

Migrating your CLERK server

Introduction

Migrating is the process of relocating your CLERK server from one computer to another. Possible reasons for migrating include:

- Upgrading to a more powerful server
- Failure or breakdown of the old server
- Reorganization of your IT resources

Preparing the new server

Before starting, obtain the latest version of the CLERK server software. It can be downloaded from Terrier Technologies' web site, <http://www.terriertech.com>. Install it on your new server computer. The instructions for installing the CLERK server appear in the **User's Guide**.

During the installation process, you will be prompted for a license key. Enter the license key provided to your department when CLERK was purchased. Most departments do not need to obtain a new license key when migrating.

Test the new server by starting a CLERK client and connecting to the sample datafile. To do this, start a CLERK client, click **Cancel** at the login screen, then choose the **Settings|Connection** menu option.

Write down your old settings so that you can change them back once you've finished testing the new server.

You next need to enter the IP address (or machine name) of the new server and the complete path to the sample datafile. Unless you changed the default database directory while installing the new server, the sample datafile will be located at `C:\Program files\Terrier Technologies, Ltd\CLERK\Database\Sample.gdb`.

Save the connection settings, and still using the CLERK client, log on to the new server with username `SYSDBA` and password `masterkey`. If you can successfully establish a connection, open the CAD module, create a new CAD record, and dispatch/clear officers from the new call, your new server should be working properly.

At this point, ignore CLERK's warning that your license key is invalid.

If your new server does not appear to be functioning correctly, follow the troubleshooting steps in the **User's Guide**. Remember to adjust the settings of third-party software such as virus scanners or firewalls to match those of your old (functional) CLERK server.

Copying your data

Before copying your data, you will need to stop the database engine on both old and new servers, to ensure that no users are connected.

This process will abruptly disconnect anyone currently using CLERK, and their work will not be saved. Be sure to inform users before proceeding.

The procedure for stopping the database engine depends on the version of Windows you are using.

Windows 2000, XP

On each server, from Windows' **Start** menu, choose **Settings|Control Panels**, then double-click on the **Firebird Server Manager** icon. If you have an older version of the CLERK server installed, double-click the **InterBase Manager** icon instead.



In the control panel window, click the Stop button.



Migrating your CLERK server (continued)

Windows 2003 Server

On each server, from Windows' **Start** menu, choose **Settings|Control Panels|Administrative Tools**, then double-click **Services**. If you don't see **Administrative Tools**, you may be in Classic view; look for the **Systems and Maintenance** control panel instead. In **Services**, locate the Firebird service, right-click and choose **Stop**.

Copying

Next, copy your CLERK datafile from the old server to the new server. If you aren't sure where to find your CLERK datafile on the old server, choosing **Settings|Connection** from a CLERK client will show you the path.

You may choose to store your CLERK data in the same directory on the new server, or you may choose to relocate it to a different directory. Just remember that if you change the directory path, you will need to update the datafile location in the connection settings of each CLERK client.

Check the Windows directory permissions for the directory containing your CLERK datafile on the new server. Ensure that regular users with a Windows logon cannot read this directory, otherwise they will be able to copy the datafile and access its contents.

Finally, locate the password file on your old server. The location of the password depends on the version of your CLERK server, and will be either `C:\Program files\Borland\Interbase\ISC4.GDB`, `C:\Program files\Firebird\ISC4.GDB`, or `C:\Program files\Firebird\firebird_1_5\security.fdb`. This file contains the encrypted user passwords; without it, you would need to recreate all the CLERK user accounts.

Replace the password file on your new server with the one from the old server. If your password file was originally named `ISC4.GDB` and you are installing the latest CLERK server, you will need to rename it to `security.fdb`.

Starting the new server

After your data has been copied to the new server, start the database engine by clicking the **Start** button in the **Firebird Service Manager** control panel on the new server.

We recommend that you do not restart the database engine on the old server. Users may accidentally connect to the old server and enter data, which may subsequently be deleted when the old server is decommissioned.

If your new server will have a different machine name or IP address from the old server, you may need to adjust the connection settings in each CLERK client accordingly.

If your new server will retain the IP address of the old server, now is the time to make that changeover.

Conclusion

In the majority of cases, migrating a CLERK server is a straightforward process that involves elementary planning and minimal downtime.

As always, Terrier Technologies strongly encourages customers to back up their data before proceeding with system changes.

If you encounter any problems during migration, please contact our Technical Support department via phone, fax, or email to support@terriertech.com.