

Migration Guide



Contents

Document Summary	1
Steps to move ADSelfService Plus to another machine	1
Step 1: Identify the database	1
Step 2: Back-up the database from old server	2
Step 3: Restore the database in the new server	2
Step 4: Restoring SSL certificates, customization files, and license	3

Document Summary

Situations may arise in which you may want to move ADSelfService Plus from one machine to another. This document will guide you through the migration process.

Steps to move ADSelfService Plus to another machine

Note:

Do not uninstall ADSelfService Plus from the old machine until the new installation works fine.

Step 1: Identify the database

- Navigate to <Installation_Dir>\conf (By default: C:\ManageEngine\ADSelfService Plus\conf).
- Open **database_params.conf** file in a text editor and identify the database that is being used by ADSelfService Plus in your environment.

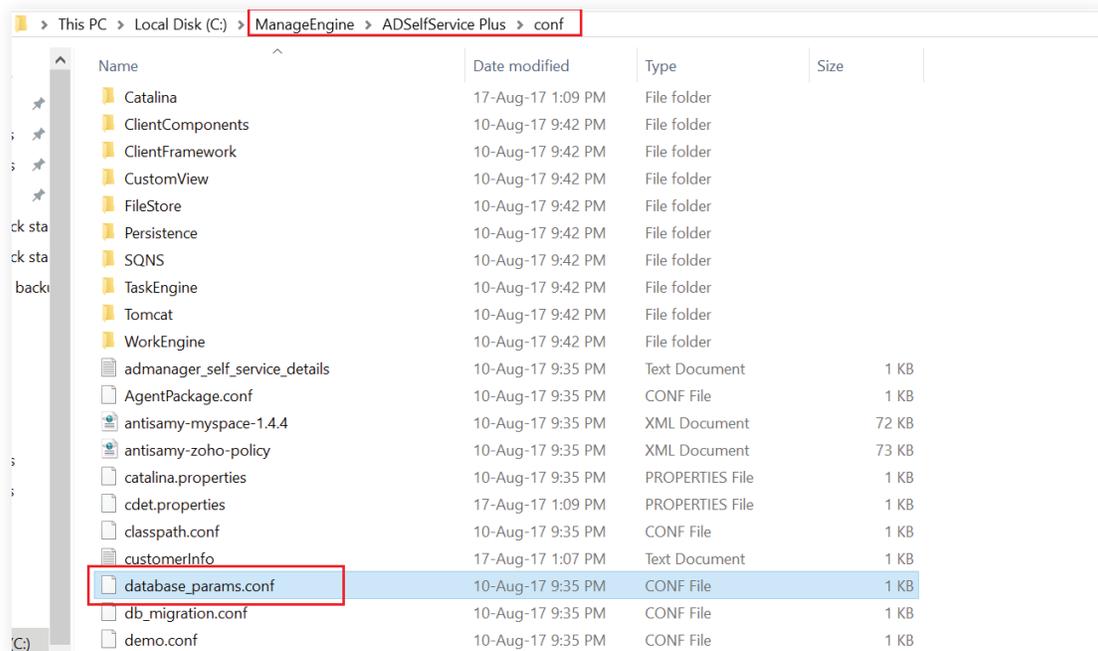


Fig: Identifying the database

- If the database is **PostgreSQL**, then **continue with Step 2**.
- If the database is **MySQL** or **MS SQL**, then [contact ADSelfService Plus support](#) for further guidance

Step 2: Back up the database from the old server

- Update **ADSelfService Plus** to the latest build before migration.
- Open **ADSelfService Plus** and log in as an administrator.
- Navigate to **Admin > Product Settings > Auto Backup**.
- Click **Backup Now**.

