PPA Migration

Migration of websites, email, and DNS from Parallel Panels (PPA) to Plesk (PL1) and alternative email and DNS clients

Contents

Purpose

To move all customers from Parallel Panel (PPA) as the system is unreliable. Websites will move to Plesk (PL1). DNS will move to Plesk (PL1) or Webmin (ns*.jpci.net). POP/IMAP will also move to PL1.

Scope

We will need to move all websites, emails, and DNS from Parallel Panels. We will be focusing on Active customers with at least 1 service with us. The plan is to migrate services in batches, based on the services they have with us. Batches outlined below:

Domain, DNS and Website – No changes need to be done by customers. DNS and Website will need to be moved from PPA to PL1. Name servers will need to be changed.

DNS and Website – Changes need to be done by customers. DNS and Website will need to be moved from PPA to PL1. Name servers will need to be changed by the customer.

Website – Changes need to be done by customers. Website will need to be moved from PPA to PL1. A record will need to be changed on customer's DNS.

Emails – Changes need to be done by customers. Emails will be moved to a new system. Change of log in details, server settings for email apps and different log in for webmail will be required.

Due to an issue with email migration software, we do not have an ETA to migrate email services from PPA to PL1 yet.

Resources

This is a list or resources that we will require to complete the migration.

- Migration script built in-house (this is what we will use to migrate customers from one system to another)
- Mailing script built in house (this will be used to warn customers of changes, and if they need to do anything)
- Access to:
    - PL1 (to move website and DNS to)
    - PPA (to move website and DNS from)
    - Webmin (ns*.jpci.net DNS)
    - Dev server (to access the migration script)
    - Nominet (to change Name servers)
    - TotalReg (to change Name servers)
    - Intranet (to find customer details)
- New email address labelled 'updates@cloudheroes.com' (so we can keep track of what is happening and any issues that occur during migration. Will also be the address used to send warnings via the mailing script)

Communications

All communications about changes to services will be via email. The email account will be monitored, so if a customer emails we are able to reply with any information required. Customers are welcome to create support tickets, or call if there are any issues, or would like some clarification. Communication with customers will be completed by the support and development team.

Risk Assessment

If a customer's website has gone down:

1. Check the website ourselves.
2. Is the issue related to the migration?
3. Check if the website files are in the correct place and present.
4. Check that they have completed any steps they should have taken.
5. Check to see if there are issues with DNS (DNS entered wrong?)

To prevent this:

1. Check the website ourselves after migration.
2. Double check DNS settings before changing them.
3. If customers need to change DNS or Name servers, let them know that we can do it for them.

If a customer's website and email has gone down:

1. Check the website ourselves.
2. Send a test email – read bounce back if one is received.
3. Is the issue related to the migration?
4. Check that they have completed any steps they should have taken.
5. Check to see if there are issues with DNS (DNS entered wrong?)
6. If customers need to change DNS or Name servers, let them know that we can do it for them.

To prevent this:

1. Check the website ourselves after migration.
2. Double check DNS settings before changing them.
3. If customers need to change DNS or Name servers, let them know that we can do it for them.

If a customer's email has gone down:

1. Send a test email – read bounce back if one is received.
2. Is the issue related to the migration?
3. Check that they have completed any steps they should have taken.
4. Check to see if there are issues with DNS (DNS entered wrong?)

5. Check to see if they have set up their emails correctly (wrong settings?)

To prevent this:

1. Let customers know the settings required after the migration of email.
2. Let them know that they can access their emails in different ways.
3. Double check DNS settings before changing them.
4. If customers need to change DNS or Name servers, let them know that we can do it for them.

If a customer's website says that it is insecure:

1. Check the website ourselves.
2. Is the issue related to the migration? (SSL never installed?)
3. Check if the website had an SSL in the past.

To prevent this:

1. Check the website ourselves before migration to check for SSLs.
2. Download SSL from PPA server and install on PL1 server.
3. Check the website ourselves after migration.
4. Install SSLs on websites that may not have had one previously.

Schedule

We are going to migrate websites and DNS in batches, which then allows us to place a soft deadline for each batch. Soft deadline as followed:

14th of June – Warn customers with Domain, DNS and Website with us, to allow us to migrate their services.

As we have full control of their services, we will be able to complete migrations without any action needed by the customer. We will be warning the primary account holder, and any authorised persons on the account of changes to their services via email. This will let them know that they will not have to complete anything to do this, and what to do in an event of downtime with their services. We will also let them know that an email will be sent to them after their services have been migrated. This will also let them know that any previous log in for PPA will not work on the new system. They will be able to request log in on the new system via the Customer Portal. We will give these customers 1 week between this warning email and the start of migration. Between this date, and the planned date to start migration, we can set up the DNS zones for each domain. We will not migrate the website data until the said date below.

21st of June – Migrate customers with Domain, DNS and Website with us.

We plan to start migrating all customers that we have full control of from this date. This will take a week to complete. As soon as we have migrated a customer, we will email them to say that their

services have moved. We will also provide them an option to retrieve PL1 log in details for their website, as many customers do have access to this on PPA.

28th of June – Remove customers with Domain, DNS and Website with us.

We plan to remove the customers data from PPA on this date. This will include DNS zones and website files. We will not remove customers if there are issues with their services before or on this date.

12st of July – Migrate customers with DNS and Website with us.

We plan to start migrating customers who have DNS and Website on PPA on this date. As we do not have full control, we will need to migrate the before any changes are made by them, to prevent downtime. This will take two weeks to complete. We will first migrate the website, then change the Name Servers on the Domain. DNS zones should be set up already.

26th of July – Warn customers with DNS and Website with us to allow us to Disable services on PPA

As we do not have control of all their services, we will need to wait for customers to complete a step before we migrate their data. As their Domain is not with us, we will not be able to change Name Servers without the customer. To do this, we will be contacting the primary account holder, and any authorised persons on the account of changes to their services via email. We will let them know that we are moving their services to a new system, and that they need to complete an action to do this. We will let them know what they need to do, and how to do it. We will give the customers a deadline of the 9th of August, letting them know that services will be shut down if they are still on the old system.

9th of August – Disable customers with DNS and Website with us.

We plan to disable all services on PPA. This will mean any services still being used on PPA will not be active, however will still have all data accessible by us in the event of an issue. This will then put pressure on the customer to change their name servers.

No Date Specified – Migrate customers with Website with us.

We plan to start migrating customers who have Website only on PPA on this date. As we do not have full control, we will need to migrate the before any changes are made by them, to prevent downtime. This will take X weeks to complete. We will need to migrate their website.

No Date Specified – Warn customers with Website with us to allow us to Disable services on PPA

As we do not have control of all their services, we will need to wait for customers to complete a step before we migrate their data. As their DNS is not with us, we will not be able to change the A record without the customer. To do this, we will be contacting the primary account holder, and any authorised persons on the account of changes to their services via email. We will let them know that we are moving their services to a new system, and that they need to complete an action to do this. We will let them know what they need to do, and how to do it. We will give the customers a deadline of the X of X, letting them know that website will be shut down if they are still on the old system.

No Date Specified – Disable customers with Website with us.

We plan to disable all services on PPA. This will mean any services still being used on PPA will not be active, however will still have all data accessible by us in the event of an issue. This will then put pressure on the customer to change their A record.