



Hosting Transfer Guide

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1. WEBSITE TRANSFER

We are currently developing tools to facilitate and automate transferring a DNN website from a previous hosting provider to our hosting environment. In the meantime, we manually process website migrations, free of charge.

Transferring a website is an operation that generally takes less than one hour to complete. During the migration period, the website will not be accessible to visitors and will display a message indicating that the website is being migrated to a new hosting provider. When the transfer is complete, the website returns to normal and is available to visitors.

For more information, please communicate with our support team: « support@premiumdnn.com »

2. EMAIL TRANSFER

2.1 – Overview of the process

Migrating emails from a previous hosting provider requires a good procedure to ensure that users can access emails at any time during the migration. The procedure requires the coordination between all users, since every user, at a certain point in the process, will need to configure his new mailbox. This action is required by every user before proceeding to the next step in the migration process. Good supervision and control over the process is therefore required.

To facilitate the migration process, we have analyzed the best practices and have developed a migration assistant. This assistant guides the administrator through each step of the process and provides tools to coordinate and supervise actions required by each user.

The migration assistant ensures:

- That no email is lost during the migration
- That emails are available at any time during the migration
- That each user is notified of the change and receives information needed to perform the actions that need to be taken
- That the administrator can easily supervise the migration process
- That information remains entirely confidential

The following sections present all details about the email migration process, first in a general manner, then from the points of view of the administrator and the user.

2.1.1 – Overall Process

The overall process is as follows:

- 1) **Creation of the mailboxes in our system**
 - a. The administrator defines email mailboxes and email redirections in our system
- 2) **New mailbox configuration on devices**
 - a. Every user configures his software (Outlook, Thunderbird, etc.) for the new mailbox
- 3) **Assignment of the new mail server to the domain**
 - a. The administrator assigns the PremiumDNN mail servers to the domain (emails then start arriving in the new mailboxes)
- 4) **Copy of existing emails from the old mailbox to the new mailbox**
 - a. If the emails are stored on the old mail server (IMAP access or Exchange), the emails are transferred automatically
 - b. If the emails are stored on each device (POP access), each user needs to manually copy the emails he wishes to keep
- 5) **Deletion of the old mailbox on each device**
 - a. Each user configures his software (Outlook, Thunderbird, etc.) to remove the old mailbox

2.1.2 –Process for the administrator

The detailed process, from the administrator's point of view, is as follows:

Preliminary step

Creation of email mailboxes

- a. From the client portal, the administrator defines the email addresses for the domain

Step 1 of 5

Selection of addresses to migrate and launch of the migration process

- a. From the migration interface, the administrator selects the addresses to migrate, then configures the general parameters for the migration

Step 2 of 5

Email to users with instructions to configure the new mailbox

- a. From the migration interface, the administrator configures and sends an email to each address with instructions on how to configure the new mailbox
- b. A default message is proposed, which can be customized

2.1) Wait for each user to configure his new mailbox

- a. The administrator can see the progress of this step and know which mailboxes have not been yet configured
- b. Once all mailboxes have been configured, the administrator receives an email to proceed to step 3

Step 3 of 5

Modification of MX entries for the domain to apply the PremiumDNN mail servers

- a. The administrator modifies the DNS records for the domain to configure the new MX values

3.1) Wait for the modifications to be fully applied

- a. The system waits 48 hours after the changes have been applied
- b. The administrator then receives instructions to proceed to step 4

Step 4 of 5

Configuration of the method to use to transfer existing emails

- a. From the migration interface, the administrator configures the information relative to the old mail server
- b. If the previous mail server is an Exchange server or was accessed using IMAP
 - i. The administrator configures and sends an email to every address, inviting the user to provide the information on the old mailbox (such as username and password) required to automatically transfer emails
- c. If the previous mail server was accessed using POP
 - ii. The administrator configures and sends an email to every address with instructions on how to manually copy emails from the previous mailbox to the new mailbox

4.1) Wait for all emails to be transferred

- a. From the migration interface, the administrator can track what mailboxes have not yet been transferred
- b. Once all mailboxes have been transferred, the administrator receives an email to proceed to step 5

Step 5 of 5

Email to users to finalize the migration

- a. From the migration interface, the administrator configures and sends an email to indicate that the migration is complete, inviting the user to remove the old mailbox from his software

2.1.3 – Process for a user

The detailed process, from the user's point of view, is as follows:

1) The user receives an email notifying him that his mailbox will be migrated to the PremiumDNN service

- a. The email, customizable by the administrator, notifies the user of the change and presents an overview of the new service

2) The user receives an email with instructions on how to configure his new mailbox

- a. The user must configure his software to add the new mailbox, using the instructions contained in the email
 - b. Once the operation is complete, the user must use a special link in the email to inform the system that the new mailbox has been configured
- 3) The user receives instructions to transfer existing emails from the old mailbox to the new mailbox**
- a. If the emails are transferred automatically
 - i. The user receives an email to invite him to configure the information needed for the system to copy emails
 - ii. The email contains a special link that will lead the user to a website where he will be asked for the password of the old mailbox
 - b. If the emails are not transferred automatically
 - i. The user receives an email with instructions on how to manually copy emails from the old mailbox to the new mailbox
 - ii. Once the operation is complete, the user must use a special link contained in the email to notify the system that the copy is completed
- 4) The user receives an email to finalize the migration**
- a. The email, customizable by the administrator, invites the user to delete the old mailbox from his software.
 - b. The user may be asked to follow additional steps supplied by the administrator

2.2 - Using the email migration assistant

2.2.1 - Preliminary step

Before starting the migration, it is important that all addresses are defined in our system.

