



Sent: 2011-12-22 09:23:13



Dear

Ronnie

Kleinfeld,

Thank you once again for choosing Arvixе as your web solutions provider. The following hosting account has been setup:

Domain: **dp36524.com**
Username: **dp36524**
Server Name: **leaf.arvixе.com**
Plan: **PersonalClass ASP**
Expiration: **2013-12-22 09:23:13**

NOTE: Please change your password as soon as possible. You may do this from control panel (login instructions below) under the "Change Password" section.

In this e-mail, you will find information on how to setup your domain name, web publishing/FTP software and your e-mail client. For further information and clarification please contact us with your domain name and username. We are here for you 24/7/365 at support@arvixе.com through email, **1-888-927-8493** through the phone and through live chat at our website <http://www.arvixе.com>.

Website Transfer Assistance

If you need assistance in transferring your website over: Please first read <http://www.arvixе.com/ftp.php> and send the necessary information to support@arvixе.com.

Domain DNS Information

If you did not purchase your domain name from us, please login to your registrar (the company that registered your domain name for you) and use the following information to alter the DNS settings on your domain name: (Note: Many providers do not require the IP address information)

Domain Name Server 1: **ns1.leaf.arvixе.com**
Domain Name Server 2: **ns2.leaf.arvixе.com**
Domain Name Server 1 IP: **74.86.52.9**
Domain Name Server 2 IP: **174.37.88.92**

If you are not familiar with how to change these settings at your registrar or if you encounter problems with these settings at your registrar, please e-mail support@arvixе.com with your registrar's web address (login page) along with your username and password at that registrar and we will make all the proper changes to your domain name for you.

NOTE: Your domain may take as long as 24-48 hours to become active after the DNS settings have been altered. During this time, you may use the alternate address provided below to access our services.

Control Panel Information

To connect to your hosting control panel for this account, please click on the address below and input the username and password you chose signing up when prompted:

Address: <http://cp.dp36524.com>
Alternate Address: <http://cp.leaf.arvixe.com>
Username: **dp36524**
Password: **(the password entered when you purchased your account)**

FTP Publishing Information

To connect to our server using a web publishing software or a FTP client, please **first make sure that you have logged into the control panel (above) and have setup a ftp account under the link "FTP Accounts"**. Then, please enter the following information into your ftp program or publishing software to gain access to your account.

Hostname: **ftp.dp36524.com**
Alternate
Hostname: **leaf.arvixe.com**
Username: **(the username entered when you setup your FTP account)**
Password: **(the password entered when you setup your FTP account in the control panel)**
Instructions: **Please upload your website files into the 'wwwroot' directory under the proper domain.**

If you encounter problems connecting to our server with your web publishing or FTP software please contact us at support@arvixe.com with your specific problem along with your username and domain name.

E-mail Account Information

To setup your e-mail client, please **first make sure that you have logged into the control panel (above) and have setup an e-mail account under the link "Email Accounts"**. Then, please enter the following information into your mail program to gain access to your e-mail account.

Incoming Mail Server
(POP or IMAP): **mail.dp36524.com**
Alternate: **mail.leaf.arvixe.com**
Outgoing Mail Server
(SMTP): **mail.dp36524.com**
Alternate: **mail.leaf.arvixe.com**
Username: **you@dp36524.com**
(this must have been setup in the control panel already)
Password: **(the password entered when you setup your e-mail account)**

Extra Information **To use SSL, please use the following ports - POP: 995, IMAP: 993,**
(Advanced): SMTP: 465

Can't access the outgoing mail server? Some ISPs block the outgoing mail server port (25). Please change this port number to 26. If you continue to have problems, please contact us by emailing support@arvixe.com.

Accessing Your Email On The Web

This feature is useful for those who wish to check their e-mail account on-the-go. No configuration is necessary! To connect to your webmail for any account, please **first make sure that you have logged into the control panel (above) and have setup an e-mail account under the link "Email Accounts"**. Then, click on the address below and input the username and password you setup through the control panel:

Address: <http://mail.dp36524.com>
Alternate Address: <http://mail.leaf.arvixe.com>
Username: **you@dp36524.com**
(this must have been setup in the control panel already)
Password: **(the password entered when you setup your e-mail account)**

Accessing Your Website

Click on the following addresses to view your website.

