

Connected Backup

Software Version 9.0.7

Configuration Migration Tool User Guide



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Documentation updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
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Chapter 1: Introduction

This document describes the functionality, with some amount of underlying implementation detail, for the Configuration Migration Tool (CMT). This document explains Export/Import process using CMT, migrating DataCenter, and Frequently Asked Questions.

This section includes the following:

- [Overview, on the next page](#)
- [CMT process, on the next page](#)
- [Target user, on the next page](#)
- [Before you begin, on page 7](#)
- [Assumptions and dependencies, on page 7](#)
- [Getting new license file, on page 8](#)
- [Checklist, on page 9](#)

Overview

The Configuration Migration Tool (CMT) provides a reliable mechanism to aid DataCenter users to export and import Connected Backup specific information during platform migration.

The following lists the basic work flow of the CMT:

1. Run the CMT on the system where the platform is getting migrated and export all Connected Backup specific data to an external storage location.
2. Manually copy the archives (customer volume data).
3. Perform the migration of the system.
4. Once migration is complete, run the CMT again on the migrated system and import the data back from the external storage location.
5. Reattach the archives (customer volume data).
6. Reinstall the DataCenter on the migrated system.

CMT process

This section provides high-level steps on how you can utilize CMT during platform migration:

1. Upgrade Connected Backup to 9.0.7 or later.
2. Determine the baseline of Connected Backup , Windows Server and SQL Server on the system that is getting migrated or upgraded.
3. Utilize the CMT to export the Connected Backup 9.0.7 Datasets to a temporary location.
4. Determine how to manually move the archives.
5. Make sure that the migrated system has the same production name, IP address and drive layout as that of the system before migration.
6. Utilize the CMT to import the Connected Backup 9.0.7 Datasets to the migrated system.
7. Manually move the archives to the migrated system.
8. Re-install and configure the Connected Backup 9.0.7 DataCenter.
9. Test and validate that everything is working properly from the Connected Agent, Connected Data Center and Website aspects.

Target user

The target users of the CMT are the DataCenter administrators.

Before you begin

Before you begin the migration:

- Using the [Checklist](#), make sure you have noted all the required information.
- You know the production name, IP address and drive layout.
- Make sure that both source and destination systems have same IP Address, Name, Subnet Mask, Default Gateway, Preferred DNS Name, and Alternate DNS Name.
- Make sure to manually copy the archives to a temporary storage.
- For mirror/cluster setup, DataCenter administrator needs to perform the following manual steps:
 - Before migration, ensure that Support Center is accessible during migration. If Support Center is installed on a server other than DC server and if it is pointing to machine which is going to migrate, edit the registry key on Support Center server to point to the Registry mirror.
 - Open Windows registry [**HKEY_LOCAL_MACHINE\Software\Connected\SupportCenter\RegistryConnect**]
 - Replace the name of old server which is going to migrate with the name of mirror.
 - Restart IIS on the Support Center node.
 - Confirm that SupportCenter is accessible with mirror server.
 - Stop Replication Service on the secondary so that the replication server does not log events to the event log complaining about the primary being unreachable for replication.

For detailed software and hardware requirements, refer to *Connected Backup Requirement Matrix*.

Assumptions and dependencies

This section provides the following assumptions and dependencies:

- Agents connect to DataCenter using FQDN or IP using the information in ConnectionInfo.xml. During DC migration, care should be taken that the hostname/domain and IP address of the source system and the destination system are identical, so that existing agents can communicate with the DC post migration.
- The SSL certificate in the SupportCenter and other IIS websites/web applications has to be manually migrated to the destination system.
- CMT has to be run by a local administrator or by a user having local administrator privileges.
- After the DC migration, you may need to generate a new license file.

If you are not using a generic license and if your license is bind with the source system, then post migration you need to request for a new license file that you can use on the destination system. You need to replace old license file with the new one in the DataCenter folder.

- CMT does not take care of copying archives (customer volume data).
- While re-installing the DataCenter, you have to select the same configuration (Standalone/Mirror/Cluster, Primary/Secondary, DataCenter / SupportCenter / SSWS).

Getting new license file

As part of the migration process, you will most likely be changing server Network Interface Controllers (NICs). If this is the case, you will need to request an updated license file for the server as the Connected Backup License file is tied to the Mac address of the server NIC. This should be done prior to the migration.

To request a new license, use the License Request Form available on the Customer Support Site. To access the Customer Support Side, go to [MySupport portal](#).

Checklist

Gather information for current system

Know your	Fill in the details	Description
Architecture Type (Std, MP, CLS)		Sequence varies based on architecture type
Number of Active Accounts		Informational only
Version of Connected		Recommended 9.0.7
Version of Windows Server		
Version of SQL Server		
.Net Framework 1.1sp1 and 3.5sp1 required		Required
Location of Data Center folder		Must be same location for CMT Utility
Location of SQL Databases		Must be same location if using CMT Utility
Size of Registry MDF and LDF files		
Size of Directory MDF and LDF files		
Location of Customer volumes		Customer volumes do not get copied over. Manually transfer customer volumes.
Name of Server		Must be same name for CMT Utility
IP address		Must be same IP Address for CMT Utility

Gather information for current system, continued

Know your	Fill in the details	Description
Mode of migration (net new or rebuild)		Net New requires new license file for new NIC
Domain Account for Connected Services		Must be domain account for CMT Utility
Size of \Data Center folder		Recommended to clean up prior to migration
Use of EMC Centera?		Main profile needed during setup

Gather information for migrated system

Know your	Fill in the details	Description
Architecture Type (Std, MP, CLS)		Must be same as system before migrating
Version of Connected		Must be same as system before migrating
Version of Windows Server		
Version of SQL Server		
Location of Data Center folder		Must be same location for CMT Utility
Location of SQL Databases		Must be same location if using CMT Utility
Location of Customer volumes		Must be same location for CMT Utility

Gather information for migrated system, continued

Know your	Fill in the details	Description
Name of Server		Must be same name for CMT Utility

Chapter 2: Running or executing CMT

This section includes information on the location of the CMT and how to run or execute the tool.

This section includes the following:

- [Locating CMT, on the next page](#)
- [Running CMT, on the next page](#)

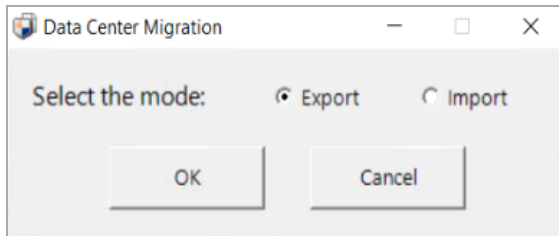
Locating CMT

Contact your Connected Backup Support to get the Configuration Migration Tool. Your Support will assist you with the process.

