

# TMS SQL Database Migration from one SQL Server to another SQL server

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## Introduction

This document describes how to migrate a TMS SQL database from one SQL server to another.

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- TMS (Cisco TelePresence Management Suite)
- TMS Tools
- SQL server
- SQL Server Management Studio

## Components Used

The information in this document is based on these software and hardware versions:

- TMS 15.3
- SQL server 2012
- SQL Server Management Studio

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is

live, ensure that you understand the potential impact of any command.

## Background Information

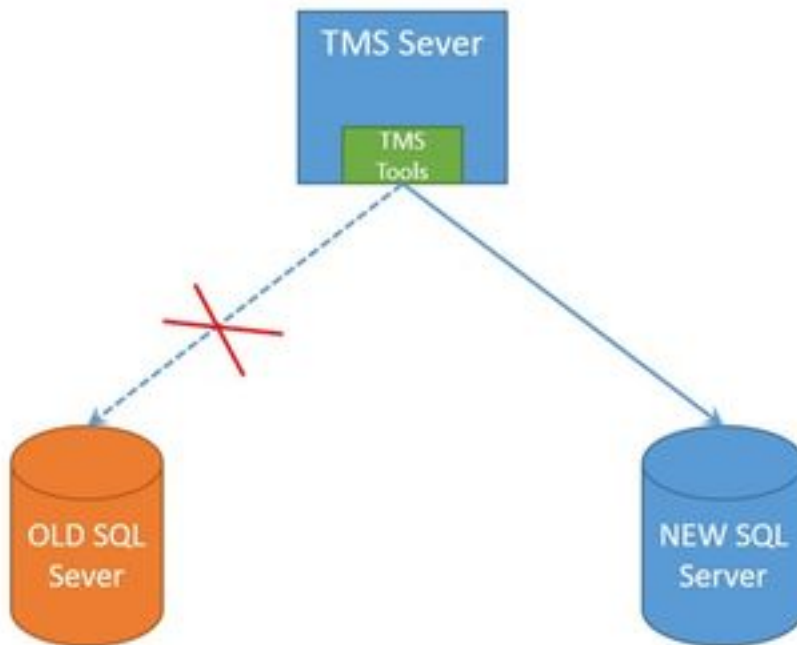
You will need Console/RDP access to the TMS server and SQL account credential with **sysadmin** server role. The process will take a minimum of 1 hour downtime.

## Configure

Follow the steps in order to successfully migrate the TMS SQL Database from one SQL server to another.

## Network Diagram

The following image provides an example of the migration process:



### Step 1. Stop the TMS Application Services, including IIS and WWW

In order to locate and stop the services, access the TMS server via console or RDP connection, and run the command **services.msc** in the **Command Prompt**. Within the list of services, locate the ones below and right click on each of them, in order to stop it:

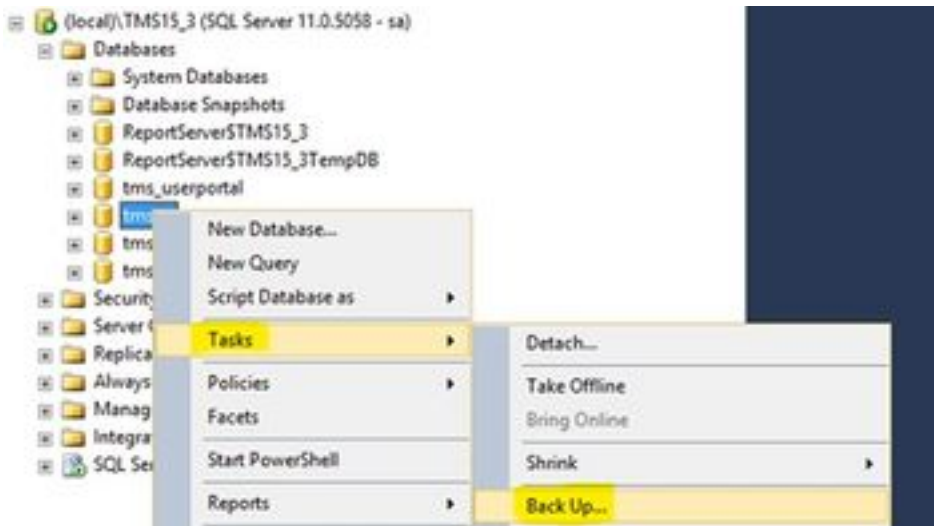
- TMSDatabaseScannerService
- TMSLiveService
- TMSPLCMDirectoryService
- TMSSchedulerService
- TMSServerDiagnosticsService
- TMSsnmpService
- World Wide Web Publishing Service (W3SVC)
- IISADMIN (optional)

