Transitioning to a new Sendio appliance is very easy and straight forward! Just follow these steps and you'll be up-and-running on new hardware in no time. All documents referenced in this guide can be found at
http://www.sendio.com/support/documentation/

STEP 1:	Read this **HARDWARE SWAP** document completely
STEP 2:	Download the **Quick Start Guide** and follow the instructions for setting the IP address on the new appliance, specifically Step 5
STEP 3:	Read the **Backup & Restore Guide** for instructions on how to configure the remote backup location on both appliances – make sure both appliances use the same location. You will need to use either Windows/SMB or USB to complete the transition.
STEP 4:	Confirm that the .TAR and .MD5 files have been pushed to the remote backup location from the most recent backup.
STEP 5:	To begin the transition it is necessary to stop email services on the existing appliance. This prevents new messages from arriving on the old hardware during the transition. • Login via SSH • Navigate to System Control • Select **Mail Router > Stop** • Select **Mail Server > Stop** • Click **Apply to System**
STEP 6:	Configure a backup to begin 5 minutes from now on the **OLD** hardware • Login via SSH • Navigate to **Backup/Maintenance** • Under **Automatic Backup Schedule** navigate to the last entry and highlight **Sunday** • Press enter until today's Day shows • Right arrow to highlight **12:00 AM** • Backspace to clear existing data and enter a time 5 minutes from now

	○ 5:05 PM • Right arrow over to *Add* and press **Enter** • Down arrow to *Save* and press **Enter**
STEP 7:	***STOP!*** Based on the .TAR file details from the remote backup location you should be able to get a sense of how long the backup will take. You can tell if the backup has completed by clicking **Test Connectivity** from the **Backup/Restore Location**. If the backup has completed you will see both a .TAR and .MD5 file with today's date and time of backup. Once you see the .TAR and .MD5 files appear in the remote backup location you can move on to Step 8. ***DO NOT PROCEED TO STEP 8 UNTIL YOU HAVE A SUCCESSFUL BACKUP!***
STEP 8:	On the ***NEW*** appliance, confirm that you have configured the Backup Location to be the same as the existing appliance. From ***SSH > Backup/Maintenance > Backup/Restore Location*** click the ***Test Connectivity*** button. From the following window you should see the .TAR and .MD5 files from the backup that just completed.
STEP 9:	From the SSH console on the ***NEW*** appliance navigate to ***Restore from Backup*** • Follow the instructions in the ***Backup & Restore Guide*** starting on page 12. • Do not reconfigure the IP address yet!
STEP 10:	On the ***OLD*** appliance, change the IP address from the ***SSH console > Network Configuration***
STEP 11:	On the ***NEW*** appliance, change the IP address from the ***SSH console > Network Configuration*** to be the IP address the old appliance previously used. • This is necessary to eliminate the need for any firewall changes. • Confirm you can connect to ***new*** appliance using the IP address of the old Sendio hardware
STEP 12:	On the ***NEW*** appliance make the following changes: • Change the Machine name to match the name used by your MX record ○ ***SSH console > System Configuration > Machine Name*** • Also remove the extra backup job from ***Backup/Maintenance > Automatic Backup Schedule***

	• Confirm *Mail Router* and *Mail Server* services are started from System Control
STEP 13:	From the *OLD* appliance set the following: • From *SSH > Backup/Maintenance > Backup/Restore Location* > set to *Local* • From *Sendio web interface > System > Options > Queue Summary > Disabled* o Click the lock next to Queue Summary until it is "locked"
STEP 14:	Restart the *NEW* appliance from *SSH > System Control > Reboot Sendio ESP:*

STEP 15:	After restart, *waiting a few minutes to make sure all services have started*, confirm you can access the Sendio web interface. If you cannot:
	
	• Login to *SSH > System Configuration*
	
	• Change *HTTPS Certificate Name* to "*Self Signed*"
	
	    o Arrow down to *Save* and press **Enter**
	
	• Navigate to *SSH > System Control > Web Server > Start*
	
	    o **Apply to System**
	
	• Test web interface again
	
	• Send email to support@sendio.com explaining problem with web interface

STEP 16:	Test email!

AFTERWARDS

The Sendio backup stores all the configuration information, all Contacts and the past 24 hours worth of physical email. If a user attempts to open a message older than 24 hours they will receive text that explains the contents are unavailable. Simply have the user open a browser to the *new IP of the old Sendio appliance* and they can login and release the message from there. Keep the old Sendio appliance online for as long as you think appropriate. By default Sendio only keeps the past 2 weeks worth of messages so there should be no need for the old appliance to stay online longer than 2 weeks.

QUESTIONS?

To contact Sendio Support in reference to your ESP appliance:

▪ Send an e-mail to support@sendio.com (always the best choice).

▪ Call 949.274.4375 option 3 between 8:00a and 5:00p PT Mon-Fri.