

# System Galaxy Database Transfer Tool

This guide provides user instructions to operate the *SG Database Transfer Tool*, which automates backing-up the Galaxy SQL Database (SysGal) and uploads it to Galaxy for processing.

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IMPORTANT: This Transfer Tool supports the option to disable the GCS Services if they are running on the same computer as the Galaxy SQL Database resides on. Stopping the services protects from data loss while the transfer is occurring- especially when moving the database to a new server (cloud or on-premises). Optionally the user can manually manage GCS Services on the computer where they are running if it is not the same as the database.

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IMPORTANT: Do not transfer a database without an RMA Number. Unsolicited databases cannot be processed since there is no correlating RMA information to work from.

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## REQUIREMENTS

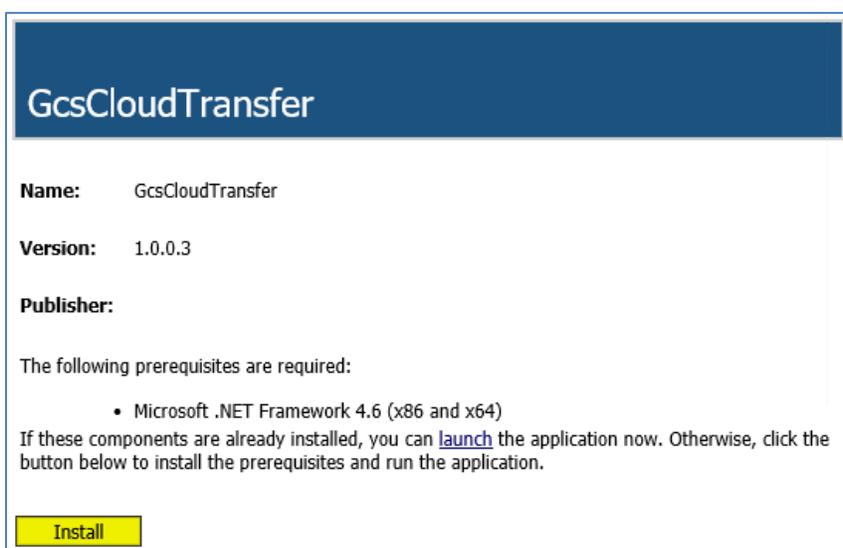
- The Database Transfer Tool must be run on the same computer that hosts the Galaxy SQL database (SysGal). tdue to Microsoft limitations that prohibit making file-level backups to external paths. In a default configuration, this should be the same computer that hosts the GCS Services.
- You must know your current SQL Database Connection Settings and Login Credentials.
- You must provide a valid email of a technical contact who is conversant on the database and system.
- You must include a current, valid RMA Number that you receive from Tech Support.
- Download the Database Transfer Tool here > <http://gcs.li/KN4JG>

1. Open the default browser on the computer that hosts the SysGal Database file (database or standalone server).
2. Paste the download link (provided above) into the browser’s URL field and browse to the Transfer Tool Download Page. Make note of where the ‘*setup.exe*’ file is downloaded/saved to.
3. Click on *Install button* on the Download Page to begin downloading the Transfer Tool.

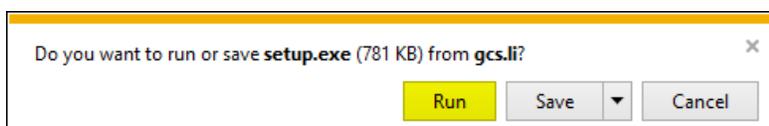
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NOTE: The page may appear differently based on your version browser or operating system.

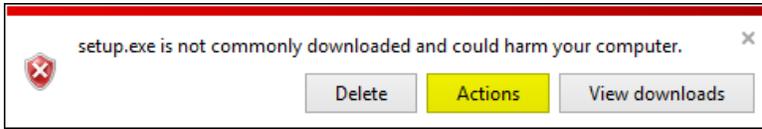
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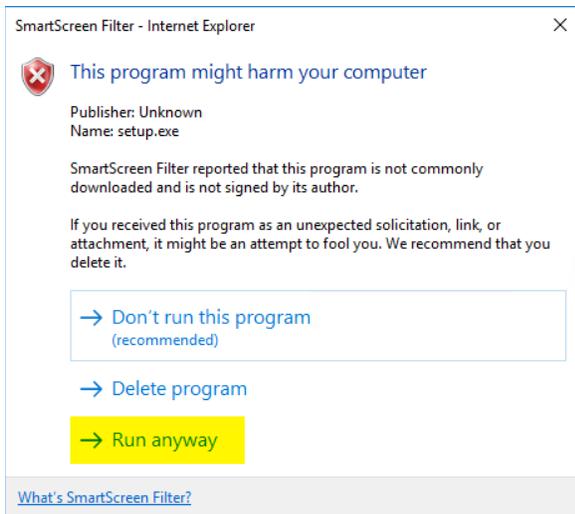
4. If prompted with a choice to Run or Save, choose **Run**. It may take a few minutes to complete the download.



