

Knowledge Base ▾



Knowledge Base (/View/0aef4765-0efa-4a65-84c1-324b09231223)

/ Cireson Portal (/KnowledgeBase/Listing#/Category/Cireson Portal/Dc7d6410-1199-9965-1410-740f797eec09)

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How To: Copying Knowledge Article Tables to a New Database

Views: ☆☆☆☆☆

Modified: 306

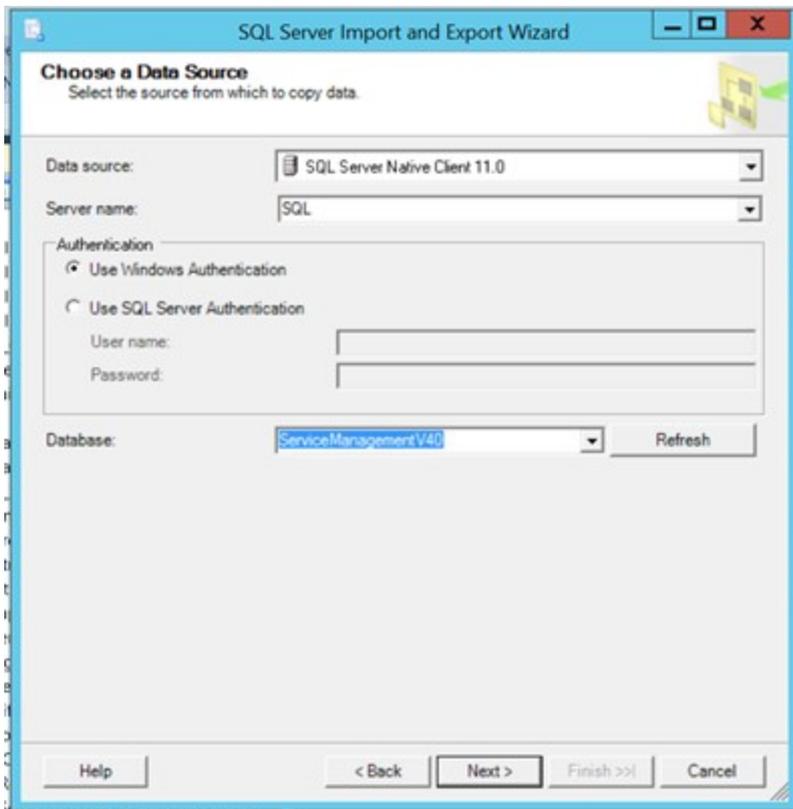
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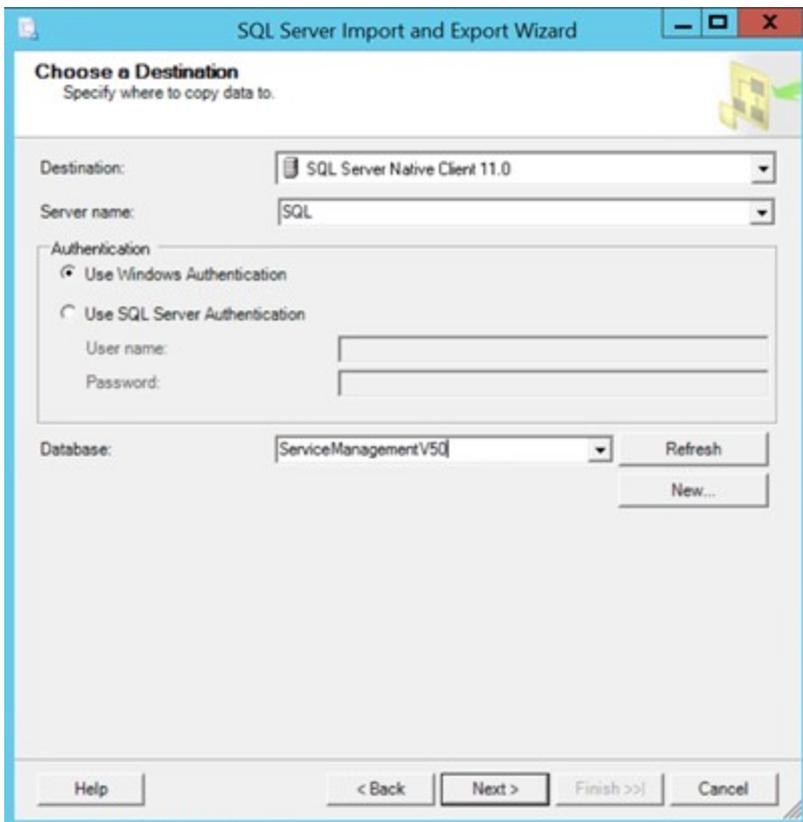
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IMPORTANT NOTE: The relationship data within the KnowledgeArticle table such as Owner may need to be updated if you are copying to a different SCSM environment.