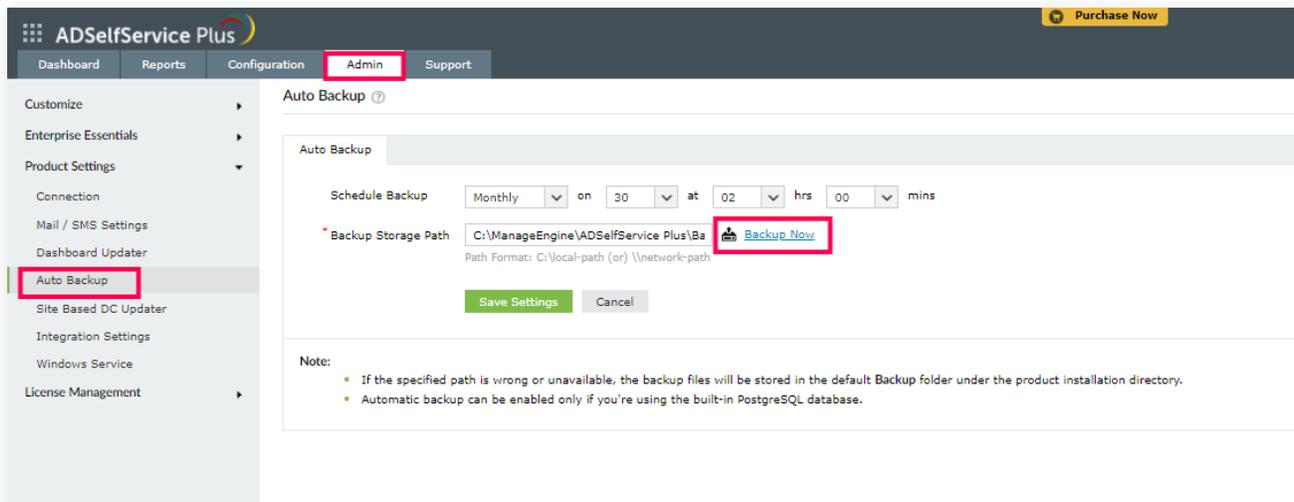


Fig: Backup settings

Step 3: Restore the database in the new server

- Restore the database by executing the following command:

```
restoreDB.bat compressed_file_name.zip -p <password>
```

Example: restoreDB.bat 081224-1547.zip -p <password>

- The password for the database backup file could be one of two types:
 - Default password: This is the filename in reverse. For the filename mentioned above, the password would be "7451-422180".
 - Admin-configured password: This is the custom password that was configured in the admin portal before creating the database backup. The **Change Password For Database Backup Files** option can be found under **Admin > Connection > General Settings**.

- If you forgot the password to the backup file but have access to the ADSelfService Plus installation directory, obtain the customer-config.xml file from <installation_dir>\conf\ and contact support@adselfserviceplus.com to decrypt it.
- If you do not have access to the ADSelfService Plus installation directory, the backup will be inaccessible and a new backup will have to be created.
- Start **ADSelfService Plus**.
- If the product runs as an application, click **Start > All Programs > ADSelfService Plus > Start ADSelfService Plus**.
- If the product runs as a Windows service, click **Start > Run** and type **services.msc** and start the **ManageEngine ADSelfService Plus** service.

Step 4: Restoring SSL certificates, customization files, and license

- If you have enabled HTTPS option for ADSelfService Plus in the old server, then
- Copy the **server.xml** and **web.xml** files from <Installation_Dir>\conf folder from the old server and paste them in the same location in the new server.
- Copy the **certificate file** from the old server (location can be found in the server.xml file inside a connector tag) and paste it in the same location in the new server.

```

</Engine>
<Connector SSLEnabled="true" acceptCount="100" clientAuth="false" connectionTimeout="20000" debug="0"
disableUploadTimeout="true" enableLookups="false" keystoreFile="./conf/server.keystore" keystorePass=
"adventnet" maxSpareThreads="75" maxThreads="150" minSpareThreads="25" name="SSL" port="9251" scheme="https"
secure="true" sslProtocol="TLS" sslProtocols="TLSv1,TLSv1.1,TLSv1.2"/>
</Service>
</Server>

```

Fig: Certificate file location

- If you have customized the login page of ADSelfService Plus, then copy the DomainLogin.html file in <Installation-dir>\webapps\adssp\html folder from the old server and paste it in the same location in the new server.
- If you have customized the logo of the product, then go to Admin > Customize > Rebranding and reapply the logo.
- Click the License link in the top-right corner of the portal and reapply the license.