

SOPHOS

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Sophos Enterprise Manager migration guide

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1 About this guide

This guide describes how to migrate Sophos Enterprise Manager version 4.7 from one server to another.

Enterprise Manager is a 32-bit application that can run on Windows 64-bit operating systems. You may use this guide to migrate between any supported Windows operating system, 32-bit or 64-bit.

2 Terminology

The following table lists terms that have specific meanings for this guide:

Term	Meaning
old server	The existing Enterprise Manager (SEM) server.
new server	A new server onto which the existing installation of Enterprise Manager will be migrated.
old identity	The old server's identification details: name, domain and IP address if fixed.
new identity	A new server's new identification details: name, domain and IP address if fixed. Name (and IP address) must differ from the old identity but domain must be the same.

3 Assumptions

This guide assumes the following:

- You already have Enterprise Manager version 4.7 installed on the old server.
- Both old and new servers are in the same domain or workgroup.
- You have the necessary administrator privileges.

4 Prepare for migration

4.1 Check Update Manager password

The Sophos Update Manager (SUM) password is set in updating policies and is used to authenticate endpoints so that they can receive updates from SUM. Before you start migration, make sure that you know your SUM password.

If you do not know your SUM password, you can reset it. You should be aware that if you do this, your endpoint computers will fail authentication when they next update.

To reset your SUM password:

1. From Enterprise Manager, open your updating policy.
2. Go to **Primary Server > Password > Change**.
3. Set a new password.
4. Apply the policy to all endpoints (right-click on all groups then **Comply with > All Group Policies**).
5. Confirm that all endpoints are compliant with the revised updating policy (there are no "Computers that differ from policy").

If you skip this step and do not know your SUM password then after migration you will need to re-protect all endpoints.

4.2 Prepare the new server

Note: You can skip this section if you have not installed any Sophos products on the new server previously.

If you are using a server that has had any Sophos products installed, ensure all the components are uninstalled and do the following:

1. Take a backup of your registry.
For information on how to take a registry backup, refer to Microsoft documentation.
2. Ensure the **Sophos Message Router** service is not running:
 - a) Open **Services** by clicking **Start**, clicking **Run**, and then typing **services.msc**.
 - b) In the details panel, make sure that the **Status** column of the **Sophos Message Router** is blank.
If the **Status** column is not blank, right-click **Sophos Message Router**, and then click **Stop**.
 - c) Close **Services**.
3. Open the **Registry Editor** by clicking **Start**, clicking **Run**, and then typing **regedit**.

4. Browse to the registry key:

Windows version	Registry key location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos

Delete the following sub registry folders, if they exist:

- Messaging System
- Remote Management System

Close the **Registry Editor** window.

5. Browse to the folder location:

Windows version	Default installation path
32-bit	C:\Program files\Sophos
64-bit	C:\Program files (x86)\Sophos

Delete the folder 'Remote Management System' if it exists.

5 Download software

Before you start, download the following software. You will need to enter your MySophos credentials.

- *Sophos ExportPrivateStore utility* [https://secure.sophos.com/support/updates/dp/full/sec_eps_47_sfx.exe] (to both old and new servers)
- *Sophos Enterprise Manager 4.7* [https://secure.sophos.com/support/updates/dp/full/sem_47_sfx.exe] (to new server)

6 Migrate Enterprise Manager

You can choose to migrate Enterprise Manager to a new server in two ways:

- with a new identity; see [Migrate with a new identity](#) (page 9).
- with the old identity; see [Migrate with the old identity](#) (page 17).

6.1 Migrate with a new identity

You can migrate Enterprise Manager to a new server with a new identity. To do so, carry out these key steps:

- Copy certificates from old to new server.
- Install Enterprise Manager on the new server.
- Export database, private store and registry keys from the old server.
- Import database, private store and registry keys to the new server.
- Switch endpoint computers to be managed by the new Enterprise Manager.
- Switch endpoint computers to be updated by the new Update Manager.

