

# Professional Hosting CMS Server Address Error Message

**FIELD SERVICE MEMO #21**  
**Issue Date**  
**February 28, 2014**

**AFFECTED: SD4mXC**  
**As well as their Reseller Designation versions**

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Please note:  
 Unlike some other solutions providers who hide their flaws and hardware/software issues, we prefer to operate in an honest open manor that respects a customers right to know what they are getting and any problems & solutions

<b>Topic</b>	Professional Hosting CMS Server moving to Cloud hosting
<b>Problem</b>	Customers must change the server address to correct temporary Cloud restriction
<b>Customer Complaint</b>	SD4mXC customer contacted ABV on 2-27-2014 reporting they had received a server address error message when accessing the WEB Vehicle Management System
<b>Manufacturer Notice</b>	On 2-27-2014 we confirmed the WEB Vehicle Management System address problem on multiple PCs with all 3 Windows OS versions, and made the manufacturer aware of the problem.
<b>Manufacturer Action Taken</b>	Within 12 hours of the reported problem, ABV received a message that during a move to Cloud based operation for the server they encountered a Cloud based protocol. Access to a specific Domain Name requires an archival filing management system, which would require 1 month to establish.
<b>Customers Recommended Actions</b>	<p>For now, until the archival filing management system is in place you may directly access the new Cloud based server by IP address directly.</p> <p><b>WEB Vehicle Management System has been changed to:</b>  <a href="http://115.28.36.113">http://115.28.36.113</a></p> <p><b>The smart phone client software Server has been changed to:</b>              115.28.36.113</p> <p><b>There is no effect on CMS client functions of the CMSV6 application.</b></p> <p>It is recommended that this process be completed ASAP to insure proper function of all software features</p>