Running CMT

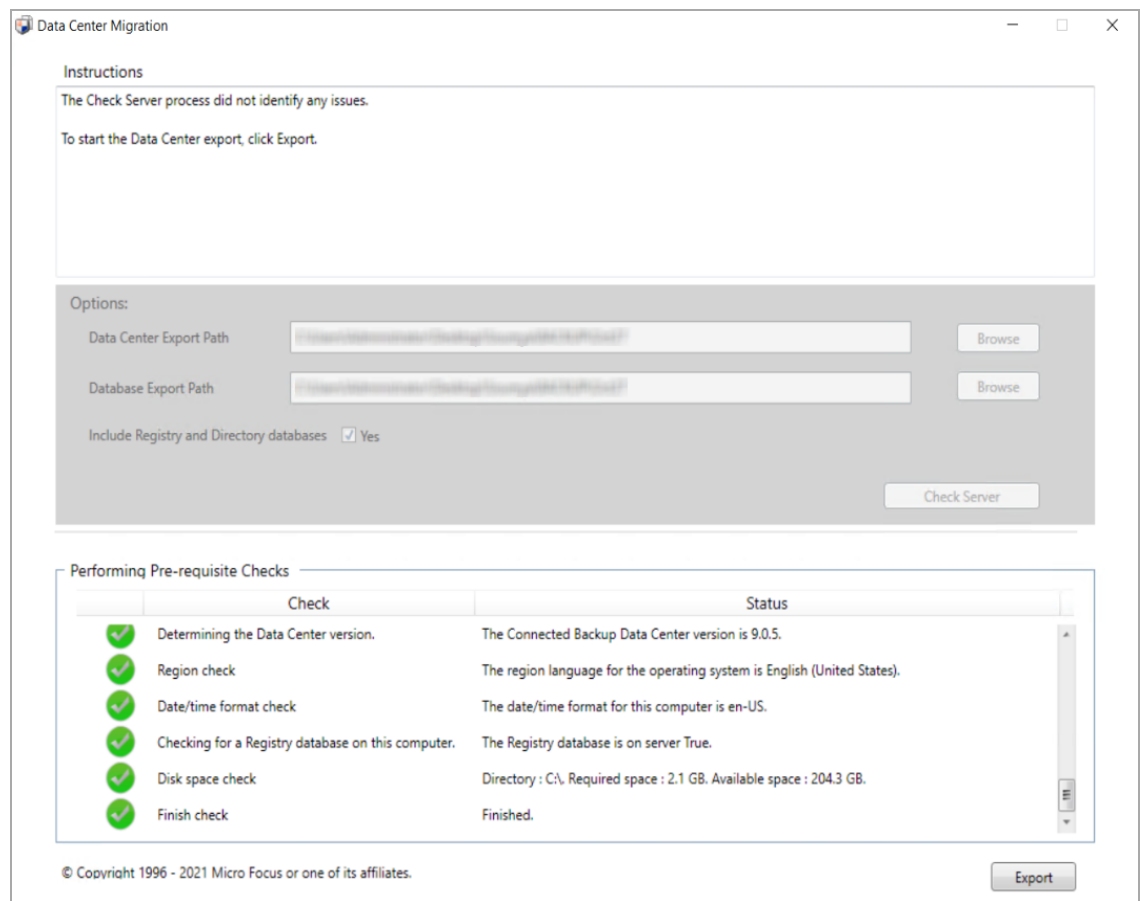
To run CMT

1. Navigate to the folder where CMT is available.
2. Double-click the CMT.exe. A pop-up dialog is displayed.
3. Select the mode of operation (Export or Import) in the **Data Center Migration** dialog and click **OK**. By default, **Export** option is selected.



Based on the operation selected, perform one of the following steps:

- a. For **Export** option:
 - i. Click **Browse** and select the **Data Center Export Path**.
 - ii. Click **Browse** and select the **Database Export Path**.
 - iii. Uncheck the **Yes** checkbox if you do not want to include registry and directory databases. By default, the option is checked.
 - iv. Click **Check Server**.



If the pre-requisite checks has some warning, verify log files. If any error occurs during the pre-requisite checks, try to fix them and re-run the tool again or contact Support.

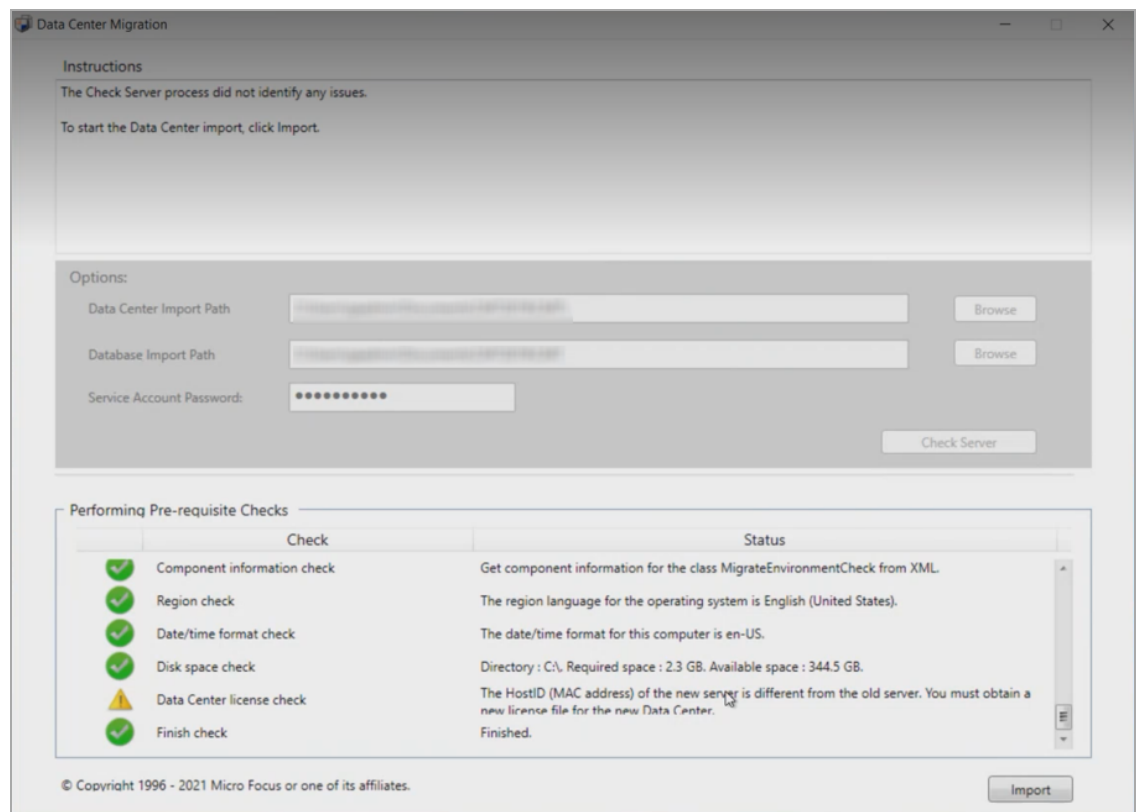
- v. Once the pre check is completed without errors, click **Export**.

