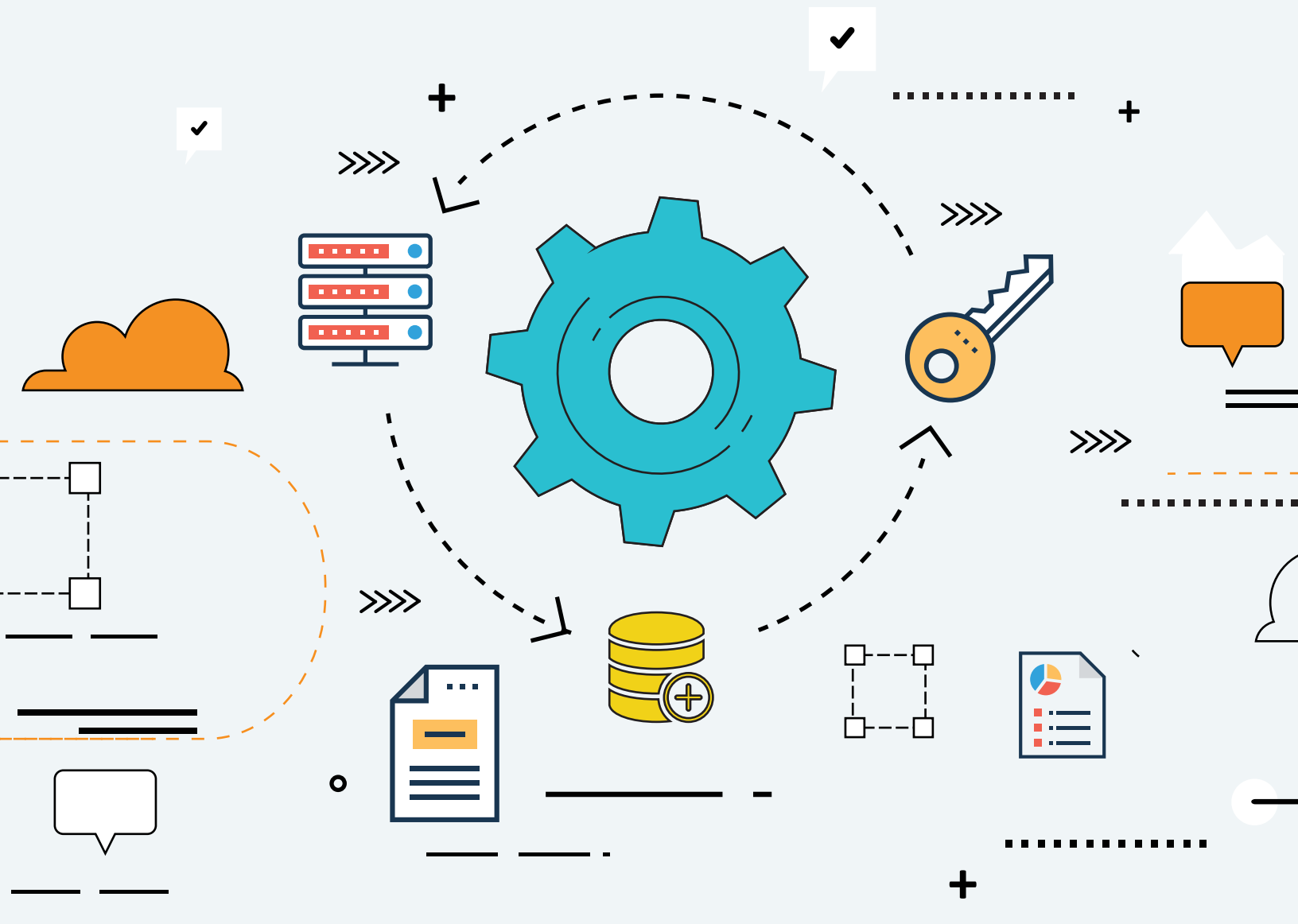


# Migration Guide



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## Description

This guide will take you through the process of migrating the ADSelfService Plus installation from one machine to another.

For steps to back up the ADSelfService Plus database and restore it in the same instance, refer to [this](#) webpage.

### Important:

1. Before you start the migration process, please update your ADSelfService Plus installation to the latest build from the [Service Pack](#) webpage.
2. Do not uninstall ADSelfService Plus from the old machine until you have confirmed that the new installation works correctly.

**Note:** If you have enabled high availability or load balancing in the old machine, follow the steps mentioned in the [appendix](#) in addition to the steps given below.

