

How to move a DocuWare 7 installation to a new server.

This FAQ describes moving a complete DocuWare 7 installation to a new server. While the instructions are for a single server, the principal is the same for an Enterprise or multi-server installation.

Note that this guide does not discuss upgrading while moving.

It is also important to read and understand this procedure before commencing the move.

New machine:

- Setup and configure the new machine according to the system requirements for DocuWare 7.
- Copy the DocuWare installation files to a folder on the new machine, as well as the license key.
- Create any mapped drives required for storage locations.
- Create the DocuWare service user.

If the database is on a separate machine then skip the next step.

- Run DocuWare 7 set up and install the same components as installed on the old machine.
- Install any required database tools.
- If you installed a new database on the new machine then back it up. *Do not skip this step!*

Existing machine:

- Stop all DocuWare Services on all DocuWare machines.
- Backup the database (even if on a separate machine). *Do not skip this step!*

The following steps must be done with great care. Once completed, and the Administration program exited, you will not be able to use it again on the current machine. Any mistakes will also stop you from running it on the new machine. Take care.

Note also, DocuWare will no longer run on the existing machine after these steps.

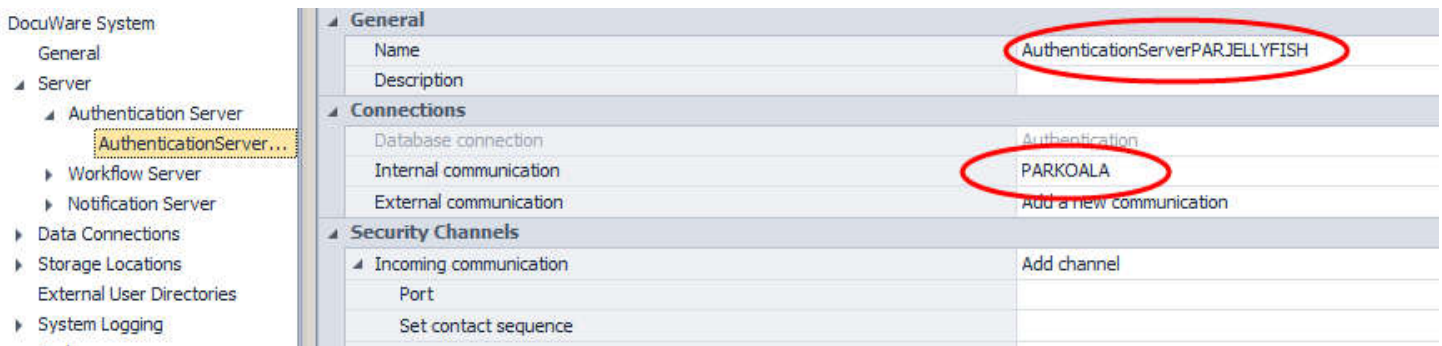
Have at hand the following:

1. The DocuWare Service user name and password from the new machine.
2. The Machine name of the new machine.
3. The database user name and password.
4. A backup of the existing system database – fully verified.

Preparing the database for the move:

- Start Authentication Server – *ONLY Authentication Server*.
- Start the DocuWare Administration program.
- Navigate to **DocuWare System > Server > Authentication Server**.
- Rename the service. Where you have multiple Authentication servers only rename the one that is the server being moved.
- Change the connection to reflect the new server name. These examples use **PAR7MOVE** as the new server name.

Before:



DocuWare System

- General
- Server
 - Authentication Server
 - AuthenticationServer...
 - Workflow Server
 - Notification Server
 - Data Connections
 - Storage Locations
 - External User Directories
 - System Logging

General

Name: AuthenticationServerPARJELLYFISH

Description:

Connections

Database connection: Authentication

Internal communication: PARKOALA

External communication: Add a new communication

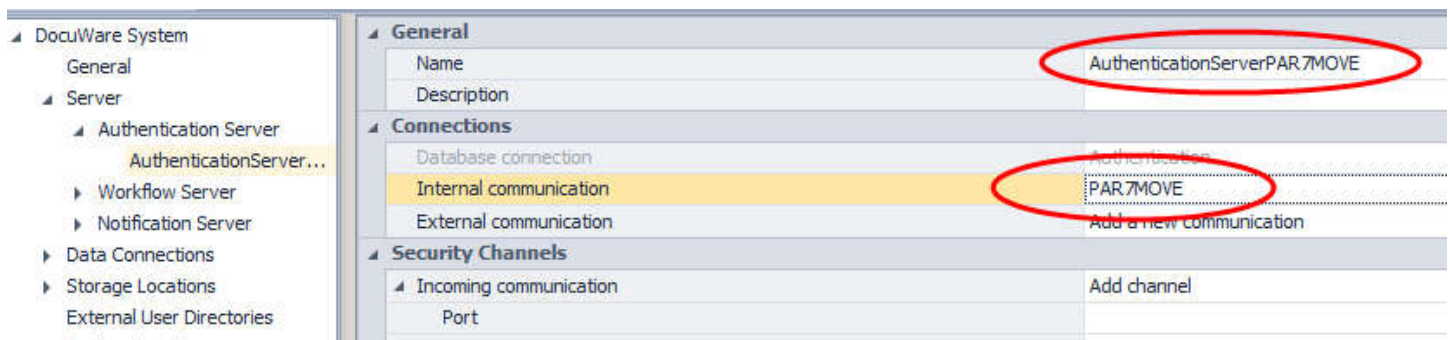
Security Channels

Incoming communication: Add channel

Port:

