

FAQ

- **Why have I received this email?**

We are going to be migrating all Capzure customers to the new MSP Manager product. This will allow you to take advantage of all of the great new features and functionality added to MSP Manager.

- **When will this migration occur?**

This migration will occur on October 17th, 2015

- **Will there be any downtime?**

We anticipate that Capzure will be down beginning at 10:00 am CST for 6-10 hours on October 17th in order to complete the migration

- **How will this affect me and my employees?**

You will access the web app from a new URL

For mobile apps, you will need to delete the Capzure app and download the MSP Manager app from the app store

- **What is the new URL that I will need to access to use MSP Manager?**

<https://app.mspmanager.com>

- **Will my login be the same?**

Yes you will log in using your existing user name and password

- **How will this affect my customers?**

If you use the customer portal feature of Capzure, the URL that your customers use will change.

- **A slight change to the asset model –**

The new MSP Manager has a slightly different asset model. We've combined Capzure's "Servers" and "Assets" into one entity that is just called "Assets". This new asset model offers more fields and options and can now be associated with tickets. Don't worry, all of your existing servers and assets will be migrated into the new model.

- **What is the new URL that my customers need to access to use the customer portal?**

Customer Portal URL needs to change from <https://portal.mspmanager.com> to [http://\[your-prefix\].portal.mspmanager.com](http://[your-prefix].portal.mspmanager.com)

- **Will I lose any data during this migration?**

No, all of you data will be migrated over to MSP Manager from Capzure.

- **Who can I contact if I have issues logging in or performing actions in MSP Manager**

You can contact Support in one of the following ways:

Call the Support number:

1-866-302-4689 (CAN/US)

+800-6225-3000 (International)

By opening a case through the NRC at the following link:

<https://nrc.n-able.com/support/Pages/CaseManagement.aspx>