Parallels® Panel

Switching to Parallels Small Business Panel
Copyright Notice

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About This Guide

This guide provides instructions for migrating data to a Parallels Small Business Panel installation from other Web hosting platforms, such as Parallels Panel (Plesk Control Panel).

This guide includes the following sections:

- Chapter "Before You Begin" describes the Web hosting platforms from which you can migrate data, the steps that should be taken before performing migration, and migration scenarios and options.
- Chapter "Transferring Data" contains step-by-step instructions on performing and troubleshooting migration.

Who Should Read This Guide

This guide is designed for system administrators and other IT personnel who plan to migrate data to Parallels Small Business Panel from other Web hosting platforms.

Typographical Conventions

Before you start using this guide, it is important to understand the documentation conventions used in it.

The following kinds of formatting in the text identify special information.

<table>
<thead>
<tr>
<th>Formatting convention</th>
<th>Type of Information</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Special Bold</strong></td>
<td>Items you must select, such as menu options, command buttons, or items in a list.</td>
<td>Go to the System tab.</td>
</tr>
<tr>
<td></td>
<td>Titles of chapters, sections, and subsections.</td>
<td>Read the Basic Administration chapter.</td>
</tr>
<tr>
<td><em>Italics</em></td>
<td>Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.</td>
<td>The system supports the so called wildcard character search.</td>
</tr>
<tr>
<td><strong>Monospace</strong></td>
<td>The names of commands, files, and directories.</td>
<td>The license file is located in the <a href="http://docs/common/licenses">http://docs/common/licenses</a> directory.</td>
</tr>
</tbody>
</table>
### Formatting convention

<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preformatted</td>
<td>On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.</td>
</tr>
<tr>
<td>Preformatted Bold</td>
<td>What you type, contrasted with on-screen computer output.</td>
</tr>
<tr>
<td>CAPITALS</td>
<td>Names of keys on the keyboard.</td>
</tr>
<tr>
<td>KEY+KEY</td>
<td>Key combinations for which the user must press and hold down one key and then press another.</td>
</tr>
</tbody>
</table>

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### Feedback

If you have found an error in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback using the online form at [http://www.parallels.com/en/support/usersdoc/](http://www.parallels.com/en/support/usersdoc/). Please include in your report the guide’s title, chapter and section titles, and the fragment of text in which you have found an error.
CHAPTER 1

Before You Begin

Take a few moments to become familiar with the migration options and requirements.

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Platforms from Which You Can Migrate Data

You can migrate data:

- From Parallels Panel 7.5 or later for Linux/Unix to Parallels Small Business Panel for Linux/Unix or Windows.
- From Parallels Panel 7.6 or later for Microsoft Windows to Parallels Small Business Panel for Microsoft Windows.
Migration Scenarios

This section discusses scenarios for migrating data from other Web hosting platforms.

- **Migrating with Migration manager.** A person who has administrative access to the source server's operating system migrates data to the Parallels Small Business Panel server.
  This can be accomplished through Migration Manager - the migration wizard accessible from Parallels Small Business Panel.

- **Migrating with Backup/Restore.** A person who has access only to a user account in Parallels Panel running on the source server migrates a website with e-mail accounts.
  This can be accomplished by using the backup and restore tools: the data are backed up on the source server, and then restored on the destination server.

Which Types of Data Are Transferred and Which Are Not

The Web-based Migration wizard offers the following options for data migration:

- Transfer of all websites with all settings and content, and e-mail accounts with messages.
- Transfer of selected websites with or without e-mail accounts.
- Transfer of e-mail accounts with contents of mailboxes.

Data That Can Be Transferred

The following is a full list of data types that can be transferred.

- **Websites with settings and content.**
  - DNS configuration.
  - Web hosting settings.
  - Website content.
  - FTP user accounts with their files and directories.
  - Configuration and files related to an existing FTP share that can be accessed without authorization (also called anonymous FTP). If you host in Parallels Small Business Panel more than one website on a single IP address, then the files and folders will be transferred, but access over FTP without authorization will not be available.
  - Alternative domain names of sites (domain aliases).
Before You Begin

- Subdomains with settings and Web content.
- MySQL, PostgreSQL, and MS SQL databases with data and user accounts.
- SSL certificates. After they are transferred to Parallels Small Business Panel, they are added to administrator's server-wide repository.
- Web applications developed in languages other than Java. They are transferred with their settings, databases and other content, according to the following scheme:
  - All installation paths, application administrator's username and password, and URLs for access to applications are preserved.
  - Public access to the migrated applications is allowed to all users of the Panel regardless of the assigned user role.

