



IPSWITCH

Database Migration Guide

Learn how to migrate a WhatsUp Gold database from Microsoft® SQL Server® 2005 Express Edition to Microsoft® SQL Server® 2005 or 2008 Enterprise, Standard, or Workgroup Editions.



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CHAPTER 1

Migrating WhatsUp Gold to a new server

In This Chapter

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This section explains how to migrate an installation of WhatsUp Gold from one server to another.

If you are using a local Microsoft SQL Server 2005 Express Edition, Microsoft SQL Server 2005 or Microsoft SQL Server 2008 database with WhatsUp Gold, follow the instructions for *Migrating WhatsUp Gold with a local database* (on page 2).

If you are using a remote database with WhatsUp Gold, follow the instructions for *Migrating WhatsUp Gold with a remote database* (on page 12).



Note: The procedures in this guide assume that you are using WhatsUp Gold v12.3 or later. If you are using an earlier version, we strongly recommend you upgrade prior to moving WhatsUp Gold to a new server.

Migrating WhatsUp Gold with a local database

These instructions explain how to move an installation of WhatsUp Gold that is using a local database from one server to another.



Note: These instructions are not intended for use with WhatsUp Gold MSP or Distributed Editions. For help migrating those editions, contact technical support.

Step 1: Upgrade existing server to latest version of WhatsUp Gold

To successfully migrate WhatsUp Gold from one server to another, the versions of WhatsUp Gold on both servers must match exactly. We strongly recommend upgrading to the latest version of WhatsUp Gold, which is available to active service agreement holders on the Mylpswitch customer portal. If you are not an active service agreement holder, you can renew your service agreement in the Mylpswitch customer portal.

To download the latest version of WhatsUp Gold:

- 1 Go to the *MyIpswitch.com* customer portal (<http://www.myipswitch.com/>).
- 2 If you do not have an account, click **Sign up now** and create a new account.
- or -
If you have an account, enter your email address and password to access your MyIpswitch account.
- 3 Select the **My Downloads** tab. The My Downloads page appears.
- 4 In the **Network Management** section, locate the latest version of WhatsUp Gold that is available to you. If this version is newer than the currently installed version of WhatsUp Gold, click **Download**. The file begins downloading.

After the download completes, launch the installation program to upgrade. Follow the on-screen instructions to complete the installation.



Tip: Additional installation instructions are available in the Release Notes, which are available from the first screen of the installation program.

Step 2: Back up existing databases

To move the data from the existing server to the new server, you must back up the databases.



Caution: Any data collected from the time you back up the databases to when you restore them on the new server will be lost. We recommend executing these steps during non-peak times, when minimal downtime can be tolerated.

To back up the databases:

- 1 Back up the WhatsUp Gold database.
 - a) From the WhatsUp Gold console, select **Tools > Database Utilities > Back Up WhatsUp SQL Database**. The Save Database As dialog appears.
 - b) Enter a name for the database backup file, such as `whatsup_backup.dat`, then click **Save**.
- 2 Back up the Flow Monitor database.
 - a) From the WhatsUp Gold console, select **Tools > Database Utilities > Back Up Flow Monitor SQL Databases > Back Up Flow Monitor Current Database**. The Save Database As dialog appears.
 - b) Enter a name for the database backup file, such as `nf_backup.dat`, then click **Save**.
- 3 Back up the Flow Monitor archive database.
 - a) From the WhatsUp Gold console, select **Tools > Database Utilities > Back Up Flow Monitor SQL Databases > Back Up Flow Monitor Archive Database**. The Save Database As dialog appears.
 - b) Enter a name for the database backup file, such as `nfarchive_backup.dat`, then click **Save**.

- 4 Close the WhatsUp Gold console.



Note: These operations may take some time depending on the size of your database.



Note: Even if you do not use the WhatsUp Gold Flow Monitor plug-in, you need to back up the Flow Monitor databases.