A status message is displayed.

- vi. Click **Show log** to view the logs or click **Done** twice to exit the tool.

- b. For **Import** option:

- i. Click **Browse** and select the **Data Center Import Path**.
- ii. Click **Browse** and select the **Dabase Import Path**.
- iii. Enter the **Service Account Password**.
- iv. Click **Check Server**.



If the pre-requisite checks has some warning, verify log files. If any error occurs during the pre-requisite checks, try to fix them and re-run the tool again or contact Support.

- v. Once the pre check is completed without errors, click **Import**.

A status message is displayed.

- vi. Click **Show log** to view the logs or click **Done** twice to exit the tool.

For detailed information on using the CMT tool during migration, see sections [Exporting from the current Data Center](#), on page 26 and [Importing to the new Data Center](#), on page 27.

Chapter 3: Migrating Data Center

This section explains how to migrate your current Data Center configuration to new hardware environments of Microsoft Windows Server and Microsoft SQL Server.

This section includes the following:

- [Data Center Migration Assistance, on the next page](#)
- [Requirements, on the next page](#)
- [Prepare to Migrate, on page 18](#)
- [Stand-alone Data Center Migration Process, on page 19](#)
- [Mirrored Data Center Migration Process, on page 19](#)
- [Clustered Data Center Migration Process, on page 21](#)
- [General procedures, on page 23](#)
- [Post Migration, on page 33](#)

Data Center Migration Assistance

Micro Focus offers Professional Services to help organizations with the Connected Backup Data Center migration process. The intimate product knowledge of the Professional Services team can shorten implementation time, minimize cost and complexity, and reduce risk related to the migration process.

For more information about scheduling a Professional Services engagement to assist you with your Data Center migration, including cost, contact your Support.

Requirements

The following requirements apply to the Data Center migration process for a stand-alone, mirrored, or clustered Data Centers, as well as their Web servers:

- Synchronize Connected Backup versions.
- Migrate all Data Center servers.
- Complete migration in a timely basis.

Data Center Version

All servers in the Data Center configuration (including Data Centers and Web servers) must be running the same version of Connected Backup. If you deployed a hotfix to one Data Center, you must deploy the hotfix to all servers in the configuration before using the migration process.

Server Migration

When you migrate a Data Center configuration (stand-alone, mirror, or cluster), you must migrate all servers in the configuration (including Data Centers and Web servers) to recommended versions of Windows, SQL Server, and Connected Backup.

For more information about the recommended versions, refer to the *Connected Backup Requirements Matrix*.

Time Frame

When you are planning the migration of your Data Center, several situations can prevent you from migrating all of the servers in a configuration at the same time, including unavailable hardware, and limited maintenance windows for your Data Center servers.

To address these situations, and to minimize service outages to Connected Backup users during the migration process, you can run your Data Center configuration for a limited time with some Data Centers migrated and some remaining.

Allow no more than 4 weeks using the mixed Data Center environment before migrating the remaining Data Centers to new platform.

Prepare to Migrate

Before you migrate your Data Center, consider the following information:

- Ensure that the files and information listed in the *Required Disaster Recovery Items* section of *Connected Backup Data Center Disaster Recovery* are saved to a secure backup location.
- If you are using a different network interface card for new Windows Server, you must request a license file. The Data Center will not operate without a valid license file.

To request a new license, use the License Request Form available on the Customer Support Site. To access the Customer Support Site, go to [MySupport portal](#).

- The Data Center server you plan to migrate must meet the system requirements. For more information about these requirements, see *Connected Backup Requirements Matrix*.
- The Windows Server must have the same available volumes as your Data Center. For example, if your current Data Center has C, D, and E drives, the new Data Center must also have C, D, and E drives of the same size or larger.
- This process requires the use of domain service accounts for all Data Center configurations, and can also require the passwords for the domain service accounts. Obtain the passwords for the domain service accounts before migrating the Data Center.
- You must be logged in to each Data Center using a domain account with local administrator privileges.
- The migration tool requires that .NET Framework 3.5 Service Pack 1 is installed on the current Data Center and the new Data Center. If the appropriate version of .NET Framework is not installed on the Data Centers, you cannot run the migration tool.
- The migration tool copies the entire contents of the Data Center installation folder as part of the export process. Examine the contents of the Data Center installation folder before the export process to remove files not required for Connected Backup Data Center operation (including .DMP files created by Connected Backup services if they encounter issues).
- During the migration process, you must configure the new Data Center with the same server name and IP address as that of the old Data Center.
- The migration tool does not export Connected Backup database files that have been partitioned into SQL Server file groups.

If you have created SQL Server file groups for your Connected Backup databases on your Data Center, deselect the option to copy databases during the Data Center export, and manually copy the files to the new Data Center.

- The migration tool does not export Connected Backup database files that have been renamed from their default values.

If you renamed the database files from their default values (Registry.MDF, Registry.LDF, Directory.MDF, or Directory.LDF), you must manually copy the files to the new Windows server.

- The migration tool does not copy archives.

If your Data Center stores archives on local disks, you must copy these archives manually to the new Data Center, copying the archives to the same named volume structure.

- If you use an EMC Centera device to archive backed up data, you must select a main profile when you run Data Center Setup. The default profile name is `connected_main.pea`.
- Make sure to take backup of custom settings and/or SSL certificate(s).

