

Maintenance: secure.iomart.io Platform Upgrade

We will be carrying out planned maintenance on the secure.iomart.io customer control panel and provisioning platform.

What will happen?

During this maintenance window, we will migrate secure.iomart.io to a new replacement server and upgrade the platform to the latest supported release. This work is required because the existing server platform is nearing end of life support.

When will the work be carried out?

The maintenance window is scheduled for Wednesday 16 September 2026, between 09:30 and 13:30.

Who will be completing the work?

The work will be completed by our internal technical team. Extensive preparation has already been carried out, including building the replacement server, validating the configuration, creating a SQL replication environment, and testing key integrations on a dedicated test platform.

Will I experience downtime?

No customer services will be impacted by this maintenance. Websites, hosting, email and other live services will continue to operate as normal. Only the secure.iomart.io client area will be unavailable during the maintenance window, which means customers will not be able to log in to the client area or raise support tickets through secure.iomart.io between 09:30 and 13:30.

We will carry out validation checks before returning the platform to normal service. If any issues are identified, we have a rollback plan in place to restore the original server within approximately 10 minutes.

Thank you,
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