- **E-mail accounts with settings and content.** They are transferred according to the following scheme:
  - Mail accounts are transferred with existing alternative e-mail addresses (e-mail aliases), messages in mailboxes, and mail forwarding configuration.
  - Mail account usernames and passwords are preserved.
  - If there are autoresponders (auto-reply configurations) associated with a mail account, only the autoresponder configuration that was created the first is transferred. Autoresponder attachment files are not transferred. Also, autoresponders that were configured to respond only under specific conditions are not transferred.
  - Mail groups of Parallels Panel are converted to mailing lists in Parallels Small Business Panel.
  - Mail groups and mailing list addresses are transferred along with information about e-mail addresses of subscribers. However, no messages that might be kept in a mailing list are transferred.
  - Individual SpamAssassin spam filter and anti-virus preferences are not transferred. Instead, the global spam filtering and anti-virus policies defined by the administrator of Parallels Small Business Panel are applied to all e-mail accounts.
  - SpamAssassin spam filter's databases that collect spam training results added by e-mail users can be transferred or ignored. You can select this option during migration.

---

**Data That Cannot Be Transferred**

The following items cannot be transferred:

- Server settings.
- Reseller, client, and domain administrator accounts of Parallels Panel. However, during migration, you can choose to create user accounts based on mail accounts.
- Web user accounts and their Web pages. Web users are users who publish Web pages on the provider's server without having to register their own domain names. Their Web pages typically have addresses like http://provider.com/~username.
Migration Prerequisites

Before you begin the migration, you need to do the following:

1. Purchase or rent from your service provider a server with the same type of operating system (Windows or Linux) as installed on the source server.

2. If you want to migrate data from a Windows-based server, perform the steps described in the section Preparing Windows-based Servers for Migration (on page 14).

3. Install the latest version of Parallels Small Business Panel if it was not preinstalled by your provider. The installation process is described in Parallels Small Business Panel Installation Guide.

4. Make sure you do have enough disk space on both source and destination servers, this is an essential requirement of successful migration. For details on how to estimate the required amount of disk space, refer to the section Checking if You Have Enough Disk Space (on page 11).

5. If you plan to migrate databases, make sure that the appropriate database management system software is installed on the destination server.

6. Obtain a license key for Parallels Small Business Panel from Parallels or its resellers and install it to the Panel. This is also described in Parallels Small Business Panel Installation Guide.

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Checking if You Have Enough Disk Space

To verify that you have enough free disk space to perform a migration, you should do the following:

1. Understand how much disk space the domains planned for the migration occupy.
2. Check if an appropriate amount of the resource is available at locations used by Migration manager to store migration temporary files.

**Note:** The required amount is bigger than that occupied by domains, please read carefully the information further in this section.

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Understanding How Much Disk Space Is Used by Domains Planned for Migration

Parallels Panel provides a statistics utility which calculates server resources usage and presents this information in various views: overall server usage, per domain and so on. To know how to view the statistics, refer to the Administrator’s Guide describing the required version of the Panel.

Be sure that settings of the Statistics utility are such that disk space occupied by all migrated domain content is calculated. For example, in case you plan to migrate domain with mail accounts and databases, the Statistics should be set to calculate disk space occupied by databases and mailboxes. For details on how to configure the Panel Statistics, refer to the appropriate Administrator’s Guide.

Note that the Statistics displayed in the Panel are not updated in real time, so it is recommended to re-run the utility before viewing any numbers in the Panel user interface. To do so, use the command line utility statistics:

- on Windows: `%plesk_bin%\statistics.exe`
  - to calculate usage of all resources for all domains:
    `statistics.exe --all`
  - to calculate disk space usage for selected domains:
    `statistics.exe --disk-usage --process-domains=<domain-name-1>;<domain-name-2>;<domain-name-n>`

- on Unix/Linux: `$PRODUCT_ROOT/admin/sbin/statistics`
  - to calculate usage of all resources for all domains:
    `.statistics.exe`
  - to calculate statistics for a selected domain:
    `.statistics.exe --calculate-one --domain-name=<domain_name>`

Unix/Linux-specific Notes

The Panel Statistics do not cover disk space used by content created under Apache user. For example, in case the Gallery Web application is installed on a domain, the images uploaded to the Gallery are not count against overall disk space usage. To account such disk space usage as well, download and run this script (http://download1.parallels.com/Plesk/PPTools/domains_du.sh):

`.plesk_du.sh <domain-name-1> <domain-name-2> <domain-name-n>`

As a result, the script outputs overall statistics on disk space usage for the specified domains.
Checking If Required Amount of Disk Space Is Available

Performing a successful migration requires more disk space than the content planned for migration occupies, the reason is temporary files created during the process. Depending on the platform, and the version of the Panel run on source server, required amount of space varies.

