

# 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.

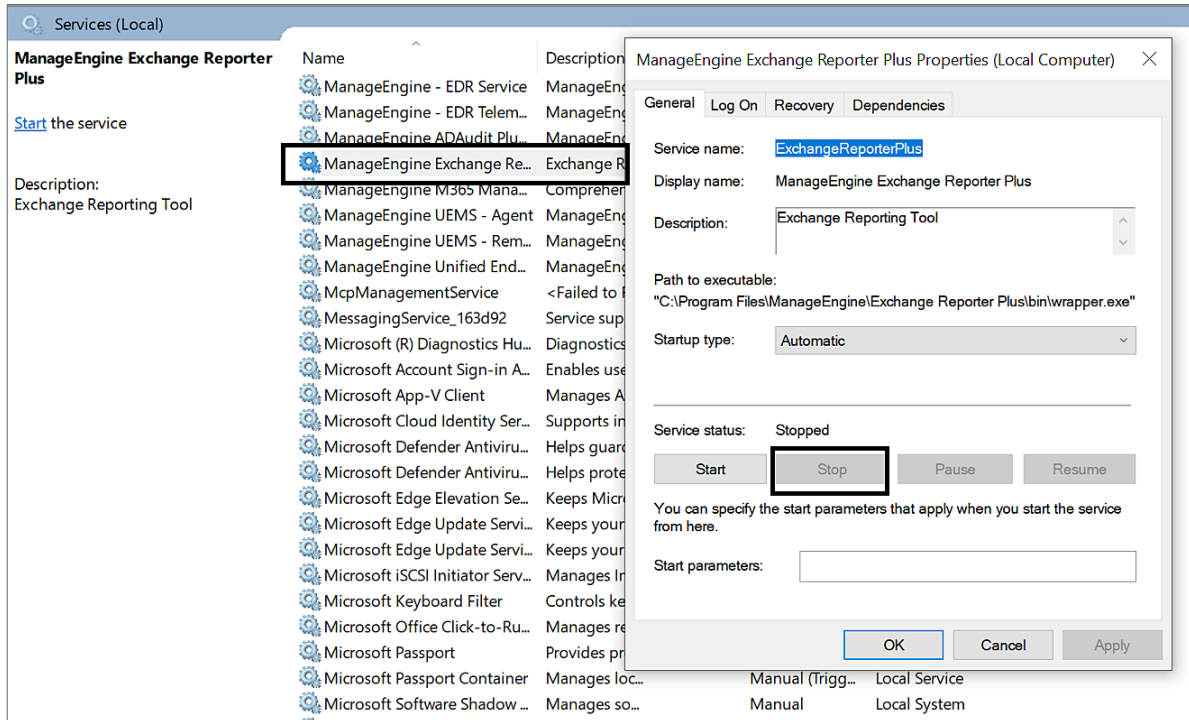


Use the links present in the table below to download the respective native client version and install them in the new server.

SQL Server version	Native client
2008 R2	<a href="#">Download</a>
2012	<a href="#">Download</a>

