

## Hosting Outage FAQ

**Dates: Friday 12/5/25 at 3PM through Monday 12/8/25 at 5AM (Pacific Time)**

Impact: All West Datacenter clients

### Can dates be moved?

- Unfortunately, no. This is a required shut down and relocation. We do understand that this is impactful to our clients. SWK will make every effort to minimize the downtime associated with this event and restore access to systems as quickly as possible.

### Why is this happening?

- SWK is upgrading to a more **modern facility** where our clients can be better serviced and poised for growth. The new facilities include;
  - o Better physical and logical security
  - o Better backup power infrastructure
  - o More scalable and reliable network infrastructure

### Will my data be safe during this move?

- Yes, all data will be backed up on multiple appliances and replicated offsite before any equipment is physically migrated.

### Will anything change for connections to the environment?

For any client subscribing to Site-to-Site VPNs, or Static Public IP addresses, our hosting team will be reaching out directly via ticket to share the new information that applies to your changes. Expect that communication during the month of October. Our helpdesk and account managers will also be provided with this information and can share as necessary.

**User Logins** - Logins to your servers, including parallels connection addresses, will remain the same. There should be no impact on end users.

**VPN Connections** – If your organization is using a site-to-site VPN you have the following options to prepare for this change;

- o **Configure new DNS based address** – if your firewall/VPN device supports using a DNS address as a gateway instead of an IP address, you can replace your existing

IP address with a DNS value that will be provided to you ahead of the move. This will connect you to the current facility and will be automatically re-pointed on the weekend of the migration to reconnect your tunnel to the new location. No further action would be necessary on your part.

- Configure the new IP as a secondary IP – If your firewall/VPN device supports a failover or secondary address for your existing tunnel, the new IP or DNS entry can be configured ahead of time as a backup IP. Your VPN will fail over when the other location goes offline.
- Wait until the outage window – If neither of these options are possible, it will be necessary to wait until after 3pm (Pacific Time) on Friday 12/5/25, and manually update your tunnel to point to the new IP address.

*Public IP Assignments* – For clients who purchase a static public IP address assignment from us, a new public IP address will be assigned. If your organization has external tools or DNS (a web URL that you own) pointed to that IP, you will need to update it that Friday evening to be ready for business on Monday morning.

If your organization is using one of the following domains, we will change the DNS address for you during the weekend outage;

- \*.scsuser.com
- \*.nellnube.com
- \*blycloud.com

**\*\*\*\*Outbound Email** - Some clients may be leveraging outbound email from applications. There are numerous ways these can be configured, however, if any applications are leveraging your MS 365, Gmail, or other company owned email product to send, there is a possibility that your SPF records and mail relay allowed IP address may need to be updated to the new public IP of your server.

## What do I do if I have a problem?

Should you have any problems with your system after the maintenance period ends, please submit a ticket with the following details:

**Subject:** Hosting Migration Issue: <Description>

**Body:** Details about your issue specifically, including the following information;

- How many users are impacted (just me, all, none)
- Pertinent information regarding the problem
  - Can't sign into Parallels
  - MFA not working
  - Application issue
  - Network/VPN/Printing

Providing as many details as possible will aid us in prioritizing and assigning the right person to assist with your situation.

## Who do I contact If I have any questions PRIOR to the migration?

Please open a ticket with the [help desk](#). They will ensure that your questions are addressed appropriately.