

Migrating R-Tag Report Manager to a new computer/server

Here are the steps to migrate an existing R-Tag installation.

1. Contact R-Tag and request a download link to the latest version. Also make sure the support team is aware that you are migrating your installation so they will be ready to deactivate the old license key and generate a new license key for you.
2. Install R-Tag on the new computer. Information about how to install R-Tag is available in this document: [Initial installation](#)
3. If necessary move R-Tag database to the new computer.
In R-Tag Report Manager, the information related to reports, jobs and scheduled tasks is saved in the internal database. R-Tag supports 2 database types: Local and SQL Server database.
 - In case you are using SQL Server database you need just to connect the new installation to the existing database. Connecting to an existing SQL Server database is explained on page 6 of this document: [Initial installation](#)
Depending on your license you may need to disable the old workstation so it is not using a license anymore. This document explains in details how to do this: [How to solve "All Workstations licenses are in use"](#)
 - In case you are using Local database, you need to copy the file
C:\ProgramData\RTManager\RTDB.sdf from the old computer to the same path on the new one. Path C:\ProgramData is the path to your ProgramData folder. In rare cases it may be different than C:\ProgramData. To find what is your ProgramData path press Win + R and type %programdata%. Once the database is copied to the new installation start R-Tag. You will get messages for expired license. Just click OK, open Settings and request a new license key. Details, how to request license key are available in this document: [Request License Key](#)
4. Make sure that the paths to your reports are the same. Usually the reports are placed on a network drive and all you need to do is to make sure you have access to them from the new computer. If the reports were on the same machine where R-tag was installed you need to recreate the same folder structure and copy them to the new computer.
5. Set R-Tag Scheduler service. Step by step instructions how to set R-Tag Scheduler service are available in this document: [Activate R-Tag Scheduler Windows Service](#)
6. Test the new installation and make sure that you can run reports and jobs manually and using the scheduler. Keep in mind that you may need to create ODBC connections and install drivers required by your Crystal reports