## Steps to migrate your ADSelfService Plus installation

### Step 1: Identify the database

1. Open the ADSelfService Plus installation directory (By default: **C:\Program Files\ManageEngine\ADSelfService Plus**).
2. Navigate to the **conf** folder in the ADSelfService Plus installation directory (By default: **C:\Program Files\ManageEngine\ADSelfService Plus\conf**).
3. Open **database\_params.conf** file in a text editor, and locate the driver name to identify the database that is being used by ADSelfService Plus.
4. The version of PostgreSQL database should be the same on both the old and new machines. If the database of the existing installation is older than the new machine's database, [contact the ADSelfService Plus support team](#) for further guidance.

5. The version of PostgreSQL can be detected by running the command `pgsql\bin>postgres.exe -V` from the command prompt within the `pgsql` folder in the location where ADSelfService Plus is installed (usually `C:\Program Files\ManageEngine\ADSelfService Plus`).
6. If the backend database is MySQL or MicrosoftSQL, then [contact the ADSelfService Plus support team](#) for migration guidance.

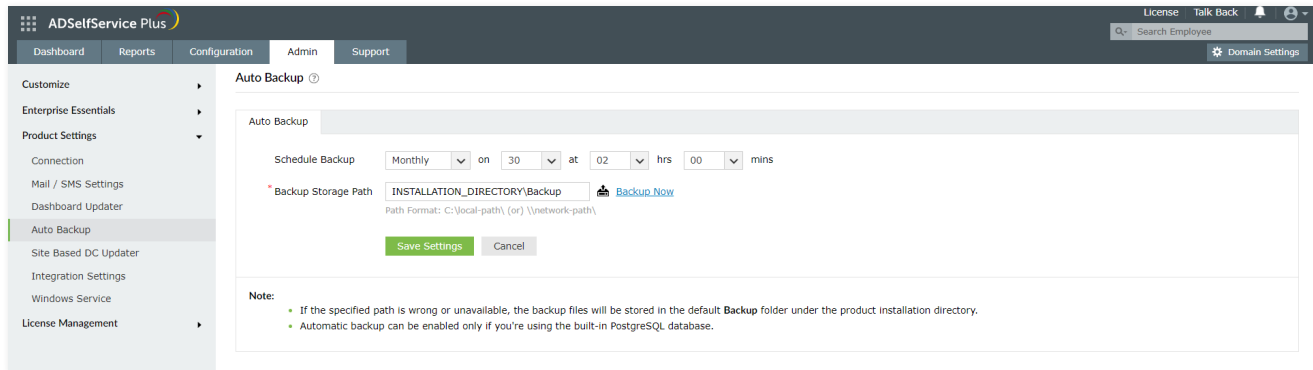
## Step 2: Back up the ADSelfService Plus database from the old machine

### Method 1: Offline manual backup

1. Start the Command Prompt as an administrator by right-clicking **Command Prompt** and selecting **Run as Administrator**.
2. Navigate to the bin folder in the installation directory (By default: `C:\Program Files\ManageEngine\ADSelfService Plus`) by using the `cd` command.
3. Now, execute the command `backupDB.bat` to back up the database.
4. A folder named **Backup** will be created at ADSelfService Plus installation directory (By default: `C:\Program Files\ManageEngine\ADSelfService Plus\Backup`) and it will contain the database back-up in compressed file format (e.g., `OfflineBackup_20230926151025.ezip`).

### Method 2: Backup using the ADSelfService Plus admin portal

1. Log in to the ADSelfService Plus portal with admin credentials.
2. Go to **Admin > Product Settings > Auto Backup**.
3. In the *Auto Backup* page, enter your preferred file path (By default the installation directory file path will be mentioned).
4. Click on **Backup Now**.
5. A folder named **Backup** will be created at ADSelfService Plus installation directory (By default: `C:\Program Files\ManageEngine\ADSelfService Plus\Backup`) and it will contain the database back-up in compressed file format (e.g., `081224-1547.ezip`)



