ManageEngine) Exchange Reporter Plus

Migrate Exchange Reporter Plus to a new server



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Document Overview

Situations may arise in which you may want to move Exchange Reporter Plus from one machine to another. This document will guide you through the migration process.

Note: Do not uninstall Exchange Reporter Plus from the old machine until the new installation works fine.

Steps to migrate Exchange Reporter Plus to a different server

Note: If your Exchange Reporter Plus installation is connected to a Microsoft SQL database, please make a note of the native client version used in the old server. Install the same native client version in the new Microsoft SQL server.

i To check the native client version on the old server, navigate to Start → Add or remove programs.

ii Use the search bar to look for the term "Microsoft SQL Server".

iii The version of the native client installed on the old server will be displayed.



Use the links present in the table below to download the respective native client version and install them in the new server.

SQL Server version	Native client
2008 R2	Download
2012	Download

1. Stop Exchange Reporter Plus on the old server

i. Click Start → All Programs → Exchange Reporter Plus → Stop Exchange Reporter Plus.

ii. In case you have installed Exchange Reporter Plus as an NT Service, please stop the service. (Start → Run → Type 'services.msc' → Stop ManageEngine Exchange Reporter Plus).

Services (Local)			
ManageEngine Exchange Reporter	Name	Description	ManageEngine Exchange Reporter Plus Properties (Local Computer) $ imes$
Plus	🎑 ManageEngine - EDR Service	ManageEng	
Start the service	🎑 ManageEngine - EDR Telem	ManageEn	General Log On Recovery Dependencies
	🔯 ManageEngine ADAudit Plu	ManageEnd	Sanias nama: Evaluando Banarta Diva
	🎑 ManageEngine Exchange Re	Exchange R	Service name. Exchange Reporter Hus
Description:	🥁 ManageEngine M365 Mana	Compreher	Display name: ManageEngine Exchange Reporter Plus
Exchange Reporting Tool	🌼 ManageEngine UEMS - Agent	ManageEng	Description Exchange Reporting Tool
	🌼 ManageEngine UEMS - Rem	ManageEng	v
	🎑 ManageEngine Unified End	ManageEng	Dath to successfully.
	🎑 McpManagementService	<failed i<="" td="" to=""><td>Path to executable: "C:\Program Files\ManageEngine\Exchange Reporter Plus\hin\wranner exe"</td></failed>	Path to executable: "C:\Program Files\ManageEngine\Exchange Reporter Plus\hin\wranner exe"
	🎑 MessagingService_163d92	Service sup	
	🎑 Microsoft (R) Diagnostics Hu	Diagnostics	Startup type: Automatic ~
	🎑 Microsoft Account Sign-in A	Enables use	
	🎑 Microsoft App-V Client	Manages A	
	🍓 Microsoft Cloud Identity Ser	Supports in	Service status: Stopped
	🎑 Microsoft Defender Antiviru	Helps guare	
	🎑 Microsoft Defender Antiviru	Helps prote	Start Stop Pause Resume
	🎑 Microsoft Edge Elevation Se	Keeps Micro	You can specify the start parameters that apply when you start the service
	🎑 Microsoft Edge Update Servi	Keeps your	from here.
	🎑 Microsoft Edge Update Servi	Keeps your	Start normatory
	Microsoft iSCSI Initiator Serv	Manages Ir	
	Microsoft Keyboard Filter	Controls ke	
	Microsoft Office Click-to-Ru	Manages re	
	Microsoft Passport	Provides pr	Cancel Apply
	Microsoft Passport Container	Manages loo	c Manual (Trigg Local Service
	Microsoft Software Shadow	Manages so	Manual Local System

2. Stop services in Resource Monitor on the old server

i. Open Resource Monitor and make sure the following services are stopped under Exchange Reporter Plus:

- a. Postgres service
- b. Redis service
- c. Elasticsearch wrapper

Nesource Monitor												
File Monitor Help												
Overview CPU Memory	Disk M	Network										
Processes				36% CPU Usage				138% Maximum Frequency				۲
🗌 Image	PID	Description							Status	Threads	CPU	Average CPU ^
ShellExperienceHost.exe	22388	Windows Shell E	perience Host						Suspended	16	0	0.00
SearchApp.exe	28556	Search applicatio	n						Suspended	61	0	0.00
Secure System	88								Suspended		0	0.00
HxOutlook.exe	3424	Microsoft Outloo	k						Suspended	30	0	0.00
SystemSettings.exe	13648	Settings							Suspended	21	0	0.00
CalculatorApp.exe	28612	Calculator							Suspended	22	0	0.00
LockApp.exe	2068	LockApp.exe							Suspended	11	0	0.00
SearchApp.exe	10516	Search applicatio	n						Suspended	34	0	0.00
backgroundTaskHost.exe	27788	Background Task	Host						Suspended	9	0	0.00
Services				2% CPU Usage								(•)
Arrest dated threadles	_									2.5		n
Associated Handles										3\Exc	hange Reporte	Plus X *
Search Results for "E:\Managet	igine(571:	3\Exchange Report	er Plus"				^					
Image	PID	Type	Handle Name									<u> </u>
explorer.exe	24532	File	E:\ManageEngine	5713/Exchange Reporter Plus								
explorer.exe	17506	File	El ManageEngine	15713/Exchange Reporter Plus								
cmd ava	28896	file	E-ManageEngine	S713)Exchange Reporter Plus/bin								
nostares exe	27240	File	E:\ManageEngine	5713 Exchange Reporter Plus Jons Indion by								
postgres.exe	18060	File	E:\ManageEngine	\5713\Exchange Reporter Plus\logs\pglog.txt								
postores.exe	31480	File	E:\ManageEngine	\\$713\Exchange Reporter Plus\logs\pglog.txt								
postgres.exe	22608	File	E:\ManageEngine	Lawringschijne und zuskninge regioner inzeger gegenen.								
postgres.exe	20836	File	E/ManageEngine\5713)Exchange Reporter Plus/logs/pglog.txt									
postgres.exe	15772	File	E/ManageEngine/S713/Exchange Reporter Plus/Jogs/pglog.txt									
postgres.exe	31220	File	E/ManageEngine/S713/Exchange Reporter Plus/logs/pglog.bt									
postgres.exe	26912	File	E:\ManageEngine	\\$713\Exchange Reporter Plus\logs\pglog.txt								
postgres.exe	26912	File	E:\ManageEngine	\5713\Exchange Reporter Plus\logs\pglog.txt								
postgres.exe	19824	File	E:\ManageEngine	\5713\Exchange Reporter Plus\logs\pglog.txt								
cmd.exe	17596	File	E:\ManageEngine	\5713\Exchange Reporter Plus\logs\pglog.txt								
cmd.exe	1/596	File	E:ManageEngine	NS/13\Exchange Reporter Plus\logs\pglog.txt								
erp-redis-server.exe	27968	File	ElimanageEngine	(5712)Exchange Reporter Plus/logs/redis_log.bt (5712)Exchange Reporter Plus/logs/redis_log.bt								
postgres eve	18060	File	E-ManageEngine	15713/Exchange Reporter Plus/pgsql/data								
postgres exe	31480	File	E:\ManageEngine	15713/Exchange Reporter Plus/pgsghdata								
postgres.exe	22608	File	E:\ManageEngine	\5713\Exchange Reporter Plus\pgsql\data								~
Associated Modules												۲
Image	PID	Module Name	Version	Full Path								
						Select a process to see results.						
1												
1												
1												
i												

3. Copy and paste the Exchange Reporter Plus installation folder

i. Check if you can directly copy and paste the installation folder of Exchange Reporter Plus from the old server onto the new server.

ii. If it cannot be done, compress the entire installation folder of Exchange Reporter Plus from the old server and then extract it onto the new server.

4. Run the essential batch files in the install directory

i Run Command Prompt with administrator rights.

ii Navigate to <install dir\bin> and run both initPgsql.bat and setPermission.bat on the new server.

5. Start Exchange Reporter Plus on the new server

i Install it as a service using InstallService.exe under the bin folder.

ii This will bring up the following user interface. Please provide the credentials of a user who has administrative privileges on the local machine where the product is installed.

ER Exchange Reporter F	Plus Service Installation	X
The user name and pa	ssword given will be used to run this s	service
User Name	administrator	
Password	********	
	Install Cancel	

iii Once the Exchange Reporter Plus service is installed you can start the product as a Windows service.

Post-requisites:

- i. If custom logos and notification templates were configured, please verify if they still work. If they do not work, reconfigure them by adding them to the product.
- ii. Change the default storage path for all scheduled reports.
- iii. Change the archive location, if necessary.

Our Products

AD360 | Log360 | ADManager Plus | ADAudit Plus | ADSelfService Plus | M365 Manager Plus

ManageEngine) Exchange Reporter Plus

Exchange Reporter Plus is an analysis, monitoring, and change auditing solution for Exchange Online and Exchange Servers. It features over 300 unique reports on various Exchange entities such as mailboxes, public folders, Outlook Web Access, and ActiveSync. Customize reports to track room mailbox usage, break down email response times, and locate messages based on keywords in their content. Configure alerts in Exchange Reporter Plus for instant notifications on critical changes that require your immediate attention.

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