

Quick Guide

Checklist for resolving email problems

Please perform the suggestions in this checklist prior to calling Technical Support. It's quite possible that your issue may be resolved by checking these items.

Define the nature of the problem -

1. Is the problem email software or login related?
 - √ Unable to login with email software
 - √ Unable to login via WebMail
2. Is the problem email delivery related?
 - √ Mail bouncing, undeliverable, returned

Email software related problems:

Checklist -

1. Verify that you are online. Can you access www.hetzner.co.za?
2. Make sure you've entered your username and password correctly in your email client software (for example Outlook). Retype your password since you cannot see it. Verify your username as well. Check to make sure you are using the correct case (UPPER CASE or lower case).
3. Try accessing your email account via the WebMail server and your email client software. If you cannot gain access using either method, it may be a username/password issue.
4. If WebMail login works, but your email software does not – compare your email software settings against those in our email setup quick guides.
5. Write down any error messages you get when trying to access your email account. Include the name and version of your email software and the exact text of all messages if you need to contact technical support. It will speed up the troubleshooting process if this information is included.



The following website may be useful when troubleshooting error messages that you receive when trying to send and receive email in Outlook / Outlook Express: <http://support.microsoft.com/?kbid=813514>

Email delivery problems:

Checklist -

1. Is the problem with incoming or outgoing mail?
2. Is email bouncing for a particular email address or all addresses at your domain?
3. Do you have more than one email account configured in your email client software? There could be a conflict with another account you have setup in your email software.
4. New customers: Has your domain name transferred to Hetzner?
5. New customers: Has your old ISP removed your domain from their email and DNS servers and completely removed all outdated references to your domain from all servers on their network?
6. Existing customers: Has your domain name expired?
7. Can you collect several copies of bounce mail messages to forward to technical support? Don't forget to include full email headers with routing information intact if possible.