

Below are the steps to follow in order to move your FleetSoft Fleet Maintenance Software and database to another computer.

All steps must be performed under full administrator rights.

Cannot be installed on a Domain Controller server.

- 1) Create or obtain a backup file of the current database.
 - a. If the TT_Service is running, it should be making backup files each night. If not, you can manually create a backup using the program by choosing File-Backup.
 - b. Unless you have moved the backup files elsewhere, they should be in this location: "C:\Program Files\Microsoft SQL Server\MSSQL10_50.TRUCKTRACKER\MSSQL\Backup". If you have problems finding the location of the backup files, open the software to the backup screen and it will display the folder.
- 2) Install a fresh copy of FleetSoft Fleet Maintenance Software on the new machine.
 - a. You can download the latest version of the software from Fleetsoft.com website. Fill out the request form to get an email with the download links, or contact Fleetsoft Technical Support for an FTP download.
- 3) Copy the database backup file to the new machine.
 - a. To avoid permission errors, move the backup file into the SQL Server backup folder of the new installation. The default location is "C:\Program Files\Microsoft SQL Server\MSSQL10_50.TRUCKTRACKER\MSSQL\Backup".
- 4) Once the install is complete, run the program and activate the software. Your registration information will need to be entered and the FleetSoft Technical Support Team will provide the new Activation Code :
 - a. Software Version (Standard/Professional/Enterprise)
 - b. Limits: # sites, # users, # Vehicles (If unlimited vehicles enter 1,000,000)
 - c. Modules: select all modules you have purchased
 - d. Serial #: FleetSoft Fleet Maintenance Software Serial #
 - e. Activation Code: (Provided by Technical Support)
- 5) Once the software is activated, run the program and choose File-Restore.
 - a. Select "Alternate Location" checkbox and choose the backup file and press OK. Wait for the restore to complete and restart the software.
 - b. If you get an error message during the restore operation, you might need to add file permissions on the backup file to allow "Everyone" to read and write it.
- 6) If you installed a newer version of the software, you might have to upgrade the database at this point.
 - a. You will receive a message explaining there is a version mismatch. If this happens, just re-run the fresh install again on the new machine and choose the "Repair" option of the installer.
- 7) Once the software and database are up and running on the new machine, you should remove the FleetSoft Fleet Maintenance Software and SQL Server software from the old machine.

***NOTE:** If receive the below message when trying to restore database after moving to another server, "File system error 37000 - Cannot open backup device. Operating system error 5 (error not found) The Database restore has failed."

Then perform one of the two following actions:

1. You will need to change the file permissions to the backup file by right clicking on the backup file and selecting "permissions", "security" tab and then add "everyone" as a user and gain them full control.
2. Copy the backup folder (C:\Program Files\Microsoft SQL Server.....) onto backup folder of new server and then restore.