

June 2009

How do move my call accounting system to a different PC?

At some point you may need to move your call accounting installation from one PC to another – when you upgrade your infrastructure, for example, or when you upgrade your software to a newer version that calls for higher-performing hardware or a different operating system.

Fortunately, the migration process is a simple, well-defined process. You will need your installation CD, or an upgrade file downloaded from the Veramark Customer Portal. Either will contain a transfer utility that facilitates the process, which includes 6 easy steps.

At the old PC (where your installation currently resides):

- a. Launch your Veramark call accounting software. Redirect call collection to the new PC. This includes moving phone lines and/or administering your phone system to send CDR to the new PC.
- b. Place in the **Archives** data folder all archive (.ARC) files that you wish to move to the new PC.
- c. Begin the upgrade from the call accounting CD or download file. Select the option to transfer the application to another PC, and then follow instructions to create a transfer package. When ready, move the **Transfer Archive** folder to the new PC.

At the new PC:

- d. Open the **Transfer Archive** folder and double-click **TransferArchive.exe**. At the Transfer Ready screen, click **OK** and proceed with the upgrade from the call accounting CD or download file.
- e. When the transfer is complete, launch your Veramark call accounting software. You will receive instructions to re-license the product on the new PC.
- f. Go to **Call Accounting > Call Collection > CDR Sources** and use the wizard to reconfigure call collection for each CDR Source in your network. When complete, enable rating for all.

If you have any problems or questions about this procedure, the Veramark Technical Support team will be happy to help you.

Veramark Technologies, Inc.

Corporate Headquarters: 3750 Monroe Avenue, Pittsford, NY 14534
West Coast Office: 895 Dove St. Suite 300, Newport Beach, CA 92660

Phone: 585.381.6000 • Fax: 585.383.6800 • eMail: info@veramark.com • Web: www.veramark.com