6.1.1 Copy certificate registry keys

Copy the Sophos certificates registry keys from old to new servers as follows:

1. On the old server, click **Start, Run**, type **regedit** and then click **OK**.
The **Registry Editor** window is displayed.
2. Browse to the registry key:

Windows version	Registry key location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\Certification Manager
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\Certification Manager

3. Click **File**, click **Export** and save it. The certificates registry key is exported.

Note: If you are migrating between 32-bit to 64-bit computers, you must edit the registry key. For more information, see [Modify exported registry files](#) (page 25).

- On the new server, in the **Registry Editor** window, click **File, Import** to import the certificates registry key.

A confirmation message will be displayed.

- Browse to the registry key:

Windows version	Registry key location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\Certification Manager\CASerialNo
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\Certification Manager\CASerialNo

- Edit the binary value called "Value" to add 1 to the second of the four octets.

For example: 43 F7 03 00 becomes 43 F8 03 00

Note: If the octet is already at its maximum value, reset it to zero and add one to the next octet. For example: 43 FF 07 00 becomes 43 00 08 00.

This will ensure serial numbers for endpoints will not conflict if the old and new servers are running simultaneously.

- Close the **Registry Editor** window.

6.1.2 Install Enterprise Manager

You must install Enterprise Manager with default configuration on the new server.

Note: For more information on how to install, see the *Enterprise Manager startup guide*, available from www.sophos.com/support/docs/Enterprise_Manager-all.html.

To install Enterprise Manager:

- Find the Enterprise Manager installer that you downloaded earlier.

Tip: The installer file name includes "sem".

- Double-click the installer and click **Install**.

The installation files are copied to the server and an installation wizard starts.

- In the **Sophos Enterprise Manager** dialog box, click **Next**.
- A wizard guides you through installation. You should accept the defaults wherever possible.
- When installation is complete, you may be prompted to restart. Click **Yes** or **Finish**.
- When you log on again, cancel the **Download Security Software** wizard and close Enterprise Manager.

6.1.3 Export database, registry keys, and private store

To export the Sophos database, registry keys, and private store from the old server:

1. Go to the old server.
2. To make sure that no new information is written to the database whilst it is being exported, stop the **Sophos Message Router** and **Sophos Management Service** services:
 - a) Click **Start, Run**, type **services.msc** and click **OK**.
 - b) In the **Services** window, right-click the service name and click **Stop**.
 - c) Close the **Services** window.
3. Run the ExportPrivate Store installer that you downloaded earlier, noting the installation folder.
4. Open a command prompt window at the directory where you installed the ExportPrivateStore utility (default C:\sec_47\tools).
5. Export the Sophos private store by entering a command in this format:

ExportPrivateStore -s -e spstore.bak

If the command returns "ERROR: key not valid for use in specified state" then you need to run ExportPrivateStore with elevated privileges. For information, see [Run ExportPrivateStore with elevated privileges](#) (page 25).

6. Open Registry Editor.
To open Registry Editor, click **Start**, click **Run**, type **regedit**, and then click **OK**.
7. Browse to the registry key.

Windows version	Registry key location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\EE\Management Tools
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\EE\Management Tools

8. Click **File**, click **Export** and save it.

The registry key is exported. The key must be imported to the new server later.

Note: If you are migrating between 32-bit to 64-bit computers, you must edit the registry key. For more information, see [Modify exported registry files](#) (page 25).

9. Create a folder for the database backup, for example C:\SophosBackups.

10. Open a command prompt at the Enterprise Manager installation database directory.

Windows version	Default location
32-bit	C:\Program Files\Sophos\Enterprise Manager\DB
64-bit	C:\Program files (x86)\Sophos\Enterprise Manager\DB

11. Backup the database by entering a command in this format:
BackupDB C:\SophosBackups\SOPHOS.bak
If the SQL Server instance is anything other than SOPHOS, add its name, for example:
BackupDB C:\SophosBackups\SOPHOS.bak MySQLServerInstance
12. Copy the private store export file (C:\sec_47\tools\spstore.bak) to a folder on the new server, for example C:\sec_47\tools.
13. Copy the registry hive file to a folder on the new server, for example C:\SophosBackups.
14. Copy the database backup file (C:\SophosBackups\SOPHOS.bak) to a folder on the new server, for example C:\SophosBackups.

