



Docusnap Migration

Migrate Docusnap / Database to a new server

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1. Introduction

This HowTo describes how to migrate the Docusnap database to a new SQL server. This may be necessary if, for example, you want to migrate from an SQL Express instance to a full SQL Server instance.

Furthermore, the preparations, execution as well as the post-processing for the migration of the Docusnap server are described.

Since the Docusnap database may be available on the same system as the Docusnap Server, the migration should start with moving the database.

2. Summary

Migration of the Docusnap database

- Create a backup of the Docusnap database
- Move the .bak file to the new SQL server
- Restore the database to the new SQL server
- Adjust the compatibility level of the database to the possibly new version
- Set up the permissions to access the database / SQL server
- In Docusnap, customize the database connections for client and server
- Set up regular database backup

Migrate the Docusnap server:

- **Extended protection enabled: Export the certificate and install it on the new server!**
- Stop the Docusnap Server
- Backup the Docusnap paths
- Install and configure Docusnap on the new server
- Restore the Docusnap paths
 - Basic paths (settings, CheckOut, documentation, crypto)
 - Script variants - calling the script variants and storing the DSI files
- Cleaning up the Discovery Services
- Editing the scheduled jobs

3. Migration of the Docusnap database

3.1 Backup of the Docusnap database

For the migration of the Docusnap database, we recommend performing a backup of the productive database and restoring this backup to the new SQL server afterwards.

Please note that the database can only be restored on a SQL server that has at least the same SQL server version:

- Migration from SQL Server 2022 to 2022 or higher is possible.
- Migration from SQL Server 2022 to 2019 or lower is NOT possible!

Microsoft SQL Management Studio is required to create the backup.

In SQL Management Studio select

- Docusnap database - right click - Tasks – Back Up.

In the database backup wizard, select

- *Database*: Your Docusnap database
- *Backup type*: Full
- *Backup to*: Disk
- *Add*: Choose a storage path for the backup file

3.2 Restoring the Docusnap database

Microsoft SQL Management Studio is also used to restore the database.

In SQL-Management Studio select

- Databases - right click - Restore database.

In the Database Recovery Wizard select the

- General
 - *Medium*: storage path to the saved .bak file
- Files
 - Check here the storage of the database and log file.

After the successful restore, it is necessary to execute the following SQL statement to clean cache entries in the Docusnap database:

```
DELETE FROM tSysDbUpdateHash WHERE FileName LIKE 'Docusnap.SQL.others.%'
```

If there are any problems with the recovery, it may help to run the Management Studio as an administrator.

3.3 Setting the database owner

When migrating the database, it may happen that the owner is not transferred. This can be the case, for example, if the login no longer exists on the new SQL server. If the database owner is not stored, this can lead to errors.

In SQL Management Studio, select the

- Docusnap database – right-click – Properties – Files – Owner.

Select the SA user or the group of SQL administrators here.

3.4 Adjusting the compatibility level

If the database has been migrated to a more recent SQL server than was previously in use, you should also upgrade the compatibility level of the database.

In SQL Management Studio, select

- Docusnap database - right-click - Properties - Options - Compatibility level

3.5 Granting permissions to the database

After the backup has been restored to the new SQL server, access must be set up again. Please note that you must grant db_owner permissions to the accessing SQL or Windows users to run Docusnap.

For more information on granting permissions to the Docusnap database, please refer to [HowTo Installation and Configuration](#).

3.6 Adjusting the database connection in Docusnap

As a final step, the database connections for client and server are adjusted.

- Options (title bar - cogwheel) - General - Database

To customize the database connection of the server, switch to the Docusnap Server configuration

- General (title bar - Docusnap icon) - Docusnap Server Configuration - Step 2 - Server Database

If the Windows service is running with the local system account and the database is connected via Windows authentication - the service cannot be started because no connection to the database can be established.

In this case, SQL Server authentication must be used.

Furthermore, you can authorize the local system account to the database if the Docusnap Server and SQL Server are available on the same system.