Step 3: Disable WhatsUp Gold on existing server

Your license provides a limited number of activations, so we recommend deactivating the license on the existing server before installing on the new server.

To deactivate the license on the existing server:

- 1 From the Windows Start menu, select **Programs > Ipswitch WhatsUp Gold > Manage WhatsUp Gold License**. The WhatsUp Gold Activation utility appears.
- 2 Select **Deactivate this license on this computer**, then click **Next**. The license is deactivated.
- 3 Click **Finish** to close the WhatsUp Gold Activation utility.

Step 4: Copy installation program and database backup files to new server

Using a network share, common FTP server, USB thumb drive, or whatever method you prefer, copy the installation program and the database backup files to the new server. We recommend storing these files in a temporary directory.

Step 5: Install WhatsUp Gold on new server

Using the installation program that you copied in step four, install WhatsUp Gold. The steps to do this vary depending on whether you are installing using Microsoft SQL Server 2005 Express Edition, Microsoft SQL Server 2005 or Microsoft SQL Server 2008.

To install WhatsUp Gold using the default Microsoft SQL Server 2005 Express Edition instance:



Important: WhatsUp Gold systems running on Microsoft Windows Vista require a reboot during the install process if .NET 3.5 (SP1) has not been installed prior to the WhatsUp Gold install.

- 1 Log in directly to Microsoft Windows using the Administrator account (if you do not have an account called Administrator, use an account that has full administrative privileges to the computer).



Caution: We do *not* recommend using Terminal Services or Remote Desktop to install WhatsUp Gold.



Note: When installing on Windows Vista, additional steps are necessary for the Task Tray application to work properly. For more information, see *Task Tray Application fails on Windows Vista* in the Help.

- 2 Start the installation program:
 - If you downloaded an electronic version of WhatsUp Gold, double-click on the downloaded file.
 - If you purchased a WhatsUp Gold CD-ROM, insert the CD-ROM into the appropriate drive. If it does not run automatically, click **Start**, select **Run**, then enter the CD path followed by `AutoRun.exe` (for example, `D:\AutoRun.exe`).
- 3 Read the Welcome screen.

Click a button next to an additional resource to view that resource.

Click **Next**. The License Agreement dialog appears.
- 4 Read the license agreement. If you accept the terms of the license agreement, select **I accept the terms of the license agreement**.
 - To print a copy of the license agreement, click **Print**. The license agreement is sent to the default printer.
 - If you do not accept the terms of the license agreement, click **Cancel** to exit the installation program.

Click **Next** to continue.
- 5 Select the install directories for Microsoft SQL Server 2005 Express Edition. The application and data files are installed in default directories. To change the locations, click **Browse** to find and select a different directory for the application files or the data files.



Important: Make sure that you have a large capacity drive selected for data storage. The data files for WhatsUp Gold can reach a maximum size of 22 GB.



Important: During the initial installation, databases are created for WhatsUp Gold Flow Monitor. These initial databases are limited in size, but are increased the first time the Flow Monitor collector initializes. If at least 16 GB of disk space are available when the collector initializes, the maximum size of the Flow Monitor databases is increased to 4 GB each (16 GB total including transaction logs). If less than 16 GB is available, the maximum size of the Flow Monitor databases is limited proportionately to the amount of free disk space. If your license includes WhatsUp Gold Flow Monitor, we strongly recommend that you verify that you have at least 16 GB of free disk space before installing.

- 6 Click **Next**. The Choose Destination Location dialog appears.
- 7 Select the installation directory for the WhatsUp Gold application files.

The default path is `C:\Program Files\Ipswitch\WhatsUp`. We recommend that you use the default path.



Tip: You can install WhatsUp Gold to a different location. To select a different location, click **Change**.

After you select the installation directory, click **Next**.



Note: If the installation program detects data from a previous installation of WhatsUp Gold, the Back up Web and Report Files dialog appears. We recommend that you select **Back up the existing Web and report files**, then click **Next**.

The Enable Web Server dialog appears.

