

Prepare AWS Migration - More information

Why are we migrating to AWS?

The need for people to communicate more and often means the number of messages we expect to handle on behalf of our customers will increase. A cloud hosting provider who can help us scale quickly is important, which is why we chose to make the move now.

Previous Communications on this work

[Modica Omni Hosting Migration Reminder Email](#) Sent Thursday September 03 2020

[Modica Omni Hosting Provider Migration Notice Email](#) Sent Friday 24 July 2020

Alert sent to all status.modicagroup.com subscribers. Sent Friday 31 July 2020 (Deleted and replaced by Alert sent Thursday 13 August below)

[Modica Omni Hosting Provider Migration Notice Update Email](#) Sent Thursday 13 August 2020

[UPDATE: Hosting Provider Migration Important: Migration date has changed](#) Sent Thursday 13 August 2020

[Alert sent to all status.modicagroup.com subscribers](#) Sent Thursday 13 August 2020

What can I expect during the Week beginning 7 September 2020?

There are four separate 4-hour maintenance windows (21:00 pm NZST to 01:00 am NZST) that you should prepare for. The specific times are;

| Start Time | End Time | Migration Phase | Impact |
|---|--|--|---|
| Mon 7 September @ 21:00 pm NZST (@ 09:00 UTC) | Tues 8 September @ 01:00am NZST (Mon 7 @ 13:00 UTC) | Phase 1: Carrier Connection Migrations | Messages and delivery receipts to and from handsets will be delayed during the migration. Once the migration has been completed, all messages and delivery receipts will be delivered. |
| Tues 8 September @ 21:00 pm NZST (09:00 UTC) | Wed 9 September @ 01:00am NZST (Tues 8 @ 13:00 UTC) | Phase 2: Messaging Core Migration | API and Omni will be unavailable during the migration. MOs and DLRs will be queued until the migration concludes. |
| Wed 9 September @ 21:00 pm NZST (09:00 UTC) | Thurs 10 September @ 01:00am NZST (Wed 9 @ 13:00 UTC) | Phase 3: Omni Web Interface Migration | The Omni web-interface will be unavailable. No new API connections can be created, no new API applications can be created during this time, <u>existing</u> API applications should work normally. Web2SMS and Campaign Manager will be unavailable. |
| Thurs 10 September @ 21:00 pm NZST (09:00 UTC) | Friday 11 September @ 01:00am NZST (Thurs 10 @ 13:00 UTC) | Phase 4: API End-Point Migration | All attempts to make API requests will be unsuccessful. Email2SMS messages will queue until after the migration completes. Omni will be unaffected, and web-browser use of Campaign Manager and Web2SMS function as usual. |

During each maintenance window, there may be short periods where Omni will be unavailable. Users will not be able to log into the Omni Dashboard and API product users will receive an error when trying to send an SMS message to a mobile device.

Messages scheduled within Campaign Manager and Web2SMS will be sent once Omni is available. Any configuration changes should not be made during these maintenance windows.

What will happen to messages?

Messages from mobile users will be queued by the Mobile Network Operator.

Messages to mobile users will be queued, unless you receive a 'rejected' response from Omni, in which case, you will need to re-send this message once maintenance has been completed.

You should prepare for a delay in the delivery of messages during the maintenance windows.

We advise you to, if possible, avoid sending any important and/or time-critical messages during these Maintenance Windows. If you are expecting to need to send messages during any of the above Maintenance Windows please see the **How can I avoid any downtime?** section below.

Will I need to change anything?

No. We've architected the changes in a way that will mean customers will not need to change or update any system configurations.

The IP addresses customers whitelist and domains that customers endpoints connect to will remain the same.

How else can I prepare?

There are three ways we recommend you prepare:

1. Prepare your customer care and your helpdesk/support teams so they are informed;
2. Share how teams can subscribe to our Status page service [HERE](#) to be kept up to date and if you need any support during the maintenance window, email support@modicagroup.com or if urgent ring 0800 77 66 22 / + 64 4 498 6000; and
3. Email us with the contact details of your on-call support engineer.

What is the rollback plan?

Each maintenance window has a different rollback plan and any time needed to roll back changes has been considered as part of our preparation. Each phase is dependant on the success of the previous phase. Any issues we experience will be investigated immediately.

How can I avoid any downtime?

We understand for some customers, especially those who provide an emergency service, any time where the platform is unavailable could potentially be challenging. We have an alternate instance of Omni, you can connect to, in order to send messages during the maintenance windows (Omni2).

You will need to request this via your Account Manager or Service Delivery Manager. We have a limited number of codes available via this platform and there may be a cost to set this up and an ongoing cost if you want to retain this past the week beginning 7th of September 2020.

Get in touch to secure your back up connection now.

Will I receive a reminder?

If you are subscribed to our Omni Status page notification service, you will receive a reminder 1 hour before each scheduled maintenance window, the notification for each of the first 3 Phases will all also again detail the other phases still to come.

Another Status message will also be sent once each phase's Maintenance has been completed.

You can subscribe to receive alerts here: <https://status.modicagroup.com/>