

2018

# Migrating Titan FTP Server to New Hardware

A guide for migrating Titan data, including configuration settings for Servers, Groups, and Users, to new hardware.

*QuickStart Guide*



# Titan Hardware Migration Guide

Moving data from old hardware is a fact for most corporations and can yield security and performance improvements to your file storage system. This guide will help you migrate either the current version of Titan or an updated version to new hardware without losing your Server, Group, or User configuration data. You will need to:

- **Install the upgraded Titan product**
- **Back up your configuration data and move it to the new hardware**
- **Activate your upgraded software and test it**

## Migrating Titan FTP Server

Install Titan on your new hardware in elevated mode (as administrator). Find the latest version of Titan at <http://www.southrivertech.com/products/titan-ftp-server/download/>. Install the new software in one of two ways:

1. If you are upgrading Titan, install on the new server and activate using the new registration code.
2. If you are migrating Titan to a new computer without upgrading the software, install Titan **in trial mode** on the new server.

## Back Up and Import Titan Configuration Data

On the old hardware, make copies of all of your configuration data in order to move it to the new hardware:

1. Open Regedit via Start > Run > Regedit.exe.
2. Navigate to HKEY Local Machine > Software > South River Technologies > Titan FTP server > Servers registry key and select File > Export from the menu. Only the \servers key is required. This key holds the configuration(s) for each server instance previously set up in Titan.
3. Save the file in “Win 9x/NT” format.
4. Import this file into regedit on the new hardware.

If you are running SSL and/or SFTP on your Titan server(s):

1. From the Titan administration console, expand the server, go to Security, select the FTPS/SSL tab, and note the certstore folder for each server instance running FTPS.
2. Go to the Security SFTP/SSH tab and note the host key folder for each server instance running SFTP.
3. Copy these folders to the new server. Once the registry is updated, Titan will look for the certifi-

cates/host keys in these folders.

## Finish the Migration

On your new hardware:

1. Stop/restart the Titan service to pull in the server configurations.
2. Verify the new server setup(s) for each server instance. You may need to adjust some of the settings, such as the IP address the server instances are running on.
3. After testing settings and functionality, deactivate the old server. If you simply moved the Titan install without upgrading, **activate the trial server install** with the existing registration code.

## Troubleshooting

### Registration Code Failure

If you are unable to activate your new software using the upgraded registration code:

1. Ensure the admin application is running in elevated mode.
2. Ensure the everyone group, which includes every user, has full rights to C:\ProgramData\south river technologies\Titan FTP server.

If the issue persists:

1. Stop the Titan service, close the administrator, and stop the Titan tray application.
2. Go to C:\ProgramData\south river technologies\Titan FTP server and delete the .bin license file.
3. From the command line, run `srxTitan /clean`. This will not return a status/response given.
4. Run the admin console again and activate the server and webui (if applicable).

### Migration Failure

If you are unable to access the Titan administrator application upon migration:

1. Verify that port 31000 is free (it could be in use by Java). You can either free up that port, or change the port on which the admin application is called:
  - a. Open Regedit via Start > Run > Regedit.exe.
  - b. go to HKEY Local Machine > Software > South River Technologies > Titan FTP server > LDomain > LASPort and change it from 31000 to another port number (31005, for example).
  - c. Stop and restart the Titan service and attempt to access the admin console.
2. Set your antivirus/security suite applications to allow traffic on 127.0.0.1 from/to port 31000.

# System Requirements

## Supported Operating Systems

- Windows Server 2012-R2 editions, 32-bit and 64-bit
- Windows Server 2012, all editions, 32-bit and 64-bit
- Windows Server 2008-R2, all editions, 32-bit and 64-bit
- Windows Server 2008, all editions, 32-bit and 64-bit
- Windows Server 2016, all editions, 32-bit and 64-bit

## Minimum Hardware Requirements

- 2 GHz Pentium® class processor
- 4GB of RAM is required; 8GB of RAM is recommended
- Minimum 100MB of free disk space for the application
- Minimum SVGA (800x600) resolution display is required to run the Administration console program.

## Minimum Software Requirements

- Microsoft .NET Framework v4.0 is required
- Microsoft SQL Server 2005 or later is required
- Microsoft SQL Server Management Studio Express (only if you plan to enable Statistics Tracking and reporting)

## Limitations

- Titan FTP Server is a multi-threaded, dynamic server solutions for the Microsoft Windows operating system. While designed to handle an unlimited number of user connections and servers, like all software, Titan is limited by the resources of the computer; most notably, those limitations imposed by the Windows Sockets (WINSOCK) Library.

## About South River Technologies

South River Technologies (SRT) is an innovator in secure file management software. SRT software allows users to securely access, manage, and collaborate on files over the Internet, streamlining business processes to improve productivity. SRT's products enhance customers' existing applications by instantly enabling secure access and collaboration within those applications. More than 90,000 customers in 140 countries use SRT's software to make remote file access and collaboration more efficient for their customers, partners, and distributed workforce.

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## Contact Information

South River Technologies, Inc.  
1910 Towne Centre Blvd  
Suite 250  
Annapolis, Maryland 21401  
USA

Toll Free: 1-866-861-9483  
Main: 443-603-0290  
Fax: 410-266-1191  
Corporate Web site: [www.southrivertech.com](http://www.southrivertech.com)  
Online Support: [www.srthelpdesk.com](http://www.srthelpdesk.com)