**On Windows**

Temporary files are always created on the system drive as follows:

<table>
<thead>
<tr>
<th>Server</th>
<th>Location</th>
<th>Required Disk Space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source</td>
<td>%systemdrive%:\PMMTemp</td>
<td>two times more than occupied by the domain(s) content</td>
</tr>
<tr>
<td>Target</td>
<td>%systemdrive%:\temp</td>
<td>if Parallels Plesk Panel 9, two times more than occupied by the domain(s) content</td>
</tr>
<tr>
<td></td>
<td></td>
<td>if Plesk version before 9, up to three times more than occupied by the domain(s) content</td>
</tr>
</tbody>
</table>

**On Unix**

Temporary files are always created on the system drive as follows:

<table>
<thead>
<tr>
<th>Server</th>
<th>Location</th>
<th>Required Disk Space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source</td>
<td>/migration/&lt;session-id&gt;/</td>
<td>two times more than occupied by the domain(s) content</td>
</tr>
<tr>
<td>Target</td>
<td>/usr/local/psa/PMM/var/</td>
<td>two times more than occupied by the domain(s) content</td>
</tr>
</tbody>
</table>
Preparing Windows-based Servers for Migration

To ensure a successful migration from a Windows-based server, make sure that the following requirements are met:

- If a source or destination server is behind a firewall, configure it to allow traffic to pass through the ports and protocols required by SAMBA and Migration wizard.
- The *Client for Microsoft Networks* and the *File and Printer Sharing for Microsoft Networks* Windows components must be installed on source and destination servers.
- The *Workstation* service must be running on the destination server.
- The *Server* service must be running on the source server.
- Administrative shares (admin$, c$, d$) must exist on the source server.

After these conditions are met, you must download the migration agent package from Parallels website and install it on the source server, as described in Downloading and Installing Migration Agent (on page 19).

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Opening ports for SAMBA, SSH and Migration Wizard

When you are migrating from Linux/UNIX-based servers, Migration wizard uses SSH for network connections. For migration from a Windows-based server, Migration wizard uses SAMBA. SSH, SAMBA, and Migration wizard require that certain ports are opened to enable proper network connectivity for migration.

Specifically, the following ports must be open and the data exchange protocols enabled on the ports.

<table>
<thead>
<tr>
<th>Software</th>
<th>Port</th>
<th>Protocol</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAMBA</td>
<td>135</td>
<td>TCP</td>
</tr>
<tr>
<td></td>
<td>139</td>
<td>TCP</td>
</tr>
<tr>
<td></td>
<td>445</td>
<td>TCP</td>
</tr>
<tr>
<td></td>
<td>137</td>
<td>UDP</td>
</tr>
<tr>
<td></td>
<td>138</td>
<td>UDP</td>
</tr>
<tr>
<td>Migration wizard</td>
<td>6489 (or other)</td>
<td>TCP</td>
</tr>
<tr>
<td>SHH</td>
<td>22 (or other)</td>
<td>TCP</td>
</tr>
</tbody>
</table>
Checking if Client for Microsoft Networks and File and Printer Sharing for Microsoft Networks Are Installed

➢ To verify that the software packages are installed on the source and destination servers:

1. Open the Local Area Connection window:
   a. Click Start.
   b. Select Control Panel > Network Connections > Local Area Connection). The Local Area Connection Status window opens.

2. Select the the General tab and click the Properties button. The Local Area Connection Properties window opens.

3. Under This connection uses the following items, check if the Client for Microsoft Networks and the File and Printer Sharing for Microsoft Networks applications are listed and make sure that the corresponding check boxes on the left are selected.

4. Click OK.
Installing Client for Microsoft Networks

➢ To install Client for Microsoft Networks:

1. Open the Local Area Connection window:
   a. Click Start.
   b. Select Control Panel > Network Connections > Local Area Connection).
      The Local Area Connection Status window opens.

2. Select the the General tab and click Properties.
   The Local Area Connection Properties window opens.

3. Click Install.
   The Select Network Component Type window opens.

4. Under Click the type of network component you want to install, click Client.
   The Select Network Client window opens.

5. In the list of network clients, select Client for Microsoft Networks and click OK.
   Once the application is installed, the Client for Microsoft Networks item appears in the Local Area Connection Properties window, under This connection uses the following items.