**Caution:** Before moving further, ensure that all of the required services are stopped.

## Step 2. Take a backup of the TMSNG Database from the existing SQL Server

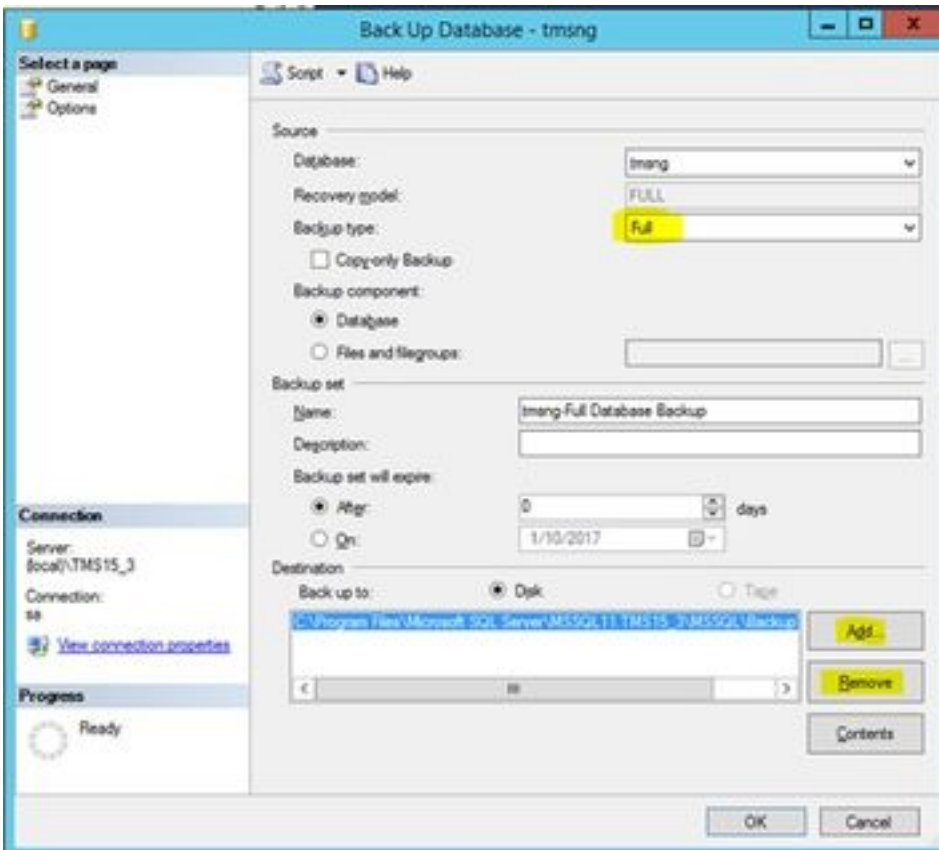
In order to create a backup of the current SQL Database follow the procedure.

1. Login to SQL Server Management Studio with the **sa** credential (or, use the credential which has the sysadmin access to the database).
2. Locate the database for which you want to create a backup (for example **tmsng**, **tmspe**) and right click on it to select **Tasks > Back up**.

