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# WMP Knowledge Base

*All Articles in All Categories*

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## Main

Root Category

*There are no articles in this category.*

## Mail Issues

Problems With Mail

### Outlook/Outlook Express Setup

1. From the Tools Menu select Accounts
2. On the Internet Accounts tab select the Mail tab
3. Click the Add button (on the right side)
4. Select Mail from the dropdown tab.
5. Type in your name that you want your E-mail recipient to see in the From field of the E-mail. This is not your E-mail address it could be your company name; (World Wide Maintenance).
6. Click the Next button
7. Type in your E-mail address for the e-mail box you are using (all lower case). (anyname@yourdomain.com)
8. Click Next
9. In the drop down box Select POP3
10. For Incoming Mail type in yourdomain.com

#### EXAMPLE

- 1 (huckleberrymountain.com)

#### EXAMPLE

- 2 (hendrixsales.com)

#### EXAMPLE

- 3 (gardner-rpgw.com)

11. For Outgoing Mail use the same address given to you by YOUR Internet Provider.

1. Example for Road Runner in Orlando (smtp-server.cfl.rr.com)
2. Example for Road Runner in Tampa (smtp-server.tampabay.rr.com)
3. Example for BellSouth (mail.bellsouth.net)
4. Example for Wyoming (mail.wyom.net)
5. Example for Atlantic.net (smtp-atlantic.net)
6. Example for Qwest (pop.chyn.qwest.net)
7. Example for Verizon (outgoing.verizon.net)
8. Example for Embarq (smtp.embarqmail.com)

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Atlantict.net REQUIRES authentication to send out mail so make sure that option is checked.

Verizon.net on some accounts may REQUIRE authentication to send out mail if you do need authentication make sure that option is checked.  
For some Verizon and ALL Atlantic customers, when you are asked to enter the SMTP server, you will be asked via button or prompt whether your server requires authentication. In this box click yes (check it off) and a configuration box will appear. It will ask for:  
Username: ( username) Password: ( password)  
Then it will have an option to save password, which you may want to check off to eliminate repetitious entering of this information.  
If asked about secure password authentication leave it blank.

13. Click Next

14. The account name is the E-mail box name. anyone@yourdomain.com

15. Type in your Mailbox password: (sent to you by WMP).

16. Click Finish

17. You must CLOSE Outlook Express for the changes to be complete.

18. Open Outlook Express. You can now send and receive mail using your new E-mail address with Outlook Express.

## Access Mail Via The Web

You can access your E-mail via the following link:  
<http://www.yourdomain.com/webmail>

1. Point your web browser to <http://www.yourdomain.com/webmail>
2. Mailbox Name: anyone@yourdomain.com  
[The Full Mailbox name that was created for you.]
3. Password: [The password for your mailbox]
4. You will see a login for Squirrel Mail
5. Click the LOGIN button and you are ready to go.
6. .csv import and export your address book.
7. If you have any questions about customization please E-mail [sales@wmphosting.com](mailto:sales@wmphosting.com) or call WMP at 407-478-3685

## When I open an attachment it is grayed out and I can't open it?

A common problem when using Microsoft Outlook Express Version 6 is to try and open an attachment in an email, but find that it is greyed out and you can't open the attachment.

This is caused by Microsoft making the default selection within the virus protection section of Outlook Express version 6:

"Do not allow attachments to be saved or opened that could potentially be a virus."

In order to change this setting you must run Outlook Express Version 6, then select Tools -> Options; then select the Security tab, you will find that "Do not allow attachments to be saved or opened that could potentially be a virus" is ticked. Untick it, and click OK.

You should now be able to open attachments that you receive via email. However be careful as these attachments could potentially contain a virus, be very cautious of .exe and .scr filetypes. The best protection will be to install virus software.

## Microsoft Outlook Mail Settings

1. Your Name Huckleberry Mountain

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2. E-mail address: yourname@yourdomain.com
  3. Incoming mail server (POP3): pop.emailsrvr.com
  4. Outgoing mail server (SMTP): smtp.emailsrvr.com
  5. User Name: yourname@yourdomain.com
  6. Remember password: Checked
  7. Click More settings
  8. Click the tab Outgoing Server.
  9. My out going server (SMTP) requires authentication: Checked
  10. Use same settings as my incoming mail server: Selected
  11. Click the advanced tab
  12. Incoming server (POP3): 110
  13. Outgoing server (SMTP): 8025 [If that does not work try port 587]
  14. Delivery: Leave a copy of message on the server: Checked
  15. There should be only 1 checked box on this tab under delivery.
  16. Click OK
  17. Click Test Settings

## Account Access

Accessing your account Via Your Control Panel

### Accessing Your Account

After you have received your welcome email, your account is completely set-up! The first step you should take is explore your new control panel and its features.

