

## Moving from Deskpro Cloud to Deskpro On-Premise

Ben Henley - 2017-11-10 - Comments (0) - Deskpro Legacy

This article explains how to take the data from your Deskpro Cloud helpdesk and import it into a Deskpro On-Premise installation. For example, you may have been using Cloud for a trial period and you want to keep the tickets, agents and other data from the trial when you start using On-Premise.

You will need to contact us to get a dump of the Cloud helpdesk's MySQL database.

To import the data:

1. Install Deskpro On-Premise (or if you have an existing installation that you want to use for the import, go to the next step).

2. Create a new, blank database in MySQL, e.g.:

```
CREATE DATABASE deskpro_fromcloud;
```

3. Edit your Download config.php to change the database that Deskpro will use.

```
define('DP_DATABASE_NAME', 'deskpro');
```

to

```
define('DP_DATABASE_NAME', 'deskpro_fromcloud');
```

4. If you've changed the database user in the config.php file from root, ensure it has all privileges on the new database, e.g.:

```
GRANT ALL PRIVILEGES ON deskpro_fromcloud.* TO  
'deskpro_user'@'localhost';
```

5. Now import the database dump from cloud, e.g.:

```
mysql -u deskpro_user -p deskpro_fromcloud < clouddump.sql
```

6. Go to the helpdesk in your browser. You may be prompted to run a command to update the database or fix other configuration issues. Follow any instructions.

7. Log in to the admin interface. (If you see a warning about 'Insecure login', don't worry; this is due to the issue we'll correct in step 8). If you've forgotten the admin account details, don't forget you can [reset an admin password from the command line](#).

8. In **Admin > Setup > Settings**, change the **Helpdesk URL** from *http://yourcompany.deskpro.com* to the full address of the Download installation - you must include **http://** at the front.

9. In **Tickets > Email Accounts**, delete any accounts from the Cloud setup. See [Deskpro On-Premise email configuration](#) in the admin manual for how to set up email accounts in On-Premise.
10. Under **Server > File Uploads**, check that the current storage mechanism is database, and use **Test a file upload**.
11. Under **Server > Scheduled Tasks**, check that your cron job or Windows Scheduled Task is running correctly.
12. Go the **Agent** interface and check that imported tickets are displayed correctly, attachments load, etc.