Migrating a PC Duo Database from one SQL instance to another

This document covers the steps to move an existing PC Duo server's database from one SQL instance to another.

ASSUMPTIONS:

- Software is installed and operating
- Database is being moved by someone who knows how to use SSMS and doesn't need detailed step-by-step. Specifically, making the SQL Server instance accessible across the network is not documented here.
- No other changes are being made, e.g. changes to domain join, service accounts, etc.

PROCEDURE:

1. Stop the PC – Duo Gateway service and the PC – Duo Identity Manager & PC – Duo Web Console AppPools

2. Make a full backup copy of database from original SQL Server instance. Take the database offline to avoid accidental access/confusion.

3. Restore backup to new SQL Server instance. Ensure the two service accounts have login access to the new SQL Server instance.

4. Edit the following items:
   - Registry: "HKEY_LOCAL_MACHINE\SOFTWARE\Proxy Networks, Inc.\Proxy v10\Proxy Gateway", Name/Value pairs: SQLInstance and SQL Database, update as needed
   - Registry: "HKEY_LOCAL_MACHINE\SOFTWARE\ Proxy Networks, Inc.\Proxy v10\Proxy Gateway\Settings", Name/Value pairs: SQLInstance and SQL Database, update as needed
   - Registry: "HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Proxy Networks, Inc.\Proxy v10\Proxy Identity Manager", Name/Value pairs: SQLInstance and SQL Database, update as needed
   - Registry: "HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Proxy Networks, Inc.\Proxy v10\Proxy Web", Name/Value pairs: SQLInstance and SQL Database, update as needed
   - File: "C:\Program Files (x86)\Vector Networks\IdentityManager\PIM\web.config". Use elevated Notepad or other editor, find <connectionStrings> section, and change "...Data Source=<server>\instance..." and "...Initial Catalog=<database>..." to new value(s) as appropriate. Do NOT change the "name" of the Connection String (first argument after the add).
   - File: "C:\Program Files (x86)\Vector Networks\WebConsole\Web\web.config". Same changes as for PIM\web.config.

5. Start the PIM application pool and verify you can login to PIM Settings.

6. Start the WC application pool and the Gateway Service and verify you can log in to WC. Note well: start the services IN THAT ORDER; if you start GWS before PIM, it takes a few minutes for it to discover the PIM is running.

7. Run ServerConfigCheck as a spot-check that everything is OK – no adjustments should be needed here.

Need help or have questions? Please contact us at support@vector-networks.com. Thank you!