

Migration Frequently Asked Questions

eCommerce Migration from BellSouth Shared Web Hosting to AT&T Web HostingSM

Please read this document carefully as it contains information that is relevant to the continued proper functioning of your site.

This FAQ (Frequently Asked Questions) document contains information about the migration of one or more of your BellSouth Shared Web Hosting eCommerce accounts to AT&T Web HostingSM Shared Hosting.

Question 1: Why is this migration taking place?

Answer 1: Your service is being migrated to the new AT&T Web Hosting Shared Hosting platform. The new hosting environment offers more features, including increased email functionality, an enhanced control panel, greater scalability, and a number of other improvements. You will receive a feature comparison chart for your specific plan via email.

Q2: What do I need to do to move my account from Miva to ShopSite?

A2: You will need to rebuild your eCommerce store on the new ShopSite platform. Miva and ShopSite are not compatible. To take advantage of the new features and functionality available with ShopSite, ***you must reconstruct your store, website and email accounts***. AT&T Web Hosting will provide you with a ShopSite account at no

Edition 1.0

additional charge from July 13, 2009 to August 31, 2009 so you can familiarize yourself with ShopSite and create your new ShopSite store. Your existing Miva account will be available until August 31, 2009 at midnight Eastern Standard Time (EST). At that time, we will deactivate all Miva accounts. ***If you have not activated your ShopSite store prior to August 31, 2009, your store will not be available on the Internet.***

We recommend that you set up your ShopSite store by August 14, 2009 so that you have adequate time to test it prior to the Miva deactivation on August 31, 2009.

When you are ready to make your new ShopSite store active, you must call support at 1-888-359-1269. Migration support is available 24 hours a day, 7 days a week. We will update your store to use the domain name instead of the IP address. We will also redirect your domain name to the new ShopSite store. Propagation of your domain name across the entire Internet may take up to 72 hours.

Q3: When will the platform change from Miva to ShopSite occur?

A3: If you have not activated your ShopSite store prior to August 31, 2009, your store will not be available on the Internet.

AT&T Web Hosting will provide you with a ShopSite account at no additional charge from July 13, 2009 to August 31, 2009. Your existing Miva account will be available until August 31, 2009 at midnight Eastern Standard Time (EST). At that time, we will deactivate all Miva accounts. We recommend that you set up your ShopSite store by August 14, 2009 so that you have adequate time to test it prior to the Miva deactivation on August 31, 2009.

Q4: Can AT&T help me set up my new ShopSite store?

A4: Yes, AT&T Web Hosting Professional Services can help you set up your new ShopSite store for an additional charge. Our Professional Services team offers contracts for most types of custom website setup and design.

You can contact the Professional Services team by calling 1-877-288-5937 Monday–Friday from 8 a.m. to 6 p.m. EST in order to obtain a quote.

Edition 1.0

Q5: Are there additional resources available?

A5: We offer a series of videos, available at no additional charge, to help you become familiar with the new ShopSite platform.

The videos are available in the following categories:

1. Introduction to ShopSite
2. Overview of basic options
3. Creating the look and feel of your site
4. Creating products in your store
5. Adding images to your store
6. Merchandising – tools to make your site reach more customers
7. Orders
8. Reporting
9. Configure store – payment types, taxes, shipping
10. Utilities – password changes, regenerate your store, database tools
11. Preferences – customize how your store works
12. How to use the in-store help
13. Order anywhere feature
14. Wizard tutorial – how to setup your store using the store wizard

Q6: What should I do if I have additional questions or need more help?

A6: If you need assistance, you can contact AT&T Web HostingSM migration support at 1-888-359-1269. We can help you with technical issues regarding the hosting platform, supported applications and specific errors you may receive when setting up your new store.

For assistance with programming and design, you can request a quote from our Professional Services team by calling 1-877-288-5937.

Q7: Will I need to change my payment processor?

A7: It is possible that as a result of this platform change, you may have to configure and use a new supported payment processor. Payment processors directly supported by ShopSite are listed below. If you are currently using a payment processor supported by Miva but not by ShopSite, you will need to select a new payment processor.

