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Moving Deskpro from one server to another

Phil Rigby - 2023-09-20 - Kommentarer (0) - Sysadmin

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 <u>here</u>.

Once the On-Premise Controller is installed, you can follow the <u>Backup</u> and <u>Restore</u> 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?