



Migration Process Guide

Introduction

Whether you're coming from an older version of Plesk or another control panel altogether, we want to make migration to the latest Plesk version smooth-sailing for you. This document will guide you through the process.

Scope

Migration from other Plesk servers or other hosting platforms to Plesk.

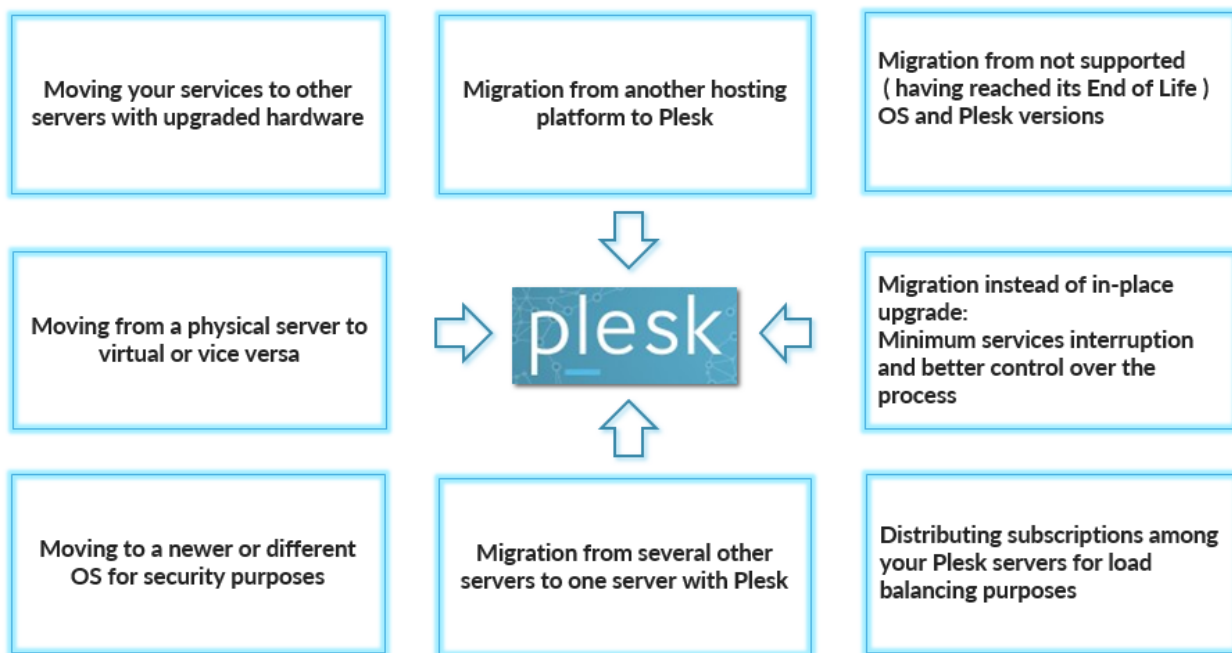
Migration is the process of transfer of service plans, subscriptions with all associated domains and content (such as websites, mail, databases, and so on) to a new server with Plesk.

The new server should have Plesk Onyx (ver. 17.0.17 or greater) or Plesk 12.5 installed.

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Cases when migration should be considered



It is safe to migrate?

[Plesk migrator extension](#) has been [developed and improved](#) for more than a year already.

It is easy to use, stable and is already successfully helping many Plesk customers.

Feedback on its usage has been very positive.

