Migration to SingNet BizWeb Solutions (BWS) (Notes applicable to existing Email Hosting and BCS customers)

1. Duration

- Migration will be carried out in the night for an estimated period of 6hrs. Intermittent service downtime is expected from 0000hr to 0600hr. i.e. if your migration falls on the 15th, then you will be able to access the new BWS web portal and services on the 16th.

2. Data

- All email configurations (forwarding, aliases, vacation messages, mailing lists) and mailboxes will be migrated to the new platform.

- All web pages and web files will be migrated to the new platform.

- *All online documents will be migrated to the new platform. Company email address book will be provided in the new system.

Applicable only to existing SingNet Business Communication Service (BCS) customers.

3. Prior to migration

3.1. Backing up personal data

- It is advisable that all users should do a POP and keep a copy of all their emails in their local hard drives.

- *Users should also backup all their online personal contacts (web address book).

Applicable only to existing BCS customers.

3.2. Fax

- BWS only support fax solutions that support authenticated SMTP, legacy fax solutions can not be supported due to lacking such mechanism.

3.3. DNS Hosting

- If your domain is not hosted by SingNet, you will need to update your 'A' and 'MX' records with your DNS provider. The new records should contain the following entries

  www.yourdomain.com.sg   IN A   165.21.111.49

  yourdomain.com.sg   IN MX   10 corpmx.singnet.com.sg
 yourdomain.com.sg   IN MX   20 bizmx.singnet.com.sg

- It is advisable to reduce the records TTL before the changes. For further enquiry and assistance, please consult BWS Helpdesk.

4. After migration

4.1. Mandatory email client configuration changes

- To access BWS services, users will now use **Email Address** as user login ID for POP access.

- Users will also need to specify **SMTP Authentication** method for sending out email from email client.

i.e. For Outlook Express, click on **Tools -> Accounts -> Mail** to bring up the Internet Accounts configuration screen. Apply your changes as depicted below.
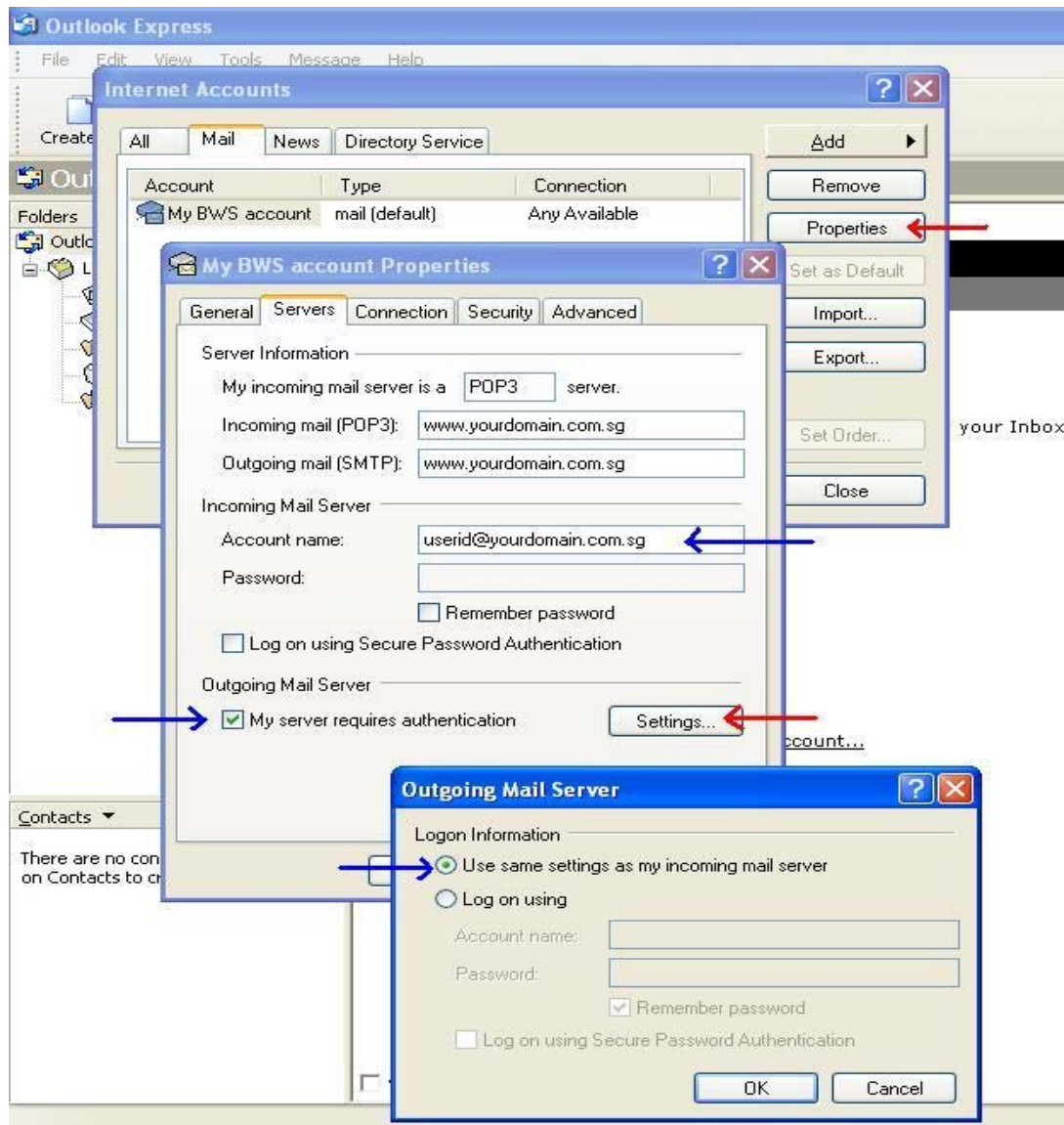
4.2. Recommended Checks

- As the new system employs a different form of quota assignment, domain administrator should login to BWS web portal to verify (and re-allocate if necessary) all users email and online storage quota allocations.

- Users are advised to login to BWS web portal to verify their email configurations (forwarding, aliases, vacation messages and mailing list).

4.3. Firewall

- If you get **'time out' or 'could not connect to server' errors** – your company firewall may be blocking the default **'port 25'** used for outgoing mail. Please contact your network administrators to change the firewall policy. If you're running firewall software on your own computer, try turning it off to verify.

4.4. Default Accounts

- There will be a default Administrator account created after the migration. This domain admin account is meant to facilitate domain administration. This is an optional account.
  User ID: administrator
  Password: 111111   (6 ones)

- There will also be a default Webmaster account created after the migration. This webmaster account is meant to facilitate domain web hosting administration. This is an optional account, however, in order to upload web pages and manage web files for web hosting, at least one user account has to be created under **webmaster** group to perform these functions.
  User ID: webmaster
  Password: 111111   (6 ones)

- Customer should change the passwords for the above accounts immediately after the migration. If not required, these accounts can be deleted.

5. BWS Web Portal

- Uses shall access their web mail at the new web portal at
  http://bws.singnet.com.sg

- Domain administrators can access the admin page by clicking on the '**Domain Administration**' link at the bottom of the menu after logging in to the web portal.

6. Contacts

6.1. BWS Helpdesk

- For technical assistance and enquiry, please call or email to

- o   1800 844 7227
- o   mailhelp@singnet.com.sg