

# Moving Databases and Projects - TestTrack 2011.1 and Earlier

**Note:** The following information only applies to TestTrack 2011.1 and earlier. If you use Helix ALM (or TestTrack 2012 - 2016.1), see [Moving the Server Between Computers](#).

Before you begin moving the files, make sure the TestTrack Server is not running. This ensures you get a clean copy of the database because it is not being written to when it is moved.

## Changing Operating Systems

The database file structure is the same on each operating system supported by TestTrack. The TestTrack Server recognizes data from a Windows-based operating system the same as if it was on a Unix-based operating system. No special conversion is necessary.

## Caveats

All the data files in the /var/lib/ttstudio (or otherwise specified) directory and all subdirectories must be owned by root. These data files have a .TTT, .TTI, or .FPT extension. The TestTrack data file naming convention is case sensitive and requires all uppercase (e.g., DEFECTS.TTT). These files need read-write permissions in order to save data.

If your database files are being copied in lowercase, you may want to download the mix2caps.pl script, which is attached to this article. This script automatically changes the data file names and the file extensions to all uppercase. This Perl script was donated to us by M.S. Praveen of ControlNet, (I) Inc. and does not come with a warranty. It can be changed and modified to meet your needs.

## Troubleshooting

**I copied my database to the new server but it is not listed in the drop-down menu.**

After the database files are moved, log in to the TestTrack Server Admin Utility on the

destination server and add the database to make it active. If it is active, check the server log for

errors. Also, verify the database files permissions. The TestTrack Server must be able to write to

these files. If running in a UNIX environment, the files must also be owned by root.

**After moving the TestTrack Server, I can no longer connect and I get an incompatible**

**version error.**

The TestTrack Server is most likely running a different version than the TestTrack Client. You

need to upgrade your client to the same version.

**The TestTrack Server is installed on a computer with a UNIX-based operating system. I**

**run the script to start the TestTrack Server and I get an [OK]. I cannot see the server**

**running and I also cannot connect to it through any client (TestTrack Client, TestTrack**

**web clients, or the TestTrack Server Admin Utility).**

The TestTrack script, `ttstudio`, that starts the service should be located in

`/etc/rc.d/init.d/ttstudio`.

There are a few different ways to verify that the Unix TestTrack Server is running:

- `ps -ef |grep ttserver` #Lists the TestTrack process if its running.

- `ipcs |grep ttstudio` #Indicate if a TestTrack semaphore has been taken out.

- `netstat -pan |grep 1566` #Where 1566 is the TestTrack Server port. Indicates the server

is listening for connections when the server is running.

The `ttstudio` script may run and create a `/var/lock/ttserver` but not actually start the server. This

is usually permissions-related. The `ttstudio` script must be owned and executed by root.

All of the following files and directories must be owned by root. The file and directory locations

listed below are the default locations. Your file and directory locations may be different

depending on the options chosen during installation.

- `/var/lib/ttstudio/` #This directory and all its contents.

- `/usr/bin/ttserver` #This is the TestTrack Server binary.

- `/var/log/Startup.log` #The server log where server messages and errors are documented.

- `/etc/ttstudio.conf` #TestTrack conf file that contains configuration settings.

Use the following command to run the ttstudio script in debug mode:

```
/usr/bin/ttstudio foreground
```

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