1. First backup your current ServiceManagement database.
2. Create the new ServiceManagement database using the Portal Installer, by unchecking all options except "Install Database". Run the installer as usual however you must be sure the user you are running the installer as is a sysadmin on the SQL Server where the ServiceManagement database will be installed, as well as an administrator for the local machine.
3. Note: If you are trying to export the tables to an already existing ServiceManagement database you must first follow these commands on the destination database:
Stop cachebuilder service
Run these statement on your destination db:
truncate table DisplayString;
truncate table Enumeration;
truncate table KnowledgeArticle;
truncate table Relates_RequestOffering_KnowledgeArticle;
truncate table Relates_ServiceOffering_KnowledgeArticle;
truncate table lastmodified;
4. After successful install open Sql Server Mgmt Studio, right-click on the Source Database and select Tasks => Export Data. Confirm your Source Database has been populated correctly, then click Next.



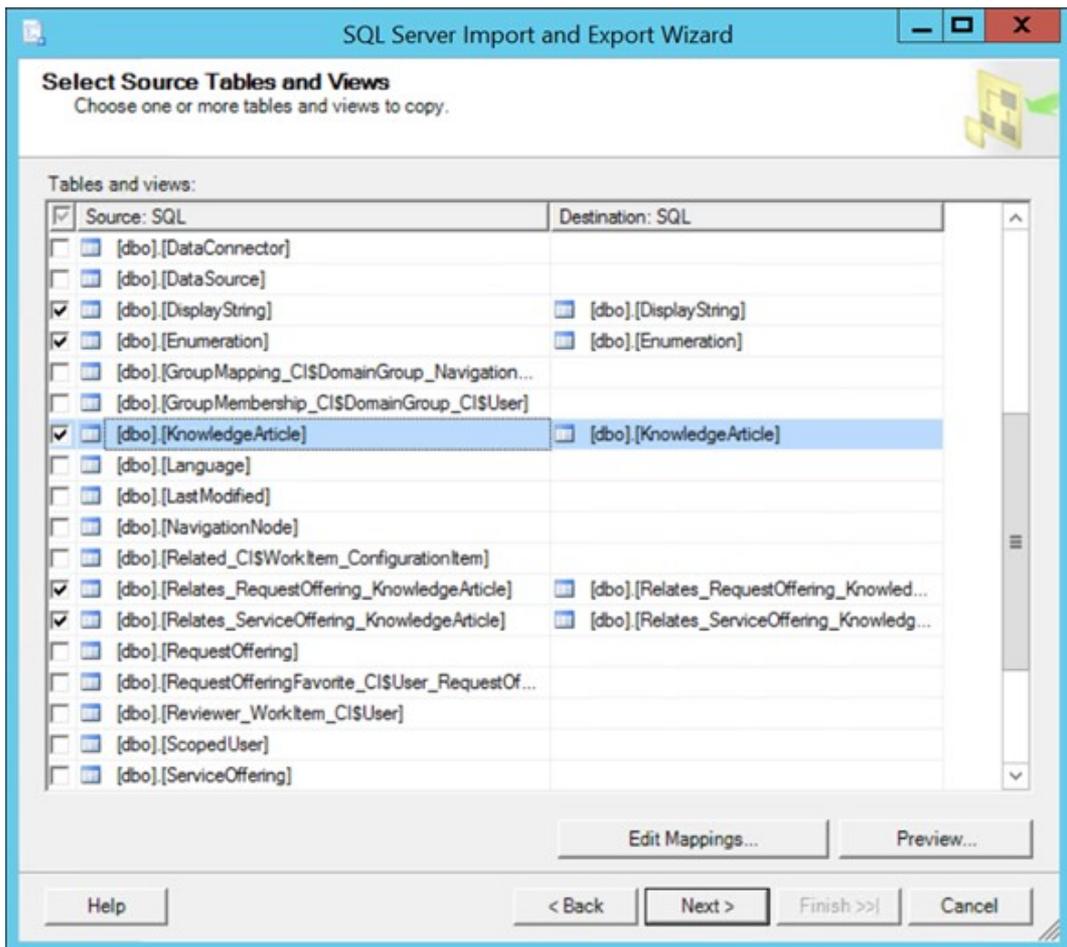
5. Enter your Destination Database, you will need to enter the Server name and then select the database:



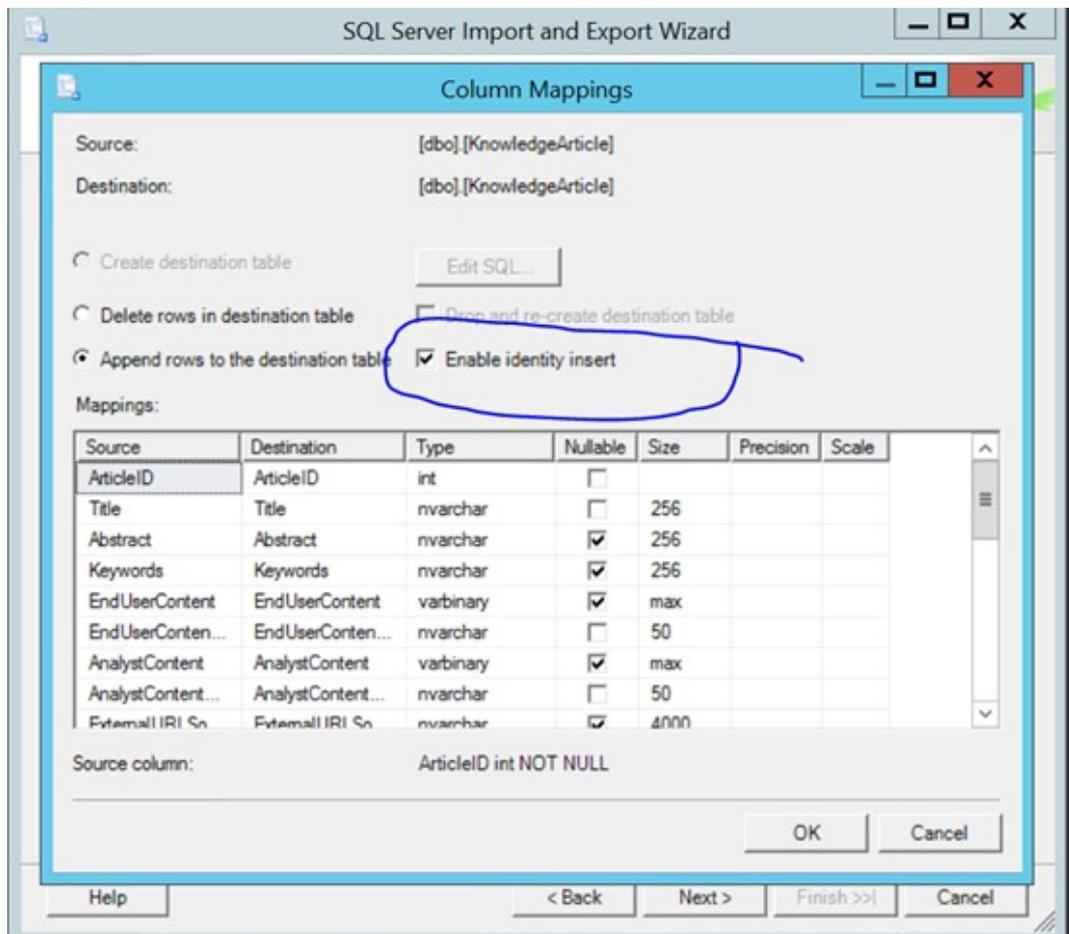
6. Click Next you will see the following screen click Next again:



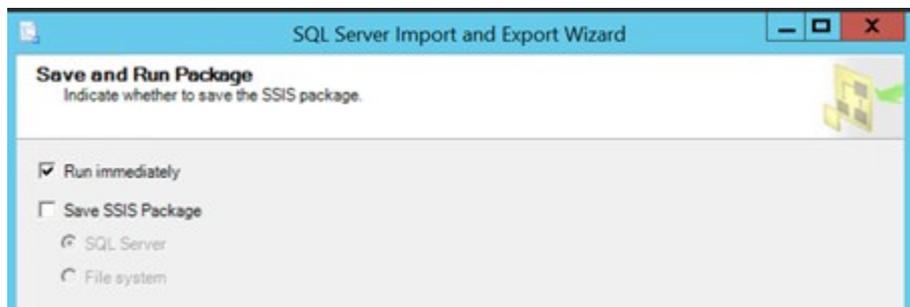
7. Select ONLY the following tables:



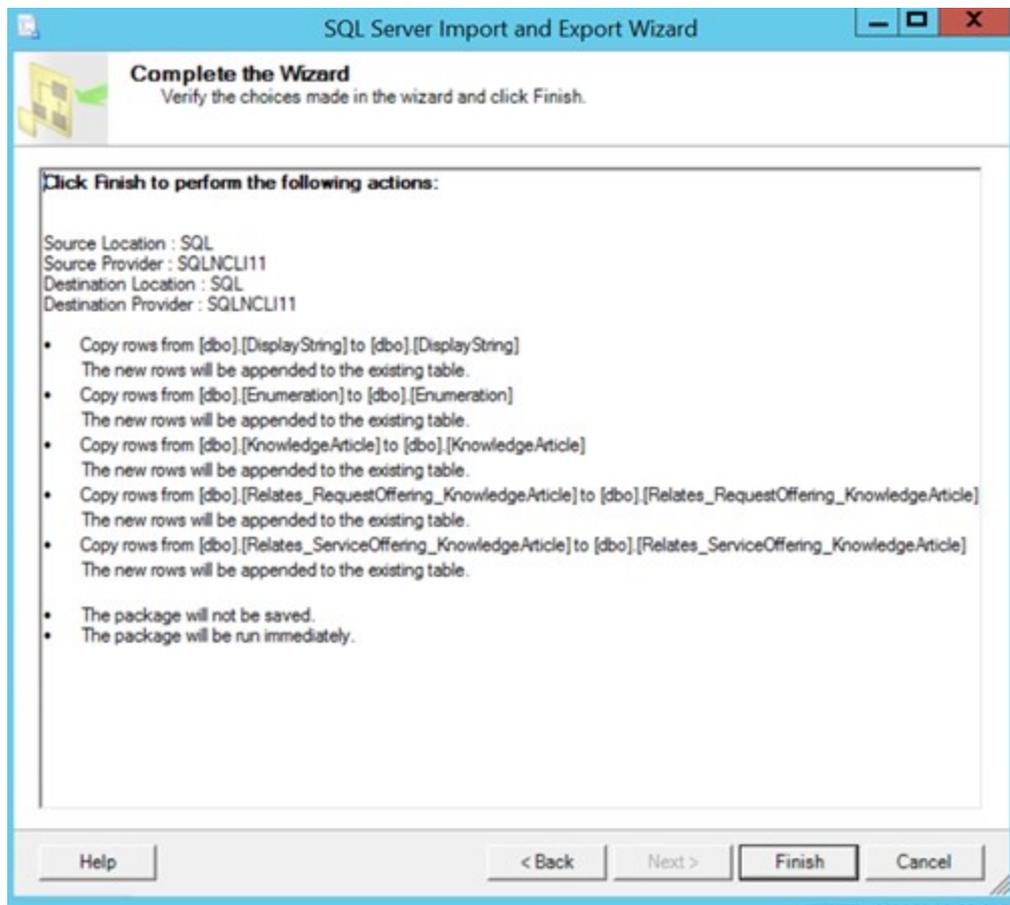
8. Click on the KnowledgeArticle Table row and select Edit Mappings button, within the popup be sure check the "Enable Identity Insert" checkbox, then click Ok.



