Moving Deskpro from one server to another

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If you need to migrate your Deskpro Horizon to a new server, you can do so easily using the Backup and Restore feature of the On-Premise Controller.

You will need to install the On-Premise Controller onto a new server by following the guides here.

Once the On-Premise Controller is installed, you can follow the Backup and Restore guides to migrate your helpdesk to the new server.

If you wish to migrate from On-Premise to Deskpro Cloud, or from Deskpro Cloud to On-Premise, please contact support@deskpro.com for assistance.

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- Restoring a Backup
- Instance Backup Settings and Configuration
- Which version should I use?