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Sophos Enterprise Console server to server migration guide

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Contents

1 About this guide

This guide describes how to migrate Sophos Enterprise Console (SEC) version 5.4.0 from one server to another. You can use this guide to migrate Enterprise Console between any supported Windows operating system, 32-bit or 64-bit.

Note: This guide describes how to migrate your existing version of Enterprise Console to another server. You cannot upgrade Enterprise Console to another major, minor, or maintenance version during the migration process described in this guide. To upgrade, see the Enterprise Console upgrade guide.

Sophos Enterprise Console documentation is published at https://www.sophos.com/en-us/support/documentation/enterprise-console.aspx.

2 Terminology

The following table lists terms that have specific meanings for this guide:

Term	Meaning
old server	The existing Enterprise Console server.
new server	A new server onto which the existing installation of Enterprise Console will be migrated.
old identity	The old server's identification details: name, domain and IP address (if fixed).
new identity	A new server's new identification details: name, domain and IP address (if fixed). Name (and IP address) must differ from the old identity but domain must be the same.

3 Assumptions

This guide assumes the following:

- You are migrating Enterprise Console version 5.4.0 installed on the old server to a new server.
- All components of Enterprise Console 5.4.0 (Management Console, Management Server, and Database) are installed on a single server, the old server, and are operational.

- The same version of Enterprise Console will be installed on the new server that has no other Sophos software. If the new server has or had any Sophos products or components installed, see Appendix A: Prepare a new server (page 20).

- Enterprise Console will be migrated to the new server with a new identity.

- If a new user account is created, it is based on the network environment. For example, a local account in a workgroup environment and a domain account in a domain environment.

- If you are using or installing a custom database on the old or new server, you must make sure the collation settings match between them.

   Note: The default collation settings of SQL server can differ when installing on a computer with different locale.

- Enterprise Console is installed on the old server in the default location and will be installed in the default location on the new server. If a different location is used then any folder paths referenced in this guide must be modified accordingly.

- There is local Sophos Update Manager (SUM) installed on the old server. If there are any other SUM installations on the network, they update from the SUM installed on the old server.

- Both the old server and new server are in the same domain or workgroup.

- Neither the old server or new server are a domain controller.

- You have the necessary administrator privileges on both the old server and new server.

- All the files that are transferred between the old server and new server during the migration process are stored and transferred using a secure location or device.

4 Prerequisite

If User Account Control (UAC) is enabled on the server, turn off UAC and restart the server.

You can turn UAC on again after the migration is complete.

5 What are the key steps?

To migrate Enterprise Console to a new server, you carry out these steps:

- Prepare the old server (this includes checking the Update Manager password and backing up data).

- Install the Enterprise Console database component on the new server.

- Restore the database and certificate registry key on the new server.

- Install the Enterprise Console management server and management console components on the new server.

- Back up data on the new server.

- Import registry and Secure Store from the old server to new server.
- Switch endpoint computers to be updated by the new Update Manager.
- Change updating policy details.
- Switch endpoint computers to be managed by the new Enterprise Console.
- Switch any unprotected child SUMs to the new Update Manager.
- Switch remote consoles to the new server.

These steps are described in the sections that follow.

6 Prepare the old server for migration

To prepare the old server for migration, do the following:

- Check Update Manager password (page 5)
- Stop Sophos services (page 6)
- Back up data, registry and Secure Store (page 6)

6.1 Check Update Manager password

The Sophos Update Manager (SUM) password is set in updating policies and is used to authenticate endpoints so that they can receive updates from SUM.

If you do not know your SUM password, you can reset it. You should be aware that if you do this, your endpoint computers will fail authentication when they next update.

To reset the SUM password:

1. On the old server, create a new Windows account so the account name and password are known. This account will be used as your Update Manager account.
2. Using Windows Explorer, navigate to the update share location. The default location is:

   `C:\ProgramData\Sophos\Update Manager\Update Manager`

3. Right-click the Update Manager folder, select **Properties**. In the Properties window, on the **Sharing** tab, click **Permissions**.
4. Add the newly created Windows account and set Read access.
5. In Enterprise Console, find each updating policy that uses the previous Windows account and edit it so that it uses the new Windows account, as follows:

   a) Open the updating policy, and select the **Primary Server** tab.

   b) Change the **Username** to the new account.

   c) Click **Change** to set a new password.

