

**From:** [Axxess](#)  
**To:** [sanavyit@mweb.co.za](mailto:sanavyit@mweb.co.za)  
**Subject:** Everything you need to know about Hosting with Axxess  
**Date:** 17 March 2018 10:04:28 AM

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Hi Daryll,

Thank you for choosing Axxess as your hosting provider.

You will find all the necessary information to access, setup and administer your domain below.

### Package Details

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Domain:	amagp.co.za	Date Created:	2018-03-17 10:03:40
Package:	Windows Hosting XXS	Payment Method:	Credit Card

### Windows Control Panel

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Control Panel URL:	<a href="https://winhost2.axxesslocal.co.za:8443">https://winhost2.axxesslocal.co.za:8443</a>
Username:	dhtpaecz
Password:	S8tzXvNWv2*rhgA

### FTP Details

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Host:	<a href="ftp.amagp.co.za">ftp.amagp.co.za</a>
Port:	21
Username:	dhtpaecz
Password:	S8tzXvNWv2*rhgA

If you are transferring your domain to Axxess, please make sure you have a full backup of your website.

### MsSQL/MySQL Server Details

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MsSQL:	154.0.170.55
MySQL:	154.0.170.55

When using SQL/MySQL databases, ensure these IP addresses are inserted into your configuration files.

### Publishing your Website

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To upload your website to the "wwwroot" directory on the server, file transfer software is required.

Once the software has been installed you can use your FTP details.

Free File Transfer software:

- FileZilla – <http://filezilla-project.org/>
- WinSCP – <http://winscp.net/>

## Domain name servers

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Your assigned domain name servers are as follows:

- Name server 1 host name: wh2ns1.axxesslocal.co.za
- Name server 1 IP Address: 154.0.171.176
- Name server 2 host name: wh2ns2.axxesslocal.co.za
- Name server 2 IP Address: 154.0.173.222

## Email Details

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POP3 Server (Port 110):	mail.amagp.co.za
SMTP Server (Port 25):	mail.amagp.co.za

Your online webmail can be accessed from <http://webmail.amagp.co.za>

### Username & Password

After setting up your mailboxes via CCP or cPanel, make sure to use your full email address as the username, and your selected password to access your emails.

### SMTP Server

The outgoing SMTP server is network dependent.

eg. Axxess accounts will use smtp.internet.co.za

You also have the option to use your domain name as an outgoing server

eg. mail.amagp.co.za

If you use your domain name as an outgoing server, ensure you turn on Authentication for your Outgoing Mail Server.

### Limits

You are able to send out 400 emails per hour on each domain, if you are using smtp.domainname.co.za as your outgoing server. This limit is much higher than what most other smtp servers allow, public relay servers have limits set on the amount of outgoing email allowed +-150 per hour. This limit has been set as a security measure because the hosting environment is shared and to prevent spamming. Remember this is not a bulk mailing service, Axxess DSL PTY (Ltd) has the right to change this limit should we find it necessary to do so for any domain.

## Domain Backups

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We do regular backups of all our domains and hosting servers. We have a 7 day retention backup system which runs every night for seven days and then deletes the 8th days backups. If you have deleted your website files, emails or your database by mistake or just want data retrieved for the last 7 days, just send an email to [hosting@internet.co.za](mailto:hosting@internet.co.za) with the following details:

1. Date and time the files or folders etc have been removed.
2. What date you want the files to be restored from?

These dates must be within the last 7 days, we DO NOT KEEP any older backups of domain data.

## Domain Tips

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- Regularly change your password. Website Panel, email, ftp passwords should be changed regularly. Try using secure passwords containing numbers, letters, uppercase and special characters. Try not to use birthdays and your username etc.
- Update Free online scripts such as Joomla, Drupal, Wordpress, forum scripts etc to their latest versions regularly. New bugs and enhancements are found on these types of CMS scripts. Because these types of scripts are free to download all bugs are published on their websites, hackers are therefore well aware of these bugs which makes it easier for them to gain access to your website.

## Domain Registration – Annual Billing

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Domain registrations are billed on an annual basis two (2) months in advance e.g. if the original registration date was on the 15th of March you will be billed your annual registration fee on the 1st of January.

## Cancelling & Suspending a domain

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### Suspension of domains

When a domain needs to be suspended for any reason (non payment, cancellation etc) the domain will be suspended on the hosting server, this will result in no emails being received, persons sending emails will receive an error when sending to an email address on the domain and the website will be replaced with a message saying the domain is not active.

If a domain is suspended for longer than 2 months it will be set to cancel and removed

WITHOUT being backed up from the hosting servers.

### Cancelling a domain

When you set your domain to cancel at the end of the month, the domain will be suspended on the server on the last day of the month and will be completely removed/deleted from our hosting servers on the 7th day of the following month. After the domain has been deleted from the hosting server we do not keep any backups of domain data whatsoever. (We won't be able to restore any data of the relevant domain.)

Please make sure that you have made a copy/backup of your data before the cancellation date.

TIP: When transferring a domain to a new registrar the contents (Emails, website, databases etc) of the domains are not transferred, you will have to re-create emails and re-upload your website & databases to the new server.

## Help

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If you have any queries with your hosting please email our hosting department on [hosting@internet.co.za](mailto:hosting@internet.co.za) or phone us on 0861 300 900.



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