Set contact sequence:

After:



DocuWare System

- General
- Server
 - Authentication Server
 - AuthenticationServer...
 - Workflow Server
 - Notification Server
 - Data Connections
 - Storage Locations
 - External User Directories

General

Name: AuthenticationServerPAR7MOVE

Description:

Connections

Database connection: Authentication

Internal communication: PAR7MOVE

External communication: Add a new communication

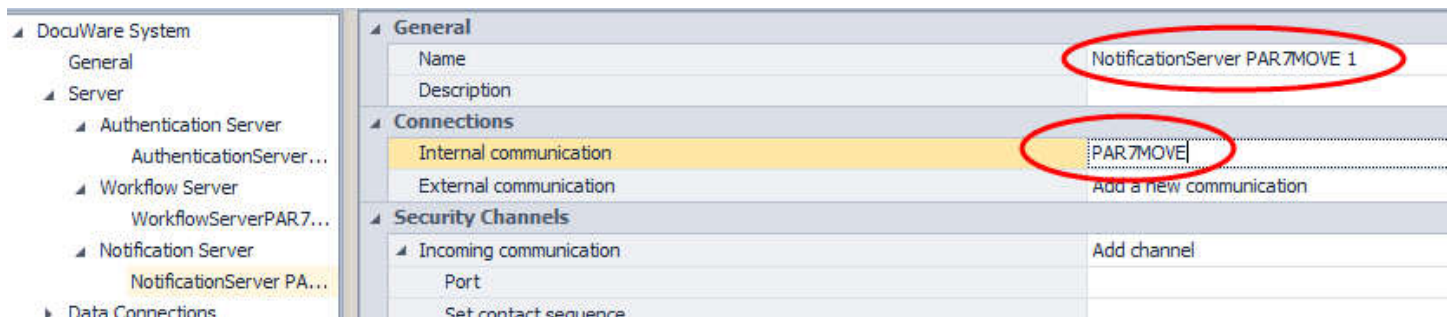
Security Channels

Incoming communication: Add channel

Port:

Apply the changes.

Repeat the steps for Notification and Workflow Server.



DocuWare System

- General
- Server
 - Authentication Server
 - AuthenticationServer...
 - Workflow Server
 - WorkflowServerPAR7...
 - Notification Server
 - NotificationServer PA...
 - Data Connections

General

Name: NotificationServer PAR7MOVE 1

Description:

Connections

Internal communication: PAR7MOVE

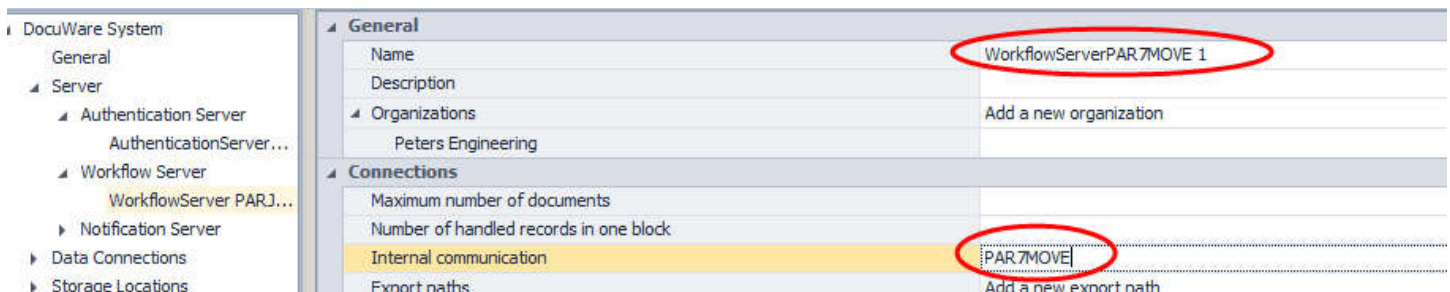
External communication: Add a new communication

Security Channels

Incoming communication: Add channel

Port:

Set contact sequence:



DocuWare System

- General
- Server
 - Authentication Server
 - AuthenticationServer...
 - Workflow Server
 - WorkflowServer PARJ...
 - Notification Server
 - Data Connections
 - Storage Locations

General

Name: WorkflowServerPAR7MOVE 1

Description:

Organizations

Peters Engineering

Add a new organization:

Connections

Maximum number of documents:

Number of handled records in one block:

Internal communication: PAR7MOVE

Export paths: Add a new export path

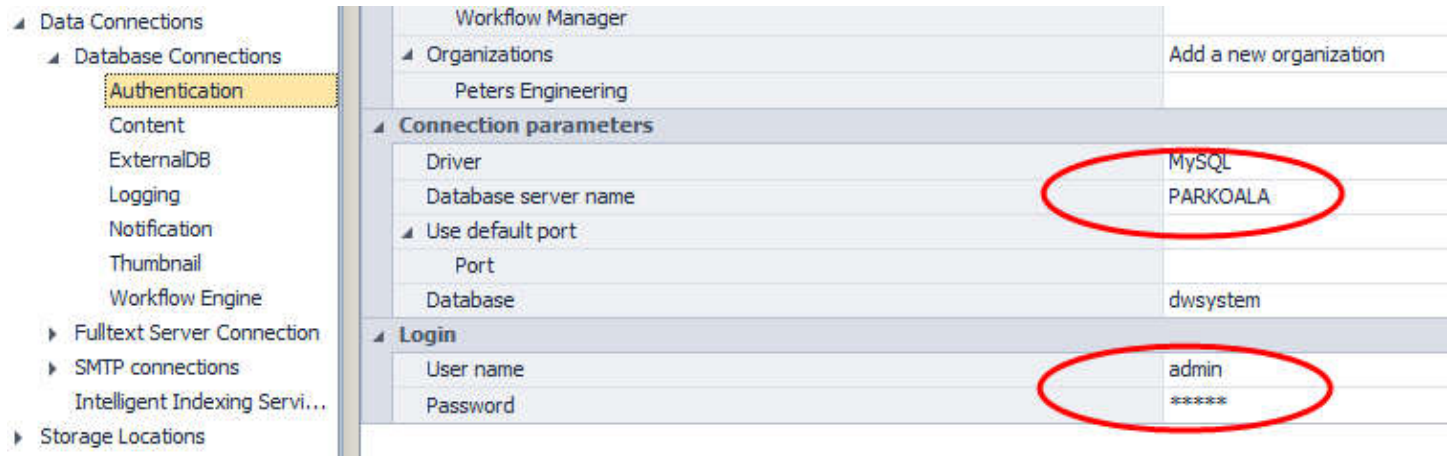
Navigate to **Data connections > Database connections > Authentication**

Change the database name only if the database on the new machine. Do *not* do this step if the database server name will not change.:

!!Note. If the database user name and/or password are different on the new server, then change those now as well.

!!!Note. Do not test any of these connections – they will fail.

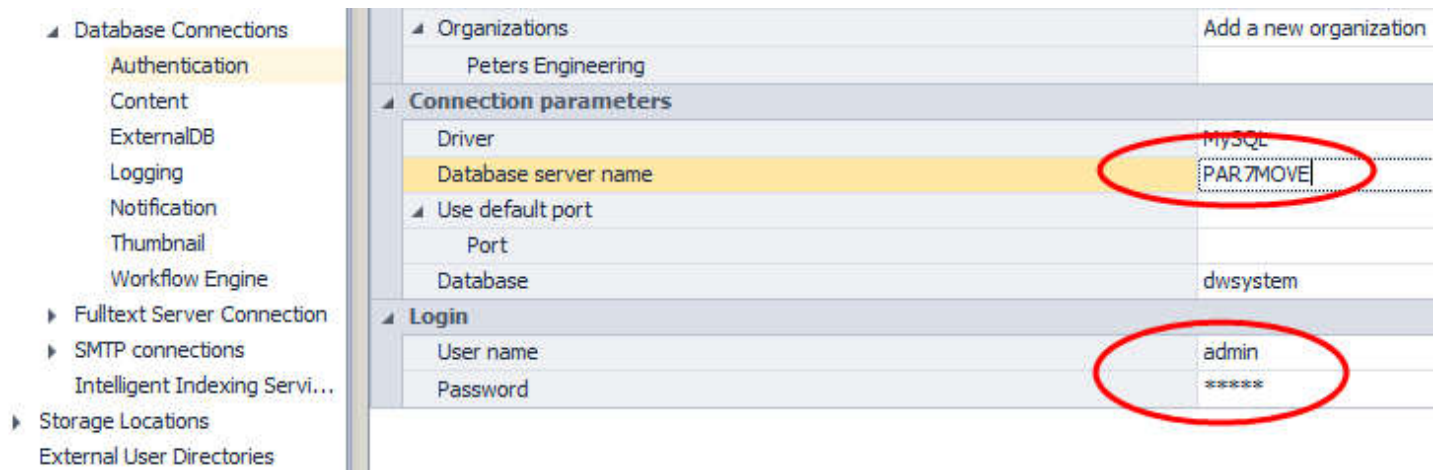
Before:



The screenshot shows the 'Authentication' configuration page in the DocuWare interface. The left sidebar lists various configuration categories, with 'Authentication' selected. The main content area shows the following configuration:

Workflow Manager	
Organizations	Add a new organization
Peters Engineering	
Connection parameters	
Driver	MySQL
Database server name	PARKOALA
Use default port	
Port	
Database	dwsystem
Login	
User name	admin
Password	*****

After:



The screenshot shows the 'Authentication' configuration page after modification. The left sidebar lists various configuration categories, with 'Authentication' selected. The main content area shows the following configuration:

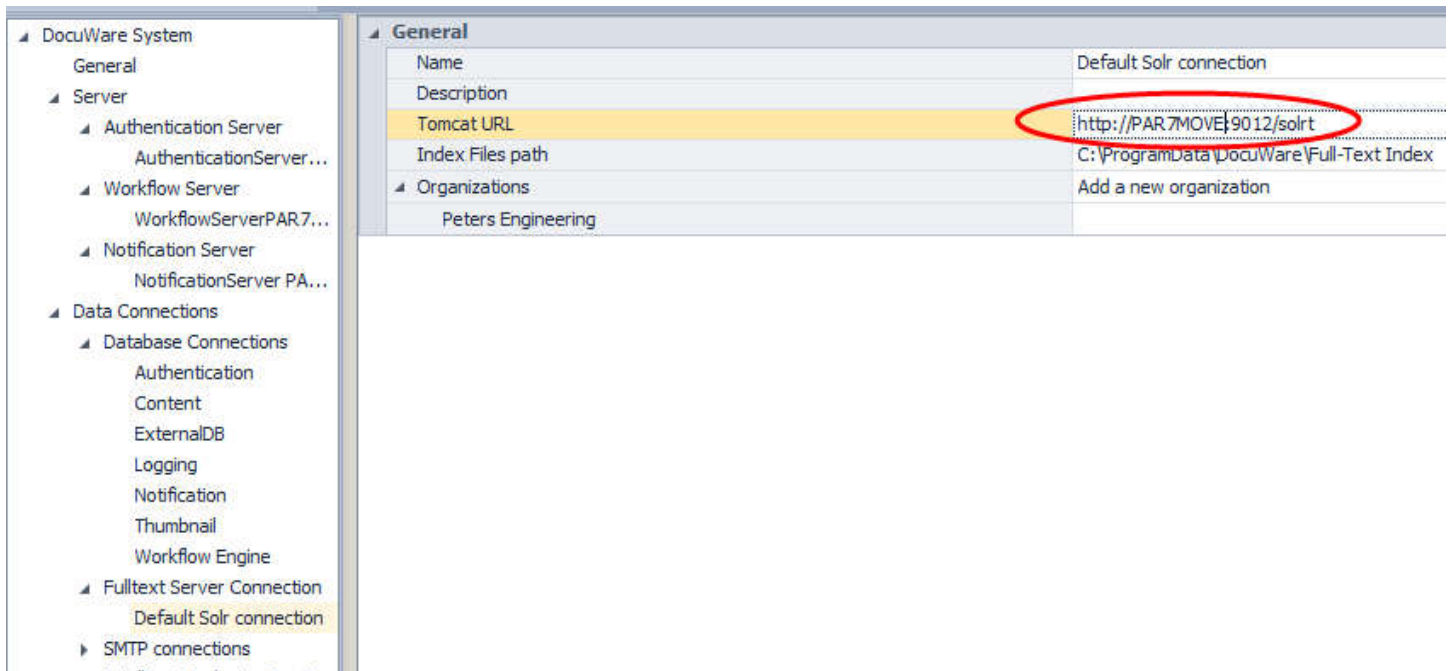
Workflow Manager	
Organizations	Add a new organization
Peters Engineering	
Connection parameters	
Driver	MySQL
Database server name	PAR7MOVE
Use default port	
Port	
Database	dwsystem
Login	
User name	admin
Password	*****

Repeat for Content, Logging, Notification and Workflow Engine.

Apply changes.

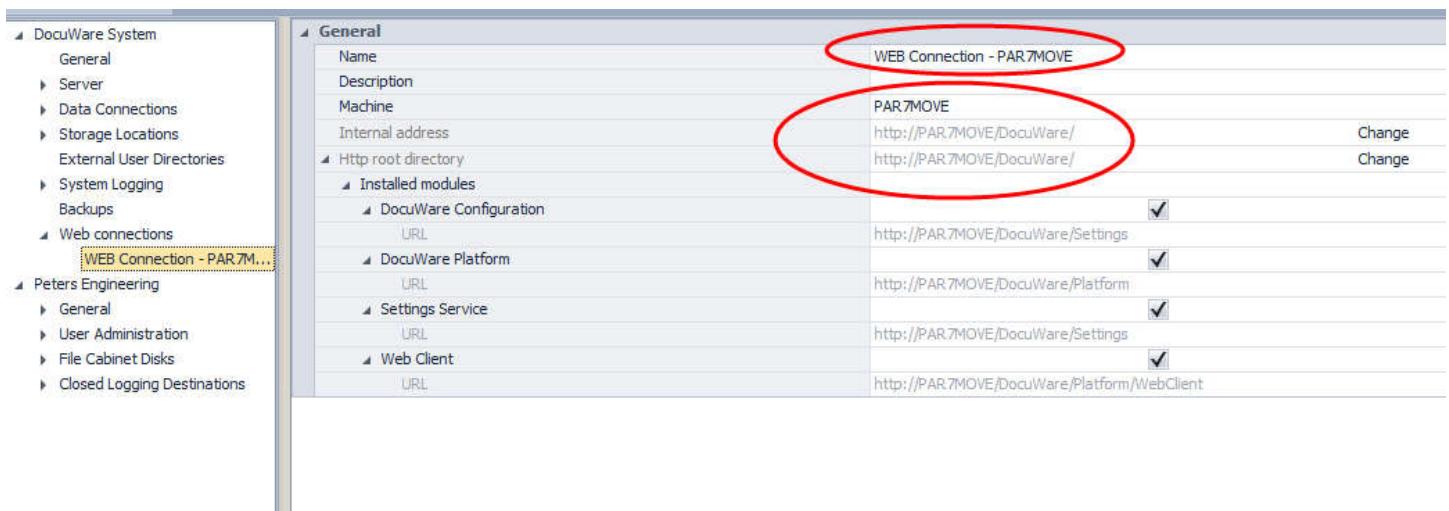
Navigate to **Fulltext Server Connection > Default Solr connection**.

Change the URL only if the Fulltext server is on the new machine.



Apply the changes.

Alter the Web Settings as required and apply the changes.



