Migrating Between Production Server Types

i-Reporter

CIMTOPS

Migration options for i-Reporter Cloud

- Paid migration:
  - For users of i-Reporter Cloud who want to migrate to a self-hosted version

- Included migration:
  - When a customer has over 100 users on a server, they can be migrated to a dedicated server instance as opposed to a shared instance

* In each case scheduled downtime will need to be planned and the server will not be accessible during the migration

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Steps for migrating from Cloud to Self-hosting

1. CIMTOPS engineers will calculate the total amount of data that will need to be migrated

2. Total migration time estimate will be calculated from the amount of data needing to be migrated

3. CIMTOPS will send a quote for the migration to the partner or distributor

   - Work on weekends (Japan time), Japanese Holidays, and after-hours (Japan time) will be billed at 1.5 times the normal business hour rates

Steps for migrating from Cloud to Self-hosting

4. Files stored in WebDAV will not be migrated, the customer will need to download the data before the migration

5. The customer will inform the date/time of the migration
    - Migrations typically take 24 – 48 hours but can take longer depending on the amount of customer data and network conditions

6. The customer's server admin will need to reduce the number of user accounts to less than or equal to the number of users needed on the self-hosted server
    - These accounts will need to be deleted

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Migrating from i-Reporter Cloud to Self-hosted

- When migrating from cloud to self-hosted, the customer will be sent a separate invoice for licenses and support contract

- Paper work for setting up self-hosting billing and invoicing will need to be completed before any migration work starts

- Please make sure that there is adequate time between canceling the cloud subscription and payment of the new license

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Migrating from i-Reporter Cloud to Self-hosted

- The customer or partner/distributor will be responsible for setting up the self-hosted server and importing the data

- After the completion of the data export from the cloud server, the cloud server will continue to run until the end of the contract (month or year)

CIMTOPS Deliverables

- Once the migration is complete, CIMTOPS engineers will email a link to download the company's data from the cloud server along with licensing, support documents, and how to download the self-hosted server files

- All data on the server will be back-up and migrated in bulk
  - It is not possible to choose which data is to be migrated

- Before the migration the customer will need to provide the following information:
    - Name of the point of contact
    - Company name
    - Email address
    - Phone number and extension

Migration to dedicated instance

- Customers with less than 100 users on their account, their server is hosted on a shared instance with others

- Once a customer reaches 100 user accounts connecting to their server, they will need to be migrated to a dedicated instance

- Since the environments for shared and dedicated instances are networked differently, a migration will need to be performed that requires downtime

Migration to dedicated instance

- A dedicated instance will be set up and all your data will be migrated

- All data on the server will be back-up and migrated in bulk
    - It is not possible to choose which data is to be migrated

- This migration will be performed free of charge to the customer

- After the migration to the new dedicated instance, the previously shared instance will not be accessible

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Migration to dedicated instance

- After the migration is complete CIMTOPS will email the contact person at the customer's company via email with directions on how to connect to the new dedicated instance

- For security reasons, CIMTOPS will only send connection details and credentials to the contact person on file:
    - Name of the point of contact
    - Company name
    - Email address
    - Phone number and extension

- CIMTOPS will also contact the partner/distributor that the work is finished

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Additional information

- Changes to plans for the cloud version must be submitted to CIMTOPS by the 25th of the month

- Changes in invoices will then be applied to the beginning of the following month

- In both migration cases, applications will need to have their connection settings reconfigured to the new servers

- Please contact your local CIMTOPS sales rep for additional details