

Sync migration

02/13/2024 9:31 am EST

Cloud:

Install Sync at new server.

Export events from old server as event pack.

(For OPT migrations, let Chris Edgar know and grant OPT administrator access to the VM and inform which SQL DB the customer is on)

Enterprise:

Get new Sync license

Install Sync on new server

If no SQL backhost: Copy Data folder

Apply new license and verify data folder migration kept all events, subscribers, etc.

If backhosted to SQL:

Backup KS databases

Use Reset DB location on new server

Restore KS databases.

Verify SQL name changed in Help>About...