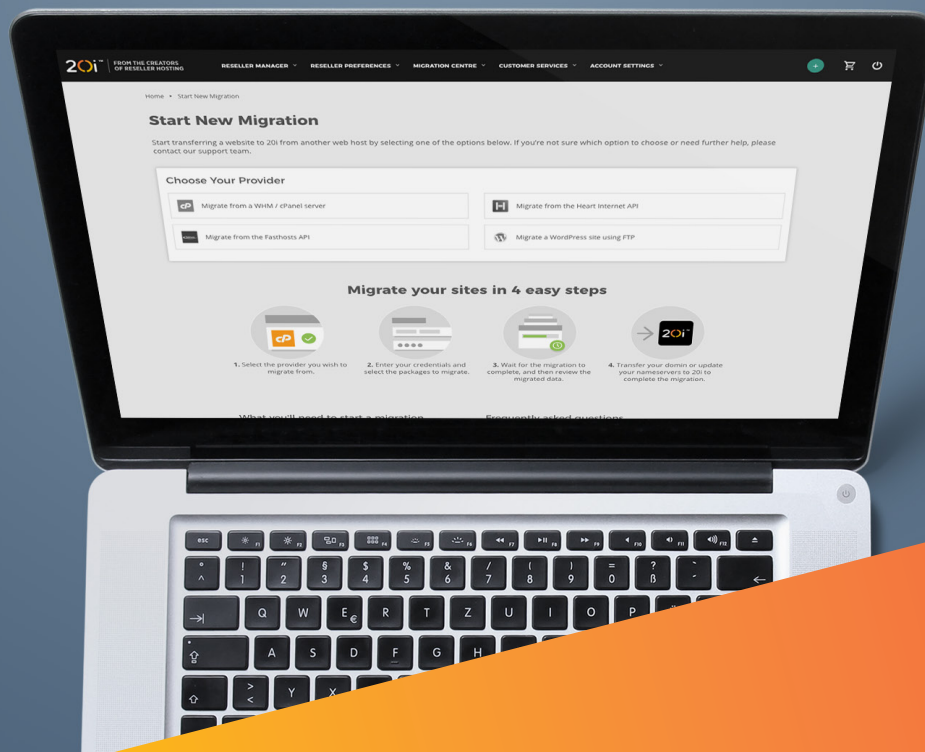MOVING YOUR DATA TO 20i

MIGRATION GUIDE

Moving your files, databases and email is hard. We've made it easy.

20i™

WELCOME TO 20i
MIGRATION GUIDE

Moving your websites, databases, and email is hard. So we've made it easy.

This guide has been written to help you migrate your websites and email to 20i automatically, with no downtime or risk of data loss.

To complete the steps in this guide, you'll need a Reseller Hosting plan with 20i.com. With a 20i Reseller account, you can brand and sell our industry-leading shared SSD hosting, WordPress hosting, domain names, and other extras like SSL certificates, directly from your own website and under your own branding. Each Reseller account includes unlimited SSD web space, bandwidth, 10GB mailboxes, 1GB databases and much more, so there's no limits on how big you can grow your hosting company. We take care of the hardware, platform, network, and technical administration so you're free to concentrate on your business. It's hosting to build your reputation on.

Find out more about the 20i Reseller account here

The first chapter of this guide introduces you to the Migration Centre, how it works, and the different options available. If you just want to get started moving to 20i, head to Chapter 2 and complete the steps there and in Chapter 3 for a complete, automated migration.

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Contents

Introducing the 20i Migration Centre

How it works

The 20i Migration Centre automates migrations from most reseller hosts, allowing you to move your websites and email in just a couple of clicks. It's completely free to use, there's no website or email downtime, and no risk of data loss.

Using the Migration Centre, you can:

- Automatically move your websites, MySQL databases, and email to 20i.
- Preserve all folders, files, scripts, emails, and other data exactly as-is.
- Choose which packages to move and when, giving you fine control over what you migrate and allowing you to move websites in batches.
- Transfer any WordPress websites simply by supplying FTP details.
- Avoid any risk of data loss and downtime.
- Free up your time to do other things (your migrations complete automatically in the background).

There are no limits on how many times you can use the Migration Centre and no limits on how many websites, databases, or mailboxes you can move across. Please ensure you leave a good amount of time to migrate data if your current hosting package with another provider is due to expire or renew soon.

The length of time it takes to move a website and its associated mailboxes depends on the amount of data being transferred, but anywhere between half an hour and three hours is typical. During that time you're free to close the tab; the migration will complete independently. The Migration Centre uses an intelligent queuing system to move data to our platforms, so in particularly busy periods there may be a small wait before your migration is initiated, but this is completely normal.