Stand-alone Data Center Migration Process

IMPORTANT: The migration process causes a service outage for your Connected Backup users. Make sure to schedule downtime for your users' file backup and retrieve operations.

To migrate stand-alone Data Center servers to new Windows Server environment

1. Use the Data Center Management Console (DCMC) to stop the Connected Backup services on the Data Center.

For detailed information about how to stop the Connected Backup services on a Data Center, see [Stopping Data Center Services, on page 23](#).

2. Migrate the Data Center to the required versions of Windows, SQL Server, and Connected Backup.

For detailed information about how to migrate a Data Center, see [Migrating the Data Center to new environment, on page 25](#).

3. Use the DCMC to start the Connected Backup services on the Data Center.

For detailed information about how to start the Connected Backup services on a Data Center, see [Starting the Migrated Data Center, on page 29](#).

You can pause the migration at this point in time.

4. Migrate the Support Center Web server.

For detailed information about how to migrate a Web server, see [Migrating the Web server to new environment, on page 30](#).

You can pause the migration at this point in time.

5. Migrate the Account Management Website Web server (if separate from Support Center Web server).

Mirrored Data Center Migration Process

To migrate the mirrored Data Center servers to new Windows Server environment

1. Redirect the Web applications server to the Secondary Data Center.

For detailed information about how to redirect the Web application server to the other side of a mirrored pair of Data Centers before migration, see [Redirecting the Web Services Applications Before Migration, on page 24](#).

2. Use the Data Center Management Console (DCMC) to stop the Connected Backup services on the Primary Data Center.

For detailed information about how to stop the Connected Backup services on a Data Center, see [Stopping Data Center Services, on page 23](#).

3. Break SQL replication between the mirrored servers.

For detailed information about how to break SQL replication, see [Breaking SQL Replication, on page 23](#).

4. Migrate the Primary Data Center to the new versions of Windows, SQL Server, and Connected Backup.

For detailed information about how to migrate a Data Center, see [Migrating the Data Center to new environment, on page 25](#).

5. Redirect the Web applications server to the Primary Data Center.

For detailed information about how to redirect the Web application server to the other side of a mirrored pair of Data Centers after migration, see [Redirecting the Web Services Applications After Migration, on page 30](#).

6. Use the DCMC to stop the Connected Backup services on the Secondary Data Center, and then restart the IndexServer and ReplicationServer services.

7. Use the DCMC to start the Connected Backup services on the Primary Data Center.

For detailed information about how to start the Connected Backup services on a Data Center, see [Starting the Migrated Data Center, on page 29](#).

8. In the DCMC on the Secondary Data Center, when the archives or databases entries to replicate from the Secondary Data Center to the Primary Data Center goes to zero, stop the IndexServer and ReplicationServer services on the Secondary Data Center.

9. Migrate the Secondary Data Center to the new versions of Windows, SQL Server, and Connected Backup.

10. Verify the operation of SQL replication between the Registration Master servers.

For detailed information about how to verify the operation of SQL replication, see [Verifying SQL Replication, on page 29](#).

11. Use the DCMC to start the Connected Backup services on the Secondary Data Center.

You can pause the migration at this point in time.

12. Migrate the Support Center Web server.

For detailed information about how to migrate a Web server, see [Migrating the Web server to new environment, on page 30](#).

You can pause the migration at this point in time.

13. Migrate the Account Management Website Web server (if separate from Support Center Web server).

Agents can continue to access the Data Center configuration for backups and retrieves as each server is migrated in turn.

Clustered Data Center Migration Process

IMPORTANT: The migration process for clustered Data Center configurations is different from the established upgrade process.

To migrate the clustered Connected Backup Data Center servers to new Windows Server environment

1. Redirect the Web applications server to the Secondary Registration Master.

For detailed information about how to redirect the Web application server to the other side of a mirrored pair of Data Centers before migration, see [Redirecting the Web Services Applications Before Migration, on page 24](#).
2. Use the Data Center Management Console (DCMC) to stop the Connected Backup services on the Primary Registration Master.

For detailed information about how to stop the Connected Backup services on a Data Center, see [Stopping Data Center Services, on page 23](#).
3. Break SQL replication between the Registration Master servers.

For detailed information about how to break SQL replication, see [Breaking SQL Replication, on page 23](#).
4. Migrate the Primary Registration Master to new versions of Windows, SQL Server, and Connected Backup.

For detailed information about how to migrate a Data Center, see [Migrating the Data Center to new environment, on page 25](#).
5. Redirect the Web applications server to the Primary Registration Master.

For detailed information about how to redirect the Web application server to the other side of a mirrored pair of Data Centers after migration, see [Redirecting the Web Services Applications After Migration, on page 30](#).
6. Use the DCMC to stop the Connected Backup services on the Secondary Registration Master, and then restart the IndexServer and ReplicationServer services.
7. Use the DCMC to start the Connected Backup services on the Primary Registration Master.

For detailed information about how to start the Connected Backup services on a Data Center, see [Starting the Migrated Data Center, on page 29](#).
8. When DCMC on the Secondary Registration Master indicates that the archives or database entries to replicate to the Primary Registration Master goes to zero, stop the IndexServer and

ReplicationServer services on the Secondary Registration Master.

9. Migrate the Secondary Registration Master to new versions of Windows, SQL Server, and Connected Backup.
10. Verify the operation of SQL replication between the Registration Master servers.
For detailed information about how to verify the operation of SQL replication, see [Verifying SQL Replication, on page 29](#).
11. Use the DCMC to start the Connected Backup services on the Secondary Registration Master.
You can pause the migration at this point in time.
12. Use the DCMC to stop the Connected Backup services on the first Primary directory server.
13. Break SQL replication between the first directory servers.
14. Migrate the first Primary directory server to the new versions of Windows, SQL Server, and Connected Backup.
15. Use the DCMC to stop the Connected Backup services on the first Secondary directory server, and then restart the IndexServer and ReplicationServer services.
16. Use the DCMC to start the Connected Backup services on the first Primary directory server.
17. When DCMC on the first Secondary directory server indicates that the archives or database entries to replicate from to the first Primary directory server goes to zero, stop the IndexServer and ReplicationServer services on the first Secondary directory server.
18. Migrate the first Secondary directory server to new versions of Windows, SQL Server, and Connected Backup.
19. Verify the operation of SQL replication between the first directory servers.
20. Use the DCMC to start the Connected Backup services on the first Secondary directory servers.
You can pause the migration after each pair of directory servers.
21. Migrate the remaining directory server pairs. Alternate the migration process by the Primary and Secondary Data Center servers using the procedure described above.
You can pause the migration at this point in time.
22. Migrate the Support Center Web server.
For detailed information about how to migrate a Web server, see [Migrating the Web server to new environment, on page 30](#).
You can pause the migration at this point in time.
23. Migrate the Account Management Website Web server (if separate from Support Center Web server).

