



Moving Digital Taskforce (DTF) to a New Server

Digital Taskforce licenses are tied to name of the computer it DTF is installed on. To move DTF to a different computer, you will first need to obtain a new license with the new computer's name in it.

Please contact Digital Gateway to receive your new license before proceeding with the following steps.

In the following text, "target server" refers to the computer you wish to move DTF to; "source server" refers to the computer you are moving DTF from. Note that these instructions also include upgrading DTF on your target server to the current release.

Step 1: On the source server, perform the following BackUp procedure:

- Create a folder where you will store the backup (e.g., "DTF_Backup")
- Backup everything from "\\Digital Taskforce\" to \\DTF_BackUp

Step 2: On the target server, create a user under which the DTF Windows Service will run. This user must be:

- A domain user
- A local administrator
- A power user

Step 3: Log onto the target Server as the User you created in step #1.

Step 4: Turn User Account Control (UAC) off. (Go to your Control Panel, select "User Accounts", and change the settings to "Never Notify".

Step 5: Reboot the target server.

Step 6: Download DTF from www.xxx.sss.com and unzip the "DT_Setup_VX.zip" file.

Step 7: From the unzipped file, execute (install) the Instant Messaging (IM) component of DTF:

- a. IM.msi (if DTF is being installed on a 32 bit computer)
- b. IM64.msi (if DTF is being installed on a 64 bit computer)

Step 8: Execute DTF_Setup.msi to install DTF on the target server. Do not install DTF to the "Program Files" directory.



During the installation you will be prompted to accept the license agreement, to view the “readme” release notes, specify user information, and (most importantly), specify where the application will be installed. **Do not install in the Program Files folder.**

Depending on your hardware environment, the install may default to the “program files” folder – be sure to remove or change this location. A typical installation location that is recommended is beneath the “Users” folder.

Step 9: You will be prompted to specify the DTF features to be installed. Leave the default selection as is.

Your installation of DTF on your new (target) server is now complete. The next steps are to move your existing DTF data from your source server to your target server.

Step 11: On your target server delete the following folders beneath where you installed DTF:

- i. Attachments
- ii. Data
- iii. Fax
- iv. Reports
- v. Scripts
- vi. Webcaster

Step 12: On your source server copy the following DTF folders to the corresponding location on your target server (the location specified in the preceding step).

- vii. Attachments
- viii. Data
- ix. Fax
- x. Reports
- xi. Scripts
- xii. Webcaster

Step 13: On your target server, go to your Start menu, select “Digital Taskforce” and then the option called “Upgrade previous version database to V8”. This process will prompt you to log into DTF. Once you are successfully logged in, the upgrade to v8 is complete.

Step 14: Enter your new license code on the target server. Open the Navigator module, click on the “Help” menu, select “About”, and then click on the “License” button. In some cases, the license entry window will appear as soon as you log into the Navigator.

Step 15: Your DTF Windows Service needs to be told which account it will run under. Go to your Control Panel, select Administrative Tools, Services, right-click on the “Digital Taskforce” service, select “Properties”, and click on the “Log On” tab.



Specify the user you created in step #2.

Step 16: Create (or confirm) the 32-bit ODBC source that points at your e-automate database (as well as any other applications you wish to monitor with DTF).

If you are running a 64bit machine, the 32 Bit ODBC program is typically located in the SYSWOW64 directory, as "ODBCAD32.exe. Be sure to create a system DSN. If you currently have DTF open, you will need to log out and then back into DTF to see the newly created ODBC source.

Your migration of your DTF data on your old (source) server is now complete. Please refer to the DTF Manual as well as computer-based training sessions on how to configure DTF events.