Before initiating a migration, we recommend you go through your data thoroughly to check you're only moving files, folders and emails you really want to keep, and that your website and email haven't been compromised in any way. Please also check your websites are behaving as expected before you move, and that you have upgraded all software to the latest versions where possible.

The Migration Centre isn't able to transfer MS SQL databases, which are unique to Windows websites. To do this, please use MS SQL Server Studio, which is included free with your MS SQL database with your current host.

After migrating your data, you will need to transfer your domain or update your name servers accordingly, which is explained in Chapter 3.

Overview

After logging into https://my.20i.com, scroll down to the 'Migration Centre' section and you'll see four icons:

- **Migrations Overview** – See your current migrations and past migrations.
- **Start a Migration** – Initiate the migration process.
- **Platform Transfer** - Move a website from our Windows, Linux, or WordPress platforms to another one of those platforms (e.g. you can move a website from our Linux platform to our WordPress platform). You can also view past platform transfers.
- **Pending Domain Transfers** – Check the status of all the domain transfers you have in progress.

If you're comfortable with migrating and transferring data, all the utilities you need are here and you can just go ahead and start a migration. If you're not as confident, simply follow the rest of this guide for a step-by-step walkthrough of the migration process.

Supported hosts

The vast majority of reseller hosts are supported by the Migration Centre, including:

- WHM/cPanel reseller hosts
- Heart Internet
- Fasthosts

Please note that you must have a Reseller package with your current host to use the Migration Centre. If you don't, it's worth seeing if they have any current deals that would allow you to upgrade to a Reseller package so you can migrate easily.

For the WHM/cPanel migration, you must have WHM access. Please ensure your host has not disabled the cPanel Backup option as the system will be unable to copy your data automatically.

If you're not sure if your web host is supported, please just contact Customer Services and we'll be happy to check. If your host isn't supported, please refer to the 'Migration Centre alternatives' section below.

Migration Centre alternatives

If you have a WordPress website, you can enter the FTP credentials to transfer it automatically to 20i regardless of who is hosting it.

Important: WordPress **must** be installed in the root (i.e. your URL takes the form **yourwebsite.com**, not **yourwebsite.com/wordpress**) to use the 20i Migration Centre in this way. If this isn't the case, we recommend using a migration plugin from the official WordPress Plugin Directory (https://en-gb. wordpress.org/plugins) to move your website, rather than doing it via the 20i Migration Centre.

To migrate your WordPress website via FTP using the Migration Centre:

1. Log in to https://my.20i.com
2. Scroll down and click 'Start a Migration' (http://20i.co/2kJYktE).
3. Choose 'Migrate a WordPress site using FTP' and select 'Next'.
4. Enter your hostname, domain name (with no prefix like https:// or www.), username, and password for your existing WordPress install.
5. Once confirmed, your migration will then start.

Alternatively, if your host is unsupported, you don't have a Reseller hosting account, you don't have WordPress websites (or your WordPress installs aren't in the root), you can still migrate your website manually via FTP. Make sure you take a full backup of all files and databases from your current host before you start.

CHAPTER 2

How to migrate your websites, databases & email

Migrating websites, MySQL databases & standard mailboxes

Before migrating to 20i, please ensure you have a full backup of all your data, all your websites work as expected, and all software has been updated to the latest versions where possible.

Due to the wide variety of mail providers across the world and different caching policies, there's a small chance that a minority of recipients may have difficulty sending you or your customers email for a few hours while the transfer takes place. If your email is mission-critical, you may want to contact specific people to make them aware that access may be limited, or temporarily provide another email address or means of communication.

To migrate your websites, MySQL databases, and standard mailboxes:

1. Log in to https://my.20i.com
2. Scroll down and click 'Start a Migration' (http://20i.co/2kJYktE).
3. Choose your provider from the list and click 'Next'.
4. Enter the required credentials (usually username and password), and click 'Next'.
5. Enter the required API credentials (there are descriptions of where to find these for your particular host) and click the button to start your migration.
6. Go to 'Migrations Overview' (http://20i.co/2kqp4Dl) in My20i at any time to see the status of your migration. You'll be notified when it's successfully completed.

Once you've completed your migration, log into the packages and email accounts to check that everything has migrated as expected. If you encounter any issues or there's something you're not sure about, please contact our support team and they will be able to help.

