



Domainz Migration FAQ

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Migration FAQ

You may have recently received notification that your website and email have been migrated to a new platform. As such the way you manage your services with Domainz has changed.

You will now be able to manage hosting using our powerful control panel, [The Console](#). Your website and email will be hosted in a world class Australian data centre, using state of the art cloud technology.

Email

The good news is that you won't have to move your emails yourself. The only thing you'll need to do is update the settings in your mail client. Please see below for an overview of the changes to make. If you are unsure of how to adjust any of these settings, please refer to [one of our detailed guides](#)

Setting up a new email account

If you're setting up an email account instead of modifying an existing one, please click [HERE](#) to be taken to our email client setup guides.

Username

In the past, you may have just used your mail alias in the username field. If your email address was harrison@example.com, you will have just used harrison as the username. You will now need to update your username field to your full email address, for example: harrison@example.com.

Server Settings

Incoming Mail Server

For a **POP** connection please use **pop.example.com** as your incoming mail server.

For an **IMAP** connection please use **imap.example.com** as your incoming mail server.

Incoming Port Numbers

POP: Please use **110** as your incoming port for a **NON-SSL** connection or use **995** as your incoming port for an **SSL** connection.

IMAP: Please use **143** as your incoming port for a **NON-SSL** connection or use **993** as your incoming port for an **SSL** connection.

Outgoing Mail Server

Please use **smtp.example.com** as your outgoing mail server.

Outgoing Port Numbers

Please use **587** as your outgoing port for a **NON-SSL** connection or use **465** as your outgoing port for an **SSL** connection.

Note: Please replace example.com with your own domain name

Authentication

Please enable authentication on your outgoing mail server. Use the same username and password for this setting. If you are unsure of how to do this, please check [How do I setup SMTP authentication?](#)

If after completing all of the above steps, (including enabling authentication) your email still isn't working, please reset your mailbox password. This should rectify any remaining issues. If you're unsure of how to do this, please see [this](#) article. If you're still struggling to get email flowing again, please give our support team a call on 0800 146 342 and we will be happy to help.

IMAP Users - Viewing All Folders

If you have previously connected to your mailbox using the IMAP protocol, you may notice that not all of your folders are displaying in your mail client. To fix this, please follow the instructions below:



1. Login to your mailbox via webmail. If you're unsure how to do this, check [this](#) article.
2. Click on the gear icon in the top right corner of the screen.
3. Click on **Settings**.
4. Click on **Email**.
5. Scroll down and click on **Change Subscription**.
6. Click on the arrow next to **Inbox**, this lets you see sub folders.
7. You should see another **Inbox** folder. Click on the arrow next to it again.
8. You should see some more sub folders with no tick boxes next to them. Tick all those boxes.
9. Click **Save**.

Websites

Your website (and database if you have one) will have been automatically migrated, and you will not need to do anything. If you notice any issues, please do not hesitate to call us on 0800 146 342 or email migration@domainz.net.nz. Below you will find assistance on some of the most common issues.

Manage your hosting plan

To manage your new hosting plan using [The Console](#) please use the following steps:

1. Log into your Account
2. Within the Overview tab, locate the domain you want to edit from your list of domains
3. Click the 'Manage' button next to your domain name
4. Now you're inside the domain level login and can manage your hosting service
5. Select 'hosting' from the left hand side menu navigation

For more information please refer to this article. [Web Hosting - Overview](#)

Update your Password

If you have access to The Console and wish to update your password, follow the steps below.

1. Log into the Console
2. Click on the **Accounts** tab
3. Scroll down to the **Account password** area
4. Click **[Edit]**
5. Type in your old and new password
6. Click **[Update account password]**

If you have forgotten your password, you may request that a password reset be sent to the contact email address we have on file.

FTP Details



Please take a look at the [How do I upload and download files via FTP?](#) article for detailed instructions on using FTP with our new hosting.

DNS

New name servers

If your domain is not registered through Domainz, you won't be able to perform the below actions within The Console. You will need to manage the delegation of your domain with the company whom you have it registered with. To determine which registrar your domain is registered with and who you should contact for assistance, perform a Whois lookup against your domain name. A Whois lookup will also allow you to see what name servers your domain is currently delegated to.

Modify your domains name servers

To modify the name servers your domain is currently delegated to, follow the below instructions.

1. Log into your Account
2. Manage the domain you want to make changes to
3. On the next page, click Domain Name
4. Scroll down to the Domain Delegation section
5. Type in the name servers you want to point your domain name to in the host name text fields
6. Click [Update Name Servers]
7. Please note, DNS changes take several hours to propagate. You will not notice the changes right away.

If you are subscribed to our Cloud Hosting, Domain Manager or Business Email Hosting services, you should delegate your domains to these name servers:

- ns1.partnerconsole.net
- ns2.partnerconsole.net
- ns3.partnerconsole.net

cPanel Hosting name servers

If you are subscribed to our cPanel Hosting services, you should delegate your domains to these name servers:

ns-1.ezyreg.com
ns-2.ezyreg.com

For your convenience, we've included the records you'll need to use our new mail servers below:

| Setting | More information | Example |
|----------------------|--|---|
| Username | Where asked for the username, users must enter their complete email address | johnsmith@example.com |
| Password | Where asked for their password, users must enter the password they selected when creating the email account on our servers. | ***** |
| Incoming Mail Server | If connecting via SSL, see our SSL certificate on shared email service support page for assistance. | Cloud Servers POP: pop.example.com IMAP: imap.example.com cPanel Servers POP/IMAP: mail.example.com |
| Incoming Server Port | Our email servers use all the default incoming server port numbers. | POP: Non SSL = 110 SSL = 995 IMAP: Non SSL = 143 SSL = 993 |
| Outgoing Mail Server | Where asked for the outgoing mail server, users must enter smtp.domain-name.tld Customers using our cPanel, Plesk or Helm email services may alternatively use mail.domain-name.tld. If connecting via SSL, see our SSL certificate on shared email service support page for assistance. | Cloud Server SMTP: smtp.example.com cPanel Server SMTP: mail.example.com |
| Outgoing Server Port | Most Internet Service Providers (ISP) block port 25 for their own outgoing emails. We recommend using port 587 or if connecting via SSL, 465 | Non SSL = 587 SSL = 465 |
| Authentication Type | Users must use password authentication to send or receive emails from our servers. | Password |



I'm still having trouble fixing my emails & website - what now?

If you can't find the answer using our Support Centre, please call customer service on 0800 146 342 or email migration@domainz.net.nz and our expert team will be happy to help.

Why is my site down after migration?

As per our email communication you may have been selected to be migrated to our new hosting infrastructure, part of this relies on us moving your data across. In most cases you shouldn't experience any down time. However, there are a few scenarios where you'll need to make alterations.

Domain is registered somewhere else?

If your domain is registered somewhere else you'll need to delegate your domain to our new hosting name servers. They are:

- ns1.partnerconsole.net
- ns2.partnerconsole.net
- ns3.partnerconsole.net

I am using different name servers what records do I need to add?

You will need to update your base A record & WWW record with your DNS provider. You can find the correct details in 'The Console'.

1. Log in to your Account level console
2. Manage the domain you are locating the records for
3. Click 'Zone Manager' on the left hand side
4. Identify your A record by reading through your Zone File.
5. Contact your DNS Provider and update your records accordingly

My DNS is fine, but my website is broken?

If your website was functioning correctly pre-migration and your DNS is correctly setup, we have a migrations team in place who can assist in reviewing your website. We will endeavour to assist you in fixing your site to work with the platform.
