



How to Reconfigure ArchiveOne® for another Exchange Server

Applies to: ArchiveOne Enterprise (Compliance); Topic Last Modified: 2 Sept. 2010

Note

This topic explains how to reconfigure ArchiveOne for another Exchange Server.

Before You Begin

Before you perform the procedure in this topic, be aware of the following:

- Must have proper user permissions to run ArchiveOne Enterprise (Compliance).
- Must have proper file permissions on both the Archive and Exchange Servers.

Procedure

The reconfiguration is broken down into the following steps:

1. Prepare Reinstall Prerequisites:
 - a. Determine Configuration type.
 - b. Determine Exchange server name.
 - c. Determine ArchiveOne Service account.
2. Reinstall ArchiveOne Enterprise (Compliance).
3. Update the ArchiveOne Enterprise (Compliance) Configuration.

Determining the ArchiveOne Configuration Type

1. Open the ArchiveOne Admin Console.
2. Right click on AOne Engine and select **Run Configuration Wizard**.
3. Click the **Next** button until you get to the 'Search URL' screen.
 - a. The server listed on the Search URL screen indicates which server the Search & Retrieval component has been installed on.

Determining the Name of the Exchange Server

1. Open the ArchiveOne Admin Console.
2. Click to highlight the **AOne Engine**.
 - a. The server listed as the 'Exchange Server' holds the ArchiveOne configuration data.

Determining the ArchiveOne Service Account and Password

1. Open the Services Management Console.
2. Right click on the ArchiveOne Enterprise (Compliance) Service and select **Properties**.
3. Click on the **Log On** tab.
 - a. The account listed in the 'This account' text box is the ArchiveOne Service account.
4. If you do not have the password for this account, you may reset it using Active Directory Users and Computers.

Reinstall ArchiveOne Service

1. Open Add/Remove Programs.
2. Highlight ArchiveOne Compliance Manager.
3. Click the **Remove** or **Uninstall** button.
4. Run the newly downloaded ArchiveOne Enterprise (Compliance) installer.
5. Click the **Next** button to initiate the installation.
6. Accept the License Agreement.
7. Optionally, edit the User Name and Organization listed in the Customer Information screen.
8. Click the **Install** button in the Ready to Install the Program screen.
9. Enter the name of the Exchange Server that was determined earlier in the System Preparation screen.
10. If the group name listed in the Group Creation Summary screen is not the group you're using, then use the Browse button to select the correct group.
11. In the User Account Creation Summary screen, use the **Browse** button to add the name of the service account identified earlier.
 - a. Enter the password for this account into the two text boxes.
12. Check the box to allow DCOM in the DCOM Security screen.
13. Click **Next** in the System Preparation screen after it completes the process.
14. Click **Next** in the Complete System Preparation screen.

Update the ArchiveOne Enterprise (Compliance) Configuration

1. Stop the ArchiveOne Compliance Monitor Service, and verify that the ArchiveOne Compliance Service is also stopped.
2. Rename `\\NewExchangeServer\Add-ins\AOneCmpl\` to `\\NewExchangeServer\Add-ins\AOneCmpl_NewServer\`.
3. Copy `\\OldExchangeServer\Add-ins\AOneCmpl\` to `\\NewExchangeServer\Add-ins\`.
4. Append `.orig` to the end of the `\\NewExchangeServer\Add-ins\AOneCmpl\AFSettings.c2c` file name.
5. Copy `\\NewExchangeServer\Add-ins\AOneCmpl_NewServer\AFSettings.c2c` into `\\NewExchangeServer\Add-ins\AOneCmpl\`.
6. Start the ArchiveOne Compliance Service.
7. Open the Compliance Admin Console. Right click on AOne Engine, select **Configure**, and click on the **Review or change license key** button.
8. Right click the selected text and select **Delete**
9. Paste the new license into the text box, and click the **Test and install license** button.

For more information

For assistance with other features of ArchiveOne Enterprise (Compliance), see the other ArchiveOne Enterprise (Compliance) documentation available from C2C:

- [C2C website](#)
- [C2C Support Portal](#)