

MXOMigrationTool User Guide

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www.moxa.com/products



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MXOMigrationTool User Guide

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1. Introduction

MXOMigrationTool provides you with a convenient way to migrate settings from MXview to MXview One.

If you are currently using MXview and want to switch to MXview One, we recommend that you use MXOMigrationTool to migrate your settings, free of charge.



NOTE

Currently, we only support the migration from **MXview v3.2.8 (or later versions)** to **MXview One v1.2.0 (or later versions)**. Refer to the product release note for detailed information on which versions are supported by MXview and MXview One.

Why You Should Migrate

Benefits of Migration

If you are currently an MXview user, we highly recommend that you switch to MXview One to enjoy the following benefits:

1. **Supports new devices:** MXview One supports all the devices supported by MXview, and will also support any new networking devices developed by Moxa in the future.
2. **Supports more add-on modules:** MXview One supports both the MXview Power add-on module and the MXview Wireless add-on module.
3. **Supports new functions:** MXview One can be managed by MXview One Central Manager and will support new functions developed in the future.
4. **Supports more operating systems:** MXview One supports both the Windows and Linux operating systems.

Risks of Not Migrating

If you do not migrate to MXview One, you can still use MXview, but you may encounter the following risks:

1. **MXview only supports existing features**
New functions developed in the future will only be supported by MXview One.
2. **MXview will not support new devices**
New networking devices developed by Moxa in the future will only be supported by MXview One.

User Scenarios

Use the migration operations described below for the version of MXview that you are currently using.

MXview v3.2.8 (or Later Versions) Users

For users of MXview v3.2.8 or later versions, we suggest that you install MXview One on a second computer, and then use MXOMigrationTool to export the backup files from MXview and import them into MXview One. Refer to [MXview v3.2.8 \(or Later Versions\) Users: Use MXOMigrationTool](#) for details.

MXview v3.x to v3.2.6 Users

MXview v3.x to v3.2.6 users can choose one of the following methods to migrate the settings.

- **Method 1: Use MXOMigrationTool**

Upgrade to **MXview v3.2.8** (or later versions) on your current computer, install MXview One on a second computer, and then use **MXOMigrationTool** to export the backup files from MXview and import them into MXview One.

- **Method 2: Install MXview One**

Install MXview One on a second computer and manually configure the settings without using MXOMigrationTool.

Refer to [MXview v3.x to v3.2.6 Users: Use MXOMigrationTool or Install MXview One](#) for details.

MXview v2.x Users

Because MXview v2.x cannot be upgraded to MXview v3.2.8 (or later versions), we suggest that MXview v2.x users install MXview One on a second computer and then manually configure the settings without using MXOMigrationTool. Refer to [MXview v2.x Users: Install MXview One](#) for details.



NOTE

To minimize risks, we recommend using two separate computers during the migration process. Install MXview One on a different computer from MXview, and then uninstall MXview only after confirming that MXview One is functioning properly.

2. What's New in MXview One

Differences Between MXview One and MXview

Difference		MXview One	MXview
Add-on Modules	Wireless	✓	See Note
	Power	✓	
OS	Windows	✓	✓
	Linux	✓	
License		- Single node license (Qty: # of devices) - Add-on license (Wireless, Power)	- Fixed number of node licenses (Qty: 50, 100, ...) - Add-on license (Wireless)
Other Differences		- Supports MXview One Central Manager (multiple site management) - Main platform to support Moxa devices	

Note: Currently, MXview supports MXview Wireless v1.0. New versions of MXview Wireless developed in the future may not be supported by MXview.

MXview One Features

- **Add-on Module:** MXview One supports both the **MXview Wireless** add-on module and the **MXview Power** add-on module.
- **Operating System:** MXview One supports both **Windows** and **Linux**.
- **License:** MXview One provides a **single node license** and an **add-on license**. If you are an MXview One user, you can purchase node licenses based on the number of devices you have on your network. To obtain wireless or power related functions, you can also purchase an add-on license to access the MXview Wireless add-on module or MXview Power add-on module.
- **Other features:**
 - **Supports MXview One Central Manager**
MXview One supports **MXview One Central Manager**, which is a centralized platform that helps you manage MXview One sites located in different areas.
 - **Main platform to support Moxa devices**
MXview One supports the devices supported by MXview and will also support new networking devices developed by Moxa in the future.

3. Migration Options and Procedures

MXview v3.2.8 (or Later Versions) Users: Use MXOMigrationTool

If you are running **MXview v3.2.8** (or later versions) on your current computer, we suggest that you install MXview One on a second computer, use **MXOMigrationTool** to export the backup files from MXview, and then import them into MXview One.

