



Migrating the SCS EMA Site to a new ISP

Date of Issue 10/7/25

Overview

Having performed a recent Service Review, SCS have decided to move the provision of the Enhanced Monitoring & Alerting Site (EMA) to a new Internet Service Provider (ISP). This document explains the rationale behind this, the actions and timescales and the impact on our customers.

What is changing?

The EMA Website is written, owned and managed by SCS but the hardware it runs on is provided by an external company (the Internet Service Provider). A new Internet Service Provider has been selected and the Website will be moved to their hardware. Once this is complete, Customers should see no change to the Service they receive.

Why are we doing this?

The ISP we have used up to now is a very small company and, due to their flexibility, this proved useful whilst we were developing the service. Now development has ended and the application is stable, we have decided to move to a much larger and more established company which will have fewer (potential) single points of failure and should therefore future-proof ongoing support better. The company we have chosen also has UK based support unlike our existing provider which has moved its primary support overseas.

When are we doing this?

The migration of the service will take place on **Tuesday 15th July 2025**.

The planned timings are:

9:00am – Old Service Shut Down.

10:00am – All customer data copied to new ISP.

11:00am – New service tested.

13:00 - Global Internet Change taking effect and users should gradually be able to see new Site with data from Monitor PCs eventually coming through.

17:00 – Most sites and users able to use new EMA Site.

Close monitoring of the Live service will take place on **Wednesday 16th July 2025**.

Should there be any major issues on the new ISP, the Service will be moved back to the old ISP at some point in the day. This will cause a temporary loss of Service for around 1 hour. Site Administrators will be informed by email if this is happening,

What is the impact on the service?


The impact on the service will be as follows:

1. From 9:00am onwards the EMA site will be down. In addition, no data sent from the Monitor PCs at the turbine house will be stored on the EMA site (it will still be available locally on the PC CSV files).
2. At 13:00 changes will be made to allow both the monitor PCs and browsers to access the new site. Note that, this change will NOT take effect immediately and therefore there may be a period of up to 24 hours when users cannot see the new site and/or Monitor PCs will not send data. During this period, error messages will still be seen as shown below. The period taken for the change to take effect is unfortunately due to the nature of these global Internet changes which are beyond the control of SCS. The time to change will vary according to geographical location and the Internet Service Provider (ISP) which the customers use. As the both the ISP and Geographical area may be different for the Monitor PC and a PC/Mobile/Laptop being used to access a browser, the connection to the new service may happen at different times. The effect may be therefore that even though a user can now login to the EMA site, their sites may not yet be sending data.
3. Once the service is running on the new system, there should be no need for Customers to change anything. **The only exception is for Customers who use the “Email Monitor PC Files” function within Remote Control. Once on the new site, this function will not work until the Monitor Program on the Site PC has been restarted (manually or via a power fail).**


What will Users see during the migration?

From 9:00am on 15th July, the EMA site will be unavailable and the following indicators will be seen when trying to access it.

On a browser, the following screen will be seen



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Welcome to the Enhanced Monitoring & Alerting Site