The key benefits compared to migrator tools for earlier Plesk versions are:

- Better error reporting - Solution for each issue, attention to severity (impact) and details for debugging
- Better isolation - Failure on one subscription does not affect others
- Better robustness - Repeat command on failures to avoid temporary network or reliability issues
- Pre-checks - Check system services, ability to transfer data between source and target servers, capability of target server to restore transferred domains
- Post-checks - Check availability of domains after migration and many other things: databases, mail, DNS, etc.
- Data synchronization after migration for web, mail, database content

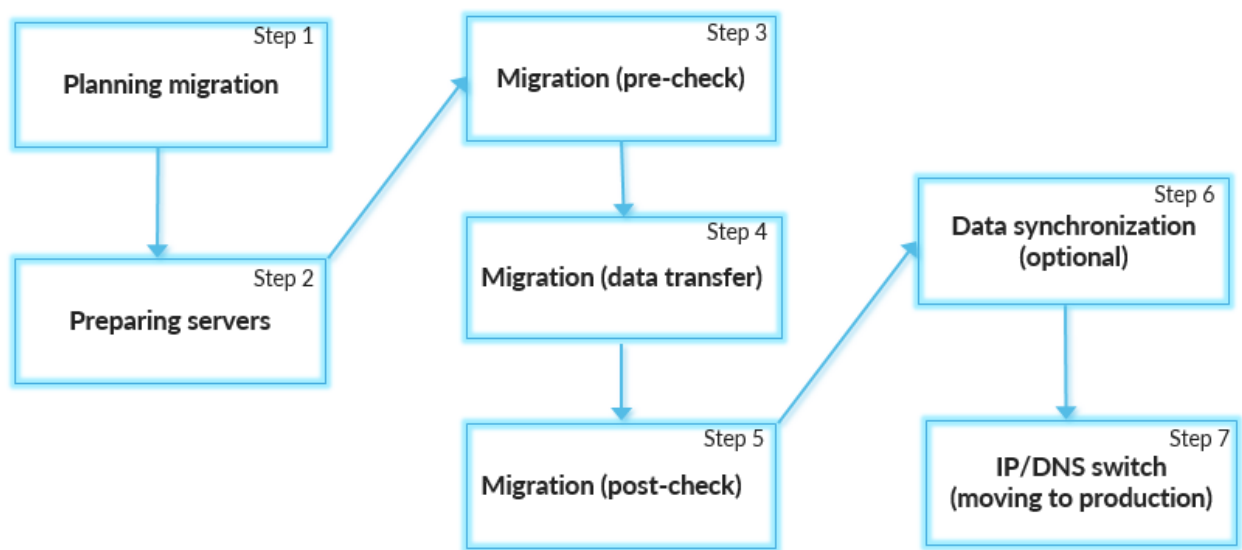
There is no interruption of services as all of them operate intact on the source server until you switch DNS/IP of the domains to the destination server.

Having [decreased DNS TTL](#) you can achieve the minimum service interruption possible.

Recommended scenarios for migration/in-place Plesk upgrade

Software currently installed on the server	Needs upgrade/transfer to Plesk version older than 12.5	Needs upgrade/transfer to Plesk 12.5	Needs upgrade/transfer to Plesk Onyx (version >= 17.0.17)
Plesk <8.6	Not recommended, please plan moving to Plesk 12.5 or Onyx directly	Migration with assistance	Migration with assistance
Plesk 8.6, 9.x	Not recommended, please plan moving to Plesk 12.5 or Onyx directly	Migrate via Plesk migrator extension, following this guide	Migrate via Plesk migrator extension, following this guide
Plesk 10.4	Not recommended, please plan moving to Plesk 12.5 or Onyx directly	In-place upgrade is possible if OS is supported , otherwise - migrate via Plesk migrator extension, following this guide	Migrate via Plesk migrator extension, following this guide
Plesk 11.x	Not recommended, please plan moving to Plesk 12.5 or Onyx directly	In-place upgrade is possible if OS is supported , otherwise - migrate via Plesk migrator extension, following this guide	In-place upgrade is possible if OS is supported , otherwise - migrate via Plesk migrator extension, following this guide
Plesk 12.x	Not recommended, please plan moving to Plesk 12.5 or Onyx directly	In-place upgrade is possible if OS is supported , otherwise - migrate via Plesk migrator extension, following this guide	In-place upgrade is possible if OS is supported , otherwise - migrate via Plesk migrator extension, following this guide
Other panels supported for migration	Not recommended, please plan moving to Plesk 12.5 or Onyx directly	Migrate via Plesk migrator extension, following this guide	Migrate via Plesk migrator extension, following this guide
Any other Panel or any hosting environment	Not recommended, please plan moving to Plesk 12.5 or Onyx directly	Migration with assistance	Migration with assistance