ShopSite (new eCommerce platform) Compatible Payment Processors:

- Authorize.Net – <http://www.authorize.net/>
- PayPal Payflow Pro (formerly VeriSign) – <https://www.paypal.com/>

Edition 1.0

- PayPal Website Payments Pro – <https://www.paypal.com/>
- Paymentech Orbital Gateway – <http://www.chasepaymentech.com/>
- LinkPoint – <http://www.linkpoint.com/>
- YourPay – acquired by linkpoint <https://www.yourpay.com/>
- VirtualPAY – <http://www.paradata.com/content/products/virtualterminals/virtualpay.shtml>
- Optimal Payments – <http://www.optimalpayments.com/us/>
- Lynk Systems – <http://rbslynk.com/>
- RX-Payments – <https://www.rx-payments.com/>
- PSiGate – <http://www.psigate.com/>
- Protx – <http://www.protx.com/>

Q8: Are the ShopSite and Miva templates compatible?

A8: No, the ShopSite and Miva templates are not compatible. If you wish to continue using templates, you must select them from the wide selection of templates included with ShopSite.

Q9: How does the order retrieval process work with ShopSite?

A9: ShopSite can be connected to a payment processor so that credit card authentication and processing is done automatically. All orders are stored within the application, which is accessible with authentication over a secure connection.

Q10: What are some other key features included with ShopSite?

A10: Some key features included with ShopSite are:

- **Reports** – When your website is visited, the information sent from your server to the visitor is logged. ShopSite can use the information in your server's log files to create useful reports about how visitors use your website.
- **Customer Registration** – Your customers can create their own account on your website. Each customer account has its own user ID and password. You can then use this registration information to locate customers and group similar customers together.
- **CVV2 Support** – CVV stands for Card Verification Value. CVV2 is the three-digit number printed in the signature space on the back of most credit cards. CVV2 is an important security feature for credit card transactions on the Internet and over the phone.

Edition 1.0

- **Shipping API Installation** – ShopSite has integrated support for real-time shipping quotes from UPS, Federal Express and USPS. You can also use a compatible custom shipping add-on for use with a different shipper.
- **Databases** – The Database section contains tools for maintaining your database. This includes backing up, downloading, checking, unlocking, and clearing your store's databases. The store can support databases for products, affiliates, coupons, associates, and auctions.
- **Product Searching** – You can add a search function to the store pages that allows visitors to find the products that interest them. The search configuration page allows you to customize the product search function for your store.
- **Inventory Tracking** – You can track your inventory. You can also configure low-stock and out-of-stock notifications.
- **Images** – You can use the Images functions to upload and manage the images and other media files used in your store.
- **Digital Download** – You can sell or offer downloadable digital products such as music, documents, video clips or compressed files.
- **Coupons** – You can offer coupons per product or per order to keep customers returning to your website. Coupons can be placed in your website, in email messages, in banner ads, or anyplace else that links to your store.
- **Associates** – You can partner with other websites to place links to your website on their pages. ShopSite enables you to provide compensation to a partner website, if appropriate.
- **Discounts** – You can define volume discounts to reward customers who order more products.
- **Gift Certificates** – Customers can purchase gift certificates that can be redeemed in your store.
- **Reward Program** – You can reward loyal customers and encourage new ones with incentives such as "buy 3 get 1 free."
- **Order Application Programming Interface (API)** – ShopSite can incorporate Common Gateway Interface (CGI) programs for use during order processing. For example, the CGI program could query an inventory database to ensure that a product is in stock, or generate a key to unlock software for download.

Edition 1.0

- **Tell A Friend** – You can put “Tell a Friend” links on pages. When someone clicks on the link, a pop-up window appears. Your website’s visitor can then add a friend’s email address and send them a short message that includes the page link.
- **Auctions** – Sell your products on online auction services such as eBay.
- **Google** – Configure your ShopSite store to use Google tools, including Sitemaps, Analytics, and Shopping (Google Product Search).
- **Cross-sell** – Configure ShopSite to display in the Shopping Cart other related products that might interest your customers.
- **buySAFE** – You can assure safer online shopping by configuring your store to include buySAFE merchant certification and order bonding.

Q11: What is SSL and how do I set it up?

A11: The Secure Sockets Layer (SSL) protocol is a set of rules governing server authentication, client authentication, and encrypted communication between servers and clients. SSL is widely used on the Internet, especially for interactions that involve exchanging confidential information such as credit card numbers. There are two ways that you can currently utilize an SSL connection to the server. The first is to use the AT&T Web HostingSM shared certificate that is included with your plan. The second is to purchase your own individual certificate.