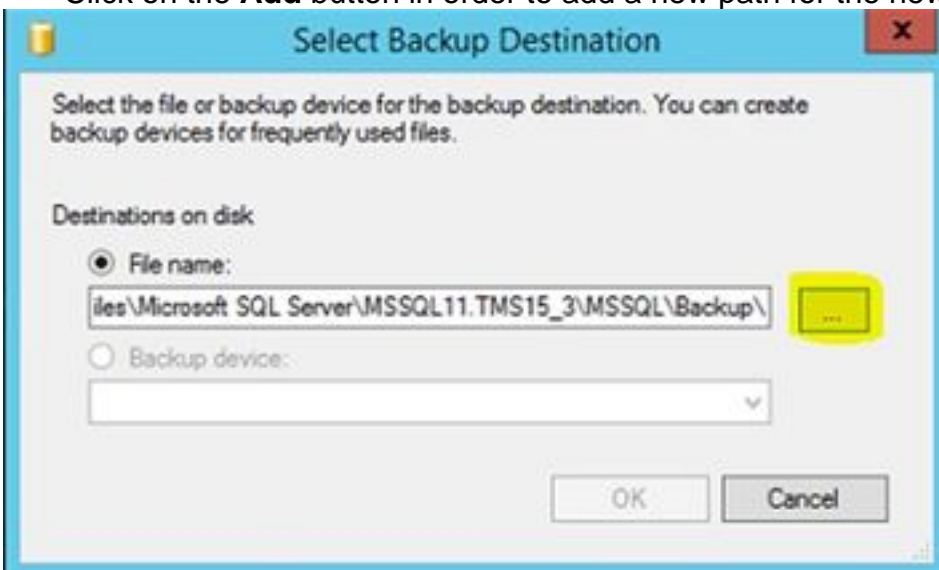


3. A new window will open. You must remove the existing path and add a new path, where the new back up file will be saved. Backup type should be set as **Full**.

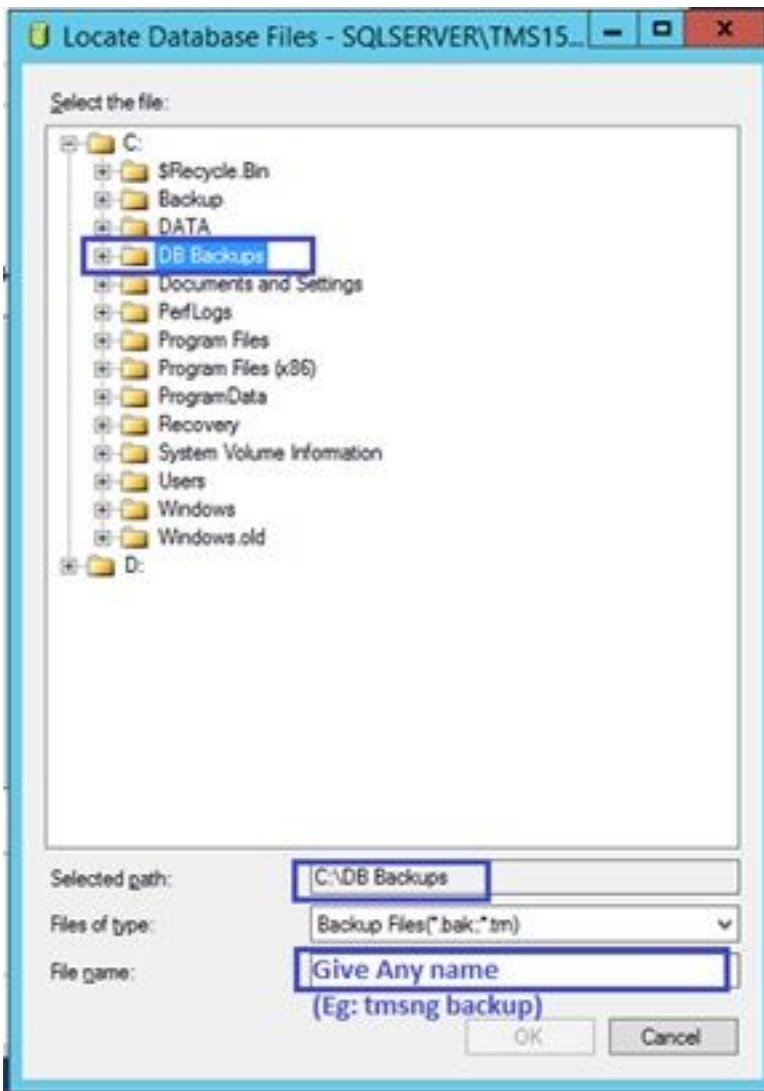
- Click on the button **Remove** in order to remove the existing path



