

Migrating to a New Server

If you need to move your SupportPro installation to a new folder or server, we recommend to follow the below guide.

If you're moving your installation to a new server, please make sure it passes all the [REDACTED] before proceeding, this includes both the web server and the CLI (for the cron job).

You will need to re-issue your license after the move, please ensure you have access to your [REDACTED] where this is done.

1. Disable the SupportPro cron job.
2. Visit **Settings** in the operator panel and enable the "Maintenance Mode" option.
3. Take a [REDACTED] and existing installation files.
4. Move/copy the whole SupportPro installation directory to the new server or folder.
5. If you need to move the database too:
 1. Restore the database backup on the new server.
 2. Update /config/production/database.php to the new database details.
6. Login to the [REDACTED] and re-issue your license so that it is unlocked.
7. Login to the operator panel.
8. Visit **Settings** and disable the "Maintenance Mode" option.
9. If your SupportPro URL has changed you will also update your brand URL (**Settings > General > Brands > Website (tab)** and update the System URL option).

10. Enable the SupportPro cron job (you may need to [REDACTED] [REDACTED] on the new server). Verify the tasks are running by visiting **Settings -> Core -> Scheduled Tasks** and refreshing every few minutes.

Online URL:

<https://docs.supportpro.vn/article/migrating-to-a-new-server-295.html>