6. Push the policy or policies out to all endpoints (right-click on all groups then **Comply with** > **Group Updating Policy**).

7. Confirm that all endpoints are compliant with the revised updating policy (there are no "Computers that differ from policy").

If you are using a workgroup/local account on the new server, you must create a new Windows user account with the same account name and password on the new server as on the old server.

You have finished resetting the Update Manager password.

6.2 Stop Sophos services

On the old server:

1. Close Enterprise Console.
2. Open a command prompt window.
3. Stop the endpoint communication services. To do this, type the following commands:

   `net stop "Sophos Message Router"`

   `net stop "Sophos Patch Endpoint Communicator"`

   `net stop "Sophos Certification Manager"`

   Note: Sophos recommends that you wait for several minutes after you stop the endpoint communication services. This will help process any messages that may be cached in the memory queues.

4. Stop the data processing and front end services.
   To stop the services, type the following commands:

   `net stop "Sophos Patch Server Communicator"`

   `net stop "Sophos Management Host"`

   `net stop "Sophos Patch Endpoint Orchestrator"`

   `net stop "Sophos Management Service"`

   `net stop "Sophos Update Manager"`

You have finished stopping Sophos services.

6.3 Back up data, registry and Secure Store

On the old server:

1. Open a command prompt at the Enterprise Console installation directory.

Windows version	Default location
32-bit	C:\Program Files\Sophos\Enterprise Console
64-bit	C:\Program files (x86)\Sophos\Enterprise Console

2. Type the following command to back up the database:

   DataBackupRestore.exe -Action=backup

   A confirmation message is displayed and a **Backup** folder is created with a **Database** subfolder, registry keys, and Secure Store information in the following location:

   %ALLUSERSPROFILE%\Sophos\ManagementServer\

3. In the **Backup** folder that has been created, create two new folders:

   - Router
   - DataBackupRestore

4. Copy the **table_router.txt** file to the **Router** folder created earlier. The default location of the **table_router.txt** file is:

   %ALLUSERSPROFILE%\Sophos\Remote Management
   System\3\Router\table_router.txt

5. Copy the **Envelopes** folder to the **Router** folder created earlier. The default location of the **Envelopes** folder is:

   %ALLUSERSPROFILE%\Sophos\Remote Management System\3\Router\Envelopes

   Note: The Envelopes folder will be empty if you have no outstanding messages.

6. Browse to the Enterprise Console installation directory.

Windows version	Default location
32-bit	C:\Program Files\Sophos\Enterprise Console
64-bit	C:\Program files (x86)\Sophos\Enterprise Console

7. Copy the following files and folders to the **DataBackupRestore** folder created earlier.

   - Metadata (entire folder along with its contents)
   - BackupRestore.proj
   - DataBackupRestore.exe
   - DataBackupRestore.exe.config
   - ResetUserMappings.sql
   - TBK.bat
   - TRS.bat

You have finished taking backup of data, registry, and Secure Store.

7 Install Enterprise Console database component

On the new server:

1. Download the Enterprise Console 5.4.0 installer from the Sophos Enterprise Console Downloads page:

   http://www.sophos.com/en-us/support/downloads/console/sophos-enterprise-console.aspx

   You will need to enter your MySophos credentials.

2. Locate the installer and double-click on it.

3. In the **Sophos Endpoint Security and Control network installer** dialog box, click **Install**.

   The installation files are copied to a location and an installation wizard starts.

4. In the **Sophos Enterprise Console** dialog box, click **Next**.

5. A wizard guides you through installation. You should do as follows:

   a) Accept the defaults wherever possible.

   b) In the **Components selection** dialog box, select only the **Database** component.

   c) In the **Database details** dialog box, provide the username for database access.