6.1.4 Import database, registry keys, and private store

To import the Sophos database, registry keys, and private store to the new server:

1. Go to the new server.
2. To make sure that no new information is written to the database whilst it is being imported, stop the Sophos Message Router and Sophos Management Service services:
 - a) Click **Start**, click **Run**, type **services.msc** and click **OK**.
 - b) In the **Services** window, right-click the service name and click **Stop**.
 - c) Close the **Services** window.
3. Open a command prompt at the Enterprise Manager installation database directory.

Windows version	Default location
32-bit	C:\Program Files\Sophos\Enterprise Manager\DB
64-bit	C:\Program files (x86)\Sophos\Enterprise Manager\DB

4. Import the database by typing **RestoreDB C:\SophosBackups\SOPHOS.bak**.

5. Open Registry Editor.
To open Registry Editor, click **Start**, click **Run**, type **regedit**, and then click **OK**.
6. On the **File** menu, click **Import**.
7. Browse to the Management Tools hive file that you exported and copied in [Export database, registry keys, and private store](#) (page 18).
8. In the left pane, select the key:

Windows version	Registry key location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\EE\Management Tools\DatabaseConnectionMS
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\EE\Management Tools\DatabaseConnectionMS

9. In the right pane, select the entry **DatabaseConnectionMS**.
10. On the **Edit** menu, click **Modify**.
11. In **Value data**, find your old server hostname, and then replace it with the new server hostname: **Data Source=hostname\SOPHOS**.
12. If Sophos Update Manager uses a workgroup account, do the following:
 - a) In the right pane, select the entry **SumUserName**.
 - b) On the **Edit** menu, click **Modify**.
 - c) In **Value data**, find your old server hostname, and then replace it with the new server hostname.
13. Modify the **DatabaseUserDomain** registry key to have the same value as the old server.

Windows version	Registry key location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\EE\Management Tools\DatabaseUser
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\EE\Management Tools\DatabaseUser

Note: The username and password for updating policy will be obfuscated. For information on how to view an obfuscated value, see <http://www.sophos.com/support/knowledgebase/article/13094.html>.

14. Edit the updating policy account details on the new server to match with the old server. To edit the updating policy:
 - a) In the Enterprise Manager console, double-click on the updating policy you want to edit.
 - b) Select **Primary server**.
 - c) Modify the **Username** and **Password**.
 - d) If required, modify the settings for **Secondary server**.
15. Run the ExportPrivate Store installer that you downloaded earlier, noting the installation folder.
16. Open a command prompt window at the directory where you installed the ExportPrivateStore utility (default C:\sec_47\tools).
17. Delete any existing private store by typing **ExportPrivateStore -d**.
Confirm by typing **Y** (uppercase).
18. Import the private store that you copied earlier by typing **ExportPrivateStore -s -i spstore.bak**.
If the command returns "ERROR: key not valid for use in specified state" then you need to run ExportPrivateStore with elevated privileges. For information, see [Run ExportPrivateStore with elevated privileges](#) (page 25).
19. Restart the Sophos Message Router and Sophos Management Service services on both the old and new servers.
Note: Any alert messages that were sent to the old server since the Sophos Management Service has been stopped on it (during registry back up) will be available once the services are restarted on the old server. You may review them before decommissioning the old server.

6.1.5 Redirect endpoints to the new Enterprise Manager

You must configure endpoint computers to be managed by the Enterprise Manager installed on the new server:

1. On the old server, create a batch file called "reinit.bat".
To create the batch file, open Notepad, copy-paste the code from the location mentioned below, and save the file as reinit.bat.
<http://www.sophos.com/sophos/docs/eng/migration/reinit.txt>.
2. Create a configuration file called "sav.cfg".
To create a configuration file, open Notepad, copy-paste the code below, and save the file as sav.cfg.

```
[Scripts]
ScriptFiles = reinit.bat, mrinit.conf
AfterScript = [None] "%ScriptPath%\reinit.bat "
```

- Copy the `reinit.bat` batch file and `sav.cfg` configuration files that have been created to the `savxp` subfolder of every CID on the old server.

