SedonaWeb 2.0 Migration FAQ

Last Modified on 07/30/2025 4:24 pm EDT

Compatibility

If you are on a SedonaOffice version lower than 6.2.0.19, consider upgrading to gain all the benefits of SedonaWeb 2.0 1.49.X and above. To find what features are in each version of SedonaOffice and SedonaWeb, locate the release note sections below.

SedonaOffice Version	SedonaWeb/API 2.0 Version
6.2.0.19	1.49.0 1.49.1 1.50.X

Login & Account Transition

Do all SedonaWeb 1 subscribers transition over, and what steps must they take to log in?

> Yes, all SedonaWeb 1 subscribers will transition to SedonaWeb 2.0. However, they must follow these steps to access their account:
>
> Subscribers do *not* need to create a new account. Instead, they have two login options when first attempting to access SedonaWeb 2.0 portal:

Option 1: Primary Login Method

1. Enter their email address as the username from SedonaWeb 1.0.
2. Use the existing password from SedonaWeb 1.0. They will be prompted to create a new password.
3. Once updated, they will be directed to their account to access all previous information.

Option 2: Alternative Login Method (If Option 1 Fails)

1. Click "Forgot Password."
2. On the Forgot Password screen, select "Attempt resetting your password using your original username."
3. Fill in the required information.
4. An email will be sent with instructions to reset their password.

If users experience any issues, contact our support for further assistance.

Customer & Website Updates

Am I responsible for notifying customers of the change?

Yes, you must notify customers about the transition. Here are some ideas of key areas you may need to update:

- Invoices
- Website
- Statements
- Custom SedonaSync events

We can provide sample switch letter templates that you can personalize and send to customers. Here's an example.

Will we need to update our website if we have the old web portal?

Yes, you will need to update your website with the new SedonaWeb 2.0 portal link.

This means that you will need to go to your web developer to ensure updates are made and redirects as necessary.

Hosting & Compatibility

Can Bold host SedonaWeb 2.0 if we have an on-prem installation of SedonaOffice?

No, if your SedonaOffice installation is on-premises, you must review the on-prem install requirements for SedonaWeb 2.0. Alternatively, contact your sales representative about migrating to Bold's cloud environment.

Will SedonaWeb 2.0 work if I use SedonaAPI 1.0?

No, you must migrate to SedonaAPI 2.0. SedonaWeb 2.0 was built on the SedonaAPI 2.0 admin platform and is not compatible with older versions.

Billing & Compliance

Will Bold stop billing us for SedonaWeb 1.0 once SedonaWeb 2.0 is activated?

Yes, once the migration is complete, SedonaWeb 1 support and maintenance fees will stop, and SedonaWeb 2.0 billing will begin.

However, if you have SedonaOffice on-premises and we are hosting SedonaWeb 1, your hosting fees will continue until SedonaWeb 1 is fully deactivated in our hosted environment.

Is there a fee to move to SedonaWeb 2.0?

Yes, SedonaWeb 2.0 is a separate application running on a new modernization environment, and additional costs apply. Contact your sales representative for pricing details.

Were notifications sent out regarding PCI compliance for SedonaWeb 1?

Yes, PCI compliance notifications were sent. You can review the details here.

Version Identification

How do we know which version of SedonaWeb we are on?

To check your current version:

- Navigate to the **bottom right** of your **customer-facing portal**.
- If it states **© 2025 - SedonaCloud - X.X.X**, you are on **SedonaWeb 2.0**.

If you are unable to locate this information, send us a link to your portal, and we can verify it for you.

PCI Compliance

- **Is SedonaWeb 1 PCI compliant?**
  No.
- **Is SedonaWeb 2 PCI compliant?**
  Yes. SedonaWeb 2 meets PCI DSS 4.0 requirements.
- **Why is there a push for PCI compliance with SedonaWeb 2?**
  CSG Forte will begin PCI audits for compliance in 2025.
- **Where can I find details on PCI compliance?**
  See: *Forte PCI Compliance Details*
- **Who can I contact with PCI compliance questions (if I'm a CSG Forte customer)?**
  Email: compliance@forte.net
- What versions are required for compliance?
  - SedonaOffice 6.2.0.19
  - SedonaWeb 2.0 (AOI version 1.5)

Multi-Branch & Multi-URL Configuration

- **How is multi-branch branding handled in a single SedonaOffice database?**
  If a common base URL is acceptable, you can support multiple branches with a single SedonaWeb 2 install.
  - Example Base URL:
    https://webpay.hst-group.com/HST/Account/Login
- **When is a second installation of SedonaWeb 2 needed?**
  If different base URLs are required, multiple installations are necessary.

API Requirements

- **Does SedonaWeb 2 require the full API?**
  - No, the limited API is sufficient.
  - Use the full API only if building custom integrations with SedonaOffice.

Multiple Databases & Instances

- **Can one SedonaWeb 2 instance serve multiple SedonaOffice databases?**
  Yes, depending on whether a shared base URL is acceptable.
  (This was also the case in SedonaWeb 1.0.)

URL & Deployment

- **Can the SedonaWeb 2 URL match the existing SedonaWeb 1 URL?**
  Yes. You can do a **live cutover** from 1.0 to 2.0 using the same URL.
- **What are the other URL options?**
  - Launch a new URL for SedonaWeb 2
  - Set up a redirect from the old SedonaWeb 1 URL
- **Can the base URL be customized?**
  Yes.
  - **On-Premises Example:**
    https://webpay.hst-group.com/HST/Account/Login
  - **Hosted Customer Example:**
    https://sedonacloud.general-sedona.com/general/Account/Login
    (Uses Bold's sedonaASP.com domain unless the customer provides an SSL certificate annually.)