



How to Move RelayFax v7, And Above, To A New Server

These instructions assume you are moving RelayFax to a new machine, or OS, and you are going to keep the *exact same installation path*. So if RelayFax has been installed on the root of C drive then following these instructions will result in RelayFax being installed on the root of C drive on the new server.

Remove the RelayFax Service

1. Open the RelayFax GUI.
2. Click File | RelayFax properties.
3. Select the Service tab and click the Remove Service button.
4. Click OK.

Find Your Version and De-Activate the RelayFax Software License

1. Open the RelayFax GUI.
2. Note the version of RelayFax that you are currently running. To find out click Help | About RelayFax. The very top line states the version you are running. Write this number down.
3. De-activate your RelayFax license by clicking Help | Activate Your Alt-N Software → Deactivate Your RelayFax Software.
4. You will now see a popup window titled “Alt-N Product Activation Wizard”. Click Next on this window.
5. If the RelayFax license was successfully de-activated then you will see a message stating “RelayFax was successfully deactivated. Your key was deactivated”. Click Finish on the window.
6. Close RelayFax by clicking File | Exit.

Completing the Move

1. Make a copy of the entire RelayFax folder and make a note of where RelayFax was installed.
2. Copy the RelayFax folder from the old server to the new server ensuring to keep the *exact same installation path*.
3. On the new server download the RelayFax installation file for the version of RelayFax you are running. RelayFax can be download from [here](#). Previous version can be download from [here](#).
***NOTE: Please ensure you download the same version of RelayFax that you were running on the old server.
4. Run the installation file on the new server and ensure the proper installation path is selected during the installation wizard.
5. As well, during the installation process, when prompted be sure the option “Start RelayFax as a system service” is selected.
6. Start RelayFax.
7. When RelayFax first loads you should get prompted to activate your RelayFax license. Select to activate automatically over the internet and click Next, and then Finish when prompted the activation was successful.