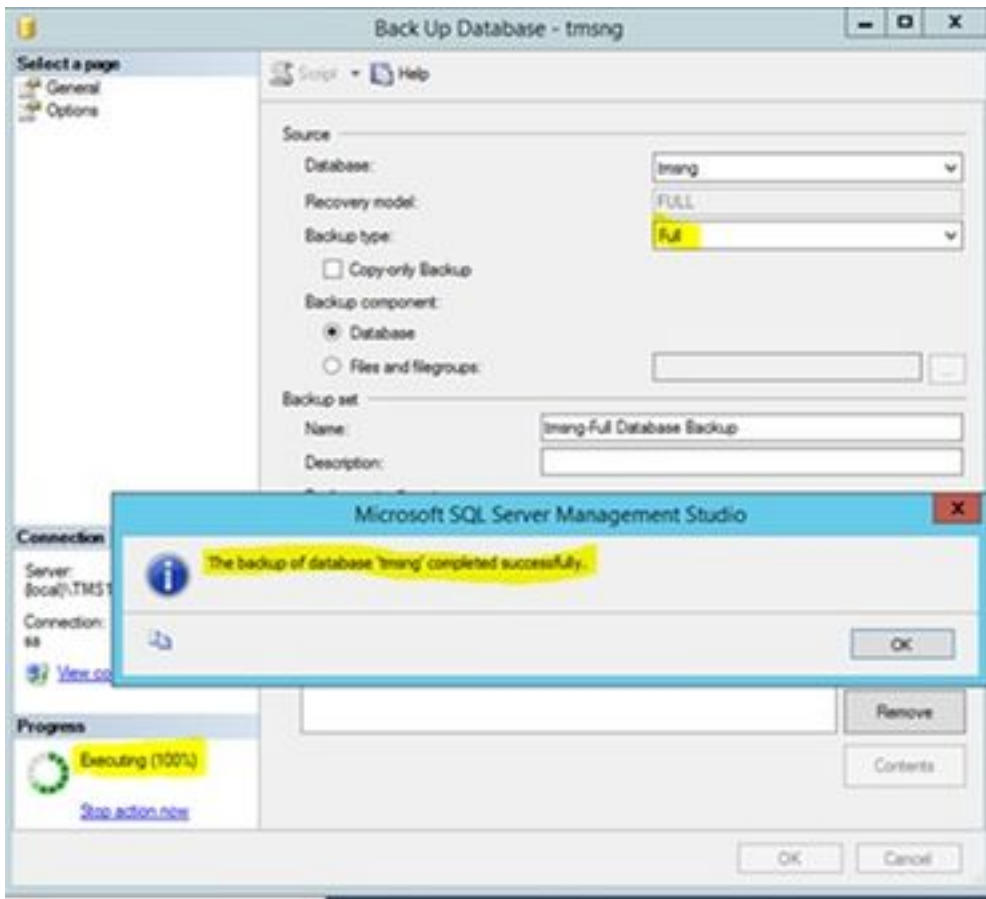
- Click on the **Add** button in order to add a new path for the new back up file



- Navigate to the new location and enter a name for the **File name**. Click on **OK**



- A new message will pop up once the back up is completed successfully



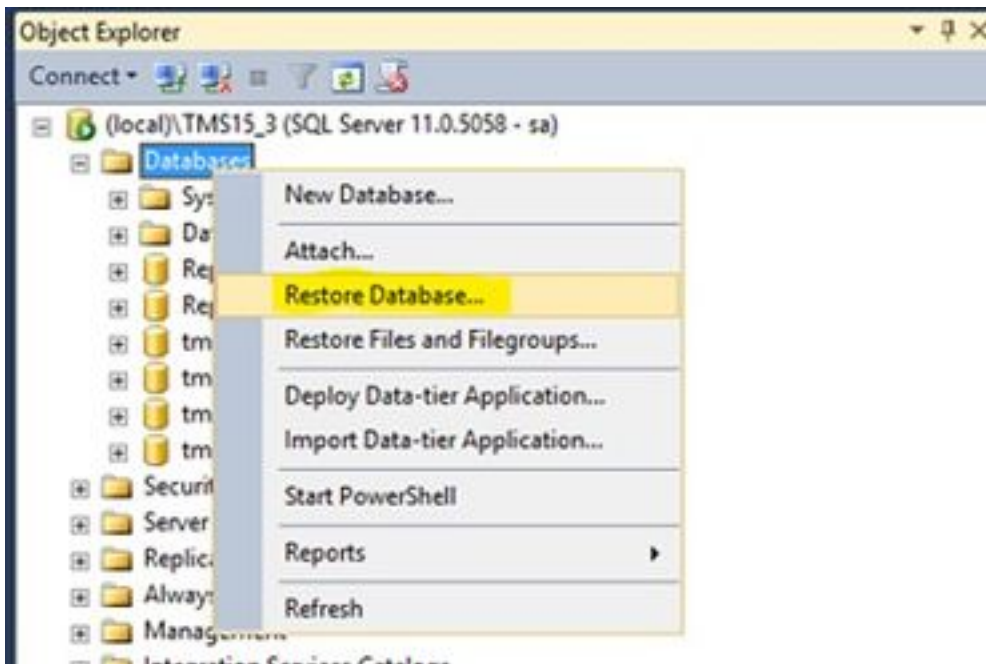
4. Follow the same process for the database of TMSPE (optional).

