

Migrating to a Replacement DDMS (Domain) Server

These instructions are for dealers who are migrating their DDMS data from an existing DDMS server to a new server purchased from ECi DDMS.

Assumptions

The instructions assume the following conditions are true:

- You ARE on a domain.
- Your server is running the Microsoft® Windows® 2003 operating system.
- Since your server was purchased from and prepared by ECi DDMS, certain configuration steps have already been done to ensure compatibility with our software.

Before Proceeding

1. Complete the following checklist.

Note: Remember that these are general rules, and should not be followed blindly. If you have a question or concern about how something may apply to you, contact your ECi DDMS Technical Support Team (<https://support.eci2.com>).

- Check Partitions.** Make sure your new server is partitioned into C and D drives. D drive will be your main data partition and C drive should have no less than 10 gigabytes of space.
- Plan ahead of your new server's go-live date.** It is advisable to set the server up and do all of these steps well in advance (a week or two) to going live with the new server. This will keep the transition as smooth as possible.
- Arrange for DDMS Support Access.** It is advisable to open new ports on your router (ie, 5633 and 5634) and point to the new server so you can start PCAnywhere on both servers. The PCAnywhere software will require you change the ports on the new server before it will work, also.
- Set up a Domain Admin.** You will need a Domain Admin for the user on the new server. If you don't already have one from the old DDMS server, create a new one, (such as **ddms_user**).
- Verify the following:**
 - You have DDMS latest software disks
 - Software to be loaded on new machine matches what is on old server.
 - There are no drives on the new server that have a DDMS folder other than D drive. If you attach another drive or map a drive before installation of any DDMS software, make sure all paths for installation are on the D drive.
 - If you are using telnet that you have a telnet server (ie., ataman) and license.
- Make note of the following information:**
 - Server IP address of old server
 - Server Name and workgroup of old server
 - Windows User Names (if passwords, make sure you have the password list)
 - Original Printer Driver Names (if you are adding back with same name)
 - Number of TBL licenses from old server (Open Tblserver, click Utilities, click licenses)

How to Migrate Your DDMS Data

Granting Rights to Admin and Authenticated Users

2. Boot up new server *without connecting network cable*.
3. Log in under Local Administrator.
4. Give new DDMS server a unique name and IP address.
5. Connect network cable to new server and reboot new server (if the server has multiple places to connect cable, make sure not to plug into the ILO (integrated lights out) port).
6. Reboot and login locally again.
7. Join the server to the domain and reboot.
8. Reboot and login as the Domain Admin user created for the new computer. It is not best practice to use Administrator as the login when connecting to a domain. As stated above, it is best to create a new user with domain admin rights, or use the user from the old server if already set up.
9. Shut down all programs on new server.
10. Add the Domain Administrator account you are logging in with to the DDMS group.
11. Add “Authenticated Users” from local machine and “Domain Users” from domain to the “Distributed COM Users Group”

Loading Print Drivers

12. Add all windows print drivers into windows system and verify they work with “test page” print. If they are added with original names, it will require fewer configurations. Try not to use any print drivers that do not come with the OS to limit issues with print drivers.
 - All Okidata printers that have Epson emulation can be set up with Epson Emulation on the printer, EPSON FX-80 driver in Windows, and E2 in TBLconfig.
 - Most drivers will be with Windows.