Address: <http://dp36524.com>
Alternate If you do not have a dedicated ip: First, add "dp36524.com.leaf.arvixe.com" as a
Address: "Website Pointer" in the control panel (under Hosting Spaces -> Websites ->
yourdomain.com -> Add Website Pointer). Then, use
<http://dp36524.com.leaf.arvixe.com> to access your website.

Shared IP Information (Advanced)

If you are going to be using your own nameservers **and you have not purchased a dedicated IP for this account**, Use the following IP address to setup your A record.

Server's Shared IP : **174.37.88.92**

Connecting to SQL Server and MySQL Server (Advanced)

As our windows hosting plans host the SQL server and MySQL server locally on each server, you can use the following hostnames to connect to either service:

When connecting locally
(through a script) : **localhost** or **127.0.0.1**
When connecting remotely
(through a client) : **dp36524.com** (if propagating) or **leaf.arvixe.com**

You may also find the following blog article in regards to MSSQL database creation and how to connect to it via SQL Server Management Studio useful:
<http://blog.arvixe.com/how-to-use-microsoft-sql-server-2008-to-connect-to-your-database/>

For Support:

1. Email support@arvixe.com or sales@arvixe.com with your query. You can track your past queries and our resolutions by logging in at <http://support.arvixe.com>. If you are not sure what your password is, either register [here](#) or request a new password [here](#).
2. Contact our representatives 24/7/365 using the Live Chat feature on our website. Go to <http://www.arvixe.com> and click on the phone image at the top of the page.
3. Contact our representatives 24/7/365 by calling our toll free number at **1-888-927-8493**
4. Ask our community for help at the [community forum - http://forum.arvixe.com](http://forum.arvixe.com).
5. Find an answer to your question through our ever expanding [knowledgebase](#) and [our blog - http://blog.arvixe.com](http://blog.arvixe.com).

Get Involved:

1. Follow us on Twitter! -- <http://twitter.com/Arvixe>
2. Find us on Facebook! -- <http://facebook.arvixe.com>
3. Comment on our Blog! -- <http://blog.arvixe.com>
4. Comment on our Forum! -- <http://forum.arvixe.com/smf/>

Get 10% Off By Linking to Arvixe or 70 Dollars Cash Back By Referring a Friend

Get 10% off your next bill by placing a text link to Arvixe at the bottom of your website. To set this up, go to <http://billing.arvixe.com> and click on the "10% Off" link. If you need assistance with placing this link on your site, simply reply to this email.

Get 70 dollars cash back by referring a friend. Go to <http://affiliates.arvixe.com> to become an Arvixe affiliate. Then, any sales that uses your unique link to sign up gets you 70 dollars cash!

IMPORTANT INFORMATION ~ PLEASE READ

1. Please keep your billing information, especially your e-mail address, current by updating it at <http://billing.arvixe.com>. Do note that your billing username and password may be different from your hosting username and password. If you encounter problems, please contact us.
2. In case of outages, please contact us through any of the methods outlined on our [contact page](#). Include your IP address (from <http://www.whatsmyip.us>) and your server (displayed at the top of this email). Over 90% of outage reports are due to the fact that a user has been blocked by the server for too many failed login attempts.
3. At anytime, you can check the status of your accounts at <http://billing.arvixe.com>. In case of suspension, we will change the status of your account in the billing panel and notify you of the reason of suspension (billing, resource abuse, etc.) at your email address on file.
4. If you've chosen to auto-renew, we will attempt to charge your card on file the full amount up to 60 days (long term contracts) **prior** to renewal. If you have not chosen to auto-renew, you will receive a grace period of 7 days to make your payment before your hosting account is suspended. You'll receive several emails prior to your expiration in regards to required payments. If you are paying by check, please mail your check in as soon as you receive our e-mail.
5. If you do have auto-renew turned on, please make sure that a proper, working credit card is on file. We recommend at least two credit cards to be placed on file in case one expires or comes back declined.

Thank you for choosing Arvixe,
 Arvixe Support
support@arvixe.com