Migrating from Deskpro on-premise to Cloud

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Frequently Asked Questions

- **Can I migrate from Deskpro On-Premise to Deskpro Cloud?**

  Yes! You can move all your helpdesk data to our secure AWS cloud infrastructure with the help of our cloud engineers.

- **Can I transfer my on-premise license to the cloud?**

  Yes. We will assist with migrating your site and subscription to our cloud platform in the US, EU, or UK

- **What happens to my remaining on-premise license credit?**

  If you have remaining credit from your on-premise license, it will be applied to your first annual Deskpro Cloud payment.

- **Can I change my agent count when moving to Deskpro Cloud?**

  Increasing agents: You can add additional agents when setting up your cloud subscription.

  Decreasing agents: You must keep at least the same number of agents as your on-premise license for the first year, but you can adjust this on subsequent renewals.

- **Can I switch to monthly billing?**

  Your first Deskpro Cloud payment must be annual, but after that, you can switch to monthly billing.

- **Can I run a test migration?**

  Yes, test migrations are available upon request.

- **How long does the migration take?**

  Migration time depends on the size and state of your helpdesk. Factors that affect the timeline include:

  1. The size of your database and attachments

  2. The time required to upgrade your system (if needed)

  3. Upload and download speeds for data transfer

We can give you an expected run time, if you can run the below queries in your database and share the results with us:

```
select table_schema, sum(data_length + index_length) / 1024 / 1024 / 1024 as
db_size_gb from information_schema.tables where table_schema = 'YOURDESKPRODBNAME';
```

```
select storage_loc, sum(filesize) / 1024 / 1024 / 1024 as filesize_gb, count(*) from
YOURDESKPRODBNAME.blobs group by
```

- **Will anything change after the migration?**

  Deskpro Cloud runs the same core software as the on-premise version, but some processes differ:

  Incoming email: You must set up email forwarding, as Deskpro Cloud does not fetch emails from external POP3/IMAP/Exchange accounts.

  Network connections: If you use a custom SMTP server, LDAP/Active Directory, or integrations like JIRA, you may need to adjust firewall settings to allow external connections.

  Custom domain: You can use a custom domain with Deskpro Cloud, and we provide free automatic HTTPS certificates.

How the Migration Works

1. Planning & Assessment

We gather key details about your current setup, including Deskpro version, operating system, email configuration, and preferred cloud region. This helps us create a migration plan tailored to your needs.

2. Test Migration

If needed, we conduct a test migration to identify potential challenges. We set up a trial Deskpro Cloud site, transfer your data, and review system performance.

3. Scheduling the Migration

Once the test migration is complete, we confirm your final migration date and update licensing details.

4. The Final Migration

On migration day, we transfer all your helpdesk data to Deskpro Cloud, perform any necessary upgrades, and ensure your system is running smoothly. After the migration, we verify functionality and provide support for any necessary adjustments.

Get Started

Migrations require manual work from our cloud engineers. To begin your migration, please **reach out t**o schedule a time and discuss the next steps.