- 8 Determine if you want to enable the WhatsUp web server.
 - To enable the WhatsUp web server, select **Yes** and enter a port. The default port is 80.



Note: You must select a port that is not already in use. If the port you enter is in use, you must enter a different port or stop the service using the entered port before you can continue installing WhatsUp Gold. If you choose to stop the service running on the port you want to use, you must disable it permanently. If you only disable it temporarily, a port conflict will occur the next time the disabled service is started.

- To use Microsoft Internet Information Services, select **No**, then see *Configuring the web server* in the Help.

After making a selection, click **Next**.



Note: If the firewall is enabled when WhatsUp Gold is installed, the port you specify is opened in the Windows Firewall. This allows other computers on the network to log on to the WhatsUp Gold Web interface.

- 9 Click **Install** to install WhatsUp Gold. The setup program installs and configures WhatsUp Gold.
- 10 When the installation completes, the InstallShield Wizard Complete dialog appears.

To see the release notes after the installation program closes, select **View WhatsUp Gold release notes and documentation**.
- 11 Click **Finish**. The setup program closes.



Note: The first time you open the WhatsUp Gold, you are prompted to run a network discovery. It is not necessary to run a discovery at this time, as all of the data collected will be overwritten by your existing database.

To install using an existing Microsoft SQL Server:



Important: WhatsUp Gold systems running on Microsoft Windows Vista require a reboot during the install process if .NET 3.5 (SP1) has not been installed prior to the WhatsUp Gold install.

- 1 Log in directly to Microsoft Windows using the Administrator account (if you do not have an account called Administrator, use an account that has full administrative privileges to the computer).



Caution: We do *not* recommend using Terminal Services or Remote Desktop to install WhatsUp Gold.



Note: When installing on Windows Vista, additional steps are necessary for the Task Tray application to work properly. For more information, see *Task Tray Application fails on Windows Vista* in the Help.

- 2 Start the installation program:
 - If you downloaded an electronic version of WhatsUp Gold, double-click on the downloaded file.
 - If you purchased a WhatsUp Gold CD-ROM, insert the CD-ROM into the appropriate drive. If it does not run automatically, click **Start**, select **Run**, then enter the CD path followed by `AutoRun.exe` (for example, `D:\AutoRun.exe`).
- 3 Read the Welcome screen.

Click a button next to an additional resource to view that resource.

Clear **Hide advanced installation options**. This checkbox must be cleared in order for you to use Microsoft SQL Server as the WhatsUp Gold database.

Click **Next**. The License Agreement dialog appears.
- 4 Read the license agreement. If you accept the terms of the license agreement, select **I accept the terms of the license agreement**.
 - To print a copy of the license agreement, click **Print**. The license agreement is sent to the default printer.
 - If you do not accept the terms of the license agreement, click **Cancel** to exit the installation program.

Click **Next** to continue. The Microsoft SQL Server Installation Options dialog appears.

- 5 Select **Use an existing installation of Microsoft SQL Server**, then click **Next**. The Database Server Login dialog appears.
 - a) In **Database server that you are installing to**, enter the hostname of your database server.



Important: Make sure that the "master" database for the existing SQL Server database instance that is hosting the WhatsUp database is configured to use case-insensitive collation.



Note: If you are using a database instance other than the default instance, you must include the instance name using the format <Server_Name>\<Instance_Name>.



Tip: If you cannot remember your database server's hostname, click **Browse** to see a list of all database servers detected on the domain. Database servers to which you can connect but which are not configured on the same domain as the computer where you are installing WhatsUp Gold are not shown. The Browse dialog scans your entire domain, so it may take some time before showing you a list of database servers.