Migration process steps overview



Step 1. Planning migration

1. Verify that your hosting platform on the source server is supported for migration:

List of [supported panels for migration](#)

Migration from the supported hosting platforms is GUI based and automated.

If your hosting Panel is not yet supported please [request assistance](#).

If your Plesk version is older than 8.6 then migration is also possible, but it cannot be done via Plesk Migrator GUI. It should be done as described in the custom migration sections: [for Linux](#) and [for Windows](#).

We recommend [requesting assistance](#) for such migrations as well.

2. Choose hardware for the destination server

The destination server hardware specifications must be greater than or equal to the source server hardware specifications.

3. Choose supported operated system for the destination server

List of supported OS: [For Plesk Onyx](#) [For Plesk 12.5](#)

List of supported Virtualization platforms: [For Plesk Onyx](#) [For Plesk 12.5](#)

Installation on cloud platforms: [For Plesk Onyx](#) [For Plesk 12.5](#)

-migration from Linux to Windows and vice versa is not supported

-selecting x64 OS is recommended (Plesk Onyx doesn't support x86 OS)

4. Make sure you have a proper [Plesk license](#) for the destination server.

In case of any questions you can [contact](#) the Plesk licensing and purchase team.

5. [Choose](#) method to bring domains online on the destination server after migration (for example, migration to new IP addresses and updating domains' DNS records after migration to point to them).
6. Other factors that require decision making at the planning stage:

Check what [functionality is deprecated](#) in Plesk Onyx

If Plesk is integrated with 3rd-party software - some post migration actions might be needed in that software (e.g. conflict resolving in OBAS, changes in your custom billing solution).

If there are real time applications it is better to take a specialized approach to these websites and agree with the end users to arrange a pause for changes to the websites, so the data (e.g. database update transactions) added after last data sync and before DNS records propagation completion does not stay on the source server.

If the source server is overloaded or is low on resources it is better to plan the migration job outside of business hours if possible.

Plesk Migrator transfers service plans, subscriptions with all associated domains, and websites with content (such as websites, mail, databases, and so on). However, you should take into account that not all Plesk configuration can be transferred. See the [migration limitations](#) article for details.

Step 2. Preparing servers

1. Install Plesk on the destination server following Plesk deployment guide:
[For Plesk Onyx](#) [For Plesk 12.5](#)
2. Make sure that all available components which are in use on the source server are installed and configured on the target server as well.
For example, if you plan on migrating a website with an ASP.NET 2.0-specific application and MSSQL databases make sure that ASP.NET of a compatible version with needed packages (e.g.

AJAX, MVC) and MSSQL server are installed on the target server.

3. [Upload Plesk license](#) on the destination server ([yours or trial license](#)).
4. Make sure there is [sufficient disc space](#) on the source and destination servers.
5. [Add necessary amount of IP addresses](#) on the destination server (best practice is to have an equal amount of shared and dedicated IPs on both servers for migration).
6. [Install Plesk migrator extension](#) on the destination server and verify connectivity following the Installation and Prerequisites steps.

Step 3. Migration pre-check

1. Start migration from Plesk Panel admin interface of the destination server:

Server Management > Extensions > Plesk Migrator > Start New Migration.

You can always go back to this page to continue from where you left off or to start a new migration process.