This Site is currently closed whilst it is being migrated

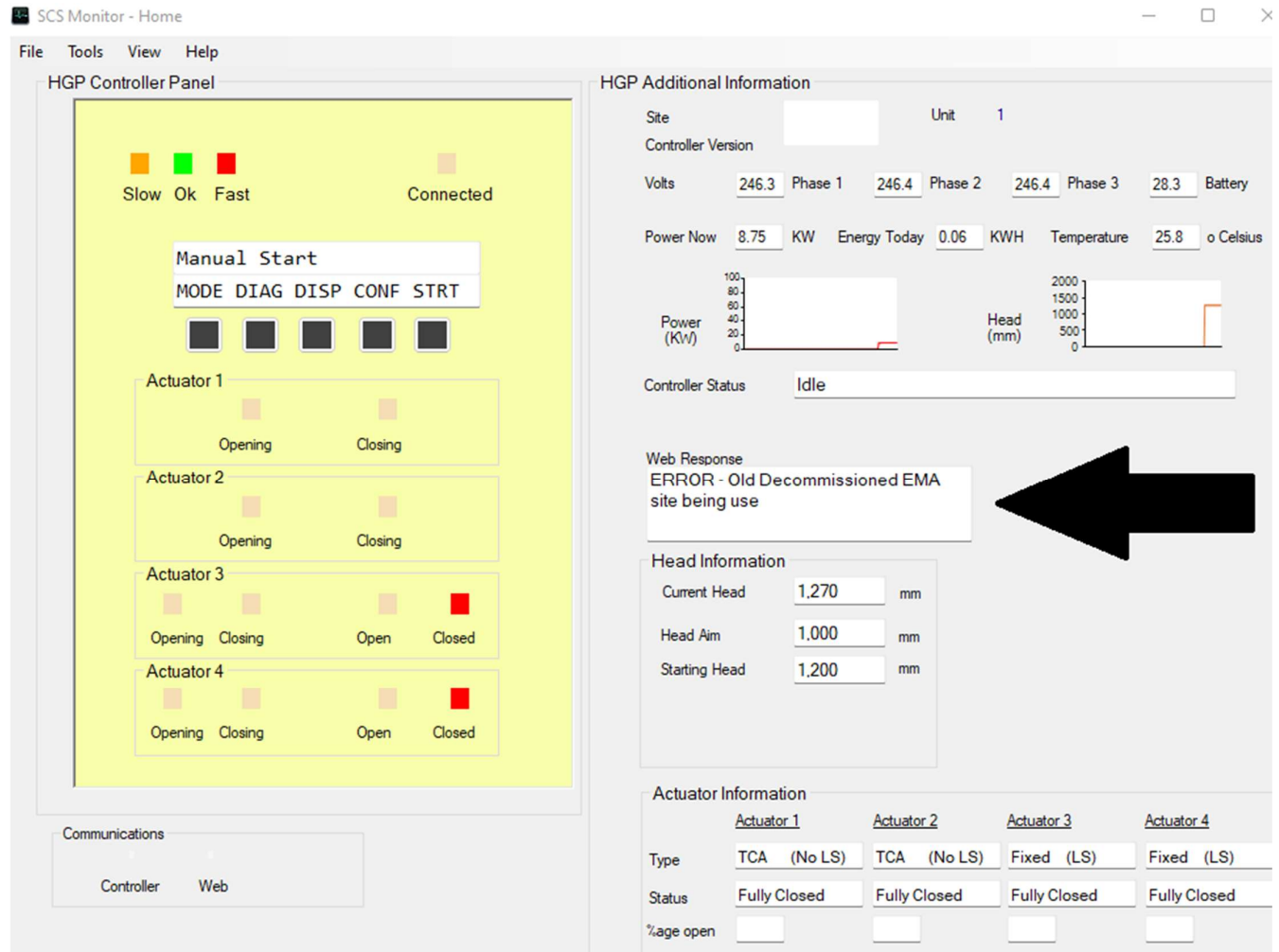
Update 15th July 2025. The SCS Enhanced Monitoring and Alerting site is moving to a Internet Service Provider and your browser will be automatically re-directed to the new server as soon as it is up and running.

This should be completed by **17:00 on 16th July** and any data from the Generation Site Monitor PCs will also be directed to the new site

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On the Turbine House PC, the error indicated by the black arrow will be seen