- b) Select the appropriate authentication method for your database server.
 - If your database server is a member of a domain and is configured to accept Windows user names, select **Windows authentication**. The user whose credentials you use to run WhatsUp Gold must be a member of the same domain as the database server.
 - If your database server requires SQL Server authentication, or if the Windows user account under which WhatsUp Gold runs does not have access to the database server via Windows authentication, select **SQL Server authentication using Login ID and password below**, then enter the correct **Login ID** and **Password**.
 - c) Click **Next**. The installation program attempts to validate the credentials you entered and checks for the existence of WhatsUp Gold databases on the database server. If WhatsUp Gold databases are found on the database server, the setup program alerts you and asks if you want to continue.
 - Select **Yes** to upgrade the databases and continue the installation.
 - Select **No** to select another Microsoft SQL Server.

After the credentials are validated, the Enter Microsoft SQL Server 2005 Express Edition Paths dialog appears.

- 6 This dialog lists the third-party resources that the installation program installs, including Microsoft SQL Server 2005 Express Edition client tools (required for installations of WhatsUp Gold that use Microsoft SQL Server databases).

Click **Next**. The Choose Destination Location dialog appears.

- 7 Select the installation directory for the WhatsUp Gold application files.

The default path is C:\Program Files\Ipswitch\WhatsUp. We recommend that you use the default path.



Tip: You can install WhatsUp Gold to a different location. To select a different location, click **Change**.

After you select the installation directory, click **Next**.



Note: If the installation program detects data from a previous installation of WhatsUp Gold, the Back up Web and Report Files dialog appears. We recommend that you select **Back up the existing Web and report files**, then click **Next**.

The Enable Web Server dialog appears.

- 8 Determine if you want to enable the WhatsUp web server.
 - To enable the WhatsUp web server, select **Yes** and enter a port. The default port is 80.



Note: You must select a port that is not already in use. If the port you enter is in use, you must enter a different port or stop the service using the entered port before you can continue installing WhatsUp Gold. If you choose to stop the service running on the port you want to use, you must disable it permanently. If you only disable it temporarily, a port conflict will occur the next time the disabled service is started.

- To use Microsoft Internet Information Services, select **No**, then see *Configuring the web server* in the Help.

After making a selection, click **Next**.



Note: If the firewall is enabled when WhatsUp Gold is installed, the port you specify is opened in the Windows Firewall. This allows other computers on the network to log on to the WhatsUp Gold Web interface.

- 9 Click **Install** to install WhatsUp Gold. The setup program installs and configures WhatsUp Gold.
- 10 When the installation completes, the InstallShield Wizard Complete dialog appears.

To see the release notes after the installation program closes, select **View WhatsUp Gold release notes and documentation**.
- 11 Click **Finish**. The setup program closes.



Note: The first time you open the WhatsUp Gold, you are prompted to run a network discovery. It is not necessary to run a discovery at this time, as all of the data collected will be overwritten by your existing database.

Step 6: Restore backed-up databases over new server's default databases

Once WhatsUp Gold is installed using the default database, you can restore your existing database.



Note: You can only restore the database from a local drive; you cannot restore a database from a network drive.

To restore the backed-up databases over the new server's default databases:

- 1 Restore the WhatsUp Gold database.
 - a) From the WhatsUp Gold console, select **Tools > Database Utilities > Restore WhatsUp SQL Database**. The Restore Database From dialog appears.
 - b) Locate and select the database backup file that you moved from the existing WhatsUp Gold server, then click **Open**.



Note: If a dialog appears informing you that the WhatsUp service must be stopped and restarted during a database restore, click **Yes**.

- 2 Restore the NetFlow database.
 - a) From the WhatsUp Gold console, select **Tools > Database Utilities > Restore NetFlow SQL Databases > Restore NetFlow Current Database**. The Restore Database From dialog appears.
 - b) Locate and select the database backup file that you moved from the existing WhatsUp Gold server, then click **Open**.



Note: If a dialog appears informing you that the Net Flow service must be stopped and restarted during a database restore, click **Yes**.

- 3 Restore the NetFlow Archive database.
 - a) From the WhatsUp Gold console, select **Tools > Database Utilities > Restore NetFlow SQL Databases > Restore NetFlow Archive Database**. The Restore Database From dialog appears.
 - b) Locate and select the database backup file that you moved from the existing WhatsUp Gold server, then click **Open**.



