

To: SPCA Branches

We have been using a cloud server at Contabo in Germany for many years without any problems apart from occasionally running out of disk space. This server has been used primarily for SPCA and our own mail server. As the requirement for additional storage became necessary, we recently applied for Contabo to allocate additional disk space to the server which we paid for in advance. We also have 2tb of disk space on Dropbox which we use for SPCA backups. Of that, the SPCA backup uses 1.6 tb.

During this last weekend and without prior communication from Contabo, the server was stopped and we were not able to restart it. Despite many emails and over 50 unanswered calls per day and night to their support line, we have not had any success. The telephone line appears to be a recorded message. It appears from social media that we are not the only one without access to the server.

In addition to the SPCA database, our mail **253tech.co.za** is also on that server. As a result, we have not had emails since the weekend. Fortunately, we registered derrick@253tech.com with a separate service provider. Please use derrick@253tech.com for all communication until further notice.

As we cannot wait any longer hoping for support, we are busy doing the following:

1. Setup the Welfare Tracker domain on a new server that we purchased. We own and have full control of that server.
2. Restore the last good backup which is dated 27th November 2024. Unfortunately, the backup dated 7th December 2024 is corrupt due to lack of hard drive space. This will at least allow you to capture current work (this week).
3. We will advise by Tuesday 17th December if you will have to catch-up on the days since and including the 27th November. If the Contabo server is restored prior to Tuesday, we will be able to recover the missing days. Note! Please do not recapture data 27th November to 8th December until advised as you may end up with duplicate records.

We fully understand the frustration this has caused, and the fact that we are in the middle of December doesn't make it any easier.

We sincerely apologise for this inconvenience, and will keep you posted.

Yours Sincerely

Derrick Marchand