
Moving Tapit 6 to Another Machine

1. Fully install Tapit 6 on the New PC and make sure it is able to open properly. For information on installing Tapit 6, please see the information found here: <http://www.trisys.com/learningcenter/videos/>
 - **Also make sure you have the latest version of Tapit 6 on both PCs.** For information on how to update Tapit 6 on the Old PC please see question 7 here: <http://www.trisys.com/faqs/>
2. On the Old PC, go to Start->Run and type "services.msc" without quotes to open Services.
 - Under Services, stop the following services) by right-clicking and selecting Stop:
 - Tapittaskservice
 - Trisys SMDR Data Processor
 - SQL Server Reporting Services (TAPITNOVADB)
3. Under Services, restart the service named SQL Server (TAPITNOVADB) by right clicking and selecting Restart.
4. On the Old PC, Stop IIS. See here for more information on how to do this. [http://technet.microsoft.com/en-us/library/cc732317\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc732317(WS.10).aspx)
The purpose of this is to ensure no one is using Tapit. If you can ensure that, there is no need to stop IIS.
5. On the Old PC, go to Start->Programs-> Microsoft SQL Server 2012->Microsoft SQL Server Management Studio.
6. Click Connect. On the Screen that appears, expand Databases and then Right Click on TapitDBSQL and select Tasks-> Detach. On the screen that appears click OK and the Database should Detach (this may take a few seconds).
7. Perform Steps 2 through 7 on the New PC as well.
8. Back on the Old PC, go to C:\TapitNOVA\Database and copy the files -
 - Replay_indexes.ndf
 - Replay_Recordings.ndf,
 - Tapit_calls.ndf,
 - Tapit_ndx.ndf,
 - TapitDBSQLnew.ndf
 - TapitDBSQLnew_log.ldfto a flash drive or other external media. Please note that some of these files may be large. Do NOT copy the other files in this folder that are not mentioned above.

9. Make Backups of Replay_indexes.ndf, Replay_Recordings.ndf, Tapit_calls.ndf, Tapit_ndx.ndf, TapitDBSQLnew.ndf and TapitDBSQLnew_log.ldf on the New PC then paste the files copied in Step 9 to the C:\TapitNOVA\Database\ folder on the New PC and overwrite the existing copies. **Please note this will overwrite any data that may have been previously collected on this new installation.**
10. On the New PC, go to Start->Programs-> Microsoft SQL Server 2012->Microsoft SQL Server Management Studio.
11. Click Connect and Right Click on Database and select Attach. Click Add and browse to C:\TapitNOVA\Database and select TapitDbSQLnew.mdf and Click OK. Then close Microsoft SQL Server Management Studio.
12. From the Old PC, copy the file C:\TapitNOVA\Global.ini to the C:\TapitNOVA folder on the New PC. Please make a backup of the original file first.
13. On the New PC, make Backups of the Location, Monitor and Remote folders underneath C:\TapitNOVA, then from the Old PC, Copy the folder Monitor, Remote and Location that are under the C:\TapitNOVA folder to the C:\TapitNOVA folder on the New PC. Allow them to overwrite the existing ones.
14. Close all open programs and restart the New PC to restart all of the services and IIS.
15. Do Steps 11 and 12 on the Old PC as well and then close all open programs and restart the Old PC to restart all of the services and IIS. Please be sure to not uninstall Tapit 6 from the Old PC.
16. Open Tapit 6 on the New PC and confirm that you can run reports.
17. Switch SMDR to the New PC (you may need the assistance of whomever supports your phone system with this) and confirm that you can collect new calls.
18. Once you are sure the New PC is running properly (we recommend you run the software for a few days), please give us a call at 973-360-2300 and we will walk you through deactivating the software on the Old PC and Registering it on the New PC.

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