



# Migration to Cloud: Component Two FAQs

*As part of our ongoing system performance enhancements, Aries Systems will be moving our infrastructure from our existing co-located data centers to cloud technology. The second component of this initiative includes migrating customers' Editorial Manager® and ProduXion Manager® sites to the cloud.*

*Please consult your Aries Account Coordinator (AC) if you have additional questions.*

**Q: What does it mean to migrate to the cloud?**

**A:** Cloud migration is a one-time process of moving operations from a local on-premises or legacy infrastructure to a virtual data center of a cloud provider. Aries has long maintained our own physical data centers in which we bought and maintained servers and systems to support Editorial Manager® (EM) and ProduXion Manager® (PM). In an effort to align with industry standards and allow for greater scalability, we have made the decision to migrate away from our existing data centers and to Amazon's Web Services (AWS) where we will rely on their cloud technology services for the support of our systems. Amazon has a world-class cloud computing service offering that many publishers use to support their own operations.

**Q: What is the current timeline for migrating EM/PM customer sites and data to the cloud?**

**A:** Aries' migration approach and roadmap helps ensure we deliver the best experience possible throughout this transition. Customer site migrations (component two of our migration initiative) will begin in Q3 2023 and extend for several months.

**Q: Will customers be given advance notice prior to their sites' migration?**

**A:** Yes, customers will be informed of their assigned date(s) via email from their Aries Account Coordinator in advance of their site's scheduled migration, with reminders one week and one day prior. Migration timelines are flexible, and customers will be notified if a shift occurs in their schedule.

**Q: How long will it take to migrate a site to the cloud?**

**A:** The length of time it will take to migrate a site is dependent on the size of the journal or portfolio.



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**Q: Will all customers' sites migrate at the same time?**

**A:** No. To ensure a smooth transition, the EM/PM site migration component is spread across several months. Some customers may have their entire journal portfolio migrate at once, while others may experience a phased approach to the migration of their sites overtime.

**Q: Will users experience disruption in service?**

**A:** EM/PM sites will be unavailable during the time they are moved from Aries' data center to the cloud environment. The length of unavailability is dependent on the size of the journal or portfolio. We encourage customers and users to save their work in advance of their scheduled migration period.

**Q: What elements of customer sites will be affected during or after their migrations?**

**A:** The use of URL shortcuts such as `journalname.editorialmanager.com` and `journalname.edmgr.com` are being discontinued. Users are advised to transition their shortcuts to the format <https://www.editorialmanager.com/<journal>> for continued access.

After a customer site migrates to the cloud, journal URLs will undergo a temporary transition from <https://www.editorialmanager.com/acronym> to <https://www2.cloud.editorialmanager.com/acronym>. Once all customer site migrations have successfully concluded, the journal URLs will revert to their standard format. To ensure a seamless experience without any interruptions, URL redirects have been implemented.

Users might also notice the emergence of the cloud migration URLs within the `%JOURNAL_URL%` merge field. These links will be supported by redirects following the migration, thus preserving their validity.

**Q: Should customers expect any change in user experience after the migration is complete?**

**A:** As this is just a shift in infrastructure, there will not be any changes to the underlying code or interface of Editorial Manager and ProduXion Manager. However, customers can anticipate faster page loading times, less latency, ability to scale up during periods of high traffic, etc. due to the flexibility and stability of the cloud environment.



***Q: Will a banner maintenance notification be posted to customers' EM/PM sites during their scheduled migration to inform users of anticipated downtime?***

**A:** No. The mechanism that operates the banner notice automatically applies a universal alert to all live journal sites once activated. This type of "blanket" notice is not appropriate for this initiative as journal sites will be migrated at different schedules over the course of several months. We are unable to post notices of downtime to a specific selection of sites.

***Q: Will there be any action required by users before, during, or after their sites are migrated to the cloud?***

**A:** All sites migrating to the cloud will continue to operate as intended with no action required on behalf of users, however, we strongly recommend customers perform a cache clearance to ensure sites load as intended. Cached files can sometimes cause issues or display outdated content.

After clearing your browser cache, refresh your browser by pressing F5 (Windows) or Command + R (Mac) to ensure you are loading the most recent version of your EM/PM sites. Keep in mind that clearing your cache may log you out of websites and remove some personalized settings, and you may need to re-enter login information or adjust settings as needed.

***Q: How should customers clear their cache on their web browser?***

**A:** Here's how you can clear your browser cache in some popular web browsers:

**Google Chrome:**

- Open Chrome
- Click on the three vertical dots in the top-right corner (menu icon)
- Hover over "More tools" in the dropdown menu
- Select "Clear browsing data"
- In the Clear browsing data window, select the time range (e.g., "Last hour," "Last 24 hours," "All time")
- Make sure "Cached images and files" is checked
- Click the "Clear data" button

**Mozilla Firefox:**

- Open Firefox
- Click on the three horizontal lines in the top-right corner (menu icon)
- Select "Options" (or "Preferences" on macOS)



- In the left sidebar, click on "Privacy & Security"
- Scroll down to the "Cookies and Site Data" section
- Click on the "Clear Data" button
- Ensure "Cached Web Content" is checked
- Click the "Clear" button

#### **Microsoft Edge:**

- Open Edge
- Click on the three horizontal dots in the top-right corner (menu icon)
- Scroll down and click on "Settings"
- Under "Privacy, search, and services," click on "Choose what to clear"
- Check "Cached images and files"
- Click the "Clear" button

#### **Safari (Mac):**

- Open Safari
- Click on "Safari" in the top menu
- Select "Clear History..."
- Choose a time range (e.g., "all history")
- Click "Clear History"

#### ***Q: Is publisher and user data protected and secure in the cloud?***

**A:** Yes, cloud platforms by nature have many compliance certificates such as SOC II and are fully capable of running the most data sensitive applications.

#### ***Q: How can publishers provide feedback during or after the migration?***

**A:** A survey will be sent to customers two weeks following their migration as well as in early 2024 to solicit feedback on their migration experience.

#### ***Q: Will users have access to any new tools after migrating to the cloud?***

**A:** Yes. We are building a tool to help customers manage bounced emails from EM.

