



# How to move the ArchiveOne® Enterprise (Compliance) Server

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

## Note

This topic explains how to move the ArchiveOne Enterprise (Compliance).

## 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).

## Procedure

### The move 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. Uninstall the existing ArchiveOne Enterprise (Compliance).
3. Run the ArchiveOne Enterprise (Compliance) Installer in the new location.

### 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.

### Uninstall the Existing ArchiveOne Service:

1. Open Add/Remove Programs.
2. Highlight ArchiveOne Compliance Manager.
3. Click the **Remove** or **Uninstall** button.

## Install the ArchiveOne Service in the New Location:

1. Run the newly downloaded ArchiveOne Enterprise (Compliance) installer.
2. Click the **Next** button to initiate the installation
3. Accept the License Agreement.
4. Optionally, edit the User Name and Organization listed in the Customer Information screen.
5. Click the **Install** button in the Ready to Install the Program screen.
6. Enter the name of the Exchange Server that was determined earlier in the System Preparation screen.
7. 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.
8. 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.
9. Check the box to allow DCOM in the DCOM Security screen.
10. Click **Next** in the System Preparation screen after it completes the process.
11. Click **Next** in the Complete System Preparation screen.

## 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](#)