6. When installation is complete, click **Yes** or **Finish**.

You have finished installing the Enterprise Console database component.

8 Restore database and certificate registry key

To restore database and certificate registry key from the old server to new server:

1. Create a new folder called **ManagementServer** in the following location:

   `%ALLUSERSPROFILE%\Sophos\`

2. Copy the **Backup** folder from the old server to the **ManagementServer** folder on the new server that has been created.

   The folder path should be `...\Sophos\ManagementServer\Backup`

3. Open a command prompt at the **DataBackUpRestore** folder location:

   `%ALLUSERSPROFILE%\Sophos\ManagementServer\Backup\DataBackUpRestore\`

4. Type the following command to restore the database.

    DataBackupRestore -Action=Restore -DataSourceType=Database

    Confirm by typing **y**.

    Note: Ensure the **Build succeeded** message is displayed along with the **Restore database successfully processed** message. If it is displayed along with a **Failed to restore** message, browse to the location (for example, depending on your SQL Server version): `%ProgramFiles%\Microsoft SQL Server\MSSQL10.SOPHOS\MSSQL\Backup\` and check if the files are accessible (readable) with the SQL Server service account you are using. If the files are not accessible, provide read access to the SQL Server service account and re-run the command.

5. Browse to the **Backup** folder.

    `%ALLUSERSPROFILE%\Sophos\ManagementServer\Backup`

6. Right-click the registry file **CertificationManager.reg**, select **Merge** and confirm.

    Note: If you are migrating between 32-bit and 64-bit computers, you must edit the registry key. For more information, see Appendix B: Modify exported registry files (page 22).

You have finished restoring the database and certificate registry key.

9 Install Enterprise Console server and console components

On the new server:

1. Locate the Enterprise Console 5.4.0 installer and double-click on it.
2. In the **Sophos Enterprise Console** dialog box, click **Next**.
3. A wizard guides you through installation. You should do as follows:

    a) Accept the defaults wherever possible.

    b) In the **Components selection** dialog box, select **Management Server** and **Management Console**.

    c) In the **Database details** dialog box, enter the credentials for database access.

    d) In the **Sophos Update Manager Credentials** dialog box, enter the Windows user account that is used as the Update Manager account set earlier in Check Update Manager password (page 5) and continue with the installation.

4. When installation is complete, you may be prompted to restart. Click **Yes** or **Finish**.

    Note: When you log back on (or restart) for the first time after installation, dismiss the warning message saying that the update manager is not configured and close Enterprise Console.

You have finished installing the Enterprise Console management server and management console components.

9.1 Stop Sophos services

1. Ensure Enterprise Console is closed.
2. Stop the endpoint communication services. To do this:

   a) Open a command prompt window.

   b) Type the following commands:

   ```
   net stop "Sophos Message Router"

   net stop "Sophos Patch Endpoint Communicator"

   net stop "Sophos Certification Manager"
   ```

3. Stop the data processing and front end services.
   To stop the services, type the following commands in the command prompt window:

   ```
   net stop "Sophos Patch Server Communicator"

   net stop "Sophos Management Host"

   net stop "Sophos Patch Endpoint Orchestrator"

   net stop "Sophos Update Manager"
   ```

You have finished stopping Sophos services.

10 Back up data on the new server

You must take a backup of the data on the new server. The backup will be used later for importing registry values.

1. Rename the existing **Backup** folder at the following location to **Old_Server_Backup**.

   `%ALLUSERSPROFILE%\Sophos\ManagementServer\Backup`

2. Open a command prompt at the Enterprise Console installation directory.

Windows version	Default location
32-bit	C:\Program Files\Sophos\Enterprise Console
64-bit	C:\Program files (x86)\Sophos\Enterprise Console

3. Type the following command to back up the database:

   `DataBackupRestore.exe -Action=backup`

   A confirmation message is displayed and a **Backup** folder is created with a **Database** subfolder, registry keys, and Secure Store information in the following location:

   `%ALLUSERSPROFILE%\Sophos\ManagementServer\`

4. Rename the new Backup folder that has been created to New_Server_Backup.

5. Now rename the Old_Server_Backup folder to Backup.

6. Stop the Sophos Management Service. To do this:

   a) Open a command prompt window.

   b) Type the following command:

   `net stop "Sophos Management Service"`

You have finished taking backup of data on the new server.

