

How to Relocate a Rest Professional Database

Overview

The following instructions will help you relocate your Rest Professional Database to a new server. Repeat these steps for all databases (i.e Rentals and Sales)

NOTE: We recommend that these steps are performed by your IT Technician with sufficient planning and testing

Please allow additional time if the following additional products are in use

- If this server is also the **File Smart server**, the File Smart components must be relocated by MRI Software, if you require a File Smart server relocation please refer: [How to Relocate a File Smart Server](#)
- **REST Communicator**, (check Programs & Features for 'Rockend Web Access'), this must be uninstalled from the old server and installed on the new server. Refer to [REST Communicator Installation Guide](#) for the relevant instructions
- **Rest Messenger**, (check Programs & Features for Rest Messenger), this facilitates holiday bookings from YesBookIt, if it is still required refer: [How to Install REST Messenger](#)

Ensure the new server meets the system requirements: [Rest Professional System Requirements](#)

An installation of Rest Professional will also be required on the server, either before or after relocating the Rest Professional Database.

Refer to our Knowledge Base article: [How to Install Rest Professional onto a New Computer](#)

Steps

1. Ensure all users are out of Rest Professional. You can view active users within Rest Professional (**Other > Active User List**)
2. For each database being moved, determine the current location of the database folders (**Help > About Rest > Rest Info > File Locations**)
3. **Create a new Windows Share** on the new location and ensure caching is disabled (**Share > Advanced Sharing > Caching > No files or programs from the shared folder are available offline**)
4. **Confirm the appropriate Windows User Permissions** have been configured under the share as well as the Security tab (i.e. Modify permissions for Everyone)
5. Using Windows explorer **copy and paste all database folders** to the new location. A Rest Professional Database consists of the following folders: Data / Documents / History / Images / Log / Quickbak / Upgrade / Word
6. **Rename the BackupLog file** under Log\BackupLog (previous backup paths may slow the Rest Professional backup)

wizard)

7. **Reconfigure the Rest Professional workstations**, on each workstation rename the ConfigDataSources folder (i.e: c:\Rest\ConfigDataSources\), launch Rest Professional and follow the database connection wizard. Additional database can be added in Rest Professional (**Files > New Database > Database Wizard**) Ensure other relevant servers are updated such as File Smart

8. Open Rest Professional and **change any required file paths** for example:
 - SMTP Server: **Other > Utilities > System Options > SMTP**

 - 1Forms: **Other > Utilities > System Options > System**

 - Custom Logos: **Other > Utilities > Company Details > Defaults**

 - Tenant Direct Debit and Bpay: **Other > Utilities > Company Details > General**

 - Bank Downloads: **Other > Utilities > Company Details > Charges/Taxes > Configure / View**

9. Check if the **File Smart client** is installed, (Open each Rest Professional Database and select Other Utilities > Document Management Configuration). If so, please **perform the following checks on the File Smart Server**:
 - Ensure Rest Professional is reconfigured for the new location (Step 7)
 - Review windows task scheduler "RESEverydayJob", ensure the windows user configured for this job has sufficient permission to reach the new REST share(s) (Refer Step 4)
 - Review all Rockend window services, ensure the windows user configured for these services has sufficient permission (Refer Step 4)

NOTE: We strongly recommend disabling the old share to protect any workstations that may have been missed.

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