The default location is: `C:\Document and Settings\All Users\Application Data\Sophos\Update Manager\Update Manager\CIDs\Sxxx\SAVSCFXP\savxp`

On Windows Server 2008, the default location is: `C:\ProgramData\Sophos\Update Manager\Update Manager\CIDs\Sxxx\SAVSCFXP\savxp`

- On the new server, copy the `mrinit.conf` file.

Windows version	Default location
32-bit	<code>C:\Program Files\Sophos\Enterprise Manager</code>
64-bit	<code>C:\Program files (x86)\Sophos\Enterprise Manager</code>

- Paste the `mrinit.conf` file to the `savxp` subfolder of every CID on the old server.

The default location is: `C:\Document and Settings\All Users\Application Data\Sophos\Update Manager\Update Manager\CIDs\Sxxx\SAVSCFXP\savxp`

On Windows Server 2008, the default location is: `C:\ProgramData\Sophos\Update Manager\Update Manager\CIDs\Sxxx\SAVSCFXP\savxp`

- On the old server, run `ConfigCID.exe` with the local Subscription path for each CID. The default location for `ConfigCID.exe` is:

Windows version	Default location
32-bit	<code>C:\Program Files\Sophos\Update Manager</code>
64-bit	<code>C:\Program Files (x86)\Sophos\Update Manager</code>

For example:

`ConfigCID.exe "C:\Documents and Settings\All Users\Application Data\Sophos\Update Manager\Update Manager\CIDs\Sxxx\SAVSCFXP"`

On Windows Server 2008: **`ConfigCID.exe "C:\ProgramData\Sophos\Update Manager\Update Manager\CIDs\Sxxx\SAVSCFXP"`**

7. Verify the program output is as follows:

```
Adding entry for \savxp\mrinit.conf
```

```
Adding entry for \mrinit.conf
```

```
Adding entry for \savxp\reinit.bat
```

```
Adding entry for \reinit.bat
```

```
Adding entry for \savxp\sav.cfg
```

```
Adding entry for \sav.cfg
```

The above output confirms that the file `mrinit.conf` was found and has been added to the catalogue of files to be downloaded to your endpoints.

8. On the old server, open Enterprise Manager and update computers.
To update computers, right-click an endpoint computer/group and click **Update computers Now**.
When the update is complete, endpoints will be managed by the new instance of Enterprise Manager.

6.1.6 Redirect endpoints to the new Update Manager

You must configure endpoint computers to be updated by the new Update Manager and configure SUM to download updates from Sophos.

1. On the new server open Enterprise Manager.
2. On the **View** menu, click **Update managers**.
The Update Managers list is displayed with the new Sophos Update Manager (SUM).
3. Double-click the old SUM and remove all entries on the **Sources** tab. Click **OK**.
4. Double-click the new SUM and setup the Sources, Subscriptions, Distributions, and other details as required.
5. Wait until the **Last Updated** column changes from `Never` to the current date/time for the new SUM.
6. On the **View** menu, click **Endpoints** and edit each of the updating policies to point the new SUM.
7. On the **View** menu, click **Update managers**, in the update manager list, right-click the old SUM and click **Delete**.

The old server may now be decommissioned. For information see, [Decommission the old server](#) (page 24).

6.2 Migrate with the old identity

You can migrate Enterprise Manager to a new server that retains the old identity on the same Domain. To do so, carry out these key steps:

- Export certificates from the old server.
- Export database, private store and registry keys from the old server.
- Copy the identity of old server.
- Apply the old identity to the new server.
- Install Enterprise Manager on the new server.
- Import certificates to the new server.
- Import database, private store and registry keys to the new server.
- Obtain updating configuration.