11 Import registry and Secure Store

1. Open a command prompt at the Enterprise Console installation directory.

Windows version	Default location
32-bit	C:\Program Files\Sophos\Enterprise Console
64-bit	C:\Program files (x86)\Sophos\Enterprise Console

2. Type the following command to import the registry values.

   `DataBackupRestore -Action=Restore -DataSourceType=Registry`

   Confirm to continue and acknowledge any messages about files being restored.

3. Verify the Management Service database connection string value in the registry. To do this:

   a) Open Registry Editor and navigate to the Sophos registry key:

Windows version	Default location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\EE\Management Tools\

Windows version	Default location
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\EE\Management Tools\

b) In the right pane, select the entry **DatabaseConnectionMS**.

c) On the **Edit** menu, click **Modify**.

d) In **Value data**, ensure it is set to point to the new server hostname. If the value is not there, create it. It should read: Data Source=(local)\SOPHOS;

4. Modify the ServerLocation registry value to have the new server hostname. To do this:

a) Navigate to the Sophos registry key:

Windows version	Default location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\EE\Management Tools\
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\EE\Management Tools\

b) In the right pane, select the entry **ServerLocation**.

c) On the **Edit** menu, click **Modify**.

d) In **Value data**, find your old server hostname, and then replace it with the new server hostname.

5. Modify the Instance registry value to have the new server hostname. To do this:

a) Navigate to the Sophos registry key:

Windows version	Default location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\EE\ManagementTools\Database Installer

Windows version	Default location
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\EE\Management Tools\Database Installer

b) In the right pane, select the entry **Instance**.

c) On the **Edit** menu, click **Modify**.

d) In **Value data**, find your old server hostname, and then replace it with the new server hostname. It should read: (local)\SOPHOS

6. If the Sophos Update Manager uses a workgroup/local account, modify the SumUser registry values. To do this:

a) Navigate to the Sophos registry key. The registry keys are at the following location:

Windows version	Default location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\EE\Management Tools\SumUser
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\EE\Management Tools\SumUser

b) Retrieve the registry values for **SumUserName** and **SumUserData** from the **ManagementTools.reg** file.

The **ManagementTools.reg** file is located in the **New_Server_Backup** folder created as part of Back up data on the new server (page 10).

c) Replace the existing **SumUserName** and **SumUserData** values with those specified in the **ManagementTool.reg** file.

7. If the database uses a workgroup/local account, modify the **DatabaseUser** registry value to contain the new server hostname. To do this:

a) Navigate to the Sophos registry key:

Windows version	Default location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\EE\Management Tools\DatabaseUser

Windows version	Default location
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\EE\Management Tools\DatabaseUser

b) In the right pane, select the entry **DatabaseUserDomain**.

c) On the **Edit** menu, click **Modify**.

d) In **Value data**, find your old server hostname, and then replace it with the new server hostname.

   Note: If you have used a different database account during the installation on the new server, you must do the following additional steps:

e) Retrieve the registry values for the **DatabaseUserName** and **DatabaseUserPassword** from the **ManagementTools.reg** file.

   The **ManagementTools.reg** file is located in the **New_Server_Backup** folder created as part of .

f) Replace the existing **DatabaseUserName** and **DatabaseUserPassword** values with those specified in the **ManagementTool.reg** file.

8. Modify the **PatchServerURL** registry value to have the new server hostname and port (if a different port was set during installation). To do this:

   a) Navigate to the Sophos registry key:

Windows version	Default location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\EE\Patch\
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\EE\Patch\

   b) In the right pane, select the entry **PatchServerURL**.

   c) On the **Edit** menu, click **Modify**.

   d) In **Value data**, find your old server hostname, and then replace it with the new server hostname and port (if using a different port).