Your personal control panel for your main domain is located at <http://YourDomain/cpanel/> (replace YourDomain with the domain that you registered).

If you have difficulty with any portion of your hosting account or have additional questions not answered in the FAQ's, simply submit a support ticket. You can submit a request for support at: <http://www.wmpnethosting.com/index.php/> You will need your username or your e-mail address. The password is the same that you received in your welcome mail.

## E-mail Spam Filters

Mailscanner Settings in Your Cpanel

### Configuring Your Spam Filter

MailScanner Configuration

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With the MailScanner service you can control what happens to spam and viruses by changing the configuration in your cPanel control panel. To access the MailScanner configuration options, login to your cPanel account and click on "MailScanner Configuration".

On the main MailScanner configuration page, if you have only one domain in your cPanel account you will see two main sections, Current Settings and Change Individual Domain Settings. If you have more than one domain, you will see an additional section entitled Change All Domain Settings. You can change all your domains to the same settings, or you can configure each domain individually.

Note: Until you change these settings for the first time, they will show as "Not Set", and mail scanning will be performed as per the default that your hosting provider has configured.

#### Mail Scanning Options

**Spam Scanning** - If you would like all your email for this domain scanned for spam, select yes. If you don't want your mail scanned for spam, select no.

**Low Scoring and High Scoring Spam** - MailScanner assigns a score to each email based on various attributes and triggers. The higher the score, the more likely the mail is to be spam. There are two levels of spam, low scoring and high scoring. High scoring spam is almost certainly spam, and low scoring spam is probably spam but it's possible to have false positives. You can also change the level of the low and high scoring spam; Normally low scoring spam must have a score of at least 5 but less than 20, and high scoring spam is email that has a score of at least 20. These score settings can be changed on a server wide basis by your hosting provider, and you can also change these scores for your own email (see Other Settings).

When MailScanner determines that an email is low or high scoring spam, you can configure whether this email is delivered as usual with a tag to let you know it is spam, deleted so you do not see it at all, or forwarded to a different email address which you can check on a regular basis.

If you choose to have the spam forwarded to an alternate email address you must create this email address in cPanel. You can either use the default "spam@yourdomain.com" or set up a different email address in Other Settings.

**Virus Scanning** - If you would like all your email for this domain to be scanned for viruses, select yes. If you don't want your email scanned for viruses, select no.

**Deliver Cleaned Emails** - Most email viruses are sent by infected "zombie PCs" and have no valid content. If you want to receive notifications of each virus that was sent to you, select yes. If you do not want to receive these notifications, select no.

Note: Depending on how your web hosting provider has configured the MailScanner system, by selecting yes you may be able to receive notifications of emails containing blocked file attachments which may have been sent to you legitimately. Please contact your hosting provider to find out whether file attachments are blocked and if you can receive notifications.

#### Blacklist and Whitelist Settings

**Spam whitelist** - You can add email addresses or domains to this list that you never want marked as spam. Please note that emails sent to you from these email addresses or domains will still be scanned for viruses and dangerous file attachments but they will not be marked as spam. Do not add your own domain to this list, as it will whitelist all emails sent TO your domain as well as FROM your domain.

**Spam blacklist** - You can add to this list any email addresses or domains that you want always marked as high scoring spam. The action you have specified for High Scoring Spam in the Mail scanning options will be applied to any emails sent from domains or addresses on this list (i.e. marked and delivered, deleted, or forwarded)..

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## Other Settings

Low scoring spam setting - You can change the level at which MailScanner will identify an email as low-scoring spam (probably spam) by changing this setting. If you change it to a higher number you may receive more spams that have not been identified as spam by MailScanner. If you change it to a lower number you may find that MailScanner is identifying non-spam emails as spam, i.e. there will be more false-positives.