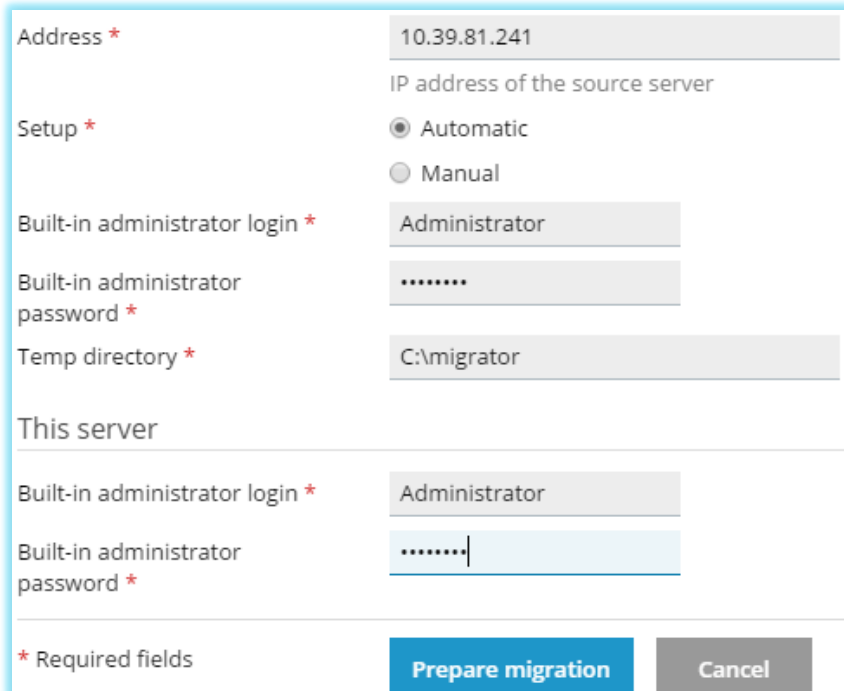
Plesk migrator GUI contains hints for controls related to migration.

Detailed information depending on source hosting platform including migration via command line utilities reference is in the [Plesk Migration documentation](#)

2. Next, specify root/built-in administrator accounts for the source and destination servers and proceed to the next step by clicking **Prepare Migration**.

Plesk migrator will connect to the source server, do several preliminary checks and fetch information

about hosting objects from the source server.



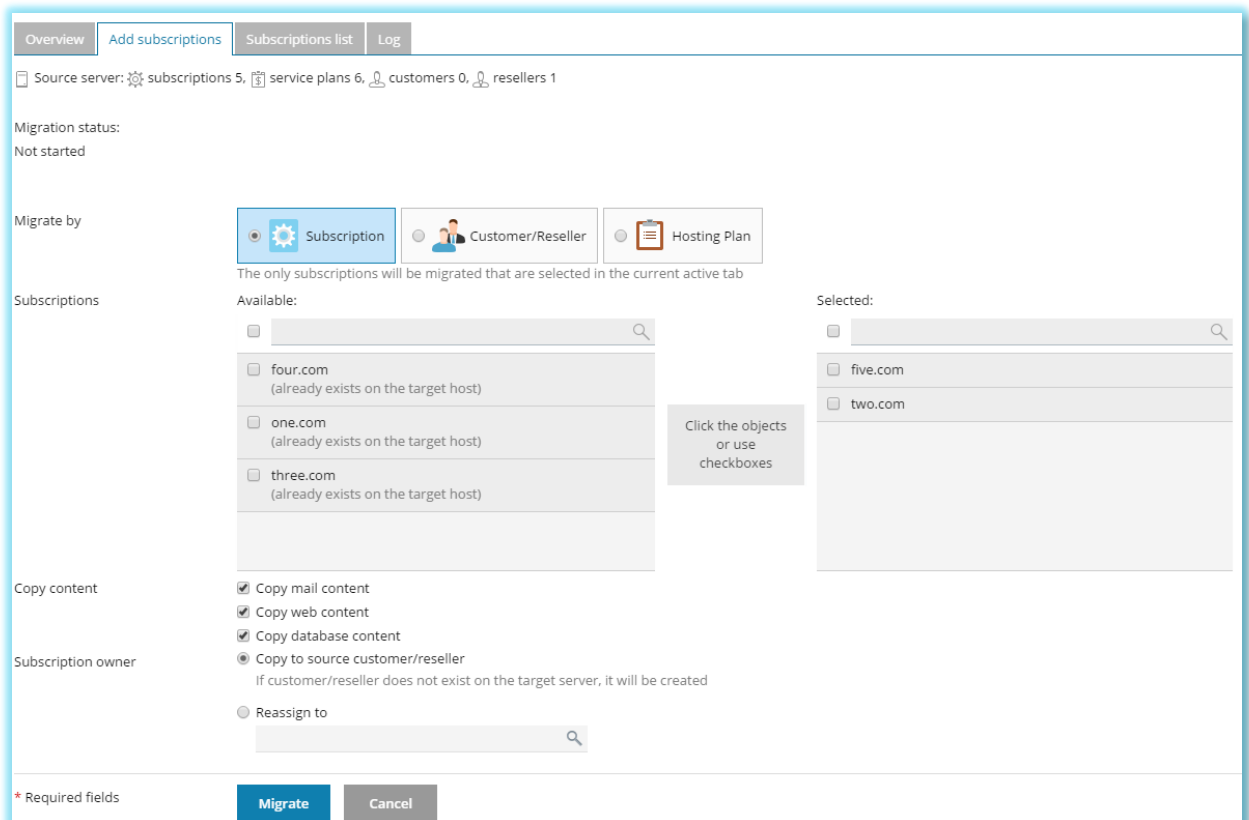
A configuration dialog box for migration. It contains the following fields and options:

- Address ***: 10.39.81.241 (IP address of the source server)
- Setup ***: ☒ Automatic, ☐ Manual
- Built-in administrator login ***: Administrator
- Built-in administrator password ***:
- Temp directory ***: C:\migrator
- This server** section:
 - Built-in administrator login ***: Administrator
 - Built-in administrator password ***:
- Legend: * Required fields
- Buttons: **Prepare migration** (blue), **Cancel** (grey)

3. On the next screen select objects for migration:

Typical scenario is migration of a set of subscriptions.

In this case on the **Add subscriptions** tab choose the subscriptions for migration and what data should be migrated (web, mail, databases)

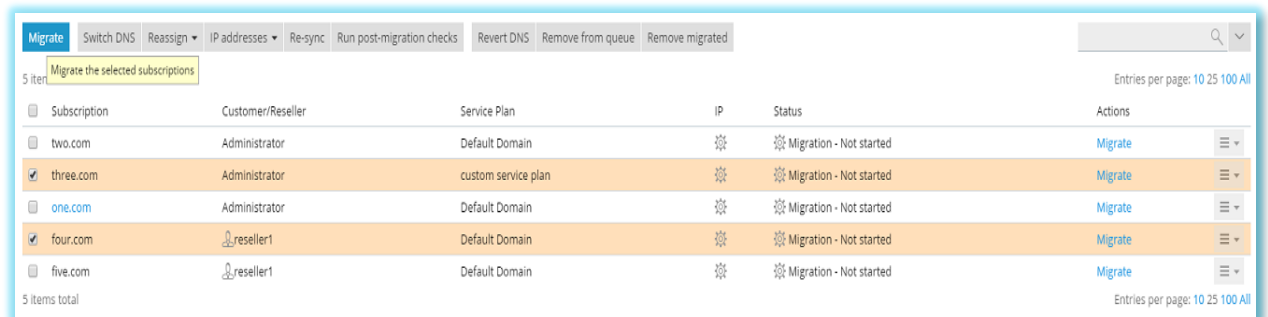


The 'Add subscriptions' screen in the migration tool. It includes the following elements:

