresses from Outlook. You can add address to it easily, and there is an import function if you need it, but the amount of space allocated to the address book is quite small.
- Please do not leave large messages in this system for extended periods of time as you can easily exceed your email storage limits (you have 20MB, but it only takes a few large files to use this up).
- There are three systems available to access your email through the web page. We recommend Squirrel Mail because it is clean and simple and suitable for using on lighter bandwidth settings (such as mobile connections). Each system will require some amount of set-up before they can be used.

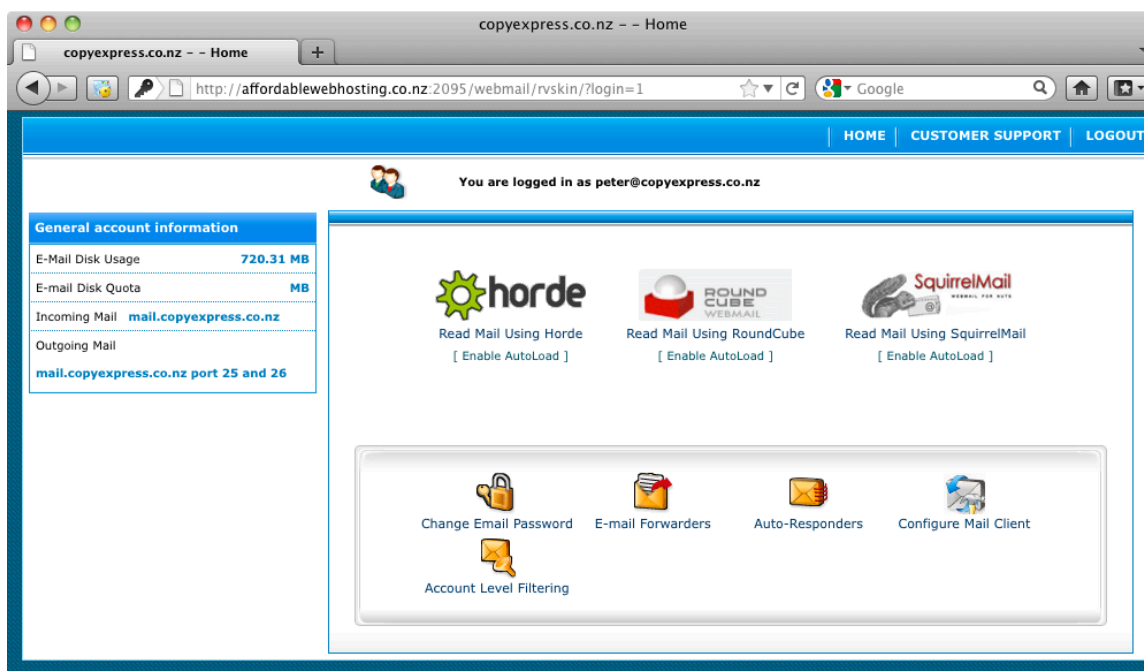
I have forgotten my password – how do I reset it?

Please call us to request a password reset. Once we have verified your identity we will reset your password to a randomly generated one. We recommend that you change it (see next question) immediately to one that you can remember.

How do I Change My Email Password or set up Temporary Forwarding

From any web browser, type the following URL into the Address line:

<http://www.yourdomain.com/webmail> and login using your login name (such as account+yourdomain.com) and password. At the bottom of the page there are options to change password, forward options (send your mail to another email address in addition to your main one) and autoresponder options (to automatically send a message to people who send you a message – for use when you will not be checking mail for an extended period of time).



If you set up forwarding or autoresponder options, please make sure that you deactivate them when they are no longer needed.

I'm not getting email from one person. Are you blocking it?

No. We don't filter out any email address at all. Mail non-delivery is usually a problem at the sender's end or with the rules in your software.