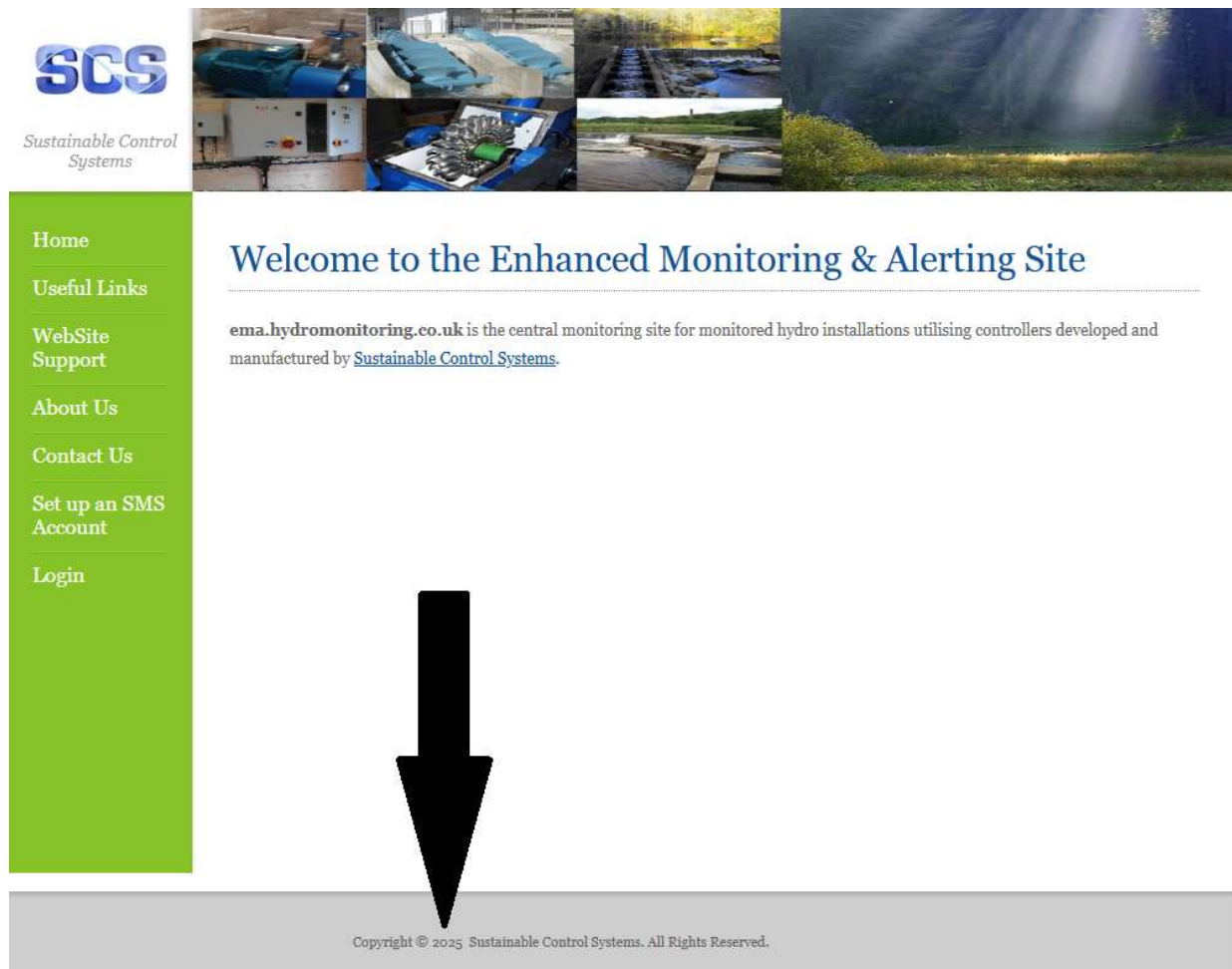


Once the system had been migrated and is back up and running, these error indications will revert back to the normal screens.

How will Users know when the migration is complete?

On completion, the normal SCS Screen will be seen when connecting to the Service.

NOTE it will be possible to ensure that the Website is definitely the new one by looking at the Copyright text at the bottom of the home page. This will be set to 2025 (see image below)



Is there any new functionality on the new site?

No – other than the Copyright notices being changed to 2025, there are no other changes.

What happens if there are problems following migration?

SCS have performed extensive testing on the new ISP but, given the magnitude of the change, there may be some initial teething problems. If users have issues, they can email support@sustainablecontrol.com for advice.

Should major problems be experienced, we will revert back to the original ISP. We are maintaining payment to them for 4 weeks months following the migration and will take daily backups of the new ISP data. This data can be re-imported to the original ISP if necessary.

Should there be a need to revert back, this will mean that, at most, Customers will lose 1 days' worth of data.