- Tabs**: Overview, **Add subscriptions**, Subscriptions list, Log
- Source server**: 5 subscriptions, 6 service plans, 0 customers, 1 resellers
- Migration status**: Not started
- Migrate by**: ☒ Subscription, ☐ Customer/Reseller, ☐ Hosting Plan
- Subscriptions** section:
 - Available:** List of domains: four.com (already exists on the target host), one.com (already exists on the target host), three.com (already exists on the target host).
 - Selected:** five.com, two.com
 - Instruction: Click the objects or use checkboxes
- Copy content**: ☒ Copy mail content, ☒ Copy web content, ☒ Copy database content
- Subscription owner**: ☒ Copy to source customer/reseller (If customer/reseller does not exist on the target server, it will be created), ☐ Reassign to
- Legend: * Required fields
- Buttons: **Migrate** (blue), **Cancel** (grey)

4. On the **Subscriptions** list tab you can also verify selected objects for migration, change Service plans/Customers/Resellers assignment and IP mapping if needed.

If [IP mapping](#) is not selected it will be performed automatically

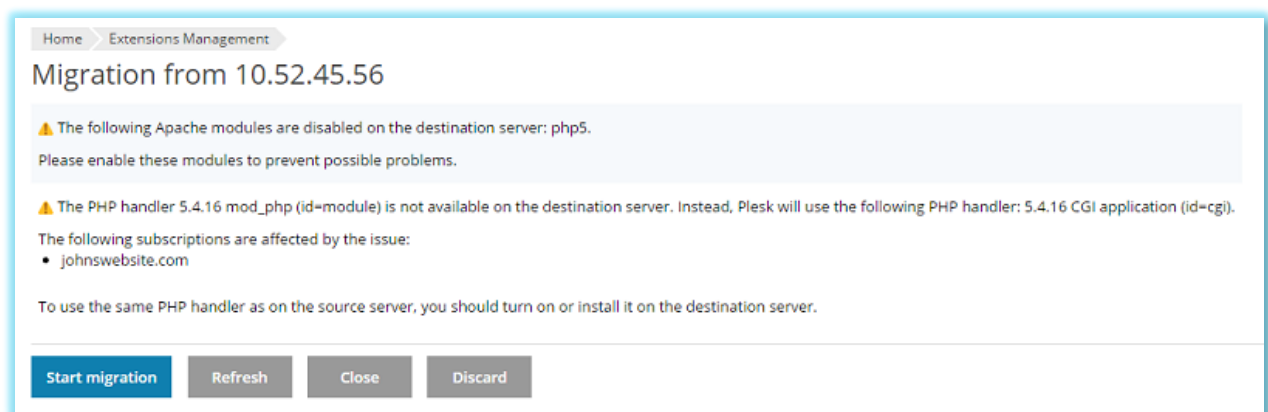


The screenshot shows the 'Subscriptions' list tab in Plesk. At the top, there are buttons: 'Migrate', 'Switch DNS', 'Reassign', 'IP addresses', 'Re-sync', 'Run post-migration checks', 'Revert DNS', 'Remove from queue', and 'Remove migrated'. Below these is a search bar and a dropdown for 'Entries per page' (10, 25, 100, All). The table has columns: Subscription, Customer/Reseller, Service Plan, IP, Status, and Actions. Five subscriptions are listed, with 'three.com' and 'four.com' selected. The status for all is 'Migration - Not started'.

Subscription	Customer/Reseller	Service Plan	IP	Status	Actions
two.com	Administrator	Default Domain	🌐	Migration - Not started	Migrate
three.com	Administrator	custom service plan	🌐	Migration - Not started	Migrate
one.com	Administrator	Default Domain	🌐	Migration - Not started	Migrate
four.com	reseller1	Default Domain	🌐	Migration - Not started	Migrate
five.com	reseller1	Default Domain	🌐	Migration - Not started	Migrate

5 items total

5. When you are satisfied with the list of subscriptions to migrate and the migration options, click **Migrate** to proceed. Plesk will run pre-migration checks to detect potential issues and display a report:



The screenshot shows the 'Migration from 10.52.45.56' report. It contains two warning messages. The first message states that Apache modules 'php5' are disabled on the destination server and should be enabled. The second message states that the PHP handler '5.4.16 mod_php (id=module)' is not available, and Plesk will use '5.4.16 CGI application (id=cgi)' instead. It lists 'johnswebsite.com' as affected. At the bottom, there are buttons: 'Start migration', 'Refresh', 'Close', and 'Discard'.