### Step 3: Back up the necessary files

- a. **Backup the ZohoCreator file:** Copy the **ZohoCreator.properties** file present in ADSelfService Plus **conf** folder under the installation directory (Default location: **C:\Program Files\ManageEngine\ADSelfService Plus\conf\ZohoCreator.properties**).
- b. **Back up all patch files (Optional):** Copy the **patch** folder present in ADSelfService Plus installation directory (Default location: **C:\Program Files\ManageEngine\ADSelfService Plus\patch**).
- c. **Back up all customized language files (Optional):** Navigate to the installation directory, and copy the **resources** folder within. (Default location: **C:\Program Files\ManageEngine\ADSelfService Plus\resources**)
- d. **Back up the customized login page (Optional):** Navigate to the **adssp** folder under the installation directory, and copy the **html**, **images**, **resources**, and **styles** folders (Default location is **C:\Program Files\ManageEngine\ADSelfService Plus\webapps\adssp**).
- e. **Back up all SSL certificates (Optional):** If you have enabled the HTTPS option for ADSelfService Plus in the old machine, then, navigate to the **conf** folder in the installation directory, and copy the **server.xml**, **web.xml**, and SSL keystore. (For example: server.keystore) files (Default location is **C:\Program Files\ManageEngine\ADSelfService Plus\conf**).
- f. **Backup the MPM folder (Optional):** If you have enabled the mobile app deployment feature, then, backup the **MPM** folder (Default location: **C:\Program Files\ManageEngine\ADSelfService Plus\MPM**).

**Note:** The reason we are backing up folders from the old machine is because some folders can be lost during the migration process. Lost files, like the language or login agent-related files, should be restored in the new machine. If they are not restored, any customizations made to the language file or the login agent will not work correctly in the new machine.

## Step 4: Restore the ADSelfServicePlus database in the new machine

1. Install ADSelfService Plus on the new machine. Note that the version, or the build number of both old and new installations must be the same.

**Note:** If you do not know the build number of your old ADSelfService Plus installation, [contact our support team](#).

2. Stop the ADSelfService Plus, whether it is being run as an application or as a service.
3. If you have followed the steps under Step 3, then:
  - Paste the **ZohoCreator.properties** file under ADSelfService Plus **conf** folder under the ADSelfService Plus installation directory (Default location: **C:\Program Files\ManageEngine\ADSelfService Plus\conf**).
  - Paste the **patch** folder under the installation directory (By default: **C:\Program Files\ManageEngine\ADSelfService Plus**).
  - Paste the **resources** folder under the installation directory (By default: **C:\Program Files\ManageEngine\ADSelfService Plus**).
  - Paste the **html**, **images**, **resources**, and **styles** folders in the **adssp** folder. (By default: **C:\Program Files\ManageEngine\ADSelfService Plus\webapps\adssp**).
  - Paste the **server.xml**, **web.xml**, and the SSL keystore files in the **conf** folder (Default location: **C:\Program Files\ManageEngine\ADSelfService Plus\conf**).
  - Paste the **MPM** folder under the installation directory (By default: **C:\Program Files\ManageEngine\ADSelfService Plus**).
4. Copy the **customer-config.xml** from the existing old **conf** folder, rename the file to **new-customer-config.xml** and place that in the **conf** folder of the new installation directory (Default location: **C:\Program Files\ManageEngine\ADSelfService Plus\conf**).
5. Copy and paste the **compressed (ZIP) file (from Step 2)** under the **bin** folder (By default: **C:\Program Files\ManageEngine\ADSelfService Plus\bin**).

6. Open the **Command Prompt** as an administrator (right-click **Command Prompt** and select **Run as Administrator**).

7. Navigate to the **bin** folder (By default: **C:\Program Files\ManageEngine\ADSelfService Plus\bin**).

8. Now, execute the following command:

**RestoreDB.bat <offline backup file> -p <password> true**

E.g.: **restoreDB.bat 081224-1547.zip -p <password> true**

The password for the database backup file could be one of two types:

- **Default password:** This is the reverse string of the filename. For the filename mentioned above, the password would be "7451-422180".
- **Admin-configured password:** This is the custom password that was configured in the admin portal before creating the database backup. The Change Password For Database Backup Files option under **Admin → Connection → General Settings** is used for this.

9. If you have forgotten the password to the backup file, but have access to the ADSelfService Plus installation directory, the encrypted password can be obtained from the **customer-config.xml** file (by default under **C:\Program Files\ManageEngine\ADSelfService Plus\conf\customer-config.xml**), and you can contact [support@adselfserviceplus.com](mailto:support@adselfserviceplus.com) to decrypt it. If not, the backup will be inaccessible and a new backup will have to be created.

10. **Start ADSelfService Plus.**

## Our Products

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### ManageEngine ADSelfService Plus

ADSelfService Plus is an identity security solution to ensure secure and seamless access to enterprise resources and establish a Zero Trust environment. With capabilities such as adaptive multi-factor authentication, single sign-on, self-service password management, a password policy enhancer, remote work enablement and workforce self-service, ADSelfService Plus provides your employees with secure, simple access to the resources they need. ADSelfService Plus helps keep identity-based threats out, fast-tracks application onboarding, improves password security, reduces help desk tickets and empowers remote workforces.

For more information about ADSelfService Plus, visit

<https://www.manageengine.com/products/self-service-password>.

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