6. Select Client for Microsoft Networks.
7. Click OK.

**Note**: You must restart Windows for the configuration changes to take effect.
Installing File and Printer Sharing for Microsoft Networks

➢ To install File and Printer Sharing for Microsoft Networks:

1. Open the Local Area Connection window:
   a. Click Start.
   b. Select Control Panel > Network Connections > Local Area Connection). The Local Area Connection Status window opens.

2. Select the General tab and click Properties. The Local Area Connection Properties window opens.

3. Click Install.

4. The Select Network Component Type window opens.

5. Under Click the type of network component you want to install, click Service. The Select Network Service window opens.

6. In the list of network clients, select File and Printer Sharing for Microsoft Networks and click OK. Once the application is installed, the File and Printer Sharing for Microsoft Networks item appears in the Local Area Connection Properties window, under This connection uses the following items.

7. Select File and Printer Sharing for Microsoft Networks by using the corresponding check box on the left.

8. Click OK.

Note: You must restart Windows for the configuration changes to take effect.
Downloading and Installing Migration Agent

➢ To install Migration Agent on the source server:


2. Run the installation file and follow the installation wizard instructions:
   a. When the first screen of the installation wizard appears, click Next.
      This starts installing the Migration Agent into the directory C:\Program Files\Parallels\Plesk Migrator Agent\.
   b. Click Finish after the installation wizard has installed Migration Agent files to your server.

Once you have installed Migration Agent, it starts automatically with the default settings. Now you can start migrating data (on page 20).
This chapter provides step-by-step instructions for migrating data with Migration Manager and backup and restore tools.

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Troubleshooting Migration................................................................................... 25
Performing Migration with Migration Manager

To migrate data from another hosting server:

1. If migrating from a Windows-based server, perform the steps described in Preparing Windows-based Servers for Migration (on page 14).
2. Log in to Parallels Small Business Panel as administrator.
3. Click the Settings tab, and then click Migration Manager (in the Advanced Settings group).
4. Click Start New Migration.
   If you are performing a migration for the first time, this button is not shown, and you are taken to the next step.
5. Specify host name or IP address of the source server.
6. If you use a Windows-based installation of Parallels Small Business Panel, select the type of operating system running on the source server.
7. Type the username and password used for logging in to the server's operating system.
   This should be "root" on Unix or Linux systems, and "Administrator" on Microsoft Windows systems.
8. Under What should be migrated, select the types of data you want to migrate:
   - To migrate all websites and mail accounts, select the option All domains.
   - To migrate selected websites with or without e-mail accounts, select the option Selected domains, and also specify what data should be transferred:
     - Select All content if you want to transfer all settings and data related to selected domains (websites), including e-mail service settings, e-mail accounts, and content of mailboxes.
     - Select Only website data if you want to transfer all settings and data related to selected domains (websites), excluding e-mail service settings, e-mail accounts, and content of mailboxes.
     - Select Only mail data if you want to transfer only selected mail accounts and mail service settings of domains that serve them.
9. To transfer spam filter's database records created by users, leave the Transfer anti-spam training results along with mail accounts check box selected.
10. To create in the Panel user accounts based on the migrated e-mail accounts, do the following:
Performing Migration

a. Leave the Create user accounts linked with transferred mail accounts option selected.

This will result in creation of user accounts with usernames equal to the left part of e-mail addresses before the @ sign (also referred to as local part).

In case there are similar e-mail addresses under different websites, for example, mailuser@example.com and mailuser@sub.example.com, then two user accounts will be created with usernames mailuser and mailuser1 respectively.

Usernames longer than 20 characters are shortened to contain only the first 20 characters.

b. Select a user role that should be assigned to the user accounts.

This can be either a predefined role, such as employee, or a custom role that you might have already created.

For detailed information about user roles, refer to Parallels Small Business Panel: Quick Start Guide, Understanding User Roles section.

11. Under Rules on resolving conflicts, specify the following:

a. What to do if domain names of websites that you want to transfer coincide with domain names already present on the destination server:

   - To overwrite data of websites with coinciding domain names, clear the Skip existing domains check box.
   - To skip transfer of websites with coinciding domain names, select the Skip existing domains check box. Note that if a website is skipped, the mail accounts associated with it are also skipped.

b. Whether to allow creation of more user accounts in Parallels Small Business Panel than allowed by the currently installed license key:

   - If you select the Allow exceeding the number of users or mail accounts defined by license check box, then all e-mail accounts will be transferred and will become user accounts in Parallels Small Business Panel regardless of the license key limits. However, the Panel will stop working, and only license management and user account management screens will be accessible to you. In such a case, you will need to purchase an additional user pack license and install it to the Panel, or reduce the number of user accounts according to the currently installed license key by removing them.
   - If you clear the Allow exceeding the number of users or mail accounts defined by license check box, then only a part of e-mail accounts will be transferred and converted to user accounts, so as to avoid exceeding the current license key limits.

