interweb

Generated on 21/10/2026 17:18

KNOWLEDGE BASE · PUBLIC DOCUMENT

How to migrate a site without downtime

Backups & Migration

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-22	v2026.10.04	Mozambique · English

Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.interweb.co.mz/knowledgebase/22

How to migrate a site without downtime

Backups & Migration Created on **August 14, 2026** Updated on **October 4, 2026** 2 min read



Changing hosting provider does not have to take your site offline. The trick is simple: **set everything up here before pointing the domain**. While you prepare the new account, the old site keeps serving your visitors as normal.

Rather not do this yourself?
We have a **Migration Department**. Open a **support** ticket under that department, tell us where the site is hosted today, and we will handle the move for you.

The right order

The most common mistake is changing the nameservers first. Do that and the domain starts pointing at an empty account, so the site disappears for hours. The correct order is this:

1. **Order the plan and leave the domain alone.** The account is created immediately and you can start working in it. The domain keeps pointing at your old host.

2. **Copy everything across.** Files (via File Manager or FTP), databases (export from the old phpMyAdmin, import into the new one), and the e-mail accounts, recreated with the same addresses.

3. **Test before pointing.** You can open the new site without touching the domain, by editing your computer's *hosts* file so only you see the new copy. If you prefer, ask us and we will show you how.

4. **Only now point the domain.** With everything tested, change the nameservers to ours. Because both copies are identical, visitors see the same site whichever one is serving them.

5. **Do not cancel the old hosting yet.** Keep it for at least a week. While the change propagates, some visitors are still being served from there.

E-mail is the delicate part

The website is easy: both copies show the same content. E-mail is different - during propagation some messages reach the old server and others the new one.

Create the e-mail accounts here **before** pointing the domain, using the same addresses. For the first few days, check both mailboxes - old and new - so nothing is missed. If you use Outlook, keep both configured side by side during that period.

Before you start, make sure

- [ ] You have access to the old hosting panel, to copy the files
- [ ] You have access to where the domain is registered, to change the nameservers
- [ ] You noted the current DNS records - especially MX, if e-mail is with another service
- [ ] You have a full backup before touching anything

NEED A HAND?

Rather we handled the migration? Open a ticket under the Migration Department.

Ask for migration help →

SEE ALSO

Moving between our own plans is simpler:
Internal migration: moving sites between plans

If the site is WordPress:
How to generate zip and sql files to migrate a WordPress site

WEB HOSTING

Looking for hosting that stays out of your way?

cPanel, a free SSL certificate, backups every night before dawn kept for a year, and support that answers in your language.

See hosting plans →

Free migration of your current site · no lock-in

interweb

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.interweb.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-MZ-KB-22 · v2026.10.04 · Generated on 21/10/2026 17:18