## 1. Stop Exchange Reporter Plus on the old server

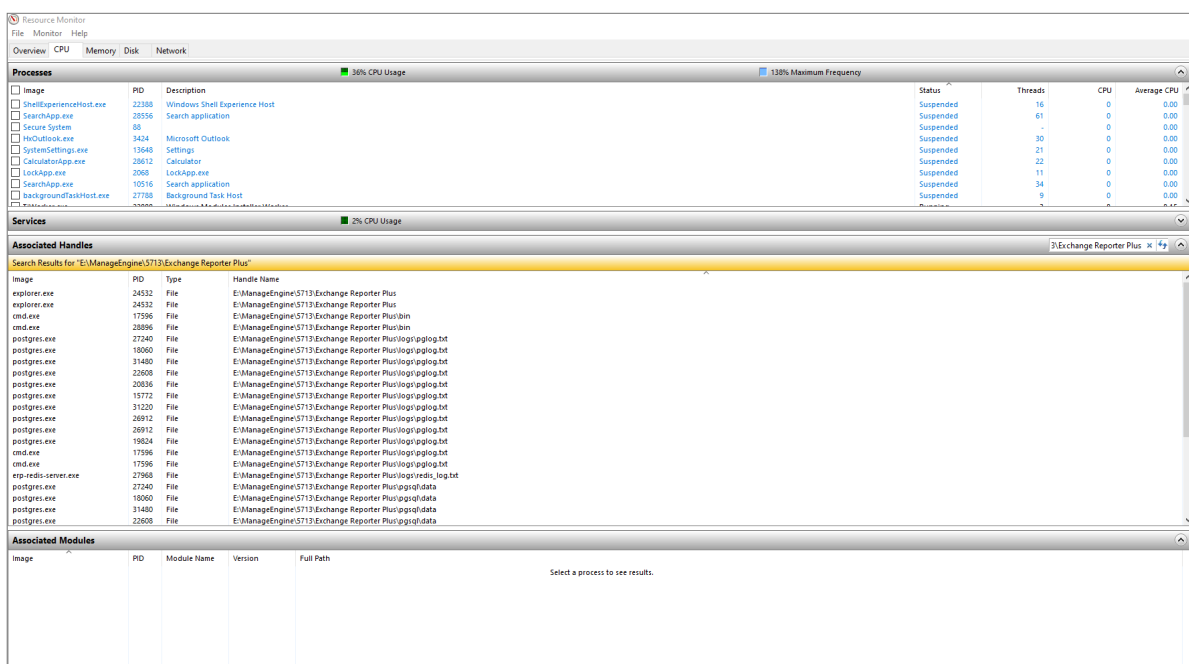
- i. Click **Start → All Programs → Exchange Reporter Plus → Stop Exchange Reporter Plus**.
- ii. In case you have installed Exchange Reporter Plus as an NT Service, please stop the service. (**Start → Run → Type 'services.msc' → Stop ManageEngine Exchange Reporter Plus**).



## 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



### 3. Copy and paste the Exchange Reporter Plus installation folder

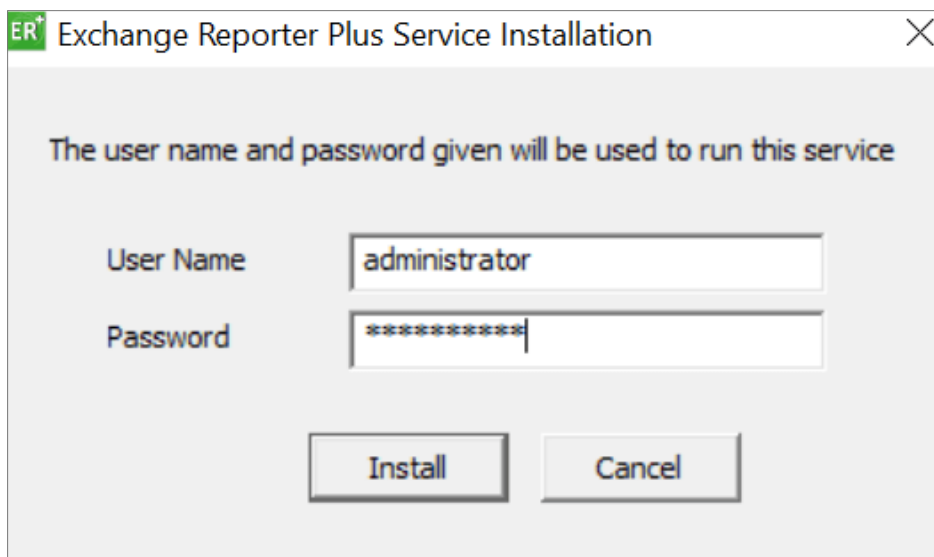
- i. Check if you can directly copy and paste the installation folder of Exchange Reporter Plus from the old server onto the new server.
- ii. If it cannot be done, compress the entire installation folder of Exchange Reporter Plus from the old server and then extract it onto the new server.

### 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.



- 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.

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### 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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