Agents can continue to access the Data Center configuration for backups and retrieves as each server is migrated in turn.

General procedures

This section provides the details and procedures for migrating Data Centers to new Windows Server.

This section includes the following:

- [Stopping Data Center Services, below](#)
- [Breaking SQL Replication, below](#)
- [Redirecting the Web Services Applications Before Migration, on the next page](#)
- [Migrating the Data Center to new environment, on page 25](#)
- [Starting the Migrated Data Center, on page 29](#)
- [Verifying SQL Replication, on page 29](#)
- [Redirecting the Web Services Applications After Migration, on page 30](#)
- [Migrating the Web server to new environment, on page 30](#)

Stopping Data Center Services

To stop the Connected Backup Data Center services

1. Open the Data Center Management Console (DCMC).
2. In the left pane, expand the Data Center server name you are managing.
3. Right-click **BackupServer** and then select **Properties**.
4. In the Session Restrictions section, deselect **Allow Backups** and **Allow Restores**.
5. Click **OK**.
6. After the number of current sessions goes to zero or stays at a consistently low number, stop all Connected Backup services.
7. Close the DCMC.

Breaking SQL Replication

You must break SQL replication on your mirrored or clustered Data Center configurations. In clustered configurations, this process is run on the Data Center and its mirrored Data Center server in the pair. The Data Center installation program re-establishes SQL replication between the new servers during the migration process.

To remove SQL replication on for mirror or a mirrored pair in a cluster

1. Use the Services Control Panel to verify that the SQL Server and SQL Server Agent services are running on both mirrored servers.

2. Stop the SQL Server Agent service on both of the servers in the mirrored pair, and then restart the SQL Server Agent on both servers in the mirrored pair.
3. On the Primary server, open the SQL Server Management Studio, and then connect to the Primary server.
4. Run the `Uninstall_SQLMirror_Directory.sql` script from the Primary server `\DataCenter\DRProcs` folder.

NOTE: After you run the `Uninstall_SQLMirror_Directory.sql` script on the primary server, you might receive the following warnings:

- The replication agent job 'Directory-Snapshot' was not removed because it has a non-standard name; manually remove the job when it is no longer in use.
- The replication agent job 'Directory-LogReader' was not removed because it has a non-standard name; manually remove the job when it is no longer in use.

You can safely ignore these warnings.

5. Run the `Uninstall_SQLMirror_distribution.sql` script from the Primary server `\DataCenter\DRProcs` folder.
6. Close the SQL Server Management Studio.
7. On the Secondary server, open the SQL Server Management Studio, and then connect to the Secondary server.
8. Run the `Uninstall_SQLMirror_Directory.sql` script from the Secondary server `\DataCenter\DRProcs` folder.
9. Run the `Uninstall_SQLMirror_distribution.sql` script from the Secondary server `\DataCenter\DRProcs` folder.
10. Close the SQL Server Management Studio.

Redirecting the Web Services Applications Before Migration

The Web server uses the Registry database on a Data Center server in a mirrored or clustered configuration for the Support Center and the Account Management Website. In clustered Data Centers, the Registry database is on the Registration Master servers. To avoid a service interruption for your users, direct the Web server to the other Data Center in the pair during the upgrade.

NOTE: Do not use this task with stand-alone servers, as there is no fail-over Data Center server for the Web server to connect to for Support Center and Account Management Website access.

To redirect the Web services applications to another Data Center server

1. Open the Windows Registry Editor.
2. Navigate to **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Connected\SupportCenter**.
.
3. Modify the value of **RegistryConnect** to reflect the server name of the other Data Center in the pair. For example, if SERVER1 and SERVER2 are in a mirrored pair, and SERVER1 is being upgraded and is also the server the Web server uses, change:

DRIVER={SQL Server};SERVER=SERVER1;DATABASE=Registry;Trusted_Connection=Yes
to

DRIVER={SQL Server};SERVER=SERVER2;DATABASE=Registry;Trusted_Connection=Yes
4. Close the Registry Editor.
5. Open a Command Prompt window, and then type the following command to restart Internet Information Server (IIS):

iisreset
6. Close the Command Prompt window.

Migrating the Data Center to new environment

To migrate your Data Center

1. Verify the integrity of your data. See [Verifying Data Integrity, below](#).
2. Back up the SQL databases, if needed. See [Backing Up the SQL Databases, on the next page](#).
3. Run the migration tool on the current Data Center. See [Exporting from the current Data Center, on the next page](#).
4. Run the migration tool on the new Data Center. See [Importing to the new Data Center , on page 27](#).
5. Install Connected Backup on the new Data Center. See [Installing Connected Backup on the new Data Center, on page 28](#).

Verifying Data Integrity

To verify the integrity of your data

1. Open the SQL Server Management Studio and connect to the Data Center.
2. Run the DBMaint.sql script from the \DataCenter\Scripts folder.

NOTE: This procedure can take several hours.

3. Check the output for errors. If the output includes errors, do not perform the migration. Contact Support.

4. Run the following script, and save the results:

```
SELECT * FROM Directory.dbo.Volumes
```

The results of this script are used to ensure that the volume information on the new Data Center matches the volume information on the old Data Center.

5. Close the SQL Server Management Studio.

Backing Up the SQL Databases

The migration tool includes the option to copy the Connected Registry and Directory SQL databases to a separate folder during the migration process. The database copy option is not a required part of the migration process, and you can manually backup and restore the databases to the new SQL server if required.

NOTE: This step can take several hours to complete. If you receive error messages or warnings during the backup, do not continue with the migration process. Contact Support.

To backup the SQL databases for a stand-alone Data Center

1. In the Control Panel on the Data Center server, open the Scheduled Tasks.
2. Right-click **WeeklyMaint**, and select **Run**.
3. Close the **Scheduled Tasks Control Panel**.

To backup the SQL databases for a mirrored or clustered Data Center

NOTE: Mirrored Data Center servers have both a Directory and Registry database.

Clustered Data Center servers can have both a Directory and Registry database (non-dedicated Registration Master), just a Registry database (dedicated Registration Master), or just a Directory database (directory server).