Note: If a dialog appears informing you that the NetFlow service must be stopped and restarted during a database restore, click **Yes**.

Step 7: Migrate settings and files that are not stored in database

WhatsUp Gold stores some settings in the Windows Registry which must be manually re-entered on the new server.



Caution: We do not recommend exporting registry hives on the existing server to import on the new server, as some settings are custom to the specific computer. Importing the computer-specific settings from one computer into the registry of another can result in instability.



Important: Make sure that non-default port settings are set appropriately on the computer you migrate WhatsUp Gold to.

If any of the following settings were modified on the existing server, the modifications must be repeated on the new server:

- Web Server (**Configure > Program Options > Web Server**)
- Passive Monitor Listeners (**Configure > Program Options > Passive Monitor Listeners**)
- Report Data (**Configure > Program Options > Report Data**)
- Regional (**Configure > Program Options > Regional**)
- Modem port settings (available from the Beeper and Pager actions dialogs)

In addition, any settings manually configured in the registry must also be reconfigured on the new server.

Finally, copy files you have added to the `Data` subfolder of the WhatsUp Gold install directory to the same location on the new server. These files include custom sounds, MIB files, device icons, and SSL certificates.

Step 8: Restart WhatsUp Gold services on new server

We recommend restarting the server for optimal performance. If restarting the entire server is not an option, however, you can restart the following services:

- Ipswitch Alert Center
- Ipswitch Discovery
- Ipswitch Flow Collector
- Ipswitch Web Server\$WhatsUp (or IIS)
- Ipswitch WhatsUp Engine
- Ipswitch Service Control Manager

Migrating WhatsUp Gold with a remote Microsoft SQL Server database

These instructions explain how to move an installation of WhatsUp Gold that is using a remote Microsoft SQL Server 2005 or Microsoft SQL Server 2008 database from one server to another.



Note: These instructions are not intended for use with WhatsUp Gold MSP or Distributed Editions. For help migrating those editions, contact technical support.

Step 1: Upgrade existing server to latest version of WhatsUp Gold

To successfully migrate WhatsUp Gold from one server to another, the versions of WhatsUp Gold on both servers must match exactly. We strongly recommend upgrading to the latest version of WhatsUp Gold, which is available to active service agreement holders on the Mylpswitch customer portal. If you are not an active service agreement holder, you can renew your service agreement in the Mylpswitch customer portal.

To download the latest version of WhatsUp Gold:

- 1 Go to the *Mylpswitch.com* customer portal (<http://www.mylpswitch.com/>).
- 2 If you do not have an account, click **Sign up now** and create a new account.

- or -

If you have an account, enter your email address and password to access your Mylpswitch account.

- 3 Select the **My Downloads** tab. The My Downloads page appears.
- 4 In the **Network Management** section, locate the latest version of WhatsUp Gold that is available to you. If this version is newer than the currently installed version of WhatsUp Gold, click **Download**. The file begins downloading.

After the download completes, launch the installation program to upgrade. Follow the on-screen instructions to complete the installation.



Tip: Additional installation instructions are available in the Release Notes, which are available from the first screen of the installation program.

Step 2: Disable WhatsUp Gold on existing server

Your license provides a limited number of activations, so we recommend deactivating the license on the existing server before installing on the new server.

To deactivate the license on the existing server:

- 1 From the Windows Start menu, select **Programs > Ipswitch WhatsUp Gold > Manage WhatsUp Gold License**. The WhatsUp Gold Activation utility appears.
- 2 Select **Deactivate this license on this computer**, then click **Next**. The license is deactivated.
- 3 Click **Finish** to close the WhatsUp Gold Activation utility.

After you deactivate the license, you can safely uninstall WhatsUp Gold.



Warning: During the uninstall, select **Remove the WhatsUp Gold application, but leave network data I have collected intact**. Selecting any other option will delete all of the data from the WhatsUp Gold database.