6.2.1 Export certificates

Export the Sophos certificates from your old server as follows:

1. On the old server, click **Start**, click **Run**, type **regedit** and then click **OK**.
The **Registry Editor** window is displayed.
2. Browse to the registry key:

Windows version	Registry key location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\Certification Manager
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\Certification Manager

3. Click **File**, click **Export** and save it. The certificates registry key is exported.

Note: If you are migrating between 32-bit to 64-bit computers, you must edit the registry key. For more information, see [Modify exported registry files](#) (page 25).

4. Close the **Registry Editor** window and copy the certificates export file to the new server.

6.2.2 Export database, registry keys, and private store

To export the Sophos database, registry keys, and private store from the old server:

1. Go to the old server.
2. To make sure that no new information is written to the database whilst it is being exported, stop the **Sophos Message Router** and **Sophos Management Service** services:
 - a) Click **Start, Run**, type **services.msc** and click **OK**.
 - b) In the **Services** window, right-click the service name and click **Stop**.
 - c) Close the **Services** window.
3. Run the ExportPrivate Store installer that you downloaded earlier, noting the installation folder.
4. Open a command prompt window at the directory where you installed the ExportPrivateStore utility (default C:\sec_47\tools).
5. Export the Sophos private store by entering a command in this format:

ExportPrivateStore -s -e spstore.bak

If the command returns "ERROR: key not valid for use in specified state" then you need to run ExportPrivateStore with elevated privileges. For information, see [Run ExportPrivateStore with elevated privileges](#) (page 25).

6. Open Registry Editor.
To open Registry Editor, click **Start**, click **Run**, type **regedit**, and then click **OK**.
7. Browse to the registry key.

Windows version	Registry key location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\EE\Management Tools
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\EE\Management Tools

8. Click **File**, click **Export** and save it.

The registry key is exported. The key must be imported to the new server later.

Note: If you are migrating between 32-bit to 64-bit computers, you must edit the registry key. For more information, see [Modify exported registry files](#) (page 25).

9. Create a folder for the database backup, for example C:\SophosBackups.

- Open a command prompt at the Enterprise Manager installation database directory.

Windows version	Default location
32-bit	C:\Program Files\Sophos\Enterprise Manager\DB
64-bit	C:\Program files (x86)\Sophos\Enterprise Manager\DB

- Backup the database by entering a command in this format:
BackupDB C:\SophosBackups\SOPHOS.bak
If the SQL Server instance is anything other than SOPHOS, add its name, for example:
BackupDB C:\SophosBackups\SOPHOS.bak MySQLServerInstance
- Copy the private store export file (C:\sec_47\tools\spstore.bak) to a folder on the new server, for example C:\sec_47\tools.
- Copy the registry hive file to a folder on the new server, for example C:\SophosBackups.
- Copy the database backup file (C:\SophosBackups\SOPHOS.bak) to a folder on the new server, for example C:\SophosBackups.

6.2.3 Copy the identity of the old server

Copy the old server's identity as follows:

- Go to the old server.
- Open Windows Control Panel.
- Note the following values from the **System** and **Network** applets: computer name, domain and IP address (if fixed).
- Shut down the server.

Note: If you have to restart the old server, ensure it is not connected to the network until you give it a new identity (name and IP address).

6.2.4 Apply the old identity to the new server

Apply the old identity to the new server as follows.

- Ensure the old server is turned off.
- Go to the new server.
- Open Windows Control Panel.

4. Set the following values to the old identity using the **System** and **Network** applets: computer name, domain and IP address (if fixed).

For information on how to change IP address, Computer and Domain Names, see Microsoft documentation.

6.2.5 Import certificates

Import the Sophos certificates to the new server as follows:

1. On the new server, click **Start**, click **Run**, type **regedit** and then click **OK**.
2. In the **Registry Editor** window, click **File**, click **Import** and choose the certificates export file.
A confirmation message will be displayed.
3. Close the **Registry Editor** window.

6.2.6 Install Enterprise Manager

You must install Enterprise Manager with default configuration on the new server.

