Server Migration – Moving from US to EU Servers

Prior to beginning the migration process, you need to request the customer to provide you with his/her subscriber access.

1. On the Customer's Salesforce Org, under **Setup** click **Custom settings**.
2. Click **SMS-Magic Security Setting**.

   
3. Click **Delete**.
4. Under **Custom Setting**, click **SMS-Magic URL Setting**.

   
5. Click **Delete** to remove all prior Server configurations.
6. Click **Save**.
7. Under **Converse Settings**, to register your application, select **EU** from the Server Location drop down.
8. You can also update the **SMS-Magic Remote site settings** with the following URL https://eu.sms-magic.com in **Remote Sites Settings** page under **Setup**.

   Do not connect to OAuth once registration is complete. Customer needs to visit https://eu.app.sms-magic.com and sign in with their Salesforce ID to connect to OAuth.
9. Send an SMS from salesforce to check if Delivery status and incoming SMS are working as expected.
10. Check the logs from the admin portal using the following credentials
    URL:- https://eu.ops.sms-magic.com/
11. Update the incoming URLs of the existing incoming number from the provider's portal.
12. On the Nexmo portal update the following URL on the incoming number – https://eu.sms-magic.com/incoming/storeincoming/nexmo