



NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 41: SERVER RELOCATION UPDATE FINAL

Date: 12 August 2019

I hope Monday is going well for you? This is a final update regarding the server move from Manchester to Nottingham.

I think it would be safe to say that it could have gone better, but I am also incredibly proud of the technical team for digging deep and resolving a number of unexpected issues that arose during the weekend exercise.

We hit a few issues with website security certificates and DNS caching not updating as quickly as it should have done. This meant a few sites did not appear as they should this morning. We also had an issue with the dedicated postcode server being reluctant to move from Manchester to Nottingham, we reasoned it out in the end. You may have a few unmapped users to resolve due to this being offline a few hours, sorry.

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"If we learn from our mistakes, shouldn't I try to make as many mistakes as possible?"

The entire system has now been migrated to brand new, state of the art servers in the new, police audited, Data Centre around the corner from us in Nottingham. It all runs faster, is closer and quicker for us to resolve issues and the new operating systems are lightening.

The next stage is to commence testing and build of version 4 which is well underway. We aim to have a simple Development Board meeting in October focused on presenting our ideas and options

for the new user interface etc. Please save the “provisional” date for the Dev Board meeting in Nottingham (TBA) on **Thursday 17th October 2019**.


If you have any remaining issues gaining access to your site or with how it displays, please ask your IT department to “Flush the DNS Cache”. Otherwise please contact the support@neighbourhoodalert.co.uk email and the support team are ready to investigate any outstanding issues.


Thanks again for your patience during this huge move, it really is the biggest change we have applied in the last decade and we should not have to put you through this again for another decade.

Very best regards

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