Note: For more information on how to install, see the *Enterprise Manager startup guide*, available from www.sophos.com/support/docs/Enterprise_Manager-all.html.

To install Enterprise Manager:

1. Find the Enterprise Manager installer that you downloaded earlier.
Tip: The installer file name includes "sem".
2. Double-click the installer and click **Install**.
The installation files are copied to the server and an installation wizard starts.
3. In the **Sophos Enterprise Manager** dialog box, click **Next**.
4. A wizard guides you through installation. You should accept the defaults wherever possible.
5. When installation is complete, you may be prompted to restart. Click **Yes** or **Finish**.
6. When you log on again, cancel the **Download Security Software** wizard and close Enterprise Manager.

6.2.7 Import database, registry keys, and private store

To import the Sophos database, registry keys, and private store to the new server:

1. To make sure that no new information is written to the database whilst it is being imported, stop the Sophos Message Router and Sophos Management Service services:
 - a) Click **Start**, click **Run**, type **services.msc** and click **OK**.
 - b) In the **Services** window, right-click the service name and click **Stop**.
 - c) Close the **Services** window.
2. Open a command prompt at the Enterprise Manager installation database directory.

Windows version	Default location
32-bit	C:\Program Files\Sophos\Enterprise Manager\DB
64-bit	C:\Program files (x86)\Sophos\Enterprise Manager\DB

3. Import the database by typing **RestoreDB C:\SophosBackups\SOPHOS.bak**.
4. Open Registry Editor.

To open Registry Editor, click **Start**, click **Run**, type **regedit**, and then click **OK**.
5. On the **File** menu, click **Import**.
6. Browse to the Management Tools hive file that you exported and copied in [Export database, registry keys, and private store](#) (page 18).
7. In the left pane, select the key:

Windows version	Registry key location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\EE\Management Tools\DatabaseConnectionMS
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\EE\Management Tools\DatabaseConnectionMS

8. In the right pane, select the entry **DatabaseConnectionMS**.
9. On the **Edit** menu, click **Modify**.
10. In **Value data**, find your old server hostname, and then replace it with the new server hostname: **Data Source=hostname\SOPHOS**.

11. If Sophos Update Manager uses a workgroup account, do the following:
 - a) In the right pane, select the entry **SumUserName**.
 - b) On the **Edit** menu, click **Modify**.
 - c) In **Value data**, find your old server hostname, and then replace it with the new server hostname.
12. Modify the **DatabaseUserDomain** registry key to have the same value as the old server.

Windows version	Registry key location
32-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos\EE\Management Tools\DatabaseUser
64-bit	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos\EE\Management Tools\DatabaseUser

Note: The username and password for updating policy will be obfuscated. For information on how to view an obfuscated value, see <http://www.sophos.com/support/knowledgebase/article/13094.html>.

13. Edit the updating policy account details on the new server to match with the old server. To edit the updating policy:
 - a) In the Enterprise Manager console, double-click on the updating policy you want to edit.
 - b) Select **Primary server**.
 - c) Modify the **Username** and **Password**.
 - d) If required, modify the settings for **Secondary server**.
14. Run the ExportPrivate Store installer that you downloaded earlier, noting the installation folder.
15. Open a command prompt window at the directory where you installed the ExportPrivateStore utility (default C:\sec_47\tools).
16. Delete any existing private store by entering the following command:
ExportPrivateStore -d
Confirm by entering **Y** (uppercase).
If the command returns "ERROR: key not valid for use in specified state" then you need to run ExportPrivateStore with elevated privileges. For information, see [Run ExportPrivateStore with elevated privileges](#) (page 25).
17. Import the private store that you copied earlier by entering a command in this format:
ExportPrivateStore -s -i spstore.bak

18. Restart the Sophos Message Router and Sophos Management Service services on the new server.

6.2.8 Obtain updating configuration

To obtain updating configuration:

1. On the new server open Enterprise Manager.
2. On the **View** menu, click **Update managers**.

The Update Managers list is displayed.