To define email addresses of the migration:

- 1) **Connect to the client portal**
- 2) **Access the "Configuration / Emails" section**
- 3) **Use the "New Address" button**
- 4) **Follow the instructions**

NOTE: Refer to the Administration Guide for more information on configuring email addresses

2.2.1 - Step 1: configure and launch the migration

Once the mailboxes have been defined, the migration process can be launched. It is important to make sure that all addresses to be migrated have been defined, since it not possible to change the migration parameters once the migration has begun.

Also, make sure to designate a person that will supervise the migration. This supervisor will be in charge of managing the progression of the migration and assisting users during the process, to assist in configuring email software for instance.

To access the migration assistant for a domain:

- 1) **Connect to the client portal**
- 2) **Access the "Configuration / Domains" section**
- 3) **In the "External Email" section, use the "Launch Migration Assistant" link**

To start the migration process

- 1) **Access the migration assistant**
- 2) **Read the introduction message**
- 3) **Use the "Next" button**
- 4) **Select the addresses to migrate**
- 5) **Use the "Next" button**
- 6) **Configure the general migration parameters**
 - a. **Enter the name and email of the migration supervisor**
 - b. **Select the language in which emails will be sent to users**

2.2.2 - Step 2: send an email to users to configure the new mailbox

At this stage, the mailboxes are created and the migration begins. The following step requires each user to configure his new mailbox in his email software (Outlook, Thunderbird, etc.) and mobile devices if required (Blackberry, Iphone, etc.).

The assistant suggests a default message, containing the information required for each user to configure the new mailbox. The message can be customized to match specific needs. For instance, the message can be customized to specify that a technician is going to perform the operation, if that applies.

To start the migration process for a domain:

- 1) **Access the migration assistant**
- 2) **Configure the message to send**
- 3) **Use the "Send" button**

Before proceeding to the next step, it is necessary to wait for each user to configure his new mailbox. The email that is sent to each user contains a link that enables the user to notify the migration assistant that the new mailbox has been configured. The assistant allows the administrator to see the status of each address and identify mailboxes that have not yet been configured.

Once all mailboxes have been configured, the supervisor will receive an email with instructions to proceed to the next step.

2.2.3 – Step 3: Modify DNS records

At this stage, each user has configured his new mailbox and has 2 configured mailboxes: the old mailbox and the new one.

For emails to start arriving in the new mailboxes and no longer arrive in the old mailboxes, the DNS configuration for the domain needs to be changed to apply the PremiumDNN servers.

This step should be accomplished by a technical person who knows DNS management. If you need assistance, please open a support request from the client portal.

Modify the MX records for the domain and configure these values:

MX10 : mx1.emailsrvr.com

MX20 : mx2.emailsrvr.com

The modification can take up to 48 hours to be take full effect. During this transition period, it is possible that some emails arrive in the old mailboxes, while others arrive in the new mailbox.

After the transition period, that is 48h after the DNS changes have been detected, the supervisor will receive an email with instructions to proceed to the next step.

2.2.4 – Step 4: configure existing email transfer

At this stage, each user has 2 mailboxes configured and emails are delivered to the new mailboxes. Before disabling the old mailboxes, it is important to transfer the emails to be kept from the old mailbox to the new mailbox.

The transfer method varies depending on the previous email server and previous email access method.

A – If the previous server is an Exchange server, the system will automatically copy emails, contacts and calendars to the new mailboxes

B – If emails were accessed by IMAP, existing emails are stored on the previous mail server. The system will automatically copy existing emails to the new mailboxes.

C – If emails were accessed using POP, existing emails are stored on each user's device / computer. Each user will have to manually copy his emails to the new mailbox.

For cases A and B, additional information is required in order to automatically copy existing data. The system will need the old server address, as well as the password associated with each old mailbox. The administrator will be required to configure the old server address. An email will be

sent to each user, with a special link that will take the user to an online form where he will have to supply the old mailbox information. Once the user has provided the required information, emails will be automatically copied to the new mailbox.

Exchange Server or IMAP Server:

- 1) **Access the migration assistant**
- 2) **Select server type "Exchange" or "IMAP"**
- 3) **Enter the address of the previous email server**
- 4) **Use the "Finish" button**

For case C, each user will have to manually copy the emails he wishes to keep. The assistant will send an email to each user with instructions on how to copy existing emails.

POP Server:

- 1) **Access the migration assistant**
- 2) **Select server type "POP"**
- 3) **Configure the instructions to send to each user**
- 4) **Use the "Finish" button**

Before proceeding to the next step, it is necessary to wait for all copies to be complete. The assistant will allow the administrator to track the progress of this step and identify which mailboxes have not yet been transferred.

Once all mailboxes are considered transferred, the supervisor will receive an email with instructions to proceed to the next step.

2.2.5 - Step 5: send an email to finalize the migration

At this stage, emails will arrive in the new mailboxes and existing emails have been transferred to the new mailboxes. The old mailboxes are no longer needed. The final step consists in sending an email to each user, informing him that the migration is complete and that the old mailbox can be removed from email software.

To send the finalize migration email:

- 1) **Access the migration assistant**
- 2) **Configure the message to send**
- 3) **Use the "Send" button**