

Fact Sheet – Transferring HowNow from One Server to Another Server

Responsibility of IT Personnel

Objectives

- To ensure the transferring of HowNow data from one server to another server with minimum disruption.
- To ensure all relevant programs are installed to ensure that HowNow operates after being transferred.

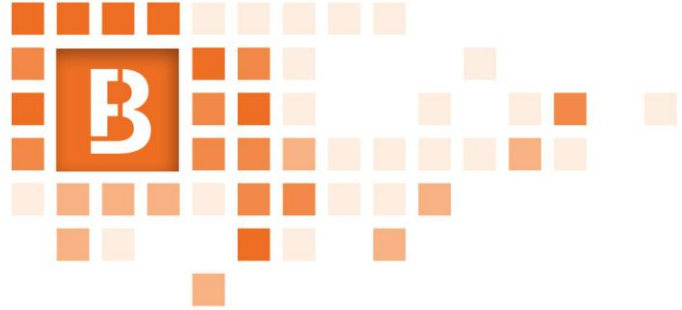
Steps

All HowNow users are to be exited from the software.

1. Copy the HowNow Folders from the Old Server to the New Server. This includes...

- The HowNow software folder (containing the HowNow.exe)
- The HowNow Data folder (containing the Content folder and the HowNow.fdb database file)
- The HowNow client data folder (containing client records). This may be stored in a different location to the HowNow software folder.

Note: Also confirm specific folder locations for specific HowNow record locations.



2. Run the Firebird Installation Program (**FBSetup.exe** or **Firebird-2.5.0.26074_1_Win32.exe**) to install the Firebird Client Server database engine on the new server.

This executable file should be in the HowNow software folder. If you do not have this file, please contact businessfitness Support.

Note: If there are multiple installation versions, confirm the current version running to determine the version to install.

NOTE: Firebird must be installed on the same machine as the location of the HowNow Database (HowNow.fdb).

Follow the prompts and accept the defaults.

Port Used: 3050

Firewall Exception: \Firebird\Bin\fbserver.exe

3. Run the HowNowWSSetup.exe to install the HowNow WebServer on the new server for the Home Page.

This executable file should be in the HowNow software folder. If you do not have this file, please contact businessfitness Support.

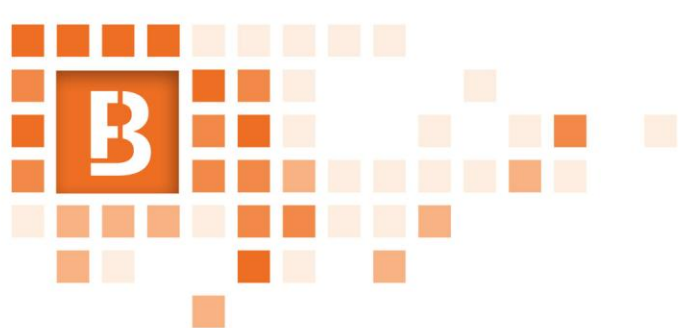
NOTE: This must be run from the physical path

NOTE: This should be installed on the same server as the HowNow software; however this can be changed, if you are considering this, please contact businessfitness Support.

If you have been using a customized HowNow Home Page, we recommend backing up the HomeData folder in the HowNow Software Folder prior to installing the HowNow WebServer and then restoring this folder after the installation is complete.

Ports Used: 8888 & 8889





4. Edit **HowNow.ini** file within the HowNow software folder to reflect the new server name and drive mapping.

Appendix A

Note: The path to the database relative to the server must be a physical path e.g. C:. It cannot be a mapped or virtual path.

5. If the server name and drive mapping have changed, alter the HowNow icon on the desktop.

Right-click the icon and select **Properties** and change the target to suit the new server

6. Confirm Full Control access is enabled for **Everyone** or **ALL Domain Users** to the HowNow folder and all sub files/folders

7. If users are connecting to a **Terminal Server** ensure all HowNow Addins are Installed/Repaired

Note: Users must be out of Office programs for the Office Add ins and logged off Windows for the Document Converter installation

8. Test HowNow opens on the server without error.

Appendix B

Refer Troubleshooting section below if errors appear

9. Test HowNow opens on a workstation connected to the new server. Check to see that documents open correctly, if not review the Database Settings (on the Administration Menu).