3. Right-click the SUM and click **Comply with Configuration**.

The new server will obtain the configuration.

The migration is now complete and the old server can be decommissioned.

7 Decommission the old server

1. If you are disposing of the old server, it is advisable to securely wipe or destroy its hard drive(s).
2. If you are reusing the old server, uninstall Enterprise Manager using Windows Control Panel. If you have migrated with the old identity, give the old server a new identity before reconnecting it to your network.

8 Appendices

8.1 Run ExportPrivateStore with elevated privileges

On systems using Active Directory, you may need to run the ExportPrivateStore utility with elevated domain privileges.

To run ExportPrivateStore with elevated privileges:

1. Log on to the server locally as a member of the Administrators group.

Note: The procedure described here will not work if you log on to the server using Remote Desktop or Terminal Client.

2. Open the **Command Prompt** window.
3. Type **sc create "LocalSystem Command Prompt" binpath= "cmd.exe /K start" type= own type= interact**.

You can safely ignore any warnings that may appear.

This command creates a temporary service with Local System privileges. The Local System account is a powerful account that has full access to the system, including the directory service on domain controllers.

4. Type **sc start "LocalSystem Command Prompt"**.

This command starts the temporary service and opens a special **LocalSystem Command Prompt** window that has elevated domain privileges.

5. At the **LocalSystem** command prompt, change to the ExportPrivateStore installation directory by typing **cd c:\sec_47\tools**.
6. Type the ExportPrivateStore command.
7. When you have finished, close the **LocalSystem Command Prompt** window.
8. At the command prompt, delete the temporary service by typing **sc delete "LocalSystem Command Prompt"**.
9. Close the **Command Prompt** window.

8.2 Modify exported registry files

Enterprise Manager is a 32-bit application that can run on Windows 64-bit operating systems.

If you are migrating between 32-bit and 64-bit machines, when exporting and importing registry keys, you will need to open any exported registry files in a text editor and change the Sophos registry values as shown below. The easiest and most reliable way to do this is by using search and replace.

Windows version	Default installation path	Sophos registry location
32-bit	C:\Program files	HKEY_LOCAL_MACHINE\SOFTWARE\Sophos
64-bit	C:\Program files (x86)	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sophos

Migrating from a 32-bit to 64-bit computer

1. Open the saved registry exported file with Windows Notepad.
2. Click on the **Edit** menu and click **Replace**.
3. In **Find what** type `\SOFTWARE\Sophos\` and in **Replace with** type `\SOFTWARE\Wow6432Node\Sophos\`.
4. Click **Replace all**.
5. In **Find what** type `C:\Program Files\Sophos\Enterprise Manager\SUMInstaller` and in **Replace with** type `C:\Program Files (x86)\Sophos\Enterprise Manager\SUMInstaller`.
6. Click **Replace all**
7. Save the file and close Notepad.

Migrating from a 64-bit to 32-bit computer

1. Open the saved registry exported file with Windows Notepad.
2. Click on the **Edit** menu and click **Replace**.
3. In **Find what** type `\Wow6432Node\Sophos\` and in **Replace with** type `\Sophos\`.
4. Click **Replace all**.
5. In **Find what** type `C:\Program Files (x86)\Sophos\Enterprise Manager\SUMInstaller` and in **Replace with** type `C:\Program Files\Sophos\Enterprise Manager\SUMInstaller`.
6. Click **Replace all**
7. Save the file and close Notepad.

9 Technical support

You can find technical support for Sophos products in any of these ways:

- Visit the SophosTalk community at <http://community.sophos.com/> and search for other users who are experiencing the same problem.
- Visit the Sophos support knowledgebase at <http://www.sophos.com/support/>.
- Download the product documentation at <http://www.sophos.com/support/docs/>.
- Send an email to support@sophos.com, including your Sophos software version number(s), operating system(s) and patch level(s), and the text of any error messages.

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If you have any suggestions, additions, comments, or questions, please let me²¹ know.

Douglas C. Schmidt²²

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ConvertUTF

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