

Subject: Account upgrade notice - May 29th 2009

PRIORITY SERVER UPGRADE

PLEASE NOTE: NO ACTION IS REQUIRED BY YOU AT THIS POINT IN TIME

Dear ABI Hosting customer,

As part of our commitment to providing you with the best services for your website(s), on May 29th, 2009 we will be upgrading you to the new ABI Hosting platform.

The upgraded platform now includes award-winning website tools along with many additional services to enhance your online presence and grow your business.

NOTE: We highly recommend you FTP into your current website to back-up any important files. Although we will securely move over available website files to the new platform we always recommend that you have a back-up of your most important data. Email content will NOT be migrated; however we will recreate your individual mail accounts and aliases. We suggest you access your current email system to download all mail prior to May 29th, 2009.

Please read the key topics below to learn about your new features and settings while your website is being migrated.

DNS (Name server) Changes after May 29th, 2009
Accessing your New Control Panel after May 29th, 2009
Changes to Uploading your Website (FTP changes) after May 29th, 2009
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DNS (Name server)
Please make the following changes after May 29th, 2009

If your name servers are not already set up as mentioned below then you will need to change the name servers listed in your domain registration. To do this, simply log into your domain control panel from where you initially purchased your domain name. We've included instructions from the most common registrars below.

Your new name servers are as follows:

ns1.abihosting.com
ns2.abihosting.com
ns3.abihosting.com
ns4.abihosting.com

NOTE: The current name servers will only remain active for 30 days following the upgrade on May 29th, 2009. If your DNS is not changed to the above name servers by that time, your site will be unavailable on the Internet.

Tucows

1. Go to <https://manage.opensrs.net> and enter the following information:

Domain Name:
User Name:
Password:

2. Click on "Manage Name Servers"

3. Edit the primary and secondary server hostnames using ABI Hosting's DNS information listed below:

ns1.abihosting.com
ns2.abihosting.com
ns3.abihosting.com
ns4.abihosting.com

4. Click on Save/Submit and when the screen refreshes

Register.com

1. Go to <http://www.register.com>
2. Click on "Login"
3. Enter your username and password from Register.com
4. Click on "Modify DNS"
5. Use the checkboxes to delete the existing name servers
6. Enter ABI Hosting's DNS information as follows:

ns1.abihosting.com
ns2.abihosting.com
ns3.abihosting.com
ns4.abihosting.com

7. Confirm the email address to receive the confirmation of your domain changes
8. Click the "Submit" button
9. Confirm the changes and then click the "Confirm" button
10. A confirmation email will be sent to your email address. Click on the URL in the email to confirm changes

Go Daddy

1. Go to <http://www.godaddy.com>
2. Click on "My Account"
3. Login using your Login Name /Customer Name and Password.
4. Click on "Domain Names" and select the domain name you are managing
5. In the Name Server information section click on the "Click Here to Modify" link
6. Enter ABI Hosting's primary server name as listed below, using only the name server (i.e., ns1.abihosting.com) names NOT the IP address:

ns1.abihosting.com
ns2.abihosting.com

7. Click "Save"
8. You will be redirected to the main page and there should be a, "Name server modifications are pending," notice under the name server information for your domain name.

Network Solutions

1. Go to <http://www.netsol.com>
2. Click "Account Manager Login" from any page within the site
3. Enter your account number/username and password in the text boxes
4. Choose the domain name you wish to manage
4. Click "Enter Contracts/Manage DNS" link
5. Enter your current, working email address, confirm the domain name. The email address needs to match the administrative email address
6. Under the "Authentication Information" heading, choose your Guardian method from the drop down list. MAIL-FROM should be used, unless you have a password. If you have a password, use CRYPT-PW
7. Under the Name Server section, enter ABI Hosting's DNS information as follows:

ns1.abihosting.com

ns2.abihosting.com
ns3.abihosting.com
ns4.abihosting.com

8. Click "Continue". Click "Continue" on the next page
9. Check your administrative email account, and forward your service agreement modification request to hostmaster@networksolutions.com

Enom, Inc.

1. Go to <http://www.enom.com>
2. Click "Login" located on the left side of the screen
3. Enter the login ID and password information provided to you by Enom upon the initial registration of your domain name
4. Once you have logged on, select the "My Domains" tab on the member menu
5. Click the domain you wish to manage
6. Go to the "DNS Server" option and click "Change"
7. Select the radio button next to the line that reads "User - This option will allow you to use user-specified name servers, including none."
8. Click "Make Changes"
9. Replace any existing name server information with ABI Hosting's DNS information:

ns1.abihosting.com
ns2.abihosting.com
ns3.abihosting.com
ns4.abihosting.com

10. Click "Save Changes"
11. You will now be presented with the "DNS server" screen with your completed changes, verifying that your update was successful.

Accessing your New Control Panel after May 29th, 2009

The WebsiteOS control panel allows you to manage your account through your web browser. Your control panel will be accessible after May 29th 2009 at:

<http://manage.abihosting.com/OS4/>
Domain: yourdomain.tld (minus the www)
Password: your password

NOTE: Your FTP and WebsiteOS control panel passwords will be sent to you in the Welcome Email that you will receive following the upgrade. These emails will be sent to the administrative contact email account on file with ABI Hosting. If this email is not received by May 29th 2009, please contact us directly via email at upgrade@abihosting.com and we will be more than happy to help you.

