

SpamWeeder Premium Upgrade Instructions for Email Hosti...

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SpamWeeder Premium Upgrade Instructions for Email Hosting Clients **If your domain is registered through one of Webservio's registrars (ie Enom, Public Domain Registry, OpenSRS TuCows):**

» Click to use our [online DNS utility tool, DNSgoodies.com](#), to perform a Who Is - Domain/IP lookup. Take note of your domain's nameservers.

» **If your domain's nameservers point to: ns1-ns2.lock-net.com:**

» Create a ticket at <https://support.webservio.net> and we'll move your DNS to our updated platform at dns1-dns4.multihosts.com. NS1-NS2.LOCK-NET.COM has been de-commissioned due to instability. We'll also update your domain's MX records for you.

» **If your domain's nameservers point to any of the following:**

- » dns1-dns4.multihosts.com
- » name-services.com
- » dzdns1-3.wdgonline.com
- » ns1-ns4.remoteshester.com

» Our engineers have completed the seamless migration for you. You're new SpamWeeder Premium cloud service is already up and running!

» If you have an administrator account for SpamWeeder Premium, please login at the URL below and update your administrator password under My Settings>>User's Profile:

» **URL** - <https://cloudportal1.mailshelter.com>
» **Username & Password** - This has been set according to your original Email Hosting Service technical support. Please review the Migration Details in your Service Notification email. Your SpamWeeder Premium Admin username and password are listed in the SpamWeeder Premium Cloud Admin Access section. Optionally, you may login to our online support portal at: <https://support.webservio.net> to review your ticket history and retrieve your original SpamWeeder Premium Admin access information.

» If your end-users have access to the SpamWeeder Premium portal, please have them login and update their passwords under My Settings>>User's Profile:

- » **URL** - <https://cloudportal1.mailshelter.com>
- » **Username** - full email address
- » **Temporary Password** - Changeme12345

» If you have outbound filtering enabled:

» YOU MUST CONFIRM YOUR INBOUND MESSAGES ARE FLOWING CORRECTLY WITH OUR ENGINEERS. AFTER CONFIRMING THE INBOUND IS FLOWING CORRECTLY, WE WILL UPDATE YOUR MAIL SERVER TO SEND OUT THROUGH THE SPAMWEEDER PREMIUM CLOUD SERVICE AND MODIFY YOUR SPF RECORDS. IF WE DO NOT HEAR FROM YOU, YOUR MAIL SERVER AND SPF RECORD WILL BE AUTOMATICALLY UPDATED ON 4/30/21

» Need access to <https://support.webservio.net?>

» Register for a username and password here:

https://support.webservio.net/index.php?_m=core&_a=register

» Already have an account, but are having problems logging in? Enter the email address you use for communicating with Webservio engineers in the login box and click "Lost Password"

» Still having issues? Send an email to: support@webservio.com

If your domain is NOT registered through one of Webservio's registrars (ie GoDaddy, Network Solutions, etc.):

» Click to use our [online DNS utility tool, DNSgoodies.com](#), to perform a Who Is - Domain/IP lookup. Take note of your domain's nameservers.

» **If your domain's nameservers point to: ns1-ns2.lock-net.com:**

» Create a ticket at <https://support.webservio.net> and we'll be glad to move your DNS to our updated platform. We'll also update your domain's MX records for you.

» **If your domain's nameservers point to any of the following:**

- » **dns1-dns4.multihosts.com**
- » **name-services.com**
- » **dzdns1-3.wdgonline.com**
- » **ns1-ns4.remoteshelter.com**

» Our engineers have completed the seamless migration for you. You're new SpamWeeder Premium cloud service is already up and running!

» **If your domain's nameservers point to any other DNS hosting:**

» Login to your DNS hosting provider

» REPLACE the existing mx1-mx4.mailshelter.com MX records with:

- » mx1.mailshelter.com
- » mx2.mailshelter.com
- » mx3.mailshelter.com
- » mx4.mailshelter.com

» Be sure to keep the MX priorities the same.

» For example, if your current MX records are similar to:

- » 10 mx1.mailshelter.com
- » 20 mx2.mailshelter.com
- » 30 mx3.mailshelter.com
- » 40 mx4.mailshelter.com

» Your updated MX records should be similar to:

- » 10 mx1.mailshelter.com
- » 20 mx2.mailshelter.com
- » 30 mx3.mailshelter.com

» 40 mxc4.mailshelter.com

» If you have an administrator account for SpamWeeder Premium, please login here:

» **URL** - <https://cloudportal1.mailshelter.com>

» **Username & Password** - This has been set according to your original Email Hosting Service technical support. Please review the Migration Details in your Service Notification email. Your SpamWeeder Premium Admin username and password are listed in the SpamWeeder Premium Cloud Admin Access section. Optionally, you may login to our online support portal at: <https://support.webservio.net> to review your ticket history and retrieve your original SpamWeeder Premium Admin access information.

» If your end-users have access to the SpamWeeder Premium portal, please have them login and update their passwords under My Settings>>User's Profile:

» **URL** - <https://cloudportal1.mailshelter.com>

» **Username** - full email address

» **Temporary Password** - Changeme12345

» If you have outbound filtering enabled:

» YOU MUST CONFIRM YOUR INBOUND MESSAGES ARE FLOWING CORRECTLY WITH OUR ENGINEERS. AFTER CONFIRMING THE INBOUND IS FLOWING CORRECTLY, WE WILL UPDATE YOUR MAIL SERVER TO SEND OUT THROUGH THE SPAMWEEDER PREMIUM CLOUD SERVICE. IF WE DO NOT HEAR FROM YOU, YOUR MAIL SERVER WILL BE AUTOMATICALLY UPDATED ON 4/30/21.

» Please view the following article and update your SPF record accordingly: [SpamWeeder Premium Upgrade - Outbound Filtering Settings & SPF Record](#)

» Create a support ticket at <https://support.webservio.net> and we'll send some test messages to and from your email address to ensure message delivery. Please enter ticket subject: **Your Company Name - SpamWeeder Premium Cloud Upgrade - Service Check**

» Need access to <https://support.webservio.net?>

» Register for a username and password here:

https://support.webservio.net/index.php?_m=core&a=register

» Already have an account, but are having problems logging in? Enter the email address you use for communicating with Webservio engineers in the login box and click "Lost Password"

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