KBA01007

Move SA-Announce to a New Server

Symptom
Application and Database must be moved to a new server.

Cause
Migration is required.

Resolution
Download and Install SQL Studio Management on Existing Server
2. Click Continue on the x64 download to get access to the 32 and 64 bit downloads.
3. Download SQL Server Management Studio Express.
4. Launch downloaded install file.
5. On the first Install window, select the Add Features/Install Features option.
6. On the second Install window, select the New Install option.
7. Use defaults for the remaining Installation windows.

Backup Database
1. Navigate to Start > Programs > Microsoft SQL > SQL Management Studio
2. Login to Database Engine
3. Expand Database folder. Right Click on SA-Announce 2.0 database and Select Tasks > Back Up
4. In the next screen verify Backup type is set to Full.
5. Set Destination Back Up To: to Disk. Make note of the backup destination.
6. Click OK. Backup should complete successfully.

Move Database to New Server
1. Open Destination Folder and connect to target folder on new SQL/SA-Announce Server.
2. Move file to new server

Continue to the following page...
Install SA-Announce on New Server
1. Download latest version of SA-Announce from the Syn-Apps website at:
   http://www.syn-apps.com/support/downloads/
   Select the Download button located to the right of the SA-Announce link.
2. Install on new SA-Announce server
   The SQL Database Engine will install automatically.
   DO NOT run Configuration at this time.
   Uncheck Run Configuration check box on the last screen in Configuration
   Click Finish

Restore Database
1. On the new SA-Announce server, install SQL Management Studio using instructions above
2. Launch SQL Management Studio from Start > Programs > Microsoft SQL > SQL Management Studio
3. Login to Database Engine
4. Right Click Databases folder. Select Tasks > Restore > Database
5. Select the From Device radio button, click ... Browse button
6. In the Specify Backup window click Add
7. Navigate to the backup file location and click OK
8. Check Restore box.
9. Select To Database name in the drop-down menu, usually SA-Announce 2.0.
10. Verify all information is correct.
11. Click OK

Configure SA-Announce for new SQL database location
   A new license key will be required. Contact Syn-Apps Support to obtain a new license key.
1. Move new license key to C:\Program Files\Syn-Apps\SA-Announce
2. Navigate to Start > Programs > Syn-Apps > SA-Announce > Configuration
3. Input information on screens until Configuration completes
   For configuration documentation see Install & User Guide available at
   http://www.syn-apps.com/support/downloads/

Stop Services on Old SA-Announce Server
1. Login to old SA-Announce Server
2. Navigate to Start > Run > Services.msc
3. Stop the SA-Announce Broadcaster and Scheduler Service
4. Set the Startup type on both services to Disabled
   Double click each service name, click the drop down next to Startup type, select Disabled, click OK

Start Services on New SA-Announce Server
1. Login to new SA-Announce Server.
2. Launch Services from Start > Run > Services.msc
3. Start SA-Announce Broadcaster and Scheduler Service

Move Custom Wav Files
1. Login to the old SA-Announce Server
2. Open Windows Explorer
3. Navigate to C:\Program Files\Syn-Apps\SA-Announce\Broadcaster\AlertWav.
4. Verify if any Custom Wav Files Exist
5. If custom files exist copy to same location on new SA-Announce server

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Set Virtual Dialers Registry Setting
1. Login to SA-Announce on the old server.
2. Navigate to Settings > External Phone Setup. If any external dialers exist, proceed to the next step.
3. Navigate to Start > Run > Regedit
4. Navigate to HKLM\Software\Syn-Apps\SA-Announce (32bit OS) or HKLM\Software\Wow6432Node\Syn-Apps\SA-Announce (64bit OS)
5. Note the value for Phone Dialer Pool Domain
6. Login to the new SA-Announce Server
7. Navigate to Start > Run > Regedit
8. Navigate to HKLM\Software\Syn-Apps\SA-Announce (32bit OS) or HKLM\Software\Wow6432Node\Syn-Apps\SA-Announce (64bit OS)
9. Modify the Phone Dialer Pool Domain key with the value from old server

In 8.1.32 and lower the following settings were stored in the registry. In 8.1.34 and higher these settings were moved to the database so they are saved during the SQL backup and subsequently restored during the database restore process.

Set Communications Manager Device Pack Registry Setting

SA-Announce 8.1.32 and older
1. Login to the old SA-Announce Server
2. Navigate to Start > Run > Regedit
3. Navigate to HKLM\Software\Syn-Apps\SA-Announce (32bit OS) or HKLM\Software\Wow6432Node\Syn-Apps\SA-Announce (64bit OS)
4. Click on the string name useSynAppsDevice. Note the value
5. Login to new SA-Announce Server and launch Regedit
6. Modify the useSynAppsDevice key to contain the same value as the old server

Custom Paging Relay/IP Speaker Settings

SA-Announce 8.1.32 and older
1. Login to old SA-Announce Server
2. Navigate to Start > Run > Regedit
3. Navigate to HKLM\Software\Syn-Apps\SA-Announce (32bit OS) or HKLM\Software\Wow6432Node\Syn-Apps\SA-Announce (64bit OS)
4. Click on the string names speakerKeepAliveCheckMinutes and relayLineOutActive. Note the value of each
5. Login to new SA-Announce Server
6. Navigate to Start > Run > Regedit
7. Click on the string names speakerKeepAliveCheckMinutes and relayLineOutActive
8. Modify each key to contain the value found on the old server
9. If a registry key does not exist create a new String Value with name and value from old server.
   Right click in the Name field of the Registry, select New>String Value
   Copy and paste the string name into the Value Name field
   Double click the String Name and enter the value from the old server in the Value data field
   Click OK
DND (Do Not Disturb)

SA-Announce 8.1.32 and older
1. Login to the old SA-Announce Server.
2. Click on Services > Broadcast Services > Settings. If the SA-DND in use box is checked proceed to the next step.
3. Navigate to Start > Run > Regedit.
4. Navigate to HKLM\Software\Syn-Apps\SA-Announce (32bit OS) or HKLM\Software\Wow6432Node\Syn-Apps\SA-Announce (64bit OS)
5. Note the value for refreshPhoneSettingsMinutes
6. Login to new SA-Announce Server.
7. Navigate to Start > Run > Regedit
8. Navigate to HKLM\Software\Syn-Apps\SA-Announce (32bit OS) or HKLM\Software\Wow6432Node\Syn-Apps\SA-Announce (64bit OS)
9. Modify the refreshPhoneSettingsMinutes key to contain the value found on the old server.