Once logged into the WebsiteOS, you will find many powerful tools to use for your domain name and hosting account. If you need help using any of the tools featured in the control panel, you can access the online help system by clicking on the "?" located on the top right corner of each application.

Changes to Uploading your Website after May 29th, 2009

Below are the new settings to upload changes to your website on the new ABI Hosting platform.

You can upload your files using an FTP program. FTP is used to transfer data from one computer to another over the Internet. There are three different ways FTP can be accessed:

1. Your web browser by going to <ftp://yourdomain.tld@yourdomain.tld> (Internet Explorer, Firefox)
2. Within the WebsiteOS control panel

3. Third party FTP program, such as the free FileZilla (<http://filezilla-project.org/>)

To configure your FTP client, please use the following information:

Host Name / Address: yourdomain.tld (minus the www)

User Name: yourdomain.tld (minus the www)

Password: your master password

Your previous FTP usernames will also be available.

You can preview your site as of the 29th of May 2009 by typing in the following:

<http://yourdomain.tld.c25.sitepreviewer.com/>

This is particularly useful as a means of viewing changes to your site prior to switching DNS to our new servers, this service will be available for an indefinite period of time.

Email Settings Changes after May 29th, 2009

To manage your email accounts and to create new accounts at ABI Hosting, please do the following:

1. Log in to the WebsiteOS with your login information (see instructions above)
2. Select the "EasyMail Setup" button within the "Email" section
3. You can now create and manage all aspects of your email, including setting up Auto responders, Aliases, Spam Filtering, Catch-all and Personal Mail.

If you use an email program such as Microsoft Outlook, Thunderbird, Mac Mail, etc., to download and read your email, please ensure your account settings match the following:

Email Address: username@yourdomain.tld

Outgoing Mail (SMTP) Server: mail.yourdomain.tld

Incoming Mail (POP) Server: mail.yourdomain.tld

Username: username@yourdomain.tld

Advanced Settings:

SMTP Authentication: Required

IMAP Port: 143

POP Port: 110

SMTP Port: 1025

For help configuring your email, please see our online tutorial complete with step by step screenshots at:

<http://faq.abihosting.com/email/>.

After the upgrade completion date (Friday May 29th, 2009) all new mail will be delivered to the new mail system, and you will need to use the new configuration listed above to check mail on the new mail system.

Alternatively, you can access your email online using our new Webmail system:

<http://webmail.abihosting.com/>

NOTE: Your email content (i.e. email messages, contacts, autoresponders, mailing lists, etc.) will NOT be migrated during this transition. We advise that you download all your email from the current ABI Hosting system before May 29th, 2009. If you are unable to complete this in the given timeframe, you can change your incoming mail server to legacymail.yourdomain.tld to connect to your previous ABI Hosting server to download your email. Access will be available up to 30 days after the transition completes.

Accessing Legacy Email from ABI Hosting after May 29th, 2009

To download your email from the legacy ABI Hosting server, the following conventions should be used in your email client:

Incoming mail server (POP3/IMAP): 72.232.123.92

Username: username@yourdomain.tld

Password: Your mailbox password

Accessing Legacy Webmail from ABI Hosting after May 29th, 2009

Simply type the following IP into your web browser's address bar to access the legacy Webmail system:

<http://72.232.123.93>

Private IP Address Changes after May 29th, 2009

As a part of this transition, we no longer support private IP addresses unless you have your own private SSL certificate. If you currently have your own private IP, your DNS will need to be pointed to the new shared hosting IP of 64.29.145.9 and 64.29.145.10

for domain pointer packages. You should not make any DNS changes to your site until 8pm EST 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.

Database Changes after May 29th, 2009

Accessing your MySQL Database

- 1.Login to your domain via FTP.
- 2.You will then see the mysql.dblogin file in your /private directory.
- 3.Open this file from your desktop with a text editor. The following information will be contained in the file.

DOMAIN: yourdomain.tld

DBSERVER: sqlc25b.carrierzone.com

DBUSER: dbuser

DBPASS: dbpassword

DBNAMES: db1_yourdomain_com db2_yourdomain_com

In order to create new databases or view your existing database, login to your control panel at <http://manage.abihosting.com/OS4/>, select Manage from the application menu and select the Database Manager application.

Accessing your MSSQL Database

- 1.Login to your domain via FTP.
- 2.In your /private directory we have placed an mssql.dblogin file.
- 3.Open this file from your desktop with a text editor. The following information will be contained in the file.

DBname: db_yourdomain_dk

DBUser: dbm_yourdomain_dk

Server: mssql2c25.carrierzone.com

Password: dbpassword

For further information regarding the new platform, please check our FAQ page at:

<http://faq.abihosting.com/>

If you have any questions about the upgrade, please email us at upgrade@abihosting.com.

Thank you for your understanding and we look forward to your feedback on our new service.

Sincerely,

ABI Hosting

upgrade@abihosting.com

<http://www.abihosting.com/>