At this point the database is prepared. Double check all entries.

Select OK to exit Administration.

Stop the Authentication server.

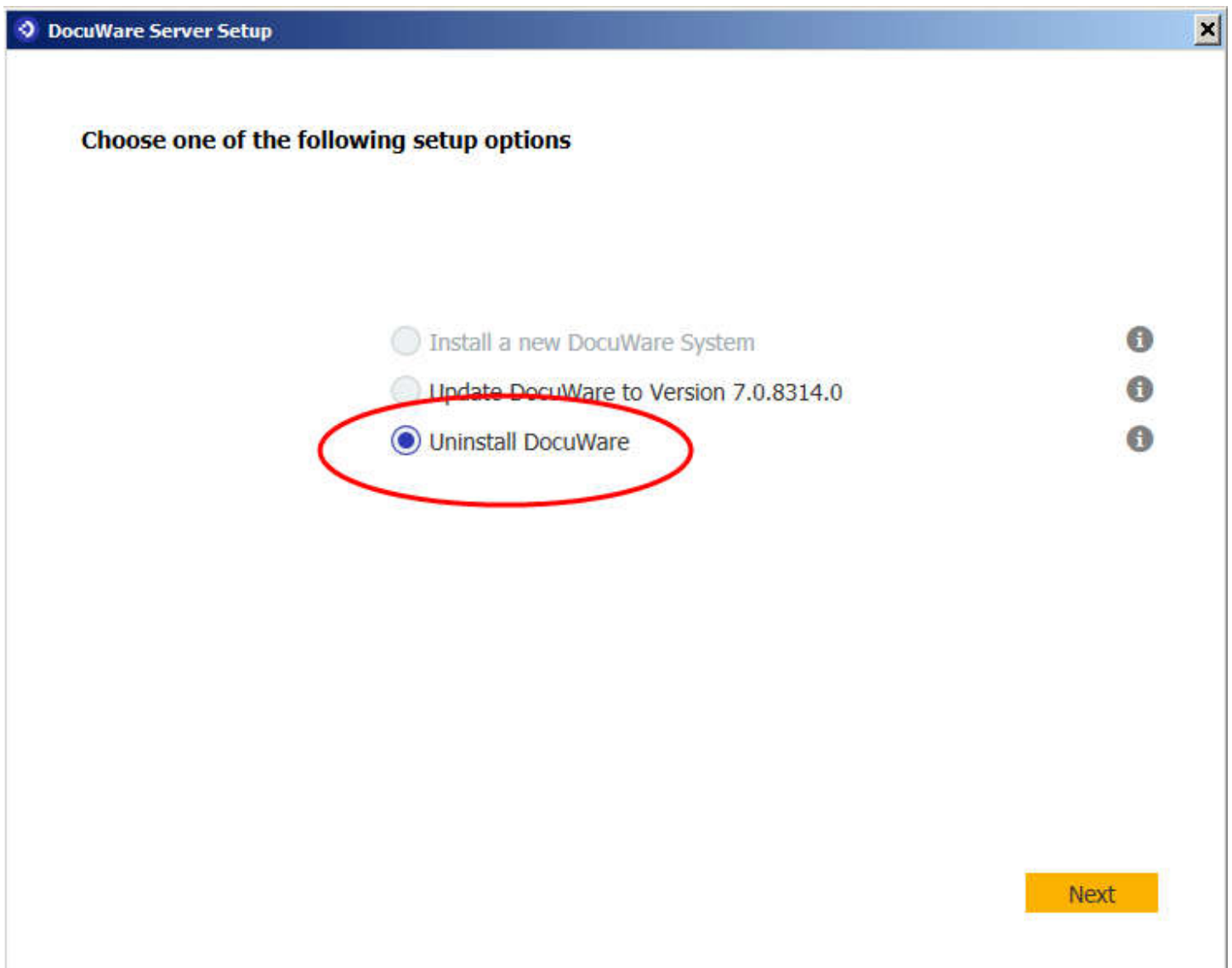
Perform a database backup of DWSYSTEM. Give it a name so it is clear that it is the modified database:
DWSYSTEM_After_Change for example.

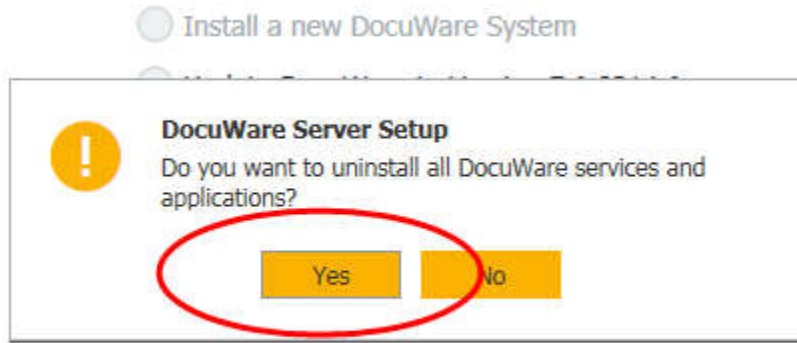
Transfer the main database backup and the DWSYSTEM backup to the new machine if the database is on the new machine.

