



## 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. This instruction applies to version 3.29 or later.

#### 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 latest version of the software. Please verify that you are using the latest 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 latest version, we generally recommend updating it first – before transferring any files to the new installation.

Take a note of the database connection string in your existing web.config file. This will need to be updated in your new web.config file.

#### Install on new server

Follow instructions as per the Admin Guide (available from Qudos Resource Centre (help – resource centre from with the application)).

#### New Database Server

Ensure a copy of MS SQL Server is installed on the new server

Open the SQL Server Management Studio and backup your Qudos database.

Copy the backup file to your new database server, open the SQL Server Management Studio on the new server and restore your database.

Create a new SQL Server login account with db owner rights to the Qudos database.

Edit the application's web.config file to include the new server name and SQL Server account details in the connection details line.

#### New Application Server

Ensure all pre-requisite software has been installed. This includes:

- MS .net frameworks version 3.5 and 4.5
- IIS
- Crystal Reports runtime (for versions up to 3.31)

Copy the application files and documents to the required location on the new server. The application files are typically in c:\inetpub\wwwroot\qudos but may be in a different location on your server. The documents may be in c:\inetpub\wwwroot\qudos\docs but could be in any drive and folder that IIS can map a virtual directory to.

Within IIS on the new server:

Create a new application pool for use by the Qudos software. The identity used for this application pool would typically be the Network Service account. Set the time-out to 61minutes or other desired value.

Right-click on the application's folder and select Convert to application. Select the new application pool.

Create a new virtual directory called "Docs" that points to the location of the documents (e.g. c:\inetpub\wwwroot\qudos\docs)

## **Registration**

For Qudos 3 to be activated on your server, you must re-register the software if the application server's IP address has changed. Contact [Qudos Tech Support](#) and provide the new server's IP address as shown on the application's registration page. A new registration will be emailed to you.