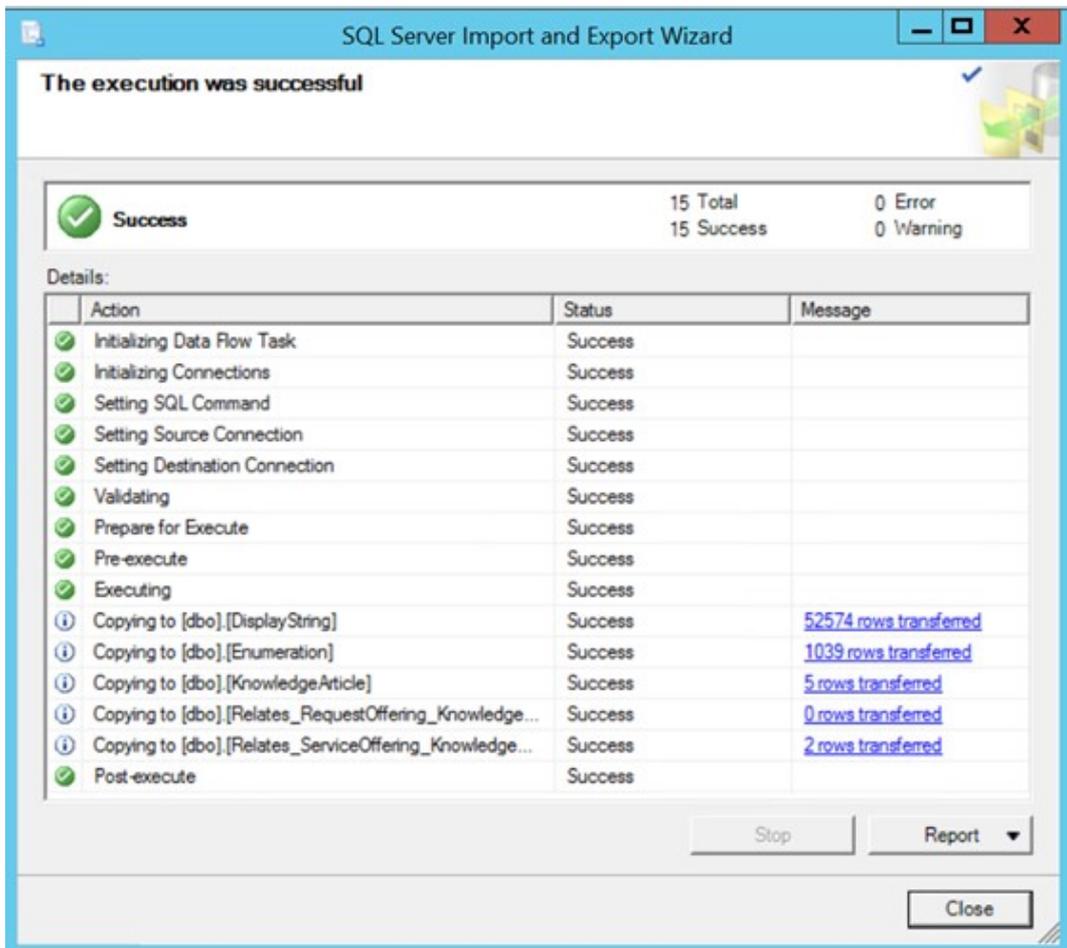
9. Click the Next button and then select Next again to run immediately:



10. You will see a confirmation screen like below, click Finish to begin the copy:



11. After completion you should see something similar to this:



- At this point you should redirect your cachebuilder to the New ServiceManagement database and start the cachebuilder service.