9. Restore the **table_router.txt** file from the old server's **Router** folder to the new server at the following location:
   ```
   %ALLUSERSPROFILE%\Sophos\Remote Management
   System\3\Router\table_router.txt
   ```

10. Restore the contents of the **Envelopes** from the old server's **Router** folder to the new server at the following location:

    `%ALLUSERSPROFILE%\Sophos\Remote Management System\3\Router\Envelopes`

    Note: The **Envelopes** folder will be empty if you have no outstanding messages.

11. Open a command prompt at the Enterprise Console installation directory.

12. Type the following command to import Secure Store.

    DataBackupRestore -Action=Restore -DataSourceType=SecureStore

    Confirm by typing **y**.

You have finished importing registry and Secure Store.

11.1 Start all Sophos services

On the new server:

1. Start the endpoint communication services. To do this, open a command prompt window and type the following commands:

   net start "Sophos Message Router"

   net start "Sophos Patch Endpoint Communicator"

   net start "Sophos Certification Manager"

2. Start the data processing and front end services.

   To start the services, type the following commands in the command prompt window:

   net start "Sophos Patch Server Communicator"

   net start "Sophos Management Host"

   net start "Sophos Patch Endpoint Orchestrator"

   net start "Sophos Management Service"

   net start "Sophos Update Manager"

You have started all Sophos services.

12 Redirect endpoints to the new Update Manager

You must configure endpoint computers to be updated by the new Sophos Update Manager (SUM) and configure it to download updates from Sophos.

1. On the new server open Enterprise Console.

2. On the **View** menu, click **Update managers**.

   The Update Managers list is displayed with the new SUM.

3. Double-click the old SUM and remove all entries on the **Sources** tab. Click **OK**.

4. Double-click the new SUM and setup the Sources, Subscriptions, Distributions, and other details as required.

5. Wait until the **Last Updated** column changes from `Never` to the current date/time for the new SUM.

6. If there are child SUMs, configure each child SUM to point to the new SUM.

You have finished redirecting endpoints to the new Update Manager.

13 Configure updating policy

You must configure the updating policy account details on the new server. To do this:

1. In Enterprise Console, double-click on the updating policy you want to edit.
   The **Updating Policy** dialog box is displayed.

   Note: Do not change the updating policies that point to child SUMs.

2. In the **Primary Server** tab, change **Address** to point to the new server location.

3. Modify the **Username** and click **Change** to set a new password.

4. If necessary, modify the settings for **Secondary Server**.

5. Click **OK** to save the settings.

6. On the **View** menu, click **Update managers**, in the update manager list, right-click the old SUM and click **Delete**.

You have finished configuring the updating policy.

14 Redirect endpoints to the new Enterprise Console

To redirect endpoints to the new Enterprise Console you can reprotect the endpoint computers from the new Enterprise Console.

Note: If you have a large number of endpoints or if reprotection is not possible due to any other reason, an alternative procedure is described in Sophos support knowledgebase article 116737 (http://www.sophos.com/en-us/support/knowledgebase/116737.aspx).

If you need detailed information on how to protect computers, see *Protect computers* section in the Sophos Enterprise Console Help.

To protect computers:

1. Depending on whether or not the computers you want to protect are already in a group, do one of the following:

   ▪ If the computers you want to protect are in the **Unassigned** group, drag the computers onto a group.

- If the computers you want to protect are already in a group, select the computers, right-click and click **Protect Computers**.

    The **Protect computers wizard** is launched.

2. On the **Installation type** page, select the security software that you want to use for reprotection.
3. Follow the instructions in the wizard. On the **Select features** page, select the features you want.

    Note: For a list of system requirements for the features, see the system requirements page on the Sophos website (http://www.sophos.com/en-us/products/all-system-requirements.aspx).

    The anti-virus protection is always selected and must be installed. You can also select to install the features listed below. Some of the features are available only if your license includes them.

    - **Firewall**
    - **Patch**
    - **Third-Party Security Software Detection**

4. On the **Protection summary** page, any problems with installation are shown in the **Protection issues** column. Click **Next**.
5. On the **Credentials** page, enter details of an account which can be used to install software.