12. Do any of the following:

   - If you selected the option to migrate all data, click Start.
   - If you selected the option to migrate specific items, click Next.

13. Select the check boxes corresponding to the domain names (websites) whose data should be transferred.
14. Click Start.

If migration was started and then failed, refer to the section Troubleshooting Migration (on page 25).

Performing Migration with Backup and Restore Tools

This section provides instructions for migrating data from Parallels Panel to Parallels Small Business Panel using backup and restore tools.

**Note:** Before migrating a website with an installed application in APS format, make sure that such an application is available from the Application Catalog in your Parallels Small Business Panel, or at least one copy of the application is already installed in the Panel. This must be exactly the same application version. Otherwise, the application will be transferred to the Panel-managed server and will be available over the Internet, but it will not be manageable through the Panel.

To check if the required application version is available from the Application Catalog: In your Parallels Small Business Panel, go to the **Applications & Scripts** tab > **Application Catalog**, and click the **Show Search** link. Type the application name in the left search field, and click **Search**. If the Application Catalog is not available from your Panel, you can ask your service provider to allow the Panel to connect to apscatalog.com for the migration period.

To check if a copy of the application is already installed on any of websites: In your Parallels Small Business Panel, go to the **Applications & Scripts** tab > **Installed Applications**.

If the application was not found in the Panel:

1. Set up in Parallels Small Business Panel a temporary website with any domain name, like example.com.
2. Download the required package from [http://apscatalog.com/all/](http://apscatalog.com/all/).
3. Install the application to the Panel (**Applications & Scripts** tab > **Install from a local disk**).
4. Perform migration.
5. After the migration is finished, remove the temporary website.

➢ **To migrate websites and e-mail accounts from Parallels Panel:**

1. Log in to Parallels Panel.
2. Back up data and save the backup archive to an FTP server or download it to your local machine.
3. Log in to Parallels Small Business Panel.
4. Go to the Settings tab > Backup Manager.

5. Click Upload Files to Server Repository.

6. Click Browse and select the required backup file.

7. Click OK.

   The backup file will be uploaded to the backup repository.

8. Click the name of the backup file that you uploaded.

9. If you want the Panel to notify you when restoring is completed, type your e-mail address in the field When restoration process is completed, send notification e-mail.

10. Click Restore.

If you fail to upload a backup archive to the Panel because the file size is too large, then you can try to do the following:

1. Log in to Parallels Panel.

2. Back up data and save the backup archive to an FTP server.

3. Log in to Parallels Small Business Panel.

4. Go to the Settings tab > Backup Manager > FTP Repository Settings.

5. Specify the following:

   - FTP server host name or IP address. Specify the address of the FTP server where you saved the backup file that you want to restore.
   - The location of the directory where the backup archives are located.
   - Username and password for accessing the FTP account on the server.
   - Use passive mode. Select this option if your Panel-managed server is protected by a firewall.

6. Click OK.

7. Click the FTP Repository tab.

8. Click the name of the backup file that you want to restore.

9. If you want the Panel to notify you when restoring is completed, type your e-mail address in the field When restoration process is completed, send notification e-mail.

10. Click Restore.
Troubleshooting Migration

If migration fails, the Panel will show a link for downloading the migration log. You can find the information about failure reasons in this log and try to resolve the issues on your own, or you can contact Parallels technical support for assistance.

If you were in the process of migrating data from a Windows-based server, and migration failed, then you might be unable to start the migration from this server again: On attempt to start the migration, the error message "Agent is already used by another migration session" is shown. To resolve this issue, you need to log in to the source server's operating system over a Remote Desktop connection and restart the migration agent utility.

If you migrated websites with Web applications, and some of these Web applications do not work on the destination server, you can try to do the following:

Review the applications' configuration files, and make sure that the paths to application installation directories are specified correctly. For example, you might encounter a line that states that an application is installed in /var/www/vhosts/example.com/httpdocs/gallery/, while in your installation, the correct path could be /srv/www/vhosts/example.com/httpdocs/gallery/.

Also, make sure that all locations of databases used by applications are correctly specified in the configuration files.