Here are the most common causes of email non-delivery:

- Incorrectly entered email address – get them to triple check the typing of the email address, especially the dots, dashes and domain extension.
- Spam filters and rules on your client software – double check your Spam or junk mail folders for the message (these frequently trap messages that are legitimate even if you have marked the sender as non-junk). Switch off all rules and spam filtering if you can to see if it gets through. Make sure that you have the email address from the sender in your contacts list and added to the “non-spam,” safe list or “white-list.”
- Large email attachments. Some servers refuse to transmit files with large attachments (anything over 5MB is risky) and often just delete the message with no reporting back – try sending the email with no attachments.
- Attachments with suspected viruses – check your virus vault and send with no attachments.
- Mailbox is full – if your mailbox has a quota and you are over your limit messages may be rejected. The user will usually get an error report. Log into webmail and clear some old messages, empty trash, etc.
- Your internet connection has gone down – make sure that you can browse to a web page. If you don't know how to check if you have a connection to the internet please

contact a computer support service (we only support your web hosting, not your computer).

Here are some things to try before contacting us for support (if you contact us and have not tried all these then there will be a support charge):

1. Ask them to change the email address to another one (such as hotmail or gmail) and resend. Once you have verified that it is received have them change it back. Send again.
2. Try sending them an email first and have them reply directly to it.
3. Go to your advanced settings in your email account in Outlook (or other email programme) and tell it to leave a copy of the message on the server for 7 days.
4. Log into webmail www.yourdomain.com/webmail and setup a forwarder to another account (such as a hotmail or gmail account).
5. Have them resend a message. Wait 10 minutes, then see if it appears in your Outlook. Check your webmail and your forwarding account. If it appears in any them the problem is not with our server.

Don't forget to cancel the forwarder and reset all addresses back when you are finished. If none of the above resolve your problem we need to know the following:

- the email address that is sending the message
- the email address it is being sent to
- the date & time (and timezone that time is in) the message was sent
- whether the sender received any error messages (ask them to forward any of these messages or screen shots to us)
- have you received ANY email messages from this person recently? Are you receiving email messages from everyone else? If this is a recent thing for just this sender, ask them (and yourself) what has changed in your environments? Have they changed systems or software?

Most of the time email problems are impossible to resolve – there are just too many servers involved for us to be able to track it. Our server is the last in a long chain of computers that handle any one email message. We will be able to tell you if the message was received on our server and what our server did with it (it takes up to 24 hours to get this information through the support chain). If we have no record of receiving the email on our server **THERE IS NOTHING THAT WE CAN DO ABOUT IT** – we can't fix a problem that we haven't created. The sender will have to trace the sent email through their support channel.

Please don't call us asking for help until you have tried the steps above and obtained the information requested. If you do, we will have to charge you a support charge. We can not trace "my friend sent me an email and I didn't receive it – why not?" We can trace "john@smith.com sent jane@brown.co.nz an email at 16:46 NZ time on 25 April 2052 and it has not shown up. No error messages were received. They have resent it to jane.brown@hotmail.com and it was received fine. I set up a forwarder to my hotmail account and asked them to send the message to me again, which they did at 9:30am the next day - I did not get it in either my brown.co.nz or hotmail accounts."

How do I Set-Up Squirrel Mail?

When you access the mail system on the web for the first time, you will have to set up a few things. Once you log on, click the "Options" link at the top of the screen, and then the "Personal Information" link on the next screen.

In the Options – Personal Information screen, set the following values:

- In the “Full Name” field enter your first and last name, with proper capitalization
- In the “Email Address” field enter your full email address (e.g., account@yourdomain.com)
- In the “Signature” field type in an optional signature which will appear at the bottom of any messages sent from this system (this should be similar to the signature you use in your normal Email software). If you enter a signature, you must also choose the “Use Signature” and “Prefix Signature with ‘--’ Line” options as appropriate.
- Now click the “Submit” button.

My Web Storage is getting full!

This is most commonly due to emails not being cleared off the server. You can clear this by logging into webmail and deleting old messages through Squirrel Mail (or any of the web-based access tools). We do not recommend using webmail to store old messages - you should use Outlook and check the "delete messages from server" option to ensure that your web storage does not full up. Check the instructions on setting up your email software and accessing mail on the internet above for more information.