High scoring spam setting - You can change the level at which MailScanner will identify an email as high scoring spam (almost certainly spam) by changing this setting. The default is 20 and this setting works well in most cases. If you find you are getting excessive amounts of low scoring spam with a score just below 20, you may want to change this setting to a lower number, such as 15. If you change it to a lower number we would recommend NOT setting high scoring spam to Delete until you've tested it for a while to be sure the new scoring is working well for you.

Additional email address - If you'd like to have spam forwarded to a different email address than "spam@yourdomain.com", for instance an email address on another domain, you can specify that email address here. It will then be listed as one of the options for Low and High Scoring Spam in the Mail Scanning Options so you can select it.

## Backup Mail Servers

### Backup Your Mail For 5 Days

## Backup Mail Service

Get the benefits of multiple, geographically dispersed nameservers and backup mail servers at a low cost. Services provided by the best DNS provider in the business, and arranged by WMP for clients hosted on our servers. If the connection to your mailserver is down your mail will be held on the backup server for 5 days. After 5 days the mail is deleted starting from day 1 of your mailserver being down.

Redundant DNS and backup mail servers service:  
US \$145.00/year.  
(Plus initial setup \$75.00)

The DNS standard requires at least two nameservers per domain, though it recommends using more nameservers that are geographically distributed and on separate Class C IP ranges. When we assign your account to our nameservers at WMP, Each domain has only a single nameserver although 2 are listed. This creates the problem of no redundancy for your domain and connections from other parts of the world can sometimes be slow.

Moreover, it's very risky to have a single mail server, as we have at WMP Hosting. With the deluge of spam and viruses, it's more likely than ever to lose mail as the result of server load or errors. Backup mail servers provide redundancy, as they will receive your mail whenever your WMP server or Your Exchange Server is offline. Once your server is again able, the backup mail servers will deliver the mail to your mailbox.

Yes, a normal hosting setup gives you two private nameserver addresses here at WMP, ns1.wmpfl.com and ns2.wmpfl.com, but those are just to get around the requirement for two nameservers. Both those names are on a single WMP server, which means it is actually only one nameserver.

I buy services from the best DNS provider in the business, and in turn offer those services to each of my clients hosted at WMP. I have eliminated the complexity of using external DNS:

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I will do all the set-up for you, so you don't need to know anything about DNS.

Additional nameservers provide enhanced performance and added redundancy. DNS lookups can occur to any of the nameservers, and will therefore usually occur on the fastest route. Resolution is quicker and more reliable. This is an added feature of having backup mail service.

You will get the benefit of five nameservers on different, multi-homed network backbones. They are distributed geographically and topologically. So, in addition to your WMP nameserver in Virginia, USA, you will have the benefit of two nameservers in Toronto, Canada, two in Texas, USA, and one in London, England.

You'll also get multiple backup mail servers (we specify two backup Mx in the DNS Zone, but each Mx entry maps to a bank of physical mail servers), to increase the reliability of your e-mail.

Nameserver  
Ip address  
Location

ns1.wnpfl.com  
205.234.97.231  
Virginia, USA

ns1.easydns.com  
216.220.40.243  
Toronto, Canada

ns2.easydns.com  
205.210.42.20  
Toronto, Canada

remote1.easydns.com  
64.39.29.212  
Texas, USA

remote2.easydns.com  
212.100.224.80  
London,England

remote3.easydns.com  
64.39.29.216  
Texas, USA

Three mail servers:

yourdomain.com (WMP DNS Setting)  
smtp.easydns.com (backup)  
smtp2.easydns.com (backup)

WMP must have access to your domain to make the necessary changes to point your domain to the correct nameservers.

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## Large Mail Files

Send Unlimited 2GB files and folders

### Send Large Files Up to 2,000MB (2GB)

Click the following link for all your large file needs:  
<http://www.yousendit.com>

#### Easy to Use

3 simple steps on one web page! No accounts or passwords to maintain.

#### Safety

Your data goes to who you want it to and nobody else. No risk of having data end up in the wrong hands.

#### Send Large Files

Up to 2000MB (2GB).

#### Fast data transfers

YouSendIt is designed to be lightning fast for your convenience and best user experience.

#### Data Security

Encrypted HTTPS session (SSL/TLS) to ensure your data is secure.

#### Uses Typical Firewall Permissions

If you can browse the Web, you can use YouSendIt.

#### Proven Technology

Millions use it.

#### Value

YouSendIt.com is completely FREE.