1. Open the SQL Server query interface and connect to the Data Center.
2. Run the database_backup.sql script from \DataCenter\DRProcs folder.
3. Close the SQL Server query interface.

Exporting from the current Data Center

To export files and information from the current Data Center

1. Obtain the migration tool from Support, and then extract the file to a convenient location on your Data Center.

The migration tool is used to export the Data Center installation folder, the Connected Windows registry key, and the Connected databases (if selected) from the current Data Center to a storage folder on a separate computer or network share.

The migration tool is also used to import the Data Center information from the storage folder on the new server to prepare it for the Connected Backup.

2. In the migration tool installation folder, run `CMT.exe`.
3. In the Data Center Migration dialog box, select **Export**, and then click **OK**.
4. Follow the prompts in the migration tool to export information from the Data Center to a folder on a separate computer. For detailed steps, see [Running CMT, on page 13](#).

NOTE: After you click **Export**, if the migration tool displays an error message during the export process, contact Support.

You can find additional information relating to displayed error messages in the log files. The log files are in the Log folder in the same folder as the migration tool.

5. After you complete the Data Center export, click **Close**, and then exit the migration tool.
6. Copy the exported data and customers folder data to a temporary location as this data is needed while running CMT import task.
7. Remove the server from the network, and complete the following steps on the server:
 - Uninstall the Data Center software
 - Uninstall SQL Server
 - Provide the server with a new server name
 - Provide the server with a new IP address

Importing to the new Data Center

To import files and information to the new Data Center

1. Prepare the new server for the Data Center installation.

For more information, see the *Connected Backup Installing the Data Center*.
2. Configure the server with the same server name and IP address as the old Data Center.

Make sure that both old and new Data Centers have same IP Address, Name, Subnet Mask, Default Gateway, Preferred DNS Name, and Alternate DNS Name.
3. If you manually backed up the Registry and Directory databases, restore the databases to the server.
4. Copy the exported data from the temporary location to the new server.
5. Extract the migration tool to a convenient location on the new Data Center.
6. In the migration tool installation folder, run `CMT.exe`.
7. In the **Data Center Migration** dialog box, select **Import**, and then click **OK**.

8. Follow the prompts in the migration tool to import information from the folder that contains the exported Data Center data from the old Data Center. For detailed steps, see [Running CMT, on page 13](#).

NOTE: In **Data Center Import Path**, browse to the explicit folder you created during the export process, and not to any subfolders in the folder that were created by the migration tool during the Data Center export.

After you click **Import**, if the migration tool displays an error message during the import process, contact Support.

You can find additional information relating to displayed error messages in the log files. The log files are in the Log folder in the same folder as the migration tool.

9. After you complete the Data Center import, click **Close**, and then exit the migration tool.
10. If the new server has a different network interface card than the old Data Center, ensure that the new License.CTD file from the License Request Form available through the [MySupport portal](#) to request for a license.
11. To validate the drive mappings on the new server as compared to the old server, use the following steps:

- a. Open SQL Server Management Studio, and then connect to the Data Center server.
- b. Run the following script:

```
SELECT * FROM Directory.dbo.Volumes
```

12. Provide access for the new server to archive sets in the same volume configuration as existed on the old Data Center.

This includes copying archive sets from the old Data Center to the new server, maintaining drive letter assignments for files, as well as reattaching archive storage devices (if they are in use). Use the query results from previous step to assist you with this process.

Installing Connected Backup on the new Data Center

To install the Connected Backup software on the new Data Center

1. Download the same version of Connected Backup from the Customer Support Site that was installed on the old Data Center, and then extract the file to a convenient location on your Data Center.
2. Open a command prompt, change to the Data Center installation folder, and then type the following command: `setup.exe -SilentReinstall`
3. Follow the prompts in the Setup Wizard.
4. After you complete the Data Center installation, click **Finish**.

The Connected Backup installation is complete.

Starting the Migrated Data Center

To start the Data Center services on the server and verify their operation

1. Open the DCMC on the migrated server.
2. In the left pane, expand the migrated Data Center server name.
3. Right-click **BackupServer** and then select **Properties**.
4. In the Session Restrictions section, select **Allow Backups** and **Allow Restores**.
5. Click **OK**, and then close the DCMC.
6. To verify that the migration completed successfully, use the DCMC to make sure that the following conditions exist:
 - All Data Center services are running.
 - The BackupServer service is accepting backups.

Verifying SQL Replication

The Data Center migration process restores SQL replication between Data Centers after you broke SQL replication during the migration process.

To verify that the Data Centers are connected through SQL replication

1. Use the Services Control Panel to verify that the SQL Server and SQL Server Agent services are running.
2. Open the SQL Server Management Studio, and then connect to the migrated server.
3. In the left pane, right-click **Replication**, and then click **Launch Replication Monitor**.
The Replication Monitor window opens.
4. Click the **Subscription Watch List** tab, right-click on any of the entries in the grid section, and then select **View Detail**.
The Subscription window opens.
If there are no entries within the grid section, re-establish SQL replication between the servers in the pair.
For more information about breaking and re-establishing SQL replication, see [Appendix A: Re-establish SQL replication, on page 38](#).
5. In the **Actions in the selected session** section, look for entries similar to the following message:

```
1 transaction(s) with 1 command(s) were delivered.
```


If you do not see any messages similar to the sample message, re-establish SQL replication between the servers in the pair.

For more information about breakign and re-establishing SQL replication, see [Appendix A: Re-establish SQL replication, on page 38](#).

6. Close the Subscription window, and then close the Replication Monitor window.
7. Close the SQL Server Management Studio.

Redirecting the Web Services Applications After Migration

Once the Data Center has been migrated, you must migrate the Web server to the same version of Connected Backup that is on the Data Center. For detailed instructions, see [Migrating the Web server to new environment, below](#).

If you use a mirrored or clustered Data Center, you must also point the migrated Web server to the migrated Data Center.

NOTE: Do not use this task with stand-alone servers, as there is no fail-over Data Center server for the Web server to connect to for Support Center and Account Management Website access.

To redirect the Web services applications to a migrated Data Center server

1. Open the Windows Registry Editor.
2. Navigate to **HKEY_LOCAL_MACHINE\SOFTWARE\WoW6432Node\Connected\SupportCenter**.
3. Modify the value of RegistryConnect to reflect the server name of the other Data Center in the pair.