Home > Extensions Management

Migration from 10.52.45.56

⚠ The following Apache modules are disabled on the destination server: php5.
Please enable these modules to prevent possible problems.

⚠ The PHP handler 5.4.16 mod_php (id=module) is not available on the destination server. Instead, Plesk will use the following PHP handler: 5.4.16 CGI application (id=cgi).
The following subscriptions are affected by the issue:
• johnswebsite.com

To use the same PHP handler as on the source server, you should turn on or install it on the destination server.

Start migration Refresh Close Discard

You should always pay attention to the messages from the pre-migration checker. Estimate the importance of each message (you can ignore some messages, but some of them might indicate about issues blocking the transfer process). Solve underlying problems using the instructions provided in the message.

After that, **Refresh** the pre-migration checking status, and click **Start migration** again.

The [Migration section](#) of our Plesk Expert education course contains visual representation of migration steps and overviews basic techniques to troubleshoot the pre-check warnings.

There is a good chance that the problem and its solution is already described in one of our [knowledge base](#) articles.

You can also [contact Plesk technical support team](#) if you have questions on how to resolve an issue you faced during migration.

Step 4. Migration (data transfer)

When the pre-migration check returns a clean result, click **Start migration** to begin migrating.

The process can take several hours to complete depending on the amount of data.

For example, a migration process for 300 domains can take 10 hours (this is a very rough estimation, as the time generally depends on what the data is, its amount, transfer speed and servers' performance).

In case of full migration for a notable number of accounts it might be convenient to launch the migration process overnight and do additional [data synchronization](#) in the morning. Alternatively, you can migrate customers by groups, not everything at once.

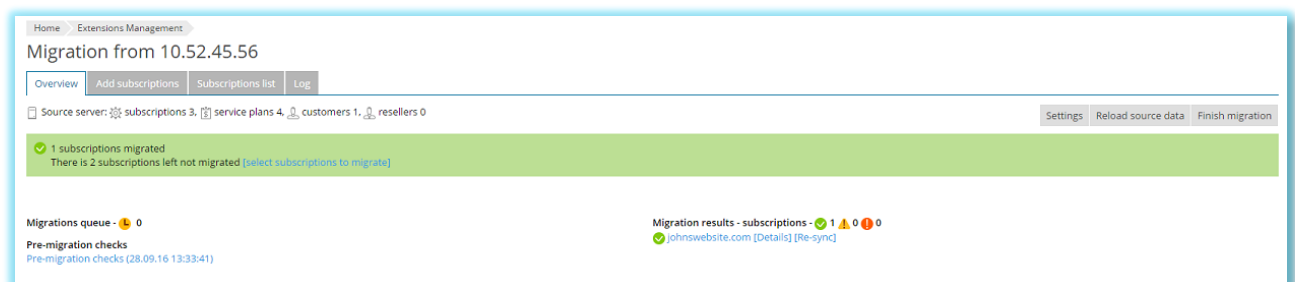
You will see a status report for every migrated subscription.

It is also possible to [check migration status](#) manually (for example, it is necessary if the migration process was launched from the command line).



Step 5. Migration post-check

1. Automated post-check

After migration is finished Plesk migrator provides output with migration results for each subscription.



Plesk migrator by default does [automatic checks](#) of migrated objects on the destination server and the results of the post-migration check are included in the migration log, accessible from the Plesk panel once the migration is completed (on the **Log** tab)

In case some subscriptions are migrated with errors they will be also marked by  or  on the

Overview screen after migration and the reason will be displayed if you click the **Details** link.

