

How to move/migrate your software to a different machine/VM

If you intend to do a migration-upgrade (move from one VM to another while upgrading the software at the same time, **this article is not for you**. You should [follow this procedure instead](#).

This procedure is only applicable to Syncplify Server! v6+, if you are running an older version (for example v4 or v5) this procedure won't work, please refer to [this other knowledge base article instead](#).

If you need to migrate your Syncplify Server! to a different/new machine or VM, please, keep in mind that this article explains **the only correct procedure** to accomplish the goal.

No worries, it's really easy. Simply follow these steps in this exact order:

- Log into the SuperAdmin web UI on your "old" machine/VM, the one you want to decommission, and take a full backup of Syncplify Server!'s configuration from the BACKUP page; then from the LICENSE page in the same UI use the Deactivate button to free up your license and be able to re-activate it later on your new VM
- Make sure you deploy a new machine/VM with a fresh operating system, and don't install anything else on it for now, only the operating system
- Copy the backup file (a .zip archive) to the new machine/VM
- [Download the latest Syncplify Server! installer](#) on the new machine/VM and install it as you normally would if it were a fresh/new deployment
- Once the installer is done you can log into your new Syncplify Server!'s SuperAdmin UI on the new machine/VM and do the following, in this exact order:
 - activate the license first (the one you previously deactivated from the old machine/VM)
 - from the RESTORE page in the SuperAdmin UI perform a restore of the backup you took from your old machine/VM onto this new node

IMPORTANT: when you use the ***Deactivate License*** function you're freeing up that license code so that it can be reactivated **on another (different) machine**, you will **not** be able to reactivate it on the same machine you have deactivated it from. This automatic deactivation **requires** your server to be online (have direct, unrestricted, unproxed Internet access), if you're running your server offline, please contact us to have your license deactivated.

Revision #3

Created 22 July 2023 13:49:05 by DevTeam

Updated 29 May 2024 16:41:31 by DevTeam