

Migration Frequently Asked Questions

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 accounts to AT&T Web HostingSM Shared Hosting.

Q: Why is this migration taking place?

A: 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.

Q: What should I be aware of before my account is migrated?

A: Our Server Migration Checklist contains detailed information that you should be aware of prior to your account migration.

Q: Will my web site experience any downtime?

A: During your account's migration, there may be a short period of time during which a blank page is displayed. Such downtime is usually the result of the new IP address not

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being updated in all of the worldwide Internet DNS (Domain Name System) servers. The servers should begin to automatically synchronize in a matter of minutes. However, in some rare instances, such downtime may last as long as 10 to 15 minutes. Total synchronization time is dependent on web traffic.

Q: Will my user ID and password change after the migration?

A: Maybe. If your user ID is already being used by an existing AT&T Web HostingSM customer, we will automatically generate a new user ID based on your domain name. We will send you the user ID and password in the series of migration emails.

Q: Why are my Microsoft FrontPage extensions not working? Why can't I log in to my AT&T Web Hosting control panel?

A: This is most likely due to the propagation of the new IP address assigned to your account. Please wait 24 hours and try again. If you need immediate access, you could use the new IP address we provided in the migration emails instead of your domain name (for example, 123.123.123.123/Control Panel).

Q: What happened to my blacklist/whitelist in my spam filter settings?

A: Unfortunately, due to technical issues, these spam settings cannot be moved to the new server. Please go through your new control panel and set up any blacklists and whitelists you had previously.

Q: Do I need to update my DNS (Domain Name Service)?

A: If you purchased your domain name through BellSouth, you will not need to update your nameservers. We will update them for you. If you have modified your zone files (such as A records and MX records) beyond default settings, you are responsible for updating those records.

If you did not purchase your domain name through BellSouth, then you will need to contact your domain name registrar to update your nameservers and IP addresses in your zone files. Your new nameservers are as follows:

Primary: ns35a.att-webhosting.com
 198.66.164.44
Secondary: ns35b.att-webhosting.com
 198.66.164.74

Your new account's IP address will be supplied in your migration emails.

If you are not sure who is controlling the DNS for your domain, go to dnsstuff.com and enter your domain name in the "WHOIS Lookup" box towards the bottom left side of the page. The WHOIS results page will show you who your registrar is. Please print a copy of this page and keep it for future reference.

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Q: How will my webmail and/or email client be affected?

A: We will recreate your email user accounts on the new platform. However, your existing email messages will not be moved to the new platform. To keep your existing email, you must download your email locally (to your computer's storage) prior to the migration, especially if you are using IMAP support.

After your account is migrated and your DNS has been updated (either by AT&T or by you), your email will be sent to the new AT&T Web HostingSM server.

Note: You will need to reconfigure your **email client** (i.e. Outlook, Outlook Express, Thunderbird). Your SMTP and POP server address is your domain name (for example, yourdomainname.com). Unless specifically required by your administrator, all other settings can be left at default.

Although unlikely, you may need to retrieve any email that may have been delivered to your previous location during the migration period (while propagation occurred). In order to do this, open your email client and in the SMTP mailserver field type in your previous BellSouth IP address (provided to you in migration emails #3 and #4). Use your BellSouth username (username@domain.com) and password to log in as needed for your particular mail client. You can then retrieve your mail for 7 days past the date of your account's migration. Your migration date will be provided to you in migration emails #2, #3, and #4.

Once you have retrieved your email, you should not need to check the previous location anymore. Mail is now being delivered to your new AT&T Web Hosting account's mailserver.

The email and website data from your BellSouth Shared Web Hosting account will be available for 7 days after your account has been migrated. At the end of the 7 day period, your old email and data from your BellSouth Shared Web Hosting account will no longer be available.

Q: If I have additional questions regarding the migration from BellSouth to AT&T Web HostingSM, who should I contact?

A: If you have further questions or need any assistance with this migration, please contact AT&T Web Hosting at 1-888-359-1260.

Q: If I need assistance after my account has been migrated to the AT&T Web Hosting, who should I contact?

A: If you require assistance following your migration, you should contact AT&T Web Hosting support at 1-888-WEB-HOST (1-888-932-4678).