It is necessary to fix related problems and repeat migration of the problem subscriptions.

2. Manual post-check

As part of automated checks, Plesk migrator opens a default web page of the migrated websites and judges if the websites operate correctly or not by http status codes.

If you would like to do additional manual checks of the migrated websites you can add a corresponding record to the hosts file on the destination server and verify the websites locally (this is the recommended process rather than site preview functionality in the Plesk panel).

Location of the hosts file: /etc/hosts or c:\Windows\System32\Drivers\etc\hosts
record format: 192.0.2.0 domain.com
where 192.0.2.0 is the IP on the destination server the domain.com was migrated to.

These types of manual checks and related content fixes are performed by Plesk engineers in scope of the [paid migration service](#).

Step 6. Data synchronization

As all the services operate on the source server during migration and you may want to take time to verify everything before going online with the destination server, the migrated content can get out of sync after some time.

To solve it – you can easily synchronize migrated data for each subscription from the Plesk interface without repeating the whole migration process.

It can be done separately for web, databases, and mail data.

It can also be done simultaneously for all domains, for one domain or a group of selected domains.

When migration is completed, you will see the **Re-sync** option near each subscription on the **Overview** tab. On the **Subscriptions List** tab you can also select multiple subscriptions for synchronization.

It is also possible to launch the [synchronization process](#) from CLI if necessary.

If you can suspend domains on the source server before starting migration, then the synchronization option is not needed as related data on the source server will not be changed. However, as this option means services interruption - it is only applicable if you can stop the services on the source server during the time of migration.

Step 7. Switching IP/DNS (moving to production)

When all the post checks are completed and the migrated domains' data is synchronized with the source server, it is time to turn the services online on the destination server.

The way it should be done depends on what [IP/DNS switch scenario](#) was chosen during the migration planning stage. It is either pointing domain names in DNS to the new server's IPs or changing the IPs of domains in Plesk: [Linux](#) [Windows](#).

Limitations for migration

The settings of Plesk services, such as installed PHP handlers, Fail2Ban settings, ModSecurity settings, firewall settings, and so on are not transferred.

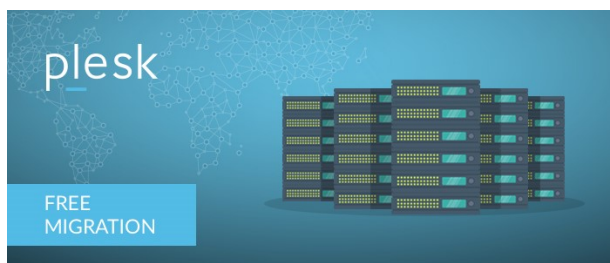
Custom configuration (e.g. permissions set not via Plesk, web server configuration changes done not via Plesk) are not transferred.

Any server components or software that is installed separately from Plesk like Apache or PHP modules should be installed on target server anew.

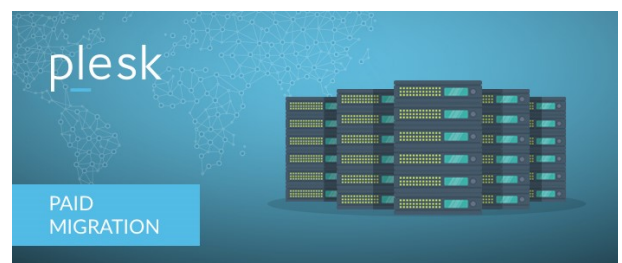
Please read more information about the limitations of Plesk migration tools in the knowledge base article: [migration limitations](#)

Migration service

Plesk provides free migration assistance and paid migration service, please check out our professional services options at: <https://www.plesk.com/professional-services/>



If you would like to do the migration tasks and verification checks yourself following this guide and you need consulting assistance from Plesk.



If you prefer to let Plesk professionals handle the migration job and verification checks for you, paid migration service is the ideal solution.