To uninstall Ipswitch WhatsUp Gold with Windows XP or 2003:

- 1 Select **Start > Settings > Control Panel**, then select **Add or Remove Programs**.
- 2 Select Ipswitch WhatsUp Gold v14.
- 3 Select **Remove**.

To uninstall Ipswitch WhatsUp Gold with Windows Vista or Server 2008:

- 1 Select **Start > Settings > Control Panel**. The Control Panel dialog appears.
- 2 Under **Programs**, select **Uninstall a Program**.
- 3 Select Ipswitch WhatsUp Gold.
- 4 Select **Remove**.

You can also run the Ipswitch WhatsUp Gold installation program, then select **Remove**.

Step 3: Install WhatsUp Gold on new server



Important: WhatsUp Gold systems running on Microsoft Windows Vista require a reboot during the install process if .NET 3.5 (SP1) has not been installed prior to the WhatsUp Gold install.

- 1 Log in directly to Microsoft Windows using the Administrator account (if you do not have an account called Administrator, use an account that has full administrative privileges to the computer).



Caution: We do *not* recommend using Terminal Services or Remote Desktop to install WhatsUp Gold.



Note: When installing on Windows Vista, additional steps are necessary for the Task Tray application to work properly. For more information, see *Task Tray Application fails on Windows Vista* in the Help.

2 Start the installation program:

- If you downloaded an electronic version of WhatsUp Gold, double-click on the downloaded file.
- If you purchased a WhatsUp Gold CD-ROM, insert the CD-ROM into the appropriate drive. If it does not run automatically, click **Start**, select **Run**, then enter the CD path followed by `AutoRun.exe` (for example, `D:\AutoRun.exe`).

3 Read the Welcome screen.

Click a button next to an additional resource to view that resource.

Clear **Hide advanced installation options**. This checkbox must be cleared in order for you to use Microsoft SQL Server as the WhatsUp Gold database.

Click **Next**. The License Agreement dialog appears.

4 Read the license agreement. If you accept the terms of the license agreement, select **I accept the terms of the license agreement**.

- To print a copy of the license agreement, click **Print**. The license agreement is sent to the default printer.
- If you do not accept the terms of the license agreement, click **Cancel** to exit the installation program.

Click **Next** to continue. The Microsoft SQL Server Installation Options dialog appears.

5 Select **Use an existing installation of Microsoft SQL Server**, then click **Next**. The Database Server Login dialog appears.

- a) In **Database server that you are installing to**, enter the hostname of your database server.



Important: Make sure that the "master" database for the existing SQL Server database instance that is hosting the WhatsUp database is configured to use case-insensitive collation.



Note: If you are using a database instance other than the default instance, you must include the instance name using the format `<Server_Name>\<Instance_Name>`.



Tip: If you cannot remember your database server's hostname, click **Browse** to see a list of all database servers detected on the domain. Database servers to which you can connect but which are not configured on the same domain as the computer where you are installing WhatsUp Gold are not shown. The Browse dialog scans your entire domain, so it may take some time before showing you a list of database servers.

b) Select the appropriate authentication method for your database server.

- If your database server is a member of a domain and is configured to accept Windows user names, select **Windows authentication**. The user whose credentials you use to run WhatsUp Gold must be a member of the same domain as the database server.

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- If your database server requires SQL Server authentication, or if the Windows user account under which WhatsUp Gold runs does not have access to the database server via Windows authentication, select **SQL Server authentication using Login ID and password below**, then enter the correct **Login ID** and **Password**.
- c) Click **Next**. The installation program attempts to validate the credentials you entered and checks for the existence of WhatsUp Gold databases on the database server. If WhatsUp Gold databases are found on the database server, the setup program alerts you and asks if you want to continue.
- Select **Yes** to upgrade the databases and continue the installation.
 - Select **No** to select another Microsoft SQL Server.

After the credentials are validated, the Enter Microsoft SQL Server 2005 Express Edition Paths dialog appears.

