

## Moving ObserveIT Databases to a New SQL Server

This solution provides instructions on how to migrate the ObserveIT databases to a “new” SQL server.

**This documentation will explain how to perform the following steps:**

1. Copy the ObserveIT database files from the old SQL server to the new SQL server.
2. Create and assign the “ObserveITUser” user permissions to access the new SQL server’s databases.
3. Configure the ObserveIT Application to connect to the new databases.

**Note: SQL server and databases collation must be identical.**

**Important Notice: Before starting this process, please make sure to have a full working backup of all ObserveIT production databases.**

**The database files that we will copy are usually located at:**

“C:\Program Files\Microsoft SQL Server\MSSQL10\_50.MSSQLSERVER\MSSQL\DATA”,  
but this location may vary depending on the system.

The following ObserveIT database files (.mdf and .ldf ) should be “detached” from the old SQL server and then “attached” to the new SQL server:

- ObserveIT: ObserveIT\_Data.mdf and ObserveIT\_Log.ldf
- ObserveIT\_Archive\_1: ObserveIT\_Archive\_1\_Data.mdf and ObserveIT\_Archive\_1\_Log.ldf.
- ObserveIT\_Archive\_Template: ObserveIT\_Archive\_Template\_Data.mdf and ObserveIT\_Archive\_Template\_Log.ldf.
- ObserveIT\_Data: ObserveIT\_Data\_Data.mdf and ObserveIT\_Data\_Log.ldf.

*In ObserveIT 6.0 and above:*

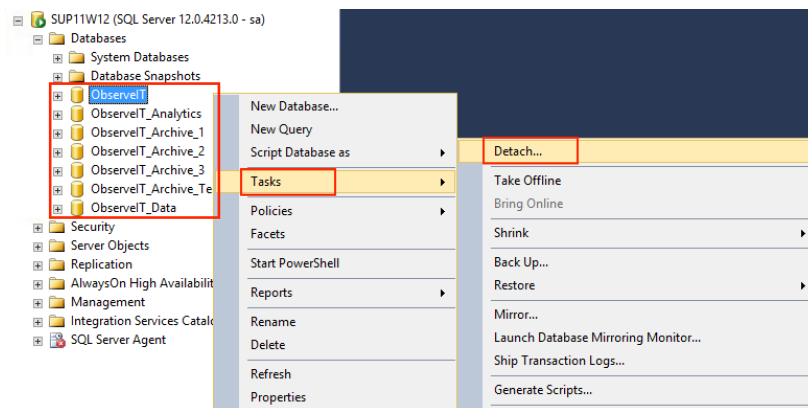
- ObserveIT\_Analytics: ObserveIT\_Analytics\_Data.mdf and ObserveIT\_Analytics\_Log.ldf

*Note: If you created additional archive databases on your old system, you should also copy those database files to the new server.*

## 1. Copying the ObserveIT Database Files to the New SQL Server

For each ObserveIT database whose files you need to copy, do the following:

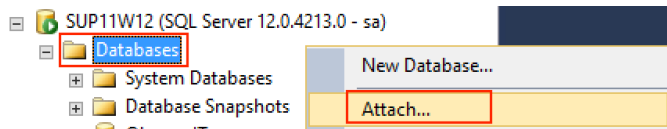
1. On the “Old” SQL server:
  - A. Under “Databases”, right-click the required database.
  - B. Select “Tasks” > “Detach”.