    This account is typically a domain administrator account. It must:

    - Have local administrator rights on computers you want to protect.

    - Be able to log on to the computer where you installed the management server.

    - Have read access to the Primary server location specified in the **Updating** policy.

    Note: If you are using a domain account, you *must* enter the username in the form `domain\user`.

You have finished redirecting endpoints to the new Enterprise Console.

15 Redirect any unprotected child SUMs to the new Update Manager

Child Sophos Update Managers protected by Sophos Endpoint Security and Control are automatically redirected to the new parent SUM by their updating policies.

For any unprotected SUMs, configure them manually to connect to the new parent SUM as follows:

1. On the new server, copy the `mrinit.conf` and `cac.pem` files from the Enterprise Console folder.

Windows version	Default location
32-bit	C:\Program Files\Sophos\Enterprise Console
64-bit	C:\Program files (x86)\Sophos\Enterprise Console

2. Go to each child SUM and carry out the following steps:

   a) Paste the `mrinit.conf` and `cac.pem` files to the Remote Management System folder.

Windows version	Default location
32-bit	C:\Program Files\Sophos\Remote Management System
64-bit	C:\Program files (x86)\Sophos\Remote Management System

   b) Open a command prompt window at the Remote Management System directory.

   c) Run the command **`ClientMrInit.exe -update`**.

You have finished redirecting unprotected child SUMs to the new Update Manager.

16 Redirect remote consoles to the new server

For each remote Enterprise Console installation, at the remote computer:

1. Run the Enterprise Console 5.4.0 installer package.
2. Extract the installation files to the suggested destination folder or another one of your choice. The folder must be on the computer to be upgraded.

   The installation wizard starts.

3. In the **Sophos Enterprise Console** dialog box, click **Next**.

4. A wizard guides you through installation. You should do as follows:

    a) Accept the defaults wherever possible.

    b) In **Components selection** dialog box, select **Management Console** and click **Next**.

    c) In the **Management Console** dialog box, enter the name of the new server. If the new server is using a different port, update the port number.

       Note: If the remote console and the new server are part of an Active Directory domain, you will be prompted to enter the Database details. If prompted, ensure you use the same account details used for database access during the installation of Enterprise Console on the new server.

5. Continue the installation wizard to update the console installation with the new settings.

You have finished redirecting remote consoles to the new server.

17 Decommission the old server

Note: If the old server is protected, and if you do not plan to decommission it after the migration, the old server must be reprotected from the new Enterprise Console server in order for it to become a managed computer.

To decommission the old server:

1. If you are disposing of an old server, it is advisable to securely wipe or destroy its hard drives(s).
2. If you are reusing the old server, uninstall Enterprise Console and Microsoft SQL Server using Windows Control Panel and later delete the database.

You have finished decommissioning the old server.

18 Appendices

18.1 Appendix A: Prepare a new server

If you are using a server that has or had any Sophos products installed, ensure all the components are uninstalled and do the following:

1. Open the **Registry Editor**. To open click **Start**, **Run**, type `regedit` and then click **OK**.

2. Take a backup of the registry.

   For information on how to take a registry backup, refer to Microsoft documentation.

3. In the **Registry Editor** window, browse to the Sophos registry key location:

Windows version	Registry key location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos

   If it exists, delete the Sophos registry key. Close the **Registry Editor** window.

4. Browse to the Sophos installation folder location:

Windows version	Default path
32-bit	C:\Program files\Sophos
64-bit	C:\Program files (x86)\Sophos

   If it exists, take a backup of its contents, including all subfolders, save it to a safe and secure location, and then delete the folder.

5. Browse to the Sophos common installation location:

Windows version	Default path
32-bit	C:\Program files\Common Files\Sophos
64-bit	C:\Program files (x86)\Common Files\Sophos

If it exists, take a backup of its contents, including all subfolders, save it to a safe and secure location, and then delete the folder.