### Step 3. Restore the back up to the new SQL Server

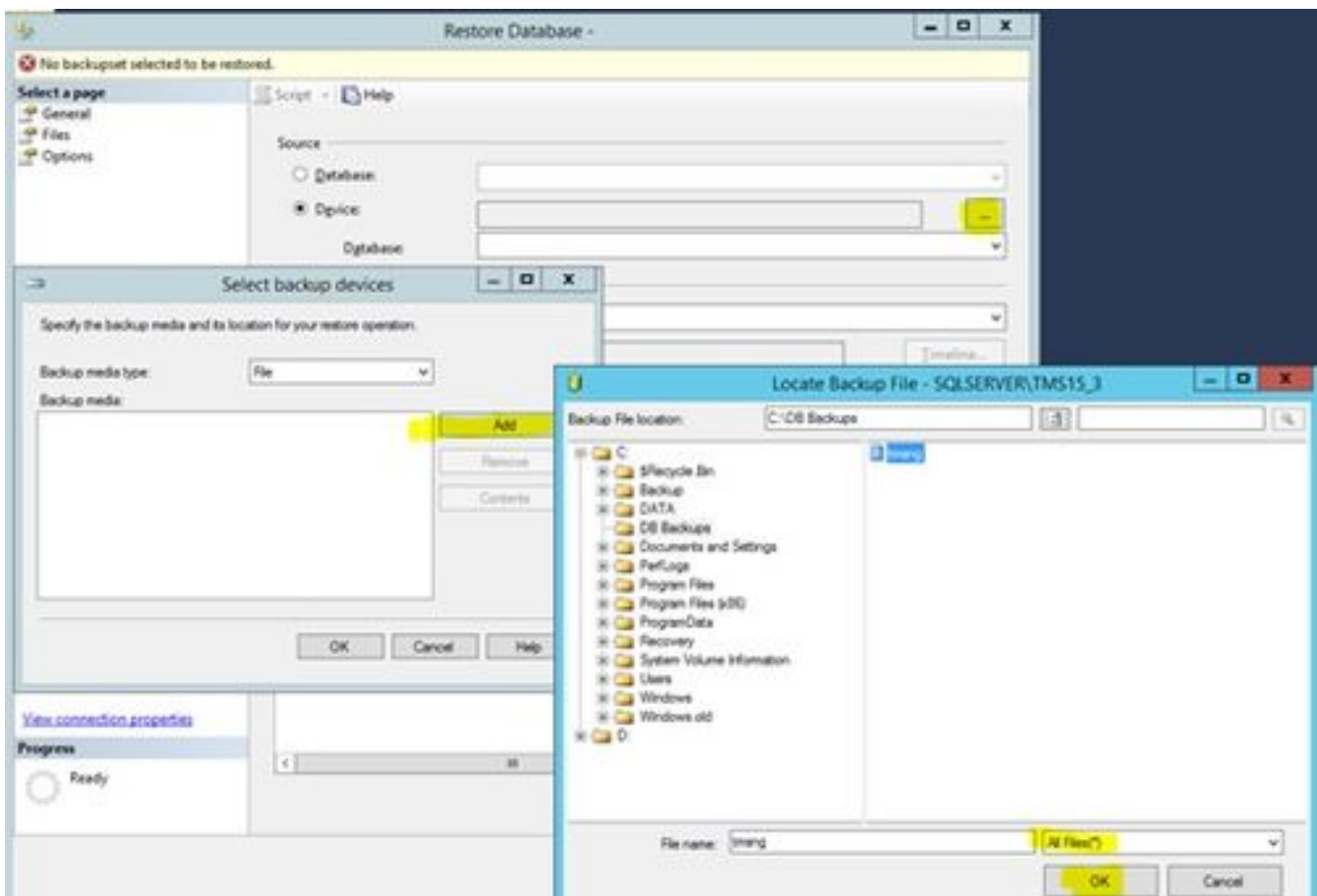
In order to apply the back up of the Database to the new SQL server, perform the procedure below.