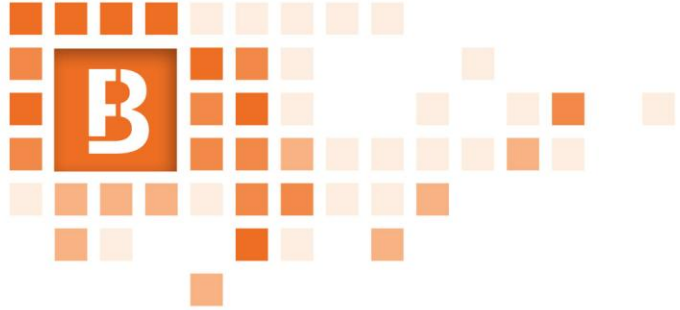
Appendix B

Refer Troubleshooting section below if errors appear

10. Re-configure HowNow Data Connection if required

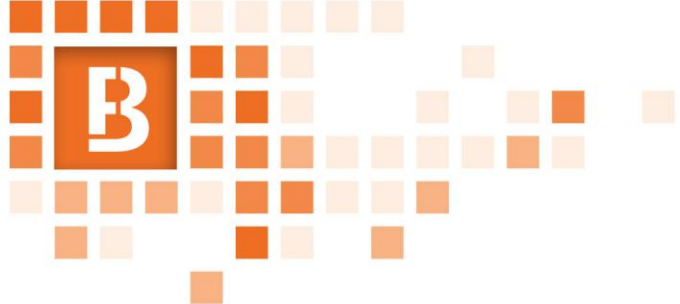
(Connection for contacts synchronisation into HowNow)





File Contents	Meaning
[HowNow]	Label
ServerName=SBS2011	Database Server Name
Alias=C:\Program Files\Business Fitness\HowNow\DATA\HowNow.fdb	Database Physical path
ContentPath=M:\Data\	Content file path relative to workstations
RecordPath=M:\Data\Records\	Record file path relative to workstations
ArchivePath=M:\Data\Archive\test\	Archive file path relative to workstations (only if different to top level)
EnableLogging=True	NOT REQUIRED
ApplicationDataPath=C:\ProgramData\businessfitness\	Folder Path to HowNow.exe





HowNow is getting ISC Errors when opening from Server

- Confirm the Firebird Services are at "Started" status in the Administrator Services
 - Firebird Guardian
 - Firebird Server
 - If they are started, re-start them and check if errors still persist
 - If they are not started, start the Guardian and confirm the Server also starts
 - If they are not in the Services, confirm you are on the server where HowNow database is stored, then follow instructions above to install Firebird

HowNow is getting ISC Errors when opening from Workstation but Server is Opening Ok

- Add the c:\program files\firebird\bin\fbserver.exe to the Windows Firewall Exceptions and re-try

HowNow's Home Page is not displaying from Server

- Confirm the HowNow Web Server Services are at "Started" status in the Administrator Services
 - HowNow Weber Server
 - HowNow Web Server Guardian
 - If they are started, re-start them and re-open HowNow
 - If they are not started, start them and re-start HowNow
 - If they are not in the Services, confirm you are on the server where HowNow Software has been installed, then follow instruction above to install using the HowNowWSSetup.exe, re-start HowNow
 - If you have tried all above, remove HowNow Web Server from Control Panel & Re-install (ensure the install is done from the physical path)

HowNow's Home Page is displaying from Server but not on client instances

- Add the ports to the Windows Firewall Exceptions and re-try
 - 8888 TCP
 - 8889 TCP

If you require any assistance with this procedure, please contact the businessfitness Support Team.

Phone: 1300 333 424
Email: support@businessfitness.net
Web: www.businessfitness.net/support

