

# Migrate Sites and Licenses to a New Bomgar Virtual Appliance

## Introduction

This video will guide you through the most common steps for migrating your sites and licenses to a new Bomgar Virtual Appliance. Because of the different environments, individual case preferences, and setup conditions, your migration process may vary slightly from the one shown here.

If you would like to review the installation process, the various installation scenarios, and firewall port requirements, please check these guides:

- **Virtual Appliance Setup Guide:** [www.bomgar.com/docs/remote-support/getting-started/deployment/virtual](http://www.bomgar.com/docs/remote-support/getting-started/deployment/virtual)
- **Bomgar in the Network:** [www.bomgar.com/docs/remote-support/getting-started/deployment/dmz](http://www.bomgar.com/docs/remote-support/getting-started/deployment/dmz)

Bomgar offers a variety of implementation service packages that provide customized migration planning and upgrade assistance. For more details, please contact your account manager.

Please be aware that if your existing appliance is not running a recent software version, you may be directed to install a series of intermediate updates on your existing appliance before migrating to your new virtual appliance.

## Back up your current appliance configuration

First you need to make a backup of your current appliance configuration. To back up your portal settings, log into the /login interface of your current appliance, click on the Management tab, and then the Software Management sub-tab. Once there, click Download Backup.

Save the backup file to a secure location. You will need it later.

## Export your existing SSL certificate chain from your current appliance

Next, you need to export your existing SSL certificate chain from your current appliance.

Log into the /appliance interface of your current appliance and browse to the **Security** tab, the **Certificates** sub-tab, and then the Certificates section.

Check the box next to your correct Bomgar site certificate, select **Export** from the **Select Action** dropdown box, and click **Apply**. On the next screen, choose **ALL** options : include **Certificate**, include **Private Key**, and include **Certificate Chain** (if available).

Finally, click the **Export** button. Save this file to a secure location. It will be used in a step below.

## Install the new software version

Use the directions in the Bomgar Virtual Appliance Installation Kit to install the software in your virtual environment. You will find instructions on how to access the /appliance web interface via an IP address.

Please note that you must allocate storage space before booting your Bomgar virtual appliance, not afterwards.

You will need to install Base software update(s) on the new virtual appliance. You may have to install one or more updates at this time. There will be a separate email containing instructions on how to install and update the Base software for the new virtual appliance. The Base software is tied to the new appliance serial number.

Next, locate the SSL certificate chain you exported earlier, import it into the virtual appliance, and assign it an IP address. Please note that applies to VMware and Hyper-V templates, which ship with Base 4.4.1. Microsoft Azure templates ship with Base 5.0.0, and an IP is not manually assigned. In this case, the certificate should have the **Default** radio button selected.

To do this, log into the /appliance interface of your new virtual appliance. Click on the **Security** tab and then the **Certificates** sub-tab. Choose **Import**.

Browse to the certificate file that you previously exported, and click **Upload**.

Next, you will assign the SSL certificate to the correct IP address. Log into the /appliance interface and click on the **Security** tab, then the **Certificates** sub-tab. In the table row for your SSL certificate, click the **Assign IP** link.

On the next screen, scroll to the bottom of the page. Check the correct IP address box and save the setting.

If you do not see the **Assign IP** link, the private key may not have been included in the export. You can review the following documentation for assistance:

- **Bomgar SSL Certificate Guide:** [www.bomgar.com/docs/remote-support/how-to/sslcertificates](http://www.bomgar.com/docs/remote-support/how-to/sslcertificates)
- **FAQ 755 for details on How to Resolve SSL Certificate Warnings:** [help.bomgar.com/ssc/SolutionFAQ.aspx?id=755](http://help.bomgar.com/ssc/SolutionFAQ.aspx?id=755)

If you still cannot resolve this issue, please contact Bomgar Support.

## Install a License Package

After the previous steps are completed, install the Remote Support software using one of the following methods:

- If the appliance has internet access, follow the steps found here: <https://www.bomgar.com/docs/remote-support/updates/upgrade/automatic.htm>
- If the appliance does not have internet access, follow the steps found here: <https://www.bomgar.com/docs/remote-support/updates/upgrade/manual.htm>

You now should have a functioning support portal and should be able to access the /login interface to create user accounts and so forth.

For your first login, use admin and password for your credentials. Once logged in, click **Management**, then **Software Management**.

Click **Choose File** and find the backup file you created at the beginning of the process. Click **Upload Backup**.

You will now need to update your DNS record and confirm login.

First, update your DNS A-record to route Bomgar site traffic to the IP address of the new appliance. Please note that DNS changes can take a little while to propagate.

Next, log into your rep console and allow it to update (if applicable for your situation). Test by starting a remote support session.

To migrate currently deployed Jump Clients over to the new appliance, you will need to power down the old appliance.

If you need immediate technical assistance, please visit [help.bomgar.com](http://help.bomgar.com) to start a live support session with the next available rep.