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SmartCentre Server and MIS Client Migration

The purpose of this document is to instruct Samsung Telecommunication America Authorized Dealers on the proper procedure for migrating a SmartCentre Server, and MIS Client to a new computer. By following these instructions the new computer will have all the data, and templates that existed on the old workstation.

Migrating SmartCentre Server

Step	Action
1	Copy entire SmartCentre\US\Data folder to a safe place on the network
2	Copy misreptr.ini (for report templates) to a safe place
3	Copy misgen.ini (for all agent data) to a safe place
4	Copy misw.ini (real time window data) to a safe place
5	Remove Dongle, and place on new server
6	Install SmartCentre on the new server, and install licenses
7	Stop Sension Gateway, and Sension Licence Services
8	On the new server go into the SmartCentre\US\Data folder, and remove elog & memo folders

Migrating SmartCenter MIS Client

Step	Action
1	Copy misreptr.ini (for report templates) to a safe place
2	Copy misw.ini (real time window data) to a safe place
3	Install the MIS Client on new computer
4	Copy the misreptr.ini & misw.ini from the safe place to the new computer. Put in SmartCentre\US\Data folder

If you have any questions about this or any other Technical Support bulletins please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com

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