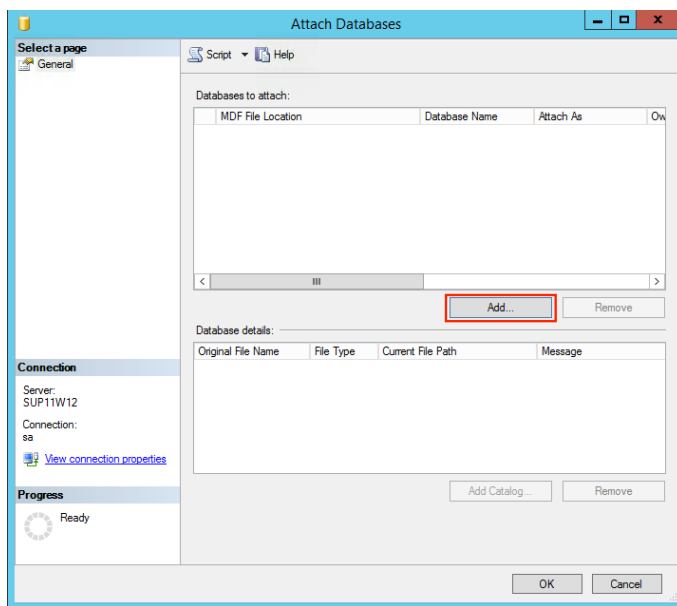
The database files are removed from the database. The next step is to copy them to the new server.

2. On the new SQL server:

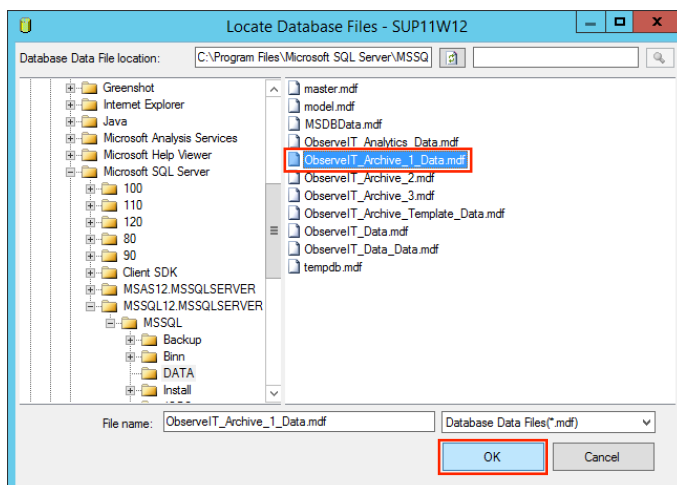
A. Under “Databases”, right-click the required database and select “Attach”.



B. In the Attach Databases dialog box that opens, click “Add”.

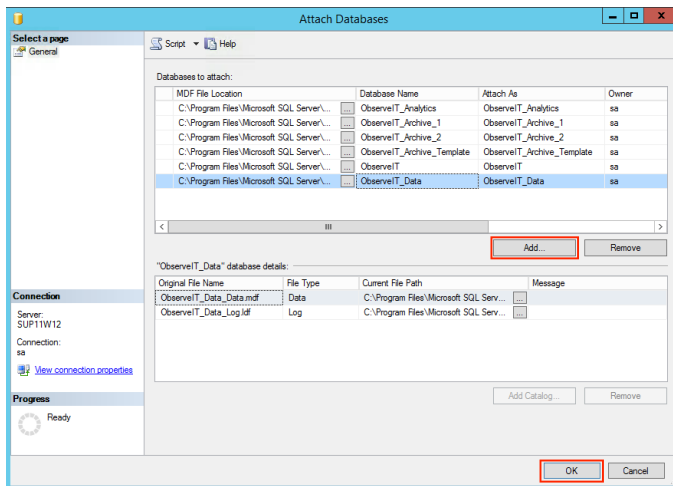


C. In the “Locate Database Files” dialog box, select the relevant database file, and click “OK”.

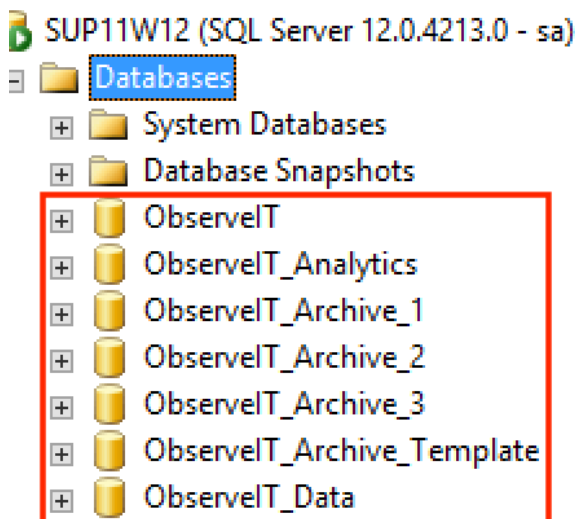


The selected database files will appear “Databases to attach”

