

SERVER MIGRATION – Monday Dec 29 2014

InteractSport is migrating our server platform to an upgraded virtualised environment on the above dates. There will be some disruption of services on this date:

ResultsVault/SportzVault Administration sites

(e.g. admin-*.resultsvault.com, compsadmin.tennis.com.au, admin.sportzvault.com)

These will be unavailable for most of the 29th from 10AM (Melbourne time) onwards. This will affect all administration and participant login access. We expect the sites to start coming back online from around early-mid afternoon on the 29th, but this will largely be impacted by individual user's ISP in that some propagate IP address changes more slowly than others, in some cases up to 24 hours.

Mobile app access via the InteractSport Open Framework API will be in a 'read only' state for the above period.

SportzVault Websites and 'Public portals' (eg comps.tennis.com.au, *.resultsvault.com)

There should be minimal disruption to public sites, and the sites should automatically transition to the new platform. One exception is Member Signup (Online Registration) forms which will be unavailable as per the administration sites above.

Note – If you have registered your own domain name for your website (ie not via InteractSport) you should be using the following CNAME entry to ensure the site transitions smoothly:

CNAME www cn.sportzvault.com

Support Sites, DNS

There should be no disruption to these services

We will post further updates on the sites and our twitter feed (@interactsport) if required.

With such a major migration it is possible in the days after the transition there will be teething problems, and our technical staff will be monitoring the changeover closely so that these can be rectified as soon as possible. If there are any questions about the move please email support@resultsvault.com.

Note *=cricket,netball,basketball,football etc