- 6 This dialog lists the third-party resources that the installation program installs, including Microsoft SQL Server 2005 Express Edition client tools (required for installations of WhatsUp Gold that use Microsoft SQL Server databases).

Click **Next**. The Choose Destination Location dialog appears.

- 7 Select the installation directory for the WhatsUp Gold application files.

The default path is C:\Program Files\Ipswitch\WhatsUp. We recommend that you use the default path.



Tip: You can install WhatsUp Gold to a different location. To select a different location, click **Change**.

After you select the installation directory, click **Next**.



Note: If the installation program detects data from a previous installation of WhatsUp Gold, the Back up Web and Report Files dialog appears. We recommend that you select **Back up the existing Web and report files**, then click **Next**.

The Enable Web Server dialog appears.

- 8 Determine if you want to enable the WhatsUp web server.
- To enable the WhatsUp web server, select **Yes** and enter a port. The default port is 80.



Note: You must select a port that is not already in use. If the port you enter is in use, you must enter a different port or stop the service using the entered port before you can continue installing WhatsUp Gold. If you choose to stop the service running on the port you want to use, you must disable it permanently. If you only disable it temporarily, a port conflict will occur the next time the disabled service is started.

- To use Microsoft Internet Information Services, select **No**, then see *Configuring the web server* in the Help.

After making a selection, click **Next**.



Note: If the firewall is enabled when WhatsUp Gold is installed, the port you specify is opened in the Windows Firewall. This allows other computers on the network to log on to the WhatsUp Gold Web interface.

- 9 Click **Install** to install WhatsUp Gold. The setup program installs and configures WhatsUp Gold.
- 10 When the installation completes, the InstallShield Wizard Complete dialog appears.
To see the release notes after the installation program closes, select **View WhatsUp Gold release notes and documentation**.
- 11 Click **Finish**. The setup program closes.



Note: The first time you open the WhatsUp Gold console, you are prompted to run a network discovery. It is not necessary to run a discovery at this time, as all of the data collected will be overwritten by your existing database.

Step 4: Migrate settings and files that are are not stored in database

WhatsUp Gold stores some settings in the Windows Registry which must be manually re-entered on the new server.



Caution: We do not recommend exporting registry hives on the existing server to import on the new server, as some settings are custom to the specific computer. Importing the computer-specific settings from one computer into the registry of another can result in instability.



Important: Make sure that non-default port settings are set appropriately on the computer you migrate WhatsUp Gold to.

If any of the following settings were modified on the existing server, the modifications must be repeated on the new server:

- Web Server (**Configure > Program Options > Web Server**)
- Passive Monitor Listeners (**Configure > Program Options > Passive Monitor Listeners**)
- Report Data (**Configure > Program Options > Report Data**)
- Regional (**Configure > Program Options > Regional**)
- Modem port settings (available from the Beeper and Pager actions dialogs)

In addition, any settings manually configured in the registry must also be reconfigured on the new server.

Finally, copy files you have added to the `Data` subfolder of the WhatsUp Gold install directory to the same location on the new server. These files include custom sounds, MIB files, device icons, and SSL certificates.

CHAPTER 2

Migrating the WhatsUp Gold Microsoft SQL Server 2005 Express Edition database to Microsoft SQL Server

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This section explains how to migrate the WhatsUp Gold database from an instance of Microsoft SQL Server 2005 Express Edition installed on the same computer as WhatsUp Gold to a local or remote instance of Microsoft SQL Server 2005 or Microsoft SQL Server 2008.

These instructions assume you are using the latest version of WhatsUp Gold. To migrate a database from a previous version of WhatsUp Gold, you can:

- Upgrade to WhatsUp Gold v12.3 or later and follow these instructions.



Note: WhatsUp Gold v12.3 or later introduces automatic database upgrades. It is no longer necessary to manually execute SQL scripts to upgrade a non-standard database.

- Consult the user guide for the previous version of WhatsUp Gold for instructions specific to that version.