On the New machine:

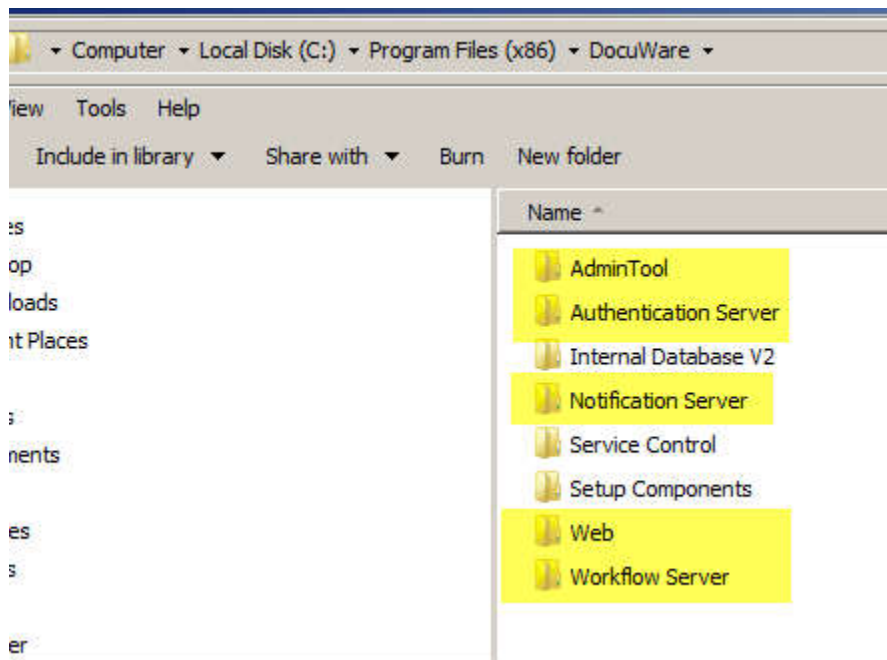
Run DocuWare Setup and uninstall DocuWare if it is installed.

!!Note – Do not use Control Panel > Add Remove Programs!!

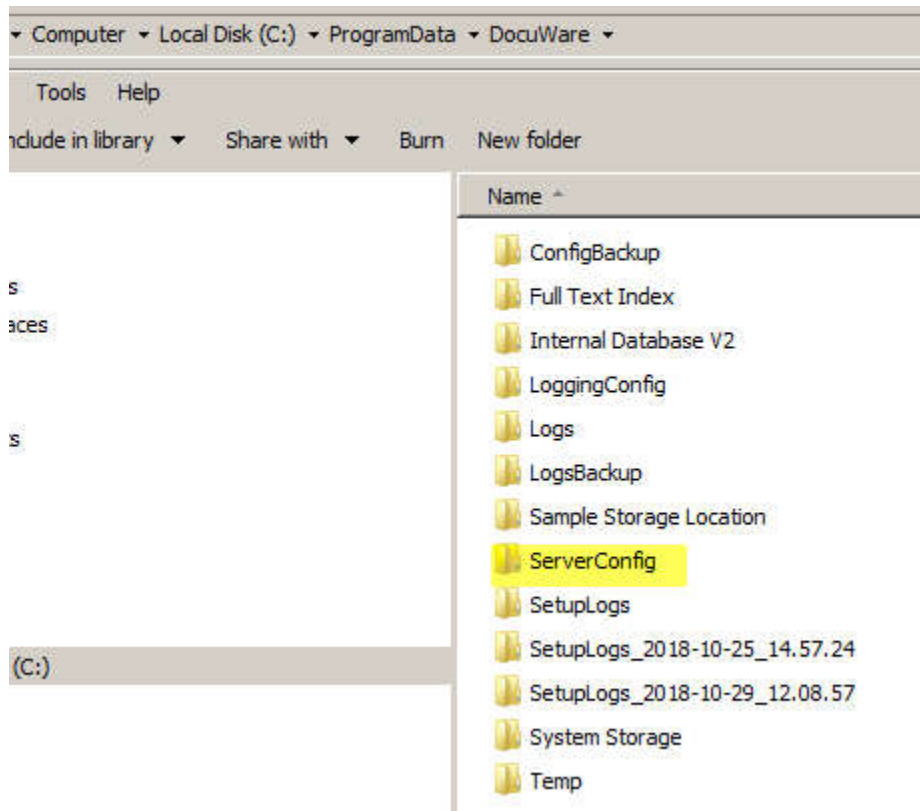




At the completion of the Uninstall remove the following folders (high-lighted in yellow):



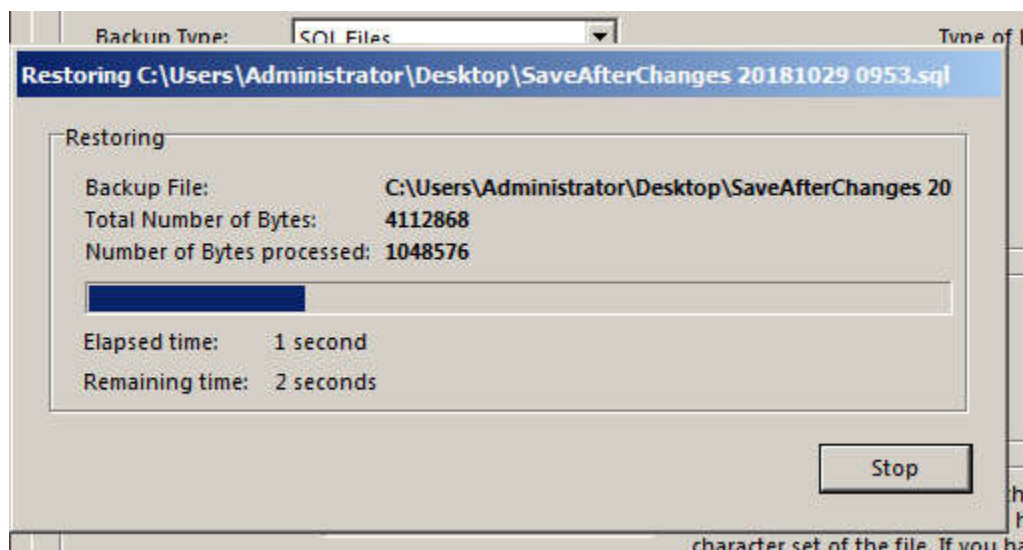
Also delete this folder:



Restore the database:

Using your preferred database management tool, restore the database from the old server, and restore the DWSYSTEM backup that you took after making the changes in Administration. Restore that backup last.

!!Note: If the database is on another machine then you only need to restore the DWSYSTEM backup after the changes were made.

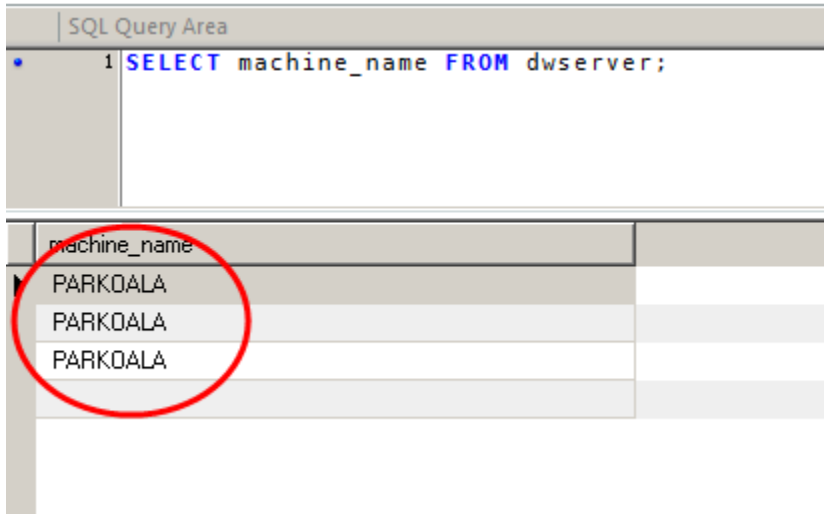


Edit the database.

There is one edit to make in the database before re-installing DocuWare.

Using a query tool, list the DWSYSTEM > DWSERVER table.

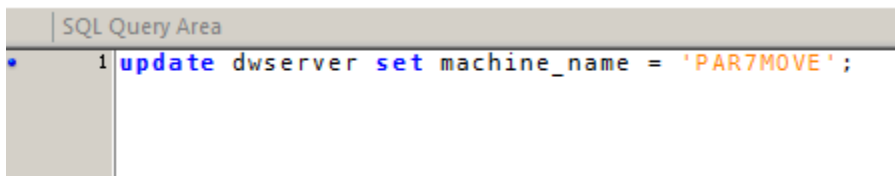
Note that the machine_name column still holds the old server name.



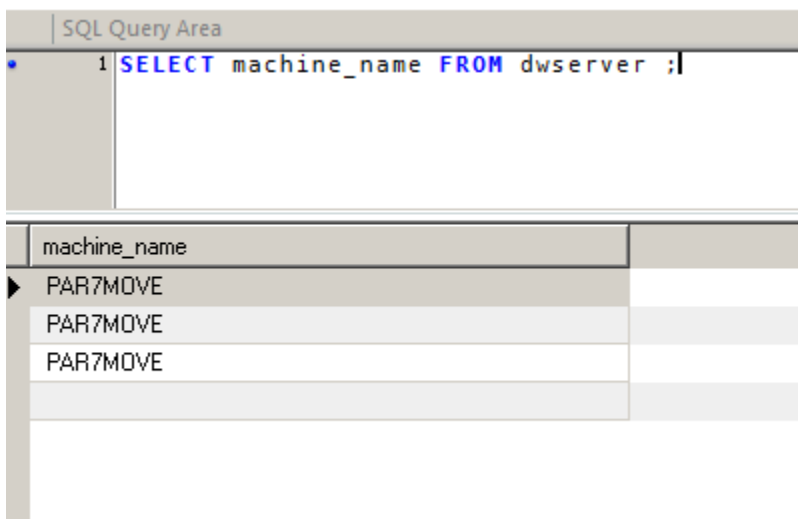
The screenshot shows an SQL Query Area with the following query: `1 SELECT machine_name FROM dwserver;` Below the query, a table displays the results. The table has a column labeled 'machine_name' and three rows, all containing the value 'PARKDALA'. A red circle highlights the 'machine_name' column header and the three rows of data.

machine_name
PARKDALA
PARKDALA
PARKDALA

Execute a query to change the column to the new machine name.



The screenshot shows an SQL Query Area with the following query: `1 update dwserver set machine_name = 'PAR7MOVE';`



The screenshot shows an SQL Query Area with the following query: `1 SELECT machine_name FROM dwserver ;` Below the query, a table displays the results. The table has a column labeled 'machine_name' and three rows, all containing the value 'PAR7MOVE'.