4. Migration of the Docusnap Server

4.1 Extended protection enabled: Export and install the certificate

If Extended Protection is active, the current certificate must be exported — if this hasn't already been done — and then imported/installed on the new Docusnap Server.

- Title bar – General (Docusnap icon) – Configure Docusnap Server Service – Extended Protection – Export Certificate

A password for the private key must be set during export. This password will be needed during installation on the new Docusnap Server.

For the Docusnap Server to use the certificate, note that the certificate is installed in the **Computer Store**. By default, only SYSTEM and Administrators can access the private key here. The Docusnap Server service runs either as SYSTEM or as a gMSA/service account — in either case, this account must be a local administrator on the Docusnap Server.

If **users** also work directly on the Docusnap Server, the previously exported certificate, including the private key, must be specifically imported into the **user certificate stores (CurrentUser)** of the respective Docusnap users.

4.2 Stopping Docusnap Server Service

Stop the Docusnap server (Windows service) and close the Docusnap client (application) on the server:

- General (title bar - Docusnap icon) – Server Status – Stop

Alternatively, you can also stop the service within Windows Services.

4.3 Backup of Docusnap paths

The system paths were defined after Docusnap was installed. These include the following paths:

- Local settings
- Team settings
- Checkout path
- Documentation path
- Encryption module

The configured paths can be found in the

- Options (title bar cogwheel) - General - System Path
- Options (title bar cogwheel) - General - Database
- Options (title bar cogwheel) - Documentation - System Path

Copy all folders from the above paths to the new Docusnap server or another central share. If necessary, you may still need to create a share for these folders.

If the paths are set to a central share that is still available after the server move, you do not need to move the data, but can enter the existing paths on the new Docusnap server.

4.4 Installation of Docusnap

You can install Docusnap with the help of the [HowTo Installation and Configuration](#).

5. Follow-up work

5.1 Cleanup of Discovery Services

OPTIONAL

If you are working with a new database, this step is not necessary because there are no old entries in the database.

After you have installed and configured Docusnap on the new server, the Discovery Service of the old Docusnap server must be deleted.

- General (title bar - Docusnap Icon) - Discovery Services - Docusnap Discovery Service Configuration

Activate the option: **Show disabled Discovery Services**

Select the old Server Discovery and **Delete** it.

5.2 Re-register Discovery Services

After migrating the Docusnap server, the discovery services will still try to connect to the old Docusnap server. To be able to use them again, the new Docusnap Server must be registered with them.

- General (title bar - Docusnap Icon) - Discovery Services - Docusnap Discovery Service Configuration

Select the desired Discovery Service and confirm the **New Registration** button. You will then receive a registration URL and a PIN. You need these to register. To do this, start the **Docusnap Discovery** application on the corresponding host system. You can register again from within the application.

5.3 Editing the scheduled jobs

Due to the move of the Docusnap Server the planned orders must be converted to the new Docusnap Server. The scheduled jobs can be found in the

- Navigation bar - Discovery / All Jobs

The jobs where the old Docusnap Server was deposited as Discovery Service are now no longer functional. A "?" is displayed in the Discovery Service column. The assignment to the Discovery Service is missing because it no longer exists. Start editing the scheduled job and select the new Sever Discovery in step 2.

5.4 Functionality test

The Docusnap Server migration is now complete.

Nevertheless, we ask you to check the completeness and functionality of the new Docusnap instance.

VERSIONSHISTORIE

Date	Description
October 26, 2018	Version 1.0 – Document created
April 23, 2020	Version 2.0 - Revision of the HowTo for Docusnap 11
August 06, 2021	Version 2.1 - Adjustments made to the chapter Migration of the database
June 20, 2022	Version 2.2 – Added Chapter Adjusting the compatibility level
December 03, 2023	Version 3 – Revision of the HowTo for Docusnap 12
July 17, 2024	Version 3.1 – SQL statement for cache cleanup added
January 12, 2026	Version 3.2 – HowTo mention optimized
February 26, 2026	Version 3.3 – Added chapter - Setting the database owner
August 10, 2026	Version 3.4 – Added Chapter – Extended Protection