If you're using mail.domain.tld (e.g. mail.yourwebsite.com), no action is needed for your mail client. If you're not, for example you're using a mail server hostname or IP address, you will need to update your mail client: our support team can supply further details for this or confirm your setup as needed.

Note: The Migration Centre doesn't transfer DNS records. By default, DNS will be configured that points all services to your 20i account. For example, if you are using the Office365 or Google Mail service, you will want to remove our standard MX records and ensure Office365/Google DNS records have been added before you continue to avoid any interruption to your mail service.

Updating your domain names

After migrating your websites, databases, and email as per Chapter 2, the final step is to update your domain names. You can either transfer your domain name to 20i or leave it with its current registrar and simply point the name servers to your 20i hosting.

Please note that if you're intending to use our free SSL certificates, the domain name(s) in question will need to use 20i nameservers in order to pass a validation check required by the certificate issuing authority.

Transferring domain names

To transfer your own or your customers' domain names to 20i, head to 'Transfer a Domain' (http://20i. co/2cHB0eu) from the 'Migration Centre' section of your 20i control panel.

Enter the domain name(s) you want to transfer, confirm them, and then check out.

You can see the progress of your domain transfers from 'Migration Centre' > 'Pending Domain Transfers'. Please note that DNS propagation typically takes an hour but can take anywhere up to 48 hours as a global update is rolled out, so it may be a while before your domain resolves after the nameservers have been updated.

Updating name servers

If you'd prefer to update your name servers with your current domain registrar (meaning you have your non-20i domain pointing to your 20i hosting) instead of transferring your domain to 20i, you will need to log in to your domain registrar's control panel and update the name servers to the following:

- ns1.stackdns.com
- ns2.stackdns.com
- ns3.stackdns.com
- ns4.stackdns.com

If your registrar doesn't support 4 name servers, simply add as many as it will support. It can take up to 48 hours for name server changes to propagate across the web, but in the vast majority of cases it will be completed much faster.

Congratulations, you've successfully migrated to 20i!

Important: You can never have too many backups! Before you delete any data with your old hosting company, please ensure you have backed it all up on a separate physical device and/or have a copy in cloud storage. You can also download your data at any time via My20i, or purchase our Timeline Backups service for automatic daily backups. More information is available here: http://20i.co/2kGusyl

CHAPTER 4

Switching to the 20i WordPress platform

The 20i Migration Centre automatically detects whether each website needs to be on our Linux or Windows platform and assigns them appropriately.

However, if you'd like to host your websites on our optimised WordPress platform instead, you'll need to specify a platform transfer following your regular migration.

Please note that **only** WordPress websites and other WordPress-specific files (such as plugins, themes, and so on) are allowed on our WordPress platform because of the way it's configured and optimised. There are also a small number of plugins that are forbidden either for security reasons or because they conflict with our own custom caching. For an up-to-date list, please contact our support team.

To transfer your website to the WordPress platform, WordPress must be installed in your root directory. The version of WordPress you're using and all your plugins and themes must support PHP 7 or later.

Once you're happy your website meets the criteria, you can begin a platform transfer.

1. Log in to https://my.20i.com.
2. Scroll down to the 'Migration Centre' section and choose the 'Platform Transfer' icon.
3. Choose the website you want to move from the dropdown menu.
4. In the 'Target Platform' dropdown menu, choose 'WordPress'. If you can't see 'WordPress' as an option, the package in question is already on the WordPress platform.
5. Select 'Package Type' (these are custom hosting packages you can create in My20i).
6. Click 'Begin Transfer'.
7. Your domain will appear in the 'Current Platform Transfers' box and be queued for transfer. An on-page notification will tell you when the transfer has completed, but in the meantime you're free to close the tab and move away from the page if you like.

CHAPTER 5

Migration assistance & next steps

Migration assistance

Our Migration Centre has been created to help you move your data as easily and painlessly as possible. However, if you have any migration questions or would like some help, please don't hesitate to get in touch.

If you're not already a customer, please call our sales team on 0333 344 2720 or email sales@20i.com and they'll be able to answer any migration questions you have.

If you're already a 20i customer, please raise a support ticket or start a live chat with our support team via My20i.

Next steps

You've completed your move to super-fast, super reliable 20i hosting – congratulations! All our systems and services have been carefully designed to be as intuitive as possible, but if you need an introduction to how everything works, there's a handy Getting Started Guide waiting for you in your control panel. Here's a quick link to it: http://20i.co/2l3wRnD

As always, if you need one-on-one help, please don't hesitate to get in touch with our support team via ticket or live chat.

Enjoy your new 20i hosting!