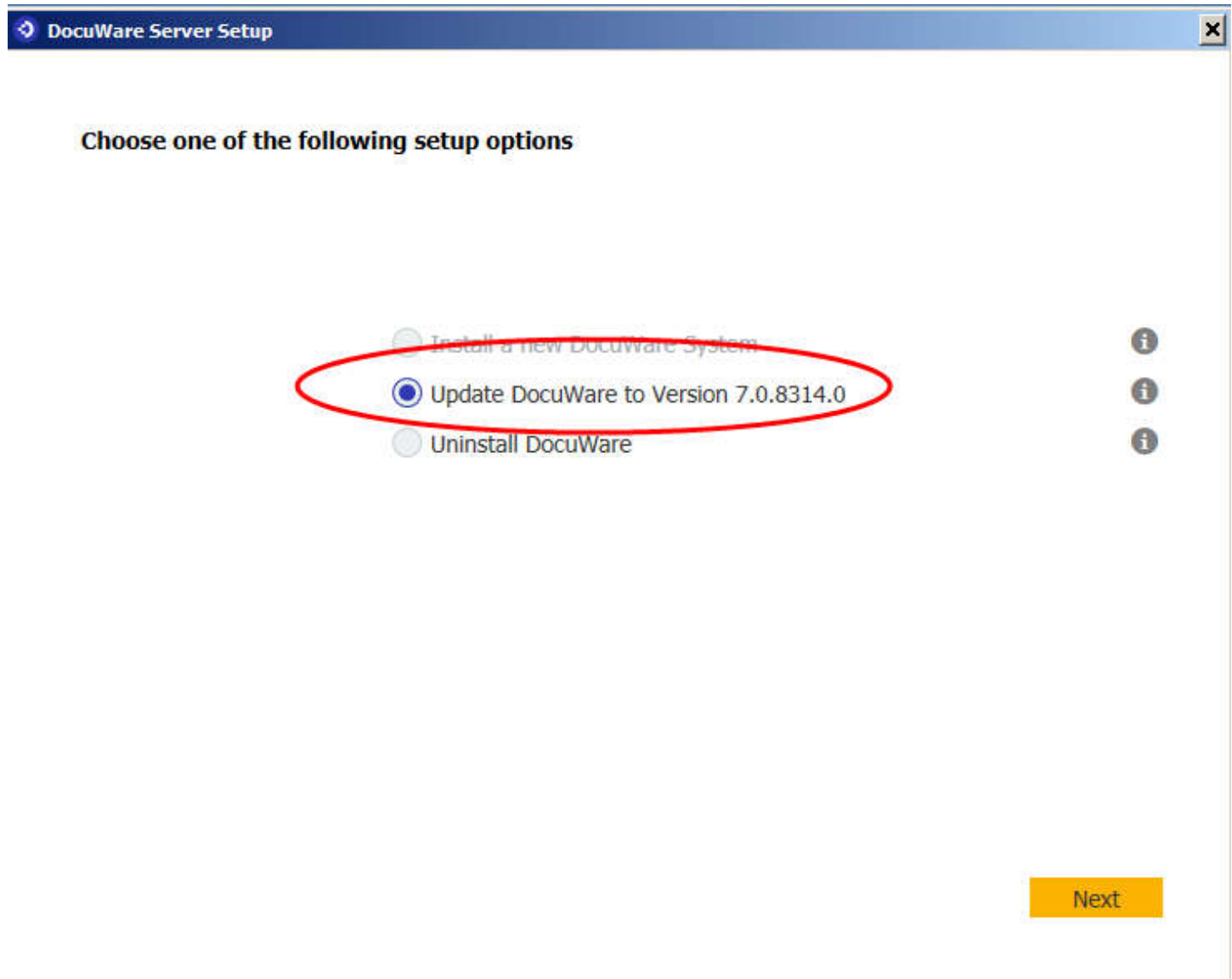
machine_name
PAR7MOVE
PAR7MOVE
PAR7MOVE

Re-install DocuWare.

At this point we can now re-install DocuWare.

Select Update DocuWare at the option screen. Note – your version of DocuWare 7 may be different.

If the database is on another machine then you will not at this point have installed DocuWare on the new machine. The only option will be Install a new DocuWare System. Take that option and enter the existing database details as usual.



When prompted, select the server type, and enter the relevant details for the new machine.

DocuWare Server Setup ✕

Provide the needed information for your existing system database

Database: MySQL ▼ i

Server: PAR7MOVE Port: 3306

User: admin

Password: ●●●●

Database name: dwsystem

[Previous](#) [Next](#)

Finalizing the installation:

Before allowing DocuWare to be accessed by users ensure that these steps are carried out:

- Copy all storage locations for documents and web trays if they exist on the server machine.
- Copy the full text indexes from the old machine to the new machine (if Fulltext has moved).
- Copy merge form data from **C:\Program Data\DocuWare\SystemStorage** on the old machine to the new machine.
- Redeploy full text on all file cabinets that are full text enabled using Configurations > File cabinets:
Uncheck the full text box, Save, re-check the full text box and Save.
- Repeat the uninstall / reinstall steps on All DocuWare Frontend and Backend servers.
If Fulltext is on its own machine then no uninstall/reinstall is required.
- Test the system.