For example, if SERVER1 and SERVER2 are in a mirrored pair, and SERVER1 is being migrated and is also the server the Web server uses, change:

DRIVER={SQL Server};SERVER=SERVER1;DATABASE=Registry;Trusted_Connection=Yes
to

DRIVER={SQL Server};SERVER=SERVER2;DATABASE=Registry;Trusted_Connection=Yes

4. Close the Registry Editor.
5. Open a Command Prompt window, and then type the following command to restart Internet Information Server (IIS):

`iisreset`
6. Close the Command Prompt window.

Migrating the Web server to new environment

This section describes how to migrate the separate Connected Backup Web server running the Support Center and Account Management Website applications to a new environment.

To migrate your Web server

1. Make sure the Web server is prepared for the migration process. See [Preparing for the Migration, below](#).
2. Run the migration tool on the old Web server. See [Exporting from the current Web Server, below](#).
3. Run the migration tool on the new Web server. See [Importing to the new Web Server, on the next page](#).
4. Install Connected Backup Web applications on the new Web server. See [Installing Connected Backup on the new Web Server, on the next page](#).
5. Verify the migration process. See [Verifying the Migration, on the next page](#).

Preparing for the Migration

Before you migrate your Web server to a new environment, consider the following information:

- Your new Web server must meet the system requirements for the Data Center. For more information about these requirements, see *Connected Backup Requirements Matrix*.
- The current Web server requires .NET Framework 3.5 Service Pack 1 to be installed on the Web server. The migration tool will not operate without the appropriate version of .NET installed on the server.
- The migration tool does not move Secure Socket Layer (SSL) certificates from the current server to the new server. SSL certificates used for Web services must be manually moved to the new server.

Exporting from the current Web Server

To export files and information from the current Web server

1. Obtain the migration tool from Support, and then extract the file to a convenient location on your Data Center.
2. In the migration tool installation folder, run CMT.exe.
3. In the **Data Center Migration** dialog box, select **Export**, and then click **OK**.
4. Follow the prompts in the migration tool to export information from the Data Center to a separate folder. Do not select the option to copy databases, as the Web server does not store or maintain databases.

For detailed steps, see [Running CMT, on page 13](#).

5. After you complete the Web server export, click **Close**, and then exit the migration tool.
6. Remove the Web server from the network, and provide the server with a new server name and IP address.

Importing to the new Web Server

To import files and information to the new server

1. Configure the Web server with the same server name and IP address as thzt of the old Web server.
2. Extract the migration tool to a convenient location on the new new server.
3. In the migration tool installation folder, run CMT .exe.
4. In the Data Center Migration dialog box, select **Import**, and then click **OK**.
5. Follow the prompts in the migration tool to import information from the folder that contains the exported data from the old Web server.

For detailed steps, see [Running CMT, on page 13](#).

6. After you complete the Web server import, click **Close**, and then exit the migration tool.

Installing Connected Backup on the new Web Server

To upgrade the Support Center or Account Management Website Web application servers

1. Use a Windows domain account with local administrator privileges to log on to the Web server on which Support Center or Account Management Website is installed.
2. Prepare the new server for the Data Center installation. For more information, see *Connected Backup Installing the Data Center*.
3. Download the Connected Backup software package from the Customer Support Site.
4. Extract the file to a convenient location on your Data Center.
5. From the Start menu, open a command prompt window.
6. In the command prompt window, change the directory to the folder that contains the Data Center install files, and then run the following command:

`setup.exe -SilentReinstall`
7. Follow the prompts in the Setup wizard. For more information about the selections during setup, see Data Center Setup Help.

Verifying the Migration

To verify that the migration was successful

1. On a computer other than the Support Center Web server, open a Web browser and type the URL for your Support Center.
2. Verify that the Support Center logon screen opens, and that the correct version is visible at the bottom of the screen.

3. To verify that the search function works correctly, log on to Support Center and search for a user account.
4. On a computer that does not have Account Management Website server or an Agent, open a Web browser and type the registration URL of Account Management Website.
5. Use Account Management Website to register a new account, and then download and install an Agent on that computer.

The verification is complete.

Post Migration

After the migration completes successfully on the new system, consider the following information:

- Copy all archives from old system to new system or detach and attach it to new system if it is available on NAS.
- Data Center setup will show the **Reinstall DC** dialog for the components migrated by CMT.
- Re-install the DC on the new system by selecting the exact same DC configuration (Standalone/mirror/cluster) of the old system.
- Make sure to restore the custom settings and/or SSL certificate(s).

Chapter 4: FAQ

This section helps you to look for answers to some of the Frequently Asked Question you may have.

This section includes the following:

- [Installation, on the next page](#)
- [Migration, on the next page](#)
- [Database, on page 36](#)
- [Backup, on page 37](#)

Installation

How do we know if the old license file works?

If the Ethernet address is different we need a new license file. CMT will check for this and warn the user that they may need a new license file.

What is the procedure for getting the new license file and deprecating the old license?

It is the same as a fresh installation.

To request a new license, use the License Request Form available on the Customer Support Site. To access the Customer Support Side, go to [MySupport portal](#).

Based on what configuration data, will the BDC installation show up the re-install option in the installer?

Backupserver service has to be created on the new system so that DC installer sees that as an instance of the DC is already installed in the machine. This is done by CMT.

Migration

What items are not migrated?

SQL Server Jobs (if the customer has created), Custom AdminAPI code, Custom Reports, and Custom Windows Scheduled Tasks.

If there were pre-existing log files in folders other than the datacenter installation folder, these will not be migrated.

What happens in case of errors on import?

There can be errors on system checks. These are handled via the UI and the user is expected to take corrective action and run the “system checks” again. If there are errors in the actual copying phase of the import, we rollback as much as possible. We have no checks for data corruption (files, registry keys, databases) between the export and the import phase.

Do we have any sensitive information exported from the registry which may not be exposed to the user exporting. If so, do we need to encrypt the information?

CMT tool does not encrypt the registry keys. It is run as admin, so this is not an issue.

Do we need file integrity checks for the files copied during export?

No integrity checks are being made for the files that are copied.

Does the tool detect the DC folder even if it installed on different drive ?

Yes. The CMT tool gets the installed directory of DC from the registry key: HKEY_LOCAL_MACHINE\SOFTWARE\Connected\BackupDataCenter\InstallDir.

Should both the machines be disconnected from the network during migration as two machines with same host name causes DNS issues?