Click the following link for all your large file needs:  
<http://www.yousendit.com>

## Manage Your Site

Paths to root folders

### Root Paths To Folders

If you are running a script and you need the "Root" path the file:

The username is the user name for your account that was given to you at signup.

`"/home/username/public_html/index.html"`

### SMTP Settings

Some mail scripts will ask if you want to send mail using SMTP

To use SMTP on your domain you need a mailbox setup on your account and you will need the following information:

SMTP SERVER: [This is the incoming mail server mail.yourdomain.com]

PORT: [This us usually PORT 25]

USERNAME: [This is the actual mailbox name that you created]

PASSWORD: [ This is the password for the E-mail box you created]

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Now you should no problems using the script to send mail using SMTP.

## Spam Free Triple Backup Mail Service

Our Promise speaks to the core values of our company and our commitment to deliver a reliable and feature rich email experience for your business. We know your business depends on our service. Therefore, we take this promise very seriously. Since we don't make our customers sign long-term contracts, we know we have to work hard to keep your business. If we don't keep our promise, you can leave at any time. In fact, we will even work with you to make your transition as smooth as possible.

### Premium Mail Service

#### Triple-Redundancy Data Backups

Your business data is your business. So to ensure the integrity of your email, we save three copies of your data in three geographically dispersed data centers. This triple-redundancy system is designed to give you peace of mind that your data will be stored securely.

And if one of your users ever accidentally deletes an email, an entire folder, or even a mailbox, it's easy to restore that data. The system administrator will just need to log in to the control panel and request a data restoration. Backups are retained for 14 days; so as long as the data was deleted within the past 13 days, a complete restoration can be performed.

Your backup data will be encrypted and safely stored in Amazon.com's Amazon S3 storage system, which has a commitment to 100% system availability that matches our own guarantees. The entire triple-redundancy backup system is designed to ensure that your business data will be safe and secure, and there when you need it.  
Noteworthy Sync

Users of our Noteworthy product can now keep their calendar, contacts, and tasks synchronized across Microsoft Outlook, BlackBerry mobile devices, Windows Mobile devices, and Noteworthy Webmail&ndash;increasing productivity by eliminating the need to enter the same data into several locations.

With Noteworthy Sync, you can:

- Synchronize calendars, contacts, and tasks between Outlook, BlackBerry mobile devices, Windows Mobile devices, and Noteworthy Webmail
- View shared calendars in both Microsoft Outlook and Noteworthy Webmail
- Customize and schedule automatic synchronizations
- Manage and update data from any computer, BlackBerry mobile, and/or Windows □Mobile device
- Increase productivity by giving others visibility to their calendar online □and offline
- Easily set up sync capability between multiple computers

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And since Sync is designed as a plug-in, using the open standard SyncML, it can be easily installed directly on a user's computer or mobile device.

#### 10 GB Mailboxes

Our goal is to take storage out of the equation—and that's why we offer users huge, 10GB mailboxes. No longer will your users have to worry about cleaning out and archiving their mailboxes to prevent running out of storage space. With 10GB of data storage space, your users can keep all of their emails in their account without deleting them. This helps users to create an effective archive of work activity and provides an excellent way to manage and retrieve information about past projects, decisions, and emailed conversations.

#### 50 MB Attachments

We want to be sure that your users aren't limited by file size limitations when they're sending an attachment. That's why we are one of the leaders in the industry, supporting up to 50MB attachments per incoming or outgoing email. This helps to ensure that users can send and receive important attachments without concern for file size limitations.

With a 50MB attachment limit, your users could send or receive...

- A 1,000 page Microsoft Word document \*
- 200 slides in a Microsoft PowerPoint presentation \*
- 500 JPEG images \*
- A 500 page Adobe PDF file \*
- And much more

\* Illustrative estimate - Actual numbers will depend on the size of a given file(s).

#### Shared Calendar

Noteworthy Webmail includes a feature-rich web-based calendar with all the functionality you expect from a business-class calendar application — including the ability to share calendars with other users in the email hosting system (even across domains!)

