



TECHNICAL SUPPORT ARTICLE

TSA 0008 - Relates to: Re-locating Qudos 3 to a new server.

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Re-locating Qudos 3 to a new server.

Purpose and scope

This article applies to self-hosted customers relocating Qudos 3 to a new server.

Preparation

Read these notes in their entirety before proceeding. If you have any concerns, contact Qudos Tech Support.

The installation should be performed by an experienced I.T. technician.

The installation should be performed using the current product DVD (alternatives exist if this is not possible).

Please verify that you are using the current version. Product updates are provided to all maintenance subscribers, and support is not generally available for earlier versions. The version number is displayed in Help/About. It may also be checked using SQL server management tools – The version number is displayed in tblConfig fields 'Major/Minor version number'. If the existing installation is not the current version, we generally recommend updating it first – before transferring any files to the new installation.

Install on new server

Follow instructions as per the Admin Guide (on product DVD or available from Qudos).

Transfer files

You will need to transfer the following files/folders from the previous installation:

- Database (using SQL tools to detach/attach)
- Master Documents folder
- Reference Documents folder
- Archive Documents folder
- Message.html and any associated images (if customised)

Registration

For Qudos 3 to be activated on your server, you must re-register the software.

In the SQL database table tblConfig, make a note of the VarValue entry for the variable 'ProductID'. Then clear the VarValue entries for variables 'ProductID' and 'ProductKey'.

Request Qudos to clear the existing registration held for your organisation.

Start Qudos 3 via its normal interface. At the login screen, you will be prompted to enter the Customer ID (same as Product ID in your database). The software should then automatically re-register online.

In some cases, your server firewall may prevent the necessary communication for successful registration. Should that occur, please make a note of the server IP address and contact us for an alternative registration process.