Yes, both machines cannot be on the network at the same time. However, during export, the source machine will be on the network and during import, the destination machine will be on the network.

How can one know at which point the replication services need to be stopped? For example, I got some 1000 records on primary to be replicated to secondary, and if you are migrating the primary you may lose the records.

After reinstalling the DC in the new machine, after running CMT tool and copying the archive files, replication server checks for the files so far replicated and starts the process again.

Does CMT ask to free up the space and if so done, continues from this point ?

Before copying the fails tool checks for enough free space. If no free space, then the tool terminates logging the same.

How do you determine where SSWSAPI is installed on the machine?

IIS install directory is determined at runtime, not hard-coded.

Does CMT support branding feature?

Yes, we migrate the branding files.

Database

Do we need to make SQL Server memory checks or any other checks made during installation to the Import System Checks?

The CMT does make some of the checks.

Do we support if the SQL is configured with RAID where the database and log files are stored separately?

Yes. CMT queries the SQL server for the location of data files of the DBs.

How do I handle SQL issues related to disaster recovery?

See section [Appendix A: Re-establish SQL replication, on page 38](#).

Backup

Do we make sure we wait for any backup jobs currently running or forcefully close the active sessions?

Services are stopped gracefully.

Appendix A: Re-establish SQL replication

This section explains how to re-establish SQL replication between Data Center server pairs in your mirrored or clustered Data Center environment. You use SQL replication to replicate database information between Data Center server pairs. Use the following steps to verify that SQL replication is running and, if necessary, to restart SQL replication.

Verifying the SQL Replication Connection

Before you re-establish SQL replication on your Data Center servers, you first must verify that SQL replication is running.

To verify that SQL replication is running

1. Open the SQL Server Management Studio and connect to the Data Center server.
2. Right-click **Replication**, and then click **Launch Replication Monitor**.
The Replication Monitor window opens.
3. To verify whether SQL replication is running or not, examine the following items:
 - If the Replication Monitor icon does not display a red **x**, SQL replication is functional and does not need to be re-established.
 - If the Replication Monitor icon displays a red **x**, follow the steps in the next section to restart SQL replication.

Remove and re-establish SQL replication

Removing Push Subscriptions on SQL Server

If you use SQL Server on your Data Centers, remove any push subscriptions on the Data Center server in the mirrored configuration.

To verify and remove push subscriptions at the publisher or subscriber

1. On the functional server, open the SQL Server Management Studio.
2. In the left pane, expand the server node, and then expand **Replication**.
3. In the left pane, expand **Local Publications**, and then expand any publications associated with subscriptions.
4. Right-click the subscription, and then select **Delete**.
5. Ensure that the Connect to **Subscriber** checkbox is selected, and then click **Yes**.

6. In the left pane, expand **Local Subscriptions**.
7. Right-click the subscription, and then select **Delete**.
8. Ensure that the **Connect to Publisher** checkbox is selected, and then click **Yes**.

If **Local Publications** or **Local Subscriptions** contain more than one push subscription, use this process to remove all push subscriptions.

Primary Server Actions

To remove SQL replication on the primary server

1. On both servers, use the Services Control Panel to verify that the SQL Server and SQL Server Agent services are running.
2. Use the DCMC to stop all Data Center services on the primary server.
3. Open the SQL Server Management Studio, and then connect to the primary server.
4. Stop all replication jobs on the server. To stop all replication jobs, complete the following steps:
 - a. Right-click **Replication** and then click **Launch Replication Monitor**.
 - b. In the left pane, select **Replication Monitor > My Publishers > [local server name] > [Directory]: Directory**.
 - c. In the right pane, right-click any running jobs and then select **Stop Synchronizing**.
 - d. Close the Replication Monitor window.
5. Run the `Uninstall_SQLMirror_Directory.sql` script from the primary server `\DataCenter\DRProcs` folder.

NOTE: After you run the `Uninstall_SQLMirror_Directory.sql` script on the primary server, you might receive the following warnings:

- The replication agent job 'Directory-Snapshot' was not removed because it has a non-standard name; manually remove the job when it is no longer in use.
- The replication agent job 'Directory-LogReader' was not removed because it has a non-standard name; manually remove the job when it is no longer in use.

You can safely ignore these warnings.

6. Run the `Uninstall_SQLMirror_distribution.sql` script from the primary server `\DataCenter\DRProcs` folder.
7. Use the DCMC to restart all Data Center services on the primary.

Secondary Server Actions

To remove SQL replication on the secondary server

1. Use the DCMC to stop all Data Center services on the secondary server.
2. Open the SQL Server Management Studio, and then connect to the secondary server.
3. Stop all replication jobs on the server. For more information about how to stop replication jobs, see step 4 in the previous section for the primary server.
4. Run the `Uninstall_SQLMirror_Directory.sql` script from the secondary server `\DataCenter\DRProcs` folder.
5. Run the `Uninstall_SQLMirror_distribution.sql` script from the secondary server `\DataCenter\DRProcs` folder.
6. In the SQL Server Management Studio, disconnect from the secondary server, and then connect to the primary server.
7. Run the `SQLmirror_distribution.sql` script from the secondary server `\DataCenter\Scripts` folder.
8. Run the `SQLmirror_Directory_remote.sql` script from the secondary server `\DataCenter\Scripts` folder.

NOTE: After you run the `SQLmirror_distribution.sql` and `SQLmirror_Directory_remote.sql` scripts, you might receive the following warnings:

- **Warning:** The logreader agent job has been implicitly created and will run under the SQL Server Agent Service Account.
- **Warning:** The parameter '@auto_identity_range' is obsolete and is available only for backwards compatibility. It will not be available in future releases. Instead of this parameter, use the parameter '@identityrangemanagementoption'.

You can safely ignore these warnings.

9. In the SQL Server Management Studio, disconnect from the primary server, and then connect to the secondary server.
10. Run the `SQLmirror_distribution.sql` script from the secondary server `\DataCenter\Scripts` folder.
11. Run the `SQLmirror_Directory.sql` script from the secondary server `\DataCenter\Scripts` folder.
12. Close the SQL Server Management Studio.
13. Use the DCMC to restart all the Data Center services on the secondary server.

You have restarted SQL replication between the two Data Center servers in the pair.

Send documentation feedback

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Micro Focus Connected Backup 9.0.7 Configuration Migration Tool User Guide

Add your feedback to the email and click **Send**.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to swpdl.ConnectedBackup.DocFeedback@microfocus.com.

We appreciate your feedback!