Noteworthy features a robust calendar with sharing capabilities. [Click to view full screen.](#)

And when you use our Noteworthy Sync service, you can synchronize your personal calendar between Noteworthy Webmail and Outlook, and use Outlook to view others' shared calendars. With shared calendars:

- Administrators can enable and manage calendar sharing from within the administrative control panel

- Users can share their calendar with specified co-workers

- Users can view other people's calendars, if the other person has given permission

- Users can choose to show individual (or all) calendar events as public or private

Even if you don't use shared calendars, you can use the integrated calendar to:

- Schedule meetings and events with co-workers and outsiders

- Create calendar events, such as appointments, meetings, holidays, and special events

- Create recurring events (daily, weekly, monthly, yearly)

- Specify the specific start and end times for the event, or create an all-day event

- Set up event reminders, which you can receive as emails, pop-up alerts, or mobile text messages

- View and print the calendar according to day, work week, week, or month

#### POP3

Post Office Protocol (Version 3) is what most users need and use today. POP3 is a client/server protocol in which email is received and held on a mail server. Periodically, you check for mail on that server and then download it to your email client. POP3 is the standard protocol built into practically every email client. This method is well-suited for users that don't want to store email messages online.

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## IMAP4

Internet Message Access Protocol (Version 4) is another popular way to access email messages. With IMAP, messages and folders are always stored on the mail server. When users access their email, they are working directly with these messages. This means that any updates made to the email, such as moving, flagging, or marking a message as unread, is stored on the server.

IMAP is a convenient option for users who need to access their email online from multiple clients at multiple computers or locations.

Our IMAP server supports IMAP IDLE, which provides real-time push support for IMAP applications, alerting you the second you have new mail... which makes it very powerful for users on the go.  
SMTP

Simple Mail Transfer Protocol is the standard protocol for sending email messages across the Internet. It is also commonly referred to as the outgoing mail server. Our SMTP servers are configured to require SMTP Authentication. The servers themselves perform two important functions. First, they verify that anyone attempting to send outgoing email through the SMTP server has the right to do so. Then secondly, they send the outgoing email. If undeliverable, the mail gets sent message back to the sender.  
SSL and TLS Encryption

We provide SSL and TLS encryption for POP3, IMAP, SMTP, and the Noteworthy webmail client. Basically, this encrypts your data so that others cannot view it. Our servers also support opportunistic TLS, which allows your incoming and outgoing email data to be encrypted as it travels through the internet. This is very important for passwords and confidential emails.

Create and manage your company directories

When you create a company directory, users included in the directory have access to up-to-date contact information for all users in the directory. Users can access the company directory information through webmail, via the Contacts link.  
Accessing your mail via Webmail Click the Link Below:

<https://webmail.mailtrust.com/>

Click the links below for setup Instructions:

[Setting Up Microsoft Outlook 2003 \(PDF\)](#)

[Setting Up Microsoft Outlook 2007 \(PDF\)](#)

[Setting Up Apple Iphone \(PDF\)](#)

[Setting Up Blackberry \(PDF\)](#)

For the Administrator of your domain:  
[Changing the MX Records \(PDF\)](#)

Questions and Answers - iPhone

What are the minimum requirements for using the iPhone plug-in?

Your iPhone must be running firmware version 2.2 or newer. You will also need a data-transfer plan from your service provider.

How can I install the Sync for iPhone plug-in?

Search for "Noteworthy" or "Mailtrust" in the iPhone App Store to access the free download for the Noteworthy-Sync Client. After download, the app will appear as "Sync" on the home screen.

Questions and Answers - BlackBerry Device

Which BlackBerry devices do you support?

The plug-in supports all BlackBerry devices with BlackBerry Operating System version 4.2.1 or greater.

How can I install the Sync for BlackBerry plug-in?

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Installing software on a BlackBerry can be done in two ways. If your service provider and your device support it, you can install over the air. Otherwise, you will need to download the software to your PC and install it through the BlackBerry Desktop Manager.

## **Microsoft Outlook Mail Settings**

1. Your Name Huckleberry Mountain
2. E-mail address: yourname@yourdomain.com
3. Incoming mail server (POP3): pop.emailsrvr.com
4. Outgoing mail server (SMTP): smtp.emailsrvr.com
5. User Name: yourname@yourdomain.com
6. Remember password: Checked
7. Click More settings
8. Click the tab Outgoing Server.
9. My out going server (SMTP) requires authentication: Checked
10. Use same settings as my incoming mail server: Selected
11. Click the advanced tab
12. Incoming server (POP3): 110
13. Outgoing server (SMTP): 8025 [If that does not work try port 587]
14. Delivery: Leave a copy of message on the server: Checked
15. There should be only 1 checked box on this tab under delivery.
16. Click OK
17. Click Test Settings