5. Security software may prompt you with additional choices ...
  - a) Click **Actions** button (or in later Windows versions, click the **'more'** link)
  - b) (optionally) If you chose to download the file, you can double-click the setup.exe file in the Downloads folder after downloading is completed. If you see a .tmp file, wait for the setup file to finish downloading.



6. Select **Run Anyway** from the Windows Security popup to run/open the Transfer Tool.  
Result: the Transfer Tool will open.



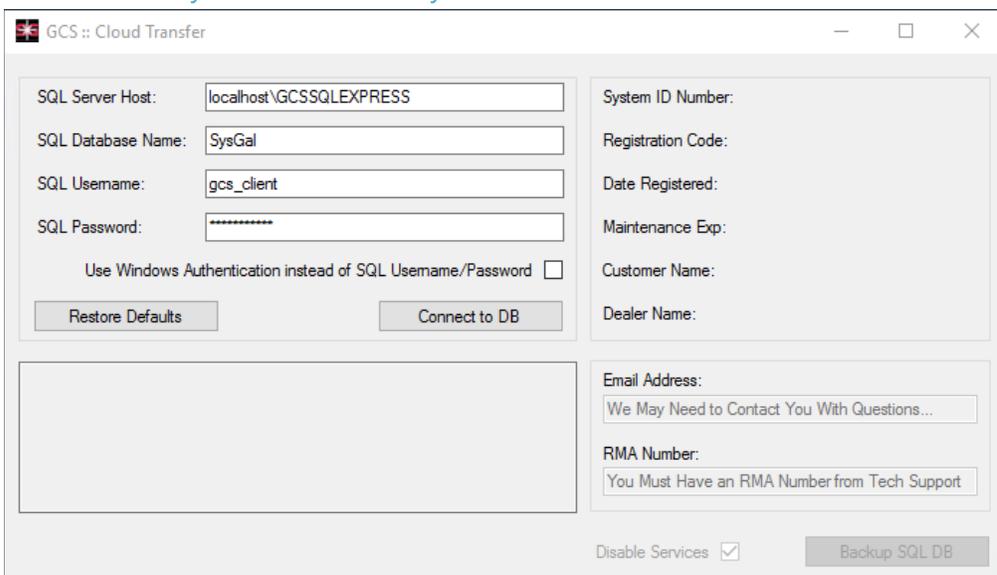
7. When the Transfer Tool opens, the SQL Connection Settings are prefilled with the original connection settings and login credentials that were valid when the system was first installed (see screen below).
  - a) Enter your *system's current SQL Connection Settings* if they are different than the prefilled settings shown in your Transfer Tool.
  - b) Click the **Connect to DB** button when you have the correct connection values entered.

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NOTE: the *Restore Defaults* button will reset all SQL fields this screen to the original prefilled SQL settings that displayed when the tool first opened.

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RESULT: Once you are successfully connected, the RMA and Email fields will unlock.



8. Enter the valid *Email Address* and *RMA Number* in the designated fields ...
  - The *Email Address* field should provide a contact who can answer technical questions about the SG database and the site/installation (as needed).
  - The *RMA Number* must be obtained from Galaxy technical support before continuing - **please do not upload unsolicited databases**. An unsolicited database cannot be processed due to missing the correlating technical information

9. You must **“check”** the *Disable Services* checkbox before proceeding - or manually stop GCS Services on the computer where the services reside if it is different than the database server.

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IMPORTANT: the Disable Services checkbox should be “checked” to prevent data loss on a running system.

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10. Click the Backup SQL DB button to begin the backup and transfer.
11. You can close the Transfer Tool when the transfer operation is complete.  
Depending on the size of the database, this process can be lengthy.

RESULT: The Tool will periodically display status messages, ending with “Operation Complete!”

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Creating Zip File...
Begin Upload of Zip File...
Uploading File via Internet...
Uploading file smaller than blockSize (8,388,608)
Uploaded 4,485,653 Bytes
Operation Complete!

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12. When the Transfer Tool is finished, you must notify Technical Support that your database is finished transferring.

## TROUBLESHOOTING ERROR RESULTS

If you received an error or failure while attempting to run the transfer tool, use the following process:

1. Completely close the Transfer Tool and any error windows it may have spawned.
2. Go to the location where *'setup.exe'* was downloaded/saved (noted in the initial installation steps).
3. Right-click on *'setup.exe'* and choose *'Run as administrator'*
4. Accept any security prompts, then follow the instructions from the beginning of this procedure.