

From: upgrade@abihosting.com  
Subject: Upgrade information - Correction to FTP freeze duration and dates

Dear ABI Hosting Customer,

We are writing to you today regarding the scheduled FTP freeze of your account data during the server upgrade process. In error we stated that your data freeze would occur during 10am EDT on the 29th of May 2009 until 8pm EDT 29th of May 2009.

The correct FTP freeze period is 10am EDT on the 20th May 2009 until 8pm EDT 29th of May 2009. During this period you will still have read access to your FTP content, however you will not have write access to modify your files.

You should still be cutting your DNS over to our new web servers at 8pm EDT on the 29th of May 2009, this date has not changed.

We apologise for the inconvenience however this is a vital part of ensuring the integrity of your data during migration.

Should you have any questions or special requests regarding this FTP freeze please contact customer service on 1-866-993-0380, email us at [upgrade@abihosting.com](mailto:upgrade@abihosting.com) or visit <http://faq.abihosting.com>

#### Online Demonstration Reminder

You are invited to a demonstration of the new tools and services ABI hosting will be offering as of the 29th of May 2009 as part of the upcoming service upgrades.

The presentation will cover the following topics:

- WebsiteOS - A one stop control panel to manage your web services
- Webmail - Our new webmail interface designed to be more user friendly and respond to your commands faster
- WebsiteOS tools - EasyMail Setup, DNS Manager, FTP Manager, SSL Manager and much more

There is still one remaining session:

Title: "ABI Hosting Tools Demonstration"

Date: Friday, May 22, 2009

Time: 12:00 PM - 1:00 PM EDT

Register now by clicking the link below:

<https://www2.gotomeeting.com/register/511363699>

#### DNS Updates

We would also like to take a moment to remind you of the DNS changes you are required to make as part of this upgrade. As a part of this transition, we no longer support private IP addresses unless you have your own private SSL certificate. After the upgrade your DNS will need to be pointed to the new shared hosting IPs:

- 64.29.145.9 for standard hosting customers
- 64.29.145.10 for domain pointing / host header sites

- If you currently have an SSL certificate you will be notified ahead of time with your new private IP. If you do not receive this information by the 25th of May, please contact [upgrade@abihosting.com](mailto:upgrade@abihosting.com)

You should not make any DNS changes to your site until 8pm EDT May 29th 2009.

If you previously had no domain associated with your private IP you can now access your website using the following format:

legacy.legacyIP.abiaccess.com i.e. legacy.123.123.123.123.abiaccess.com

If you are referencing your IP within your code, please contact our upgrade team for a workaround by email at [upgrade@abihosting.com](mailto:upgrade@abihosting.com)

For any upgrade related questions you can email [upgrade@abihosting.com](mailto:upgrade@abihosting.com) before or after the meeting.

We appreciate your understanding during this process and look forward to offering you a range of new products and services.

Kind regards,

ABI Hosting Customer Service

<http://www.abihosting.com>

[upgrade@abihosting.com](mailto:upgrade@abihosting.com)