Migrating Your DDMS Data, Users, and Printers

13. Shut down TBLserver.
14. Shut down “EBS IMPORT CONTROL PANEL” in tray.
15. Right click on task bar and open task manager and click on processes tab.
16. Right click on anything with “sql” at the first letters and end the task.
17. Make a copy of the DDMS folder that has just been installed: Right click the DDMS folder, select COPY, right click in white area, select PASTE) in case of issues with live data restore.
18. In the DDMS folder, delete all subfolders *except for the following*:
 - client
 - dll
 - dotnet
 - drivers
 - jre
 - services

19. Copy the test/live DDMS data from the current DDMS server or a backup tape, to a new folder called RESTORED_DDMS on the new server. Tblserver must be closed on the old machine to copy live data from the old server across the network. It will, of course, require the same type of tape drive to restore it from a tape.
20. Copy all subfolders from the RESTORED_DDMS (not just the root ddms folder, if that is what was copied. Should be sr, hi, etc) folder to the current DDMS folder, EXCEPT for the folders list in previous delete folders steps. If you are not going live now, rename the TblNetCom folder and the UtilExt so that the system restarts will not kill dealerstation on live server.
21. If you are using Telnet on the old server, open TblConfig, click file-sync users. Wait about a half second for each of the users listed in the Users Definitions. Users are added into windows users and ataman with same telnet name, but password is changed to match user (case sensitive, ie, if the use name is Thomas, then the password will be Thomas).
22. You will also need to do the following so the DDMS launch of text based windows will work. Open the Start menu, click Run, type gpedit.msc in the Open field, and click OK). Expand Computer Configuration, Windows Settings, Security Settings, Local Policies, Security Options. In the right pane, double-click Accounts: Limit Local Account Use Of Blank Passwords To Console Logon Only. Select the Disabled radio button under the Local Security Setting tab and click OK.
23. Also in Tblconfig, click Printer Configuration, right click on each printer and verify something in the network dropdown. If blank, re-point to appropriate windows driver.
24. Click on file, autologin, check the autologin box, and type the password for the logged in user. If you change user for production, you will need to do this again.
25. Open C drive, right click on the tbl-temp folder, select “sharing and security”, select security tab, add “Authenticated Users” and give full rights.
26. Open D drive (or drive on which DDMS is loaded), right click on the DDMS folder, select “sharing and security”, select security tab, add “Authenticated Users” and give full rights.
27. Click Start – All Programs – ECi – DDMS Server – DDMS Utilities. Single click Shutdown Com+ (or MTS) and wait for prompt, clicking OK when it appears. Single click Refresh Com+ (or MTS) and wait for OK prompt, as well (this one will take a little longer, but no more than 1 minute or so).

Testing If Migration Is Successful

28. Reboot server. After reboot TBLserver should start up.
29. Open TblClient and you should have your company name at the top. Verify that you have customers, tickets, items, A/R, etc.
30. Click start-run- telnet localhost - login with user name, remembering that the password will be the same (case sensitive).
31. Open DDMS graphical client on the server, making sure it is working.
32. Verify TBL client works, as well, by telneting to the new server’s name or IP address.
33. Go to a few client machines and test telnet (if needed) and DDMS graphical client. If this is done ahead of going live on the machine, do the following to test:

- Double click on server utility on the client machine and change to new server name or IP. If it gives an error about the support folder, then the support folder in d:\ddms\client needs to be shared (just needs read shares). If it asks to enter a valid MTS, the window's user is not authenticating and will need to be corrected. If the window closes, it is correct.
- Open up DDMS graphical client on the client machine. If it opens and asks for a User Id, the connectivity is working.

34. If there is a high potential for viruses in your network, feel free to load antivirus software.

Note: If possible, do not load any other third-party software until the system is running successfully for several days in a live, production mode.

Going Live

35. If the previous steps were all done well in advance of going live on the new server, all that is left is to do the following:

- Finalize all dayend procedures on OLD SERVER.
- Copy newest live data from old server to new server, using the same procedures as earlier except for one change. Delete then copy back all files except for DRIVERS.
- Change OLD SERVER's IP address to something not used on the network
- Change NEW SERVER to old server's IP address.
- Reboot the new server and see if everything works.
- Share d:\ddms\client\support folder.
- Share the Reporting folder (read/write for authenticated users)
- If using RouteTrak, share the folder listed in the L8 parameters under Third Party Billing.
- If using "Autocomm II", share the work folder listed in LØ.