# Reseller Server Migrations

As a reseller account holder, we understand that you most likely resell hosting to your own clients and are the first point of contact if any of your clients need help. Therefore, we have put this document together in advance of our upcoming server migrations to give you some help and information in advance of the work. Feel free to copy any of the content of this document to relay to your own clients.

If you haven't already, you will soon be receiving an email to inform that the server your account is hosted on will be migrated to newer, more powerful hardware to accommodate the increase in package resources recently applied to all accounts. We have already migrated all of our shared hosting servers earlier this year which went very smoothly. However, there were a few scenarios that needed some intervention which can be avoided with a bit of time spent in advance by you and/or your clients.

Please don't worry about possible implication of the server migration. While the work is quite large scale, it is something we have done thousands of times and have never suffered any data loss. We will be on hand before, during and after the work if you need any help or advice and we aim to carry out the work with minimum inconvenience to you and your clients.
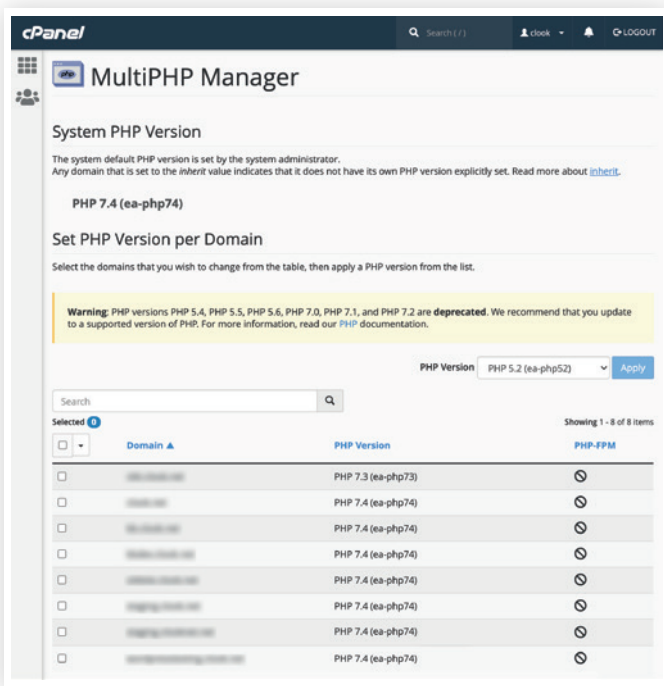
Default PHP Version

We have had PHP 7 available on all servers for some time but have left the default version set to 5.6. On our new servers the same selection of versions will be available, but the default will be 7.4.

As PHP 7 was released more than 5 years ago, any applications released within the last few years should work fine on PHP 7 without any intervention. However, if any websites are using a very old application or you know that it doesn't work on PHP 7, we recommend logging into the cPanel and setting the PHP version to 5.6 for that domain. This setting will carry across in the migration to the new server.

If you are unsure whether a website will work on PHP 7, you can test any website on this PHP version by setting this in the cPanel as shown here. If the website continues to work fine after this change you can retain this setting in the cPanel to keep it on this version for the future or set it back to the server default version to benefit from future PHP updates.

MySQL

Our newer servers use MySQL 8 as the database server. Again, the vast majority of scripts and applications should work fine without any intervention but in previous migrations, we have seen some versions of specific scripts have issues due to them being very old. If you have any clients using old versions of the scripts below some intervention may be needed before or after the migration work for the website to continue working.

Application	Problem	Fix
Concrete5 v5.6 (or older)	This application uses the name "Group" for a table which is a reserved keyword in MySQL 8. This means that the database will not function correctly when trying to access this table.	If updating this application is not possible, the problem can be fixed by manually altering three files as shown here to put backticks around the table name in queries. https://clook.it/concrete5fix
Drupal 8.6 (or older)	This version of Drupal uses MySQL queries containing NO_AUTO_CREATE_USER that isn't compatible with MySQL 8.	If updating this application is not possible, the problem can be fixed by altering the database.inc file as detailed here. https://clook.it/drupal8-6fix

Please also remember that all applications hosted should connect to "localhost" as the database server and not the hostname or IP address.

 If unsure about anything above feel free to contact us and we will be happy to assist.

Email Settings

We recommend reminding all clients that "mail.domain.com" (replace domain.com with their domain) is the recommended host name for the POP, IMAP and SMTP servers in email software settings. While other settings such as the server hostname or IP address may work, this is not guaranteed.

After the server migration, if any clients report problems connecting to email (either sending or receiving) we recommend checking they have correct settings in their email client, particularly mail.domain.com as the sending and receiving host/server. We also recommend asking clients to restart their email software and computer when troubleshooting email issues to terminate any hung sessions.
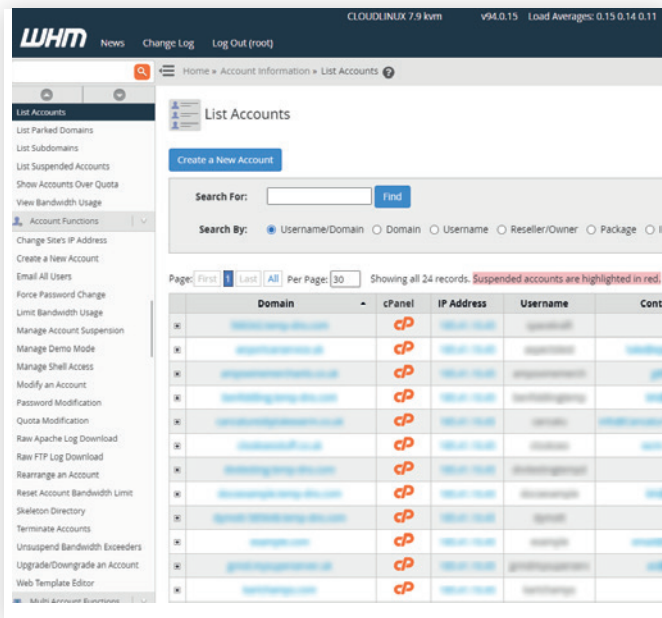
Contact

Sales: 03300 885 250
Billing: 03300 885 250

Technical Support:
03300 885 250

From outside the UK:
+442030341302

Email

Sales: sales@clook.net
Billing: accounts@clook.net
Support: support@clook.net

IP Address Change

After the server migration, your hosted accounts will be set to a new IP. For domains set to nameservers we control (either our unbranded nameservers or your private nameservers) this change will be seamless and require no changes by you or your clients.

For any domains set to third party nameservers (eg Cloudflare), we will ask that the IP address in the DNS settings is changed **after** the migration. The IP address of any of your accounts can be seen in your WHM panel > List Accounts:

We will be putting firewall rules into place to forward all traffic from the old IP to the new one for an indefinite amount of time (minimum of 6 months) so there is no need to urgently change the IP at third party nameservers. We would however recommend changing the IP as soon as possible after the migration to minimise network latency. When changing the IP, there will be no downtime or service interruption as long as the new IP is entered correctly as shown in your WHM panel.