- D. Repeat steps 1 and 2 for each ObserveIT database whose files you want to copy.
- E. Once all the files are added, Click on “Ok”



- F. Verify all “Databases” attached to the new SQL server.



## 2. Restore ‘ObserveITUser’ permissions in the new SQL

The following steps describe how to reset the “ObserveITUser” user permissions on the imported databases for the new SQL server.

★Note: If the system is using a dedicated service account (SSPI), then the ObserveITUser will not exist, or will be disabled. In the SQL Server Management Studio, security, Logins, Please add the service account, and set it as DBO on all ObserveIT databases.

1. Open the ObserveIT installation folder, and navigate to the “DB” folder.

Name	Date modified	Type	Size
DB	3/17/2016 12:15 AM	File folder	
DB_Analytics	2/9/2016 2:56 PM	File folder	
Docs	2/9/2016 2:56 PM	File folder	
Integrations and APIs	2/9/2016 2:56 PM	File folder	
TypicalInstall	2/9/2016 2:56 PM	File folder	
UnikAgent	2/9/2016 2:56 PM	File folder	
Utilities	2/9/2016 2:56 PM	File folder	
Web	2/9/2016 2:56 PM	File folder	
WinAgent32bit	2/9/2016 2:56 PM	File folder	
WinAgent64bit	2/9/2016 2:56 PM	File folder	
Setup	2/9/2016 9:37 AM	Application	112 KB

3. Select “SQLPackage.exe.config” file and edit it using a text editor such as NotePad.

**It might be suggested to save a copy of the file before editing, in order to restore it, or change it back manually after the migration of the databases.**

4. Locate and change the string:  
`<add key="OITUserOnly" value="false"/>`  
to  
`<add key="OITUserOnly" value="true"/>`  
\* This will only create the “ObserveITUser”

5. Save the file.
6. Run “SQLPackage.exe” with “SA” or any user with “sysadmin” permissions.

Please note: If the system is using a service account, please follow step 1 to remove the user from the databases and add it again to each of the databases.

### **3. Configure the ObserveIT Application connection strings**

In order for ObserveIT to connect to the new databases, we now must change the SQL server name from the old name to the new name in the following configuration files:

#### **On the application server(s):**

- "C:\Program Files (x86)\ObserveIT\Web\ObserveITApplicationServer\Web.config"

*[In ObserveIT 5.7 and above:](#)*

- "C:\Program Files (x86)\ObserveIT\RuleEngineService\bin\ActivityAlerts.Service.exe.config"

#### **On the Web Console:**

- "C:\Program Files (x86)\ObserveIT\Web\ObserveIT\Web.config"

- "C:\Program Files (x86)\ObserveIT\NotificationService\ObserveIT.WinService.exe.config"

*[In ObserveIT 5.8 and above:](#)*

- "C:\Program Files (x86)\ObserveIT\HealthMonitor\bin\ObserveIT.HealthMonitor.Service.exe.config"

*[In ObserveIT 6.0 and above:](#)*

- "C:\Program Files (x86)\ObserveIT\UserAnalytics\bin\ObserveIT.UserAnalytics.Service.exe.config"

- "C:\Program Files (x86)\ObserveIT\Web\ObserveIT\AnalyticsMvc\Web.Config"

Locate the connection string in each of these files and change the SQL server name or IP:

### **On the application server(s):**

- "C:\Program Files (x86)\ObserveIT\Web\ObserveITApplicationServer\Web.config"

```
<add name="ConnectionString" connectionString="Data Source={Your_SQL_Server};Initial
Catalog={0};User ID=ObserveITUser;Password={1}" />
```

```
<connectionStrings>
  <add name="ConnectionString" connectionString="Data Source=(local);Initial Catalog={0};User ID=ObserveITUser;Password={1}" />
</connectionStrings>
```

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#### *In ObserveIT 5.7 and above:*

- "C:\Program Files (x86)\ObserveIT\RuleEngineService\bin\ActivityAlerts.Service.exe.config"

```
<add name="ConnectionString" connectionString="Data Source={Your_SQL_Server};Initial
Catalog={0};User ID=ObserveITUser;Password={1}" />
```

```
<connectionStrings>
  <add name="ConnectionString" connectionString="Data Source=(local);Initial Catalog={0};User ID=ObserveITUser;Password={1}" />
</connectionStrings>
```

### **On the Web Console:**

- "C:\Program Files (x86)\ObserveIT\Web\ObserveIT\Web.config"

```
<add name="ConnectionString" connectionString="Data Source={Your_SQL_Server};Initial
Catalog={0};User ID=ObserveITUser;Password={1}" />
```

```
<add name="ConnectionStringVarUserPass" connectionString="Data Source={Your_SQL_Server};Initial
Catalog=ObserveIT;User ID={0};Password={1}" />
```

```
<connectionStrings>
  <add name="ConnectionString" connectionString="Data Source={New SQL server};Initial Catalog={0};User ID=ObserveITUser;Password={1}" />
  <add name="ConnectionStringVarUserPass" connectionString="Data Source={New SQL Server};Initial Catalog=ObserveIT;User ID={0};Password={1}" />
</connectionStrings>
```



- "C:\Program Files (x86)\ObserveIT\NotificationService\ObserveIT.WinService.exe.config"

```
<add name="ConnectionString" connectionString="Data Source={Your_SQL_Server};Initial
Catalog={0};User ID=ObserveITUser;Password={1}" />
```

```
<connectionStrings>
  <add name="ConnectionString" connectionString="Data Source={local};Initial Catalog={0};User ID=ObserveITUser;Password={1}" />
</connectionStrings>
```

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### *In ObserveIT 5.8 and above:*

- "C:\Program Files (x86)\ObserveIT\HealthMonitor\bin\ObserveIT.HealthMonitor.Service.exe.config"

```
<add name="ConnectionString" connectionString="Data Source={Your_SQL_Server};Initial
Catalog={0};User ID=ObserveITUser;Password={1}" />
```

```
<connectionStrings>
  <add name="ConnectionString" connectionString="Data Source={local};Initial Catalog={0};User ID=ObserveITUser;Password={1}" />
</connectionStrings>
```

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### *In ObserveIT 6.0 and above:*

- "C:\Program Files (x86)\ObserveIT\UserAnalytics\bin\ObserveIT.UserAnalytics.Service.exe.config"

```
<add name="ConnectionString" connectionString="Data Source={Your_SQL_Server};Initial
Catalog={0};User ID=ObserveITUser;Password={1}" />
```

```
<connectionStrings>
  <add name="ConnectionString" connectionString="Data Source={local};Initial Catalog={0};User ID=ObserveITUser;Password={1}" />
</connectionStrings>
```

- "C:\Program Files (x86)\ObserveIT\Web\ObserveIT\AnalyticsMvc\web.config"

```
<add name="ConnectionString" connectionString="Data Source={Your_SQL_Server};Initial
Catalog={0};User ID=ObserveITUser;Password={1}" />
```

```
<connectionStrings>
  <add name="ConnectionString" connectionString="Data Source={local};Initial Catalog={0};User ID=ObserveITUser;Password={1}" />
</connectionStrings>
```

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**NOTE: Please verify after finishing copying all the databases that the system is working properly before deleting the databases from the old SQL server.**