Troubleshooting Post Migration Issues:

Accessing The cPanel Interface:

Users can access their web-hosting control panel (cPanel) by going to the following URL

http://domain.com/cpanel

where domain.com equals the user's domain name. As an example:

http://jonesborosun.com/cpanel

Alternatively, all users can access their cPanel interface via this URL. User domains that are using a different provider for hosting their website but are hosting email on cPanel will need to use this URL since the above method will only work if the domain's website is hosted on the cPanel server.

http://hosting.ritternet.com/cpanel

NOTE: A DNS entry for hosting.ritternet.com still needs to be created before this URL will work. Please create an A record for this entry that points to: 137.118.58.110

Finally, the option of last resort if DNS for hosting.ritternet.com is not setup yet:

http://cpanel2.neonova.net/cpanel

Mail Client Settings:

Outgoing SMTP Server (port 25): mail.domain.com
Incoming POP Server (port 110): mail.domain.com
Incoming IMAP server (port 143): mail.domain.com

Username: Full email address: bob@domain.com
Password: The mail accounts password

Substitute domain.com with the user's domain name

Example:
Outgoing SMTP Server (port 25): mail.jonesborosun.com
Incoming POP Server (port 110): mail.jonesborosun.com
Incoming IMAP server (port 143): mail.jonesborosun.com

Username: Full email address: bob@jonesborosun.com
Password: The mail accounts password

Mail Setting Are Correct But Can't Send / Receive Email:
The most likely reason for this is incorrect password. The user may have changed their password during while we in process of doing the migration, we may not have had the correct password to begin with, etc.. Below are the step to reset an email account's password:

- Log into the domain's cPanel interface (see above or use the reseller account)
- Once logged into the domain's cPanel interface, click on "Email Accounts"
- Click the "Change Password" link next to that account in the list.
- Fill in the Password Change form and then click the "Change Password" button

If for some reason the email account does not exist, you can create it by filling in the form at the top of the "Email accounts" page.

NOTE: Send / Receive errors may also happen if the domain is still in process of being migrated since we would have had to change the passwords on all email accounts in order to harvest the accounts email. Once the harvest is done, the user's original password, in the form of an encrypted hash, will be put back in place.

How To Access The Webmail Interface:
Users can access their email via Webmail by going to the following URL:

http://domain.com/webmail

Username: Full email address: bob@domain.com
Password: The mail accounts password

Substitute domain.com with the user's domain name

Example:
http://jonesborosun.com/webmail

Username: Full email address: bob@jonesborosun.com
Password: The mail accounts password

An alternative URL that can be used to access the Webmail Interface is:

http://hosting.ritternet.com/webmail

or if DNS for hosting.ritternet.com isn't setup yet:

http://cpanel2.neonova.net/webmail

How Do I Access My Files (FTP):

Users can access the files that make up their website or any other files that live in their account via FTP. Their main cPanel account will have full access to all files in their account but they can create additional FTP account via their cPanel interface that can be limited to a sub-directory if they so wish. The information below should be everything they need to setup a FTP client

FTP Server: ftp.domain.com or hosting.ritternet.com (temporary: cpanel2.neonova.net)
Port: 21
Username: cPanel Userid: (Example: jone30)
Password: Their cpanel account password

Substitute domain.com with the user's domain name

Example:
FTP Server: ftp.jonesborosun.com

Documentation For The cPanel Interface:
http://docs.cpanel.net/twiki/bin/view/AllDocumentation/CpanelDocs/WebHome

Where Can I Find More Information Or I Have Questions:
You are of course free to ask us your questions but if you'd like to try and find the answer yourself the best place to start is to to do a Google search. Just make sure you use cPanel as one of your search word. An example search might be:

"cPanel how to forward email to a different address"

You'll find a lot of questions asked via Google will end at at cPanel's Forum site which is a great place to browse around for other information as well.

http://forums.cpanel.net
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Please do not use any URLs that contain cpanel2.neonova.net in them long term. Those URLs are server specific and it's possible that at some point in the future any account / domain hosted on the cpanel2.neonova.net server could be moved to a different server. Anyone that tries to access a domain that was moved off the cpanel2.neonova.net server using the cpanel2.neonova.net URLs will fail.

Also note that the above information assumes that DNS is setup to follow these conventions and that with some domains, DNS is outside our control.

The Information Below Is NOT For End Users:

How To Access The Reseller Interface (WHM):

This interface is for the Reseller account only. End users should access their account via the cPanel interface. Use the following URL to access the Reseller / WHM interface:

http://hosting.ritternet.com/whm

or alternatively if hosting.ritternet.com isn't setup in DNS yet:

http://cpanel2.neonova.net/whm

Your Reseller account's username is: ritte7

What DNS Server Should Be Used:

Right now the DNS servers being used for the domains hosted on cPanel are managed by Ritter or in a handful of cases the user is using a 3rd party. DNS is not managed by the cPanel server which isn't an issue but means that cPanel can't make changes to the DNS setup for these domains. If in the future you'd like cPanel to be able to manage DNS for any hosted domain you'll need to set the Authoritative DNS servers for the domain to:

DNS1.NEONOVA.NET
DNS2.NEONOVA.NET

Documentation For The WHM Interface:

http://docs.cpanel.net/twiki/bin/view/AllDocumentation/WHMDocs/WebHome