



## EONI Domain/Hosting Migration Checklist

### Pre-Migration

- EONI sends to customer the domain's registration and hosting account credentials
- (where applicable) EONI unlocks customer's domain(s) for transfer
- Customer reviews Aspen's description of services at [aspensdigital.net/eoni](https://aspensdigital.net/eoni)
- Customer agrees to Aspen's terms of use and requests service using Aspen's online "Service Request Form" at <https://aspensdigital.net/get-web-hosting>
- Aspen contacts customer and reviews the service request to determine whether or not Aspen's domain and/or hosting service is a good fit for the needs of the customer
- Customer agrees to services and fees, is invoiced and pays for services (where pre-payment is applicable)
- Customer provides Aspen with necessary credentials and codes (provided earlier by EONI) to accomplish the migration of services
- Aspen reviews domain content and structure on EONI server and communicates to Customer any issues that may affect migration or post-migration site function
- Aspen consults with customer on migration start date/time

### Migration - Step 1

- Aspen extracts the following from EONI server:
  - DNS files
  - Email account data
- Aspen changes TTL of relevant DNS records on EONI hosting to 5 min
- Aspen creates hosting account on Aspen server
- Aspen makes needed DNS record changes on Aspen server (for off-server connections)
- Aspen re-creates email account structure on Aspen server using data from EONI

### Migration - Step 2 (~24 hours after Step 1)

- Aspen downloads the following from EONI server:
  - Public files in httpdocs directory
  - SQL database files
- Aspen pushes site files and databases to Aspen hosting environment
- Aspen migrates emails from EONI server to Aspen server
- Aspen changes domain's DNS settings on EONI server to point to Aspen server

### Migration - Step 3 (~2-8 hours after Step 2)

- Aspen evaluates integrity of migrated services; makes adjustments as needed

### Migration - Step 4 (~48 hours after Step 2)

- Aspen evaluates integrity of migrated services; makes adjustments as needed
- Aspen invites customer to review migrated services
- Customer informs Aspen of issues found; Aspen addresses issues, if any
- (where applicable) Aspen initiates transfer of domain from current registrar to Aspen; with the transfer, domain's nameserver values will be set to Aspen's nameservers (actual transfer of domain to Aspen may take up to 7 days to complete; web and email services WILL be active during the waiting period)

**-OR-**

Aspen (or EONI) assists customer in setting nameserver values on domain's registration to Aspen's nameservers

- Customer reviews migration results with Aspen; Aspen addresses issues, if any
- Aspen notifies EONI of successful migration (with customer consensus)
- Customer follows up with EONI for account closure (if necessary)

**Migration complete!**