ACTIVE Network
Google Cloud Migration
Frequently Asked Questions

What is the expected downtime for this migration?	Estimated downtime will be communicated as we get closer to the migration. We are currently finalizing the official migration schedule.
Do we need to whitelist any new IP ranges?	Yes, new IP ranges will need to be whitelisted. This information will be communicated closer to the migration date.
What support options are available during and after the migration?	Please follow your application's regular support processes during this time.
How will this migration impact automatic payments?	Automatic payments will be manually paused before the migration. Once the migration is complete, automatic payments will resume.
Is there an offline option to continue to do business?	No, there are no offline options available. Applications will be inaccessible at this time, and a maintenance window will be displayed in place of the application.
Will we still be able to run reports?	No, reports will be inaccessible at this time. A maintenance window will be displayed in place of the application.
Will mobile applications be available?	No, mobile applications will also be unavailable. A maintenance window will be displayed in place of the application.
How will this migration impact our APIs?	There will be no impact to APIs because of this migration.