**Caution:** Ensure that the TMS server and new SQL server have the same time (timezone) configured.

1. Open SQL Server Management Studio and right click on **Databases**. Select **Restore Database** and a new window will open.



2. You must select a source device. Click on the button to the right of the **Device** field and click on **Add** at the new pop up window. Select the folder and the back up file, and then click **OK**.



#### Step 4. Change the connection setting from the old SQL server to the new SQL server

1. Access TMS Server using either console or RDP connection.
2. Open TMS Tools and navigate to **Configuration > Cisco TMS Database Connection**.



3. At the field **Database Server\instance** you must enter the new connection details for the SQL server.

- Example before the change of the connection details of the old SQL server

Use this dialog to change the connection settings that TMS uses to access the database.

Database Server\instance:  Port:

Database Name:

Authentication:

Windows Authentication

SQL Server Authentication

Username:

Password:

Restart IIS and all TMS services for the changes to take effect, and if the connection to Cisco TMS times out during verification.

SAVE

- Example after the change of the connection details to the new SQL server

Use this dialog to change the connection settings that TMS uses to access the database.

Database Server\instance:  Port:

Database Name:

Authentication:

Windows Authentication

SQL Server Authentication

Username:

Password:

Restart IIS and all TMS services for the changes to take effect, and if the connection to Cisco TMS times out during verification.

SAVE

## Step 5. Start all of the services, which were stopped earlier at step 1

In order to locate and start the services, access the TMS server via console or RDP connection, and run the command **services.msc** in the **Command Prompt**. Within the list of services, locate the ones below and right click on each of them, in order to start it:

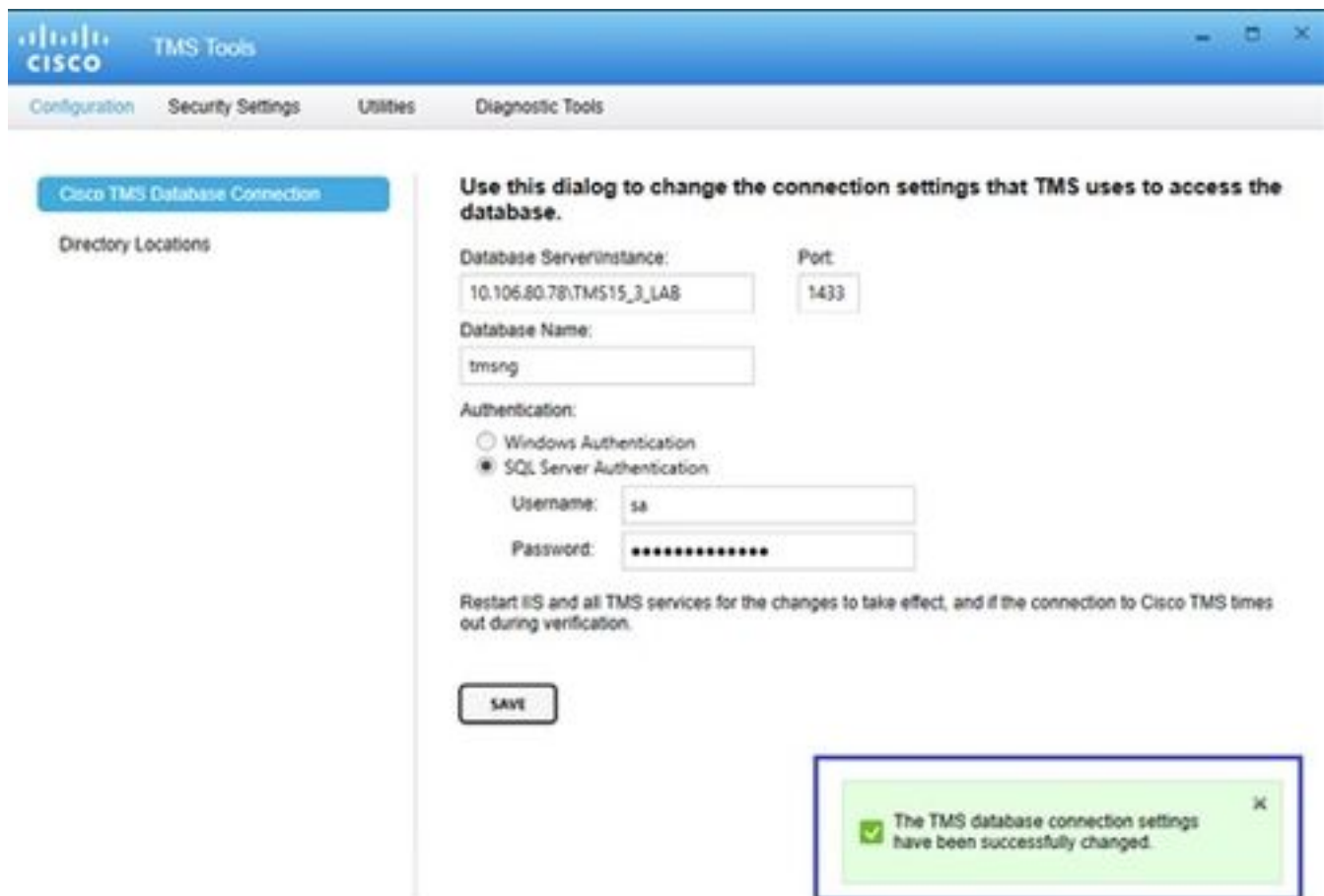
- TMSDatabaseScannerService



- TMSLiveService
- TMSPLCMDirectoryService
- TMSSchedulerService
- TMSServerDiagnosticsService
- TMSsnmpService
- World Wide Web Publishing Service (W3SVC)
- IISADMIN (optional)

## Verify

After the successful change of the connection details to reflect the new SQL server, you would see the message “The TMS database connection settings have been successfully changed” in green.



**Cisco TMS Database Connection**

Directory Locations

Use this dialog to change the connection settings that TMS uses to access the database.

Database Server Instance:  Port:

Database Name:

Authentication:

Windows Authentication

SQL Server Authentication

Username:

Password:

Restart IIS and all TMS services for the changes to take effect, and if the connection to Cisco TMS times out during verification.

The TMS database connection settings have been successfully changed.

In order to see the new SQL server information, navigate to the TMS Web GUI > Administrative Tools > TMS Server Maintenance and expand the section **Database Files and Size Info**.

Portal Booking Monitoring Systems Phone Books Reporting Administrative Tools

## TMS Server Maintenance

TMS Information

Version: 15.3.0 (2016-06-06 09:12:22) b000

Database Server Date and Time Settings

TMS Server Time: 4/26/2017 10:59:15 AM  
 TMS Database Server Time: 4/26/2017 10:59:15 AM  
 Server Time Mismatch: 0 days, 0 hours, 0 minutes and 0 seconds

TMS Diagnostics

Click Download Diagnostics Files to create and download a diagnostics zip file that can be sent to Cisco Technical Support to assist with troubleshooting.

[Download Diagnostics Files](#)

Database Server Disk Space

TMS Server Disk Space

Database Files and Size Info

Database Name	Database Server	Database File Name and Path	Size
tmring	10.106.80.78:TMS15_3_LAB	C:\Program Files\Microsoft SQL Server\MSSQL11.TMS15_3_LAB\MSSQL\DATA\trimg.mdf	18 MB
tmring_log	10.106.80.78:TMS15_3_LAB	C:\Program Files\Microsoft SQL Server\MSSQL11.TMS15_3_LAB\MSSQL\DATA\trimg_log.ldf	52 MB

Purge Old Data in Database Tables Plan

Purge Log Plan

TMS Services Status

## Troubleshoot

There is currently no specific troubleshooting information available for this configuration.