Welcome To Thasanav Software Private Limited
1 message

Support Team : Thasanav Software Pvt Ltd. <support@thasanav.com>
To: abinashteja8@gmail.com

Mon, Nov 4, 2019 at 10:20 AM

Dear Abinash S,

Your Linux Web Hosting account for Abinash S has been activated! Thank you for choosing Thasanav Software Private Limited for your web hosting needs.

This email contains vital information related to your new web hosting account. We recommend that you read the email in its entirety then archive it for later reference.

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Anonymous DNS Settings
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Your customers will need to update the nameservers with their domain registrar so that their domain points to our server.

Nameserver 1: ns1.thasanav.co.in (144.91.89.65)
Nameserver 2: ns2.thasanav.co.in (144.91.89.65)

OR

Create Child Name Server(Host Name)
Nameserver 1: ns1.customerdomain.com (144.91.89.65) (replace customerdomain.com with the exact domain name)
Nameserver 2: ns2.customerdomain.com (144.91.89.65) (replace customerdomain.com with the exact domain name)

IMPORTANT NOTE: After changing the nameservers with domain registrar, it can take up to 24-72 hours for a domain to propagate throughout the many DNS servers. This is a process that no one can expedite, and simply requires your patience.

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Web Hosting Control Panel Login
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Thasanav Software Private Limited proudly offers a full functional Plesk web hosting account, with this each and every domain you host will get a separate plesk control panel account. Plesk makes it easy for you to manage your customers website, e-mails, FTP accounts, etc. Your Web hosting login to your plesk account are as follows:

URL: https://144.91.89.65:8443/login_up.php

Username: adminabinash
Password: lHxktaid65$1UibU

Be sure to secure your customers scripts, as any spam sent out using such scripts will result in account deactivation with or without any notice.

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e-Mail Information
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To access emails via web, your customers can use the URL

http://webmail.customerdomain.com/ (replace customerdomain.com with the exact domain name)

To access emails via Outlook / Outlook Express , your customers have to use the following details :

POP3 server : mail.customerdomain.com (replace customerdomain.com with the exact domain name)
SMTP server : mail.customerdomain.com (replace customerdomain.com with the exact domain name)

Username : email address created
Password : As given while creating the email address

Don't forget to Check "My Server Requires Authentication"

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MYSQL Information
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Your customers can access their MYSQL database by using the below information:

MYSQL host: localhost
MYSQL username: must be created in their plesk control panel
MYSQL password: must be set in their plesk control panel
MYSQL database name: must be created in their plesk control panel

Your customers can manage their database through Enterprise Manager from their desktop.

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Members Center
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Each Thasanav Software Private Limited reseller receives his/her own dedicated Members Center login. Within your Members Center, you are able to view and pay invoices, as well as submit and monitor support tickets when you are in need of assistance. Please feel free to check it out! Your logins to the Members Center are as follows:

URL: https://host.thasanav.com/customer

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IMPORTANT NOTE:
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Please ask your customers to take backups of their website and databases regularly. It's your customers responsible to take backups of their websites and databases. We take regular backups, but we can't guarantee for backups.

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Account Billing
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Hosting invoices are generated on your account 10 days before they are actually due to provide you ample time to pay your invoice before your due date. Within those 10 days, you will need to login to our Members Center (logins above) and pay the invoice. If you will be paying by cheque / Demand Draft, we recommend sending your Check / Demand Draft at least 5 days before you are due so it clears before your due date. Accounts not paid in full by their due date, including uncleared Checks, will result in suspension of service pending payment.

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Hosting Support
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Each of our resellers receives priority technical support via our Support Center. To open a support ticket simply send a detailed email regarding your issue to support@thasanav.com . Well drafted knowledgebase and tutorials are available at https://thasanav.com/. We strongly recommend you to follow the knowledgebase and tutorials before submitting a support ticket. Creating multiple tickets for a single issue will delay our response time since the order of such tickets are modified automatically by the support suite.

Note : All the support tickets are attended by our Techs on a first come first serve basis.

Again, thank you for choosing Thasanav Software Private Limited for your linux web hosting needs. Please feel free to contact us if you have any questions. We would be more than happy to help you with any questions or concerns.

Regards,

Support Team

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Phone : +9144 4233 4456.

Mobile : +91 996 220 34 **27** | +91 996 220 34 **28** | +91 996 220 34 **29**

url : thasanav.com

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