

Migration | Timetable

1. Planning and preparation Time frame: 1/2 day

1. We send you a questionnaire by e-mail regarding your existing infrastructure and the planned move.
2. You return the completed questionnaire to us.
3. Preparation of domain moves or changes by setting the TTL value in the DNS as short as possible.
This will keep the downtime during the going-live as short as possible.

2. Transfer of the application Time frame: 1/2 day

1. We analyse your existing infrastructure and prepare your new web cluster for the transfer.
2. In order to set up a test operation, we transfer your web applications and databases to the new web cluster. cluster.
From this point on, you are no longer allowed to make any changes to the code or functions of your application.
3. After completion of the transfer and configuration, we will inform you.

3. Testing Time frame: 1 day

1. You check all areas of your application for complete functionality. For this purpose, you will receive sample test scenarios as PDF files by e-mail.
2. Also test all interfaces, e.g. to merchandise management or ERP systems.
3. You inform us immediately as soon as you have completed the test or problems occur.

4. Optimization (if ordered) Time frame: 1/2 day

1. After analysis and consultation with you, we will optimise the performance of your application.
2. IMPORTANT: After an optimisation has been carried out, you must check all the functions of your application again thoroughly.

5. Preparation and planning of the „going live“ Time frame: 1/2 day

1. We check the domain transfers and name servers for a smooth going-live
2. We arrange an appointment for the going-live with you. Possible appointments are Monday to Thursday during our office hours 9 am to 6 pm. We recommend starting the going-live between 9 am and 12 pm so that we can continue to monitor it on the day in question.

6. Going live Time frame: 1/2 day

1. To start the going-live, please set your application to maintenance mode to ensure data consistency.
2. We then copy the current files and the database again to the new web cluster.
3. During this time, the shop is **not accessible**. The possible downtime depends on several factors and may be between 15 minutes and 2 hours.
4. After the copying process, we deactivate the maintenance mode on our infrastructure.
5. You carry out a check of the application again.
6. The last step is to adjust the IP in the DNS zone so that your customers can access the new server.

7. Closing Time frame: 1 day

1. After the migration has been completed, you now have 24 hours to report any errors that may have occurred due to the migration.
2. If errors are reported to us after these 24 hours, our normal service prices for analysis and troubleshooting.

Note

Deviations from the procedure described here must always be agreed with the responsible maxcluster employee. Otherwise, we reserve the right to cancel the migration.