6. Browse to the database backup location, for example (depending on your SQL Server version):

Windows version	Default path
32-bit	C:\Program Files\Microsoft SQL Server\MSSQL10.SOPHOS\MSSQL\Backup
64-bit	C:\Program Files\Microsoft SQL Server\MSSQL10.SOPHOS\MSSQL\Backup

If it exists, take a backup of its contents, including all subfolders, and save it to a safe and secure location. Delete Enterprise Console database backup files (.bak files).

The file names begin with "SOPHOS" and usually contain Enterprise Console version number. For information about the database file names for different console versions, see Sophos support knowledgebase article 17323 (http://www.sophos.com/en-us/support/knowledgebase/17323.aspx). For example, the database backup files for Enterprise Console 5.4.0 are:

- SOPHOS540.bak
- SOPHOSPATCH52.bak
- SophosSecurity.bak

7. Browse to the database data location, for example (depending on your SQL Server version):

Windows version	Default path
32-bit	C:\Program Files\Microsoft SQL Server\MSSQL10.SOPHOS\MSSQL\DATA
64-bit	C:\Program Files\Microsoft SQL Server\MSSQL10.SOPHOS\MSSQL\DATA

If it exists, take a backup of its contents, including all subfolders, and save it to a safe and secure location. Delete the Enterprise Console database files (.mdf files) and transaction log files (.ldf files).

The file names begin with "SOPHOS" and usually contain Enterprise Console version number. For information about the database file names for different console versions, see Sophos support knowledgebase article 17323 (http://www.sophos.com/en-us/support/knowledgebase/17323.aspx). For example, the database files and transaction log files for Enterprise Console 5.4.0 are:

- SOPHOS540.mdf
- SOPHOS540_log.ldf
- SOPHOSPATCH52.mdf
- SOPHOSPATCH52_log.ldf
- SophosSecurity.mdf
- SophosSecurity_log.ldf

You have finished preparing the new server.

18.2 Appendix B: Modify exported registry files

If you are migrating between 32-bit and 64-bit computers, when exporting and importing registry keys, you will need to open any exported registry files in a text editor and change the Sophos registry values as shown below. The easiest and most reliable way to do this is by using search and replace.

Windows version	Default installation path	Sophos registry location
32-bit	C:\Program files	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos
64-bit	C:\Program files (x86)	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos

Migrating from a 32-bit to 64-bit computer

1. Open the saved registry exported file with Windows Notepad.
2. Click on the **Edit** menu and click **Replace**.
3. In **Find what** type `\SOFTWARE\Sophos\` and in **Replace with** type `\SOFTWARE\Wow6432Node\Sophos\`.
4. Click **Replace all**.
5. In **Find what** type `C:\\Program Files\\Sophos\\Update Manager` and in **Replace with** type `C:\\Program Files (x86)\\Sophos\\Update Manager`.
6. Click **Replace all**
7. Save the file and close Notepad.

Migrating from a 64-bit to 32-bit computer

1. Open the saved registry exported file with Windows Notepad.
2. Click on the **Edit** menu and click **Replace**.
3. In **Find what** type `\Wow6432Node\Sophos\` and in **Replace with** type `\Sophos\`.
4. Click **Replace all**.
5. In **Find what** type `C:\\Program Files (x86)\\Sophos\\Update Manager` and in **Replace with** type `C:\\Program Files\\Sophos\\Update Manager`.
6. Click **Replace all**
7. Save the file and close Notepad.

19 Technical support

You can find technical support for Sophos products in any of these ways:

- Visit the Sophos Community at community.sophos.com/ and search for other users who are experiencing the same problem.
- Visit the Sophos support knowledgebase at www.sophos.com/en-us/support.aspx.
- Download the product documentation at www.sophos.com/en-us/support/documentation.aspx.
- Open a ticket with our support team at https://secure2.sophos.com/support/contact-support/support-query.aspx.

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If you have any suggestions, additions, comments, or questions, please let me know.

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ConvertUTF

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WilsonORMapper

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zlib data compression library

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Jean-loup Gailly jloup@gzip.org

Mark Adler madler@alumni.caltech.edu