

Pcounter for Windows Server Migration

INTRODUCTION

This document details how to migrate settings (such as User balances, print history etc...) from one Windows server to another, and from one domain and server to another.

This is the procedure to follow if the existing server is to be retired.

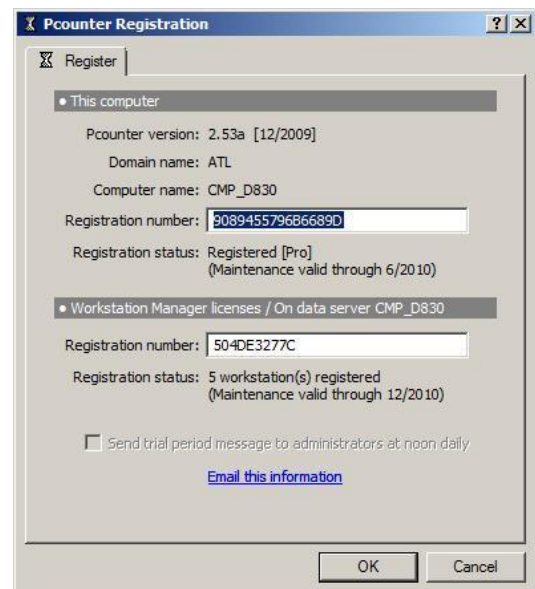
Changing Server Only

1. Install on the new server

First, install **Pcounter for Windows** afresh on the new server. The latest version of Pcounter is available from <http://www.altman.co.uk/downloads/print-copy-management>

Pcounter for Windows Installation Guide is available from [here](#) or you can watch a video demonstrating the installation process [here](#).

Once installed, take a screenshot of the **Registration and Trial Period** window and e-mail to info@altman.co.uk with a subject of **Server name change**. Be sure to also include the name and domain of your old server.



2. Migrating Printers

There is no facility within Pcounter itself with which to migrate print queues from one server to another as this is outside the scope of the software. The migration process will vary dependent on the source and target OS.

2.1 MS Server 2003 to MS Server 2003

To migrate printers from Server 2003 to a new Server 2003 device we recommend using **Microsoft's Print Migrator** which is available from:

<http://www.microsoft.com/downloads/details.aspx?familyid=9b9f2925-cbc9-44da-b2c9-ffdbc46b0b17&displaylang=en>

[Click here to access further How to Guides](#)

For Support
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Remember

When migrating Pcounter data **DO NOT** copy PCOUNTER.INI as this contains information relating to the server name.

We also have How To guides for Installing and Upgrading Pcounter for Windows

To **request a new licence key** for your new server before the trial runs out after 60 days, otherwise Pcounter will be disabled on the new server.

Best Practice Tips...

Action out of hours to ensure minimum disruption to users

Run both old and new servers in parallel for a few days to ensure migration was successful

2.2 MS Server 2003 OR MS Server 2008 to MS Server 2008

If the new server is running MS Server 2008 then the print migrator tool will not migrate printers successfully.

To migrate printers to a device running this OS you must use the **Print Management** snap-in. This is installed by default on Server 2008 devices with the Print Server role installed, however will need to be installed as an extra in Server 2003 R2 sp2. For instructions on how to install this see <http://www.microsoft.com/download/en/confirmation.aspx?id=7313>.

Please note: The Print Management snap-in is not available on Server 2003 R1.

For instructions on using the Print Management snap-in to migrate printers see <http://technet.microsoft.com/en-us/library/cc722360.aspx>.

3. Migrating Pcounter Databases

The following information is stored within the **Pcounter** share (default location of **C:\PCOUNTER**):

- User balances
- Print history
- Client codes and associations
- Pcounter Pro ID and PIN numbers

To migrate this data:

- Stop both Pcounter services on the new server
- Copy the contents of C:\PCOUNTER **with the exception of** PCOUNTER.INI from the old server
- Overwrite the existing files on the new server with these
- Restart the services

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4. Migrating Printer and Pcontrol Settings

All Pcounter settings are stored in the server's registry. These settings are located in the one of the following keys:

32-bit (x86) devices: HKEY_LOCAL_MACHINE\SOFTWARE\Pcounter

64-bit devices: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Pcounter

This key also contains the default printer configuration template. It is not recommended to export the individual printer configuration.

In order to migrate these settings export the relevant keys from the original server and import on the new server. For instructions on using **regedit** see **Microsoft Technet** article <http://support.microsoft.com/kb/256986>

Warning: Serious problems might occur if you modify the registry incorrectly by using Registry Editor or by using another method. These problems might require that you reinstall the operating system. Altman Technologies Ltd. take no responsibility for any damage caused to a device by editing the registry. If you are unsure about editing the registry we **STRONGLY RECOMMEND** applying the printer settings manually on the new server.

Migration of Pcounter for Windows is now complete. If you have any further questions or problems please contact us on support@altman.co.uk, 0113 273 0300 or <http://www.altman.co.uk/support/index.php>

Changing Server and Domain

1. Background

If changing the domain as well as the server, but *keeping the same users as in the previous domain*, then the procedure is different.

Pcounter's balance database does not reference usernames directly, it references the AD SIDs of the users. SIDs on the new domain will not match SIDs on the old domain, so any balances in the old database will not necessarily apply to the correct user on the new domain. Consequently simply copying domain.dbf will not restore users' balances correctly.

2. Backup & Restore

In this case you will need to perform the following steps on the old domain **before it is decommissioned**:

- Perform an **account backup** by opening a command line and browsing to the location of the utility **ACCOUNT.EXE** and typing **account backup DomainName**
 - ❖ Default path is C:\Program Files\Pcounter for NT\NT
 - ❖ This will create a .bat file in this location

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- Once the domain and server migration is complete, copy this .bat file to C:\Program Files\Pcounter for NT\NT on the new server and double-click to run. All users balances, free quotas and low balance limits will be restored.

Important: It is not possible to migrate auto-client-code associations from one domain to another. These will have to be re-added to your users manually.

All other files can be copied across as per part 1 **Changing Server Only**.