The *shared certificate* has an address that is based on a certificate owned and maintained by AT&T Web Hosting. This is the shared certificate’s address on the ShopSite platform: **<https://userid.sslcert35.com/>**. This address is usually input into HTML or shopping cart code to make the credit card submission page secure. While using the shared certificate is easier to implement than purchasing your own certificate, the drawback is that you have a secure page that looks like it is from another domain. The shared certificates are maintained and renewed by AT&T without any additional cost to you.

Private certificates are similar to shared certificates but are not implemented in the same way. This is the private certificate’s address on the ShopSite platform: **<https://www.customerdomain.com/>**, where your own domain name replaces “customerdomain.com.” To obtain a private SSL certificate, you need to perform the following steps:

Edition 1.0

For Shared Hosting customers on the UNIX platform:

1. Log in to your UNIX Shared Hosting Control Panel.
2. Under Utilities and Files, click on **Digital Certificate**.
3. Under "Need to install a new Private Certificate?", click on **Generate on a CSR** (Certificate Signing Request).
4. Complete **all** the fields and click on **Proceed to Step 2** on the CSR request form.
5. A digital certificate request will be generated.
6. Copy and paste the request into a text editor and then save the file.
7. Click on **Complete CSR Process**. You will be taken back to the Digital Certificate screen.
8. Take the generated CSR and purchase a certificate from a Certificate Authority (CA) of your choice. A selection is provided to you during the CSR process.
9. Once you have purchased the certificate, go to your Shared Hosting Control Panel to install the certificate.
10. Under Utilities and Files, click on **Digital Certificate**.
11. Under "Need to install a new Private Certificate?" click on **Install the Signed Cert**.
12. Follow the instructions shown to install the SSL certificate.

For Shared Hosting customers on the Windows platform:

1. Log in to your Control Panel.
2. Under Account Configuration, click on **SSL CSR Request**.
3. Log in again if required.
4. Select "New Certificate."
5. Complete the form that appears and click **Submit**.
6. Your request will be processed.
7. Our Support team will send you the generated CSR.
8. Take the generated CSR to a certification agency.
9. Purchase a site certificate, NOT a server certificate.
10. Once your certification agency responds with a server key (certificate), you can access this link below to install it:
http://ip_address:81/ADTK/SslCertManager.aspx.

Edition 1.0

Q12: Will my email be moved over automatically?

A12: No. We *cannot* move your email to the new platform. You will need to set up your email users on the new ShopSite account.

There are some differences between the two email programs. To learn how to set up users, please refer to your new account's help files in your control panel.

Q13: How are files organized in ShopSite?

A13: On the ShopSite platform, the folder you start in after connecting with FTP is not the site root. Here are the available folder types:

- /www/htdocs/ – This folder is the site root.
- /www/cgi-bin/ – This folder has execute permissions. You can place your scripts here.
- /www/logs/ – This folder contains raw logs.
- /users/ – This folder has listings of all the users, their mail, their FTP roots, and webspace.
- /var/ – This is the system folder. It has system functions like MySQL and others.

Q14: I think I am ready to cut over to the new ShopSite platform. How do I test my store?

A14: To test your site, we recommend that you check all your links, pages, and products. Send test orders and make sure you feel confident in what you have created. You can check your store using the new account's IP address. Type into your browser the IP address you received in your ShopSite activation email.

Q15: Once I have completed my testing, how do I cut over to my new ShopSite store?

A15: Congratulations! When you are finished testing and ready to go live with your new ShopSite store, it is time for you to contact migration support at **1-888-359-1269**. We can assist you in updating your domain so your customers can access your ShopSite store. Although we do not support ShopSite directly, if your domain is not registered with AT&T Web HostingSM or you are not using our nameservers we may be able to help you identify the actions you will need to take to make your ShopSite store accessible to your customers. Propagation of your domain name across the entire Internet may take up to 72 hours.

Edition 1.0

Your existing Miva account will be available until August 31, 2009 at midnight Eastern Standard Time (EST). At that time, we will deactivate all Miva accounts. ***If you have not activated your ShopSite store prior to August 31, 2009, your store will not be available on the Internet.***