Preparation

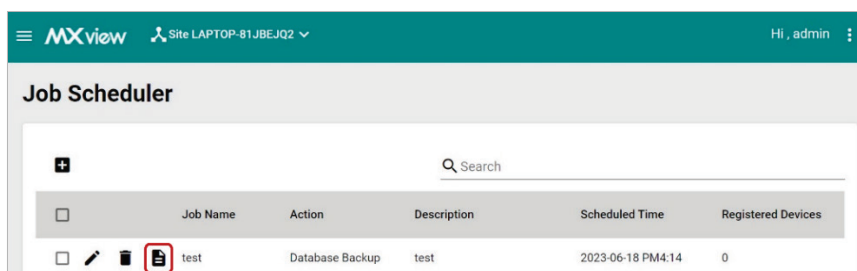
1. Prepare a second computer, separate from the computer running MXview.
2. Perform the following operations on the **second computer**:
 - a. Install **MXview One v1.2.0 (or later versions)**.
 - i. Open a web browser and visit Moxa's website (<https://www.moxa.com>).
 - ii. Search for and navigate to the **MXview One** product web page.
 - iii. On the **Resources** tab, download the **MXview One v1.2.0 (or later versions)** software package and start the installation.
 - b. Open MXview and log in with your credentials. If this is the first time logging in, update the default password and confirm you can log in with your new password.
 - c. In MXview One, activate either the trial license or an MXview One license that you have already purchased.
 - d. Download **MXOMigrationTool**.
 - i. Open a web browser and visit Moxa's website (<https://www.moxa.com>).
 - ii. Search for and navigate to the **MXview** or **MXview One** product web page.
 - iii. On the **Resources** tab, download the version of **MXOMigrationTool** that runs on your MXview One operating system.
 - iv. After completing the download process, you will see a zip folder with MXOMigrationTool inside.



WARNING

MXview and MXview One cannot be installed on the same computer simultaneously due to compatibility issues.

3. Back up events and log in to MXview on your **current computer**:
 - **Job Log:**
 - i. Navigate to **Menu > Migrations > Maintenance Scheduler** and click the **Show log** () icon.



- ii. When the **Job Log** window appears, click **Save**.



The screenshot shows a 'Job Log' window with the following text:

Job Name: test

Start to execute job at 2023-06-18 16:14:01

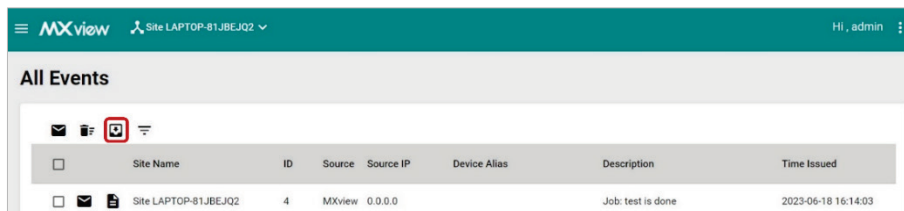
Execute job finished at 2023-06-18 16:14:03

At the bottom right, there are two buttons: 'Cancel' and 'Save' (which is highlighted with a red border).

- iii. MXview will download the job log record as a txt file.

➤ **All Events:**

- i. Navigate to **Menu > Event > All Events** and click the **Export** (📄) icon.



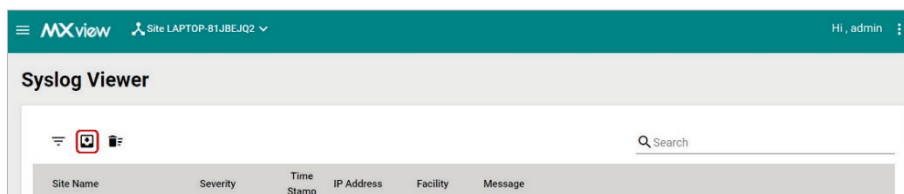
The screenshot shows the 'All Events' page in MXview. The top header includes the MXview logo, site name 'Site LAPTOP-81JBEJQ2', and user 'Hi, admin'. Below the header, there are icons for mail, a red-bordered export icon, and a filter icon. A table lists events with columns: Site Name, ID, Source, Source IP, Device Alias, Description, and Time Issued.

Site Name	ID	Source	Source IP	Device Alias	Description	Time Issued
Site LAPTOP-81JBEJQ2	4	MXview	0.0.0.0		Job: test is done	2023-06-18 16:14:03

- ii. Select **Export CSV** to export the event records on this page or select **Export All Events to CSV** to export the event records on all pages.
- iii. MXview will export the event records as a csv file.

➤ **Syslog Viewer:**

- i. Navigate to **Menu > Event > Syslog Viewer** and click the **Export** (📄) icon.



The screenshot shows the 'Syslog Viewer' page in MXview. The top header is the same as the previous screenshot. Below the header, there are icons for a filter, a red-bordered export icon, and a search icon. A search bar is present with the text 'Search'. Below the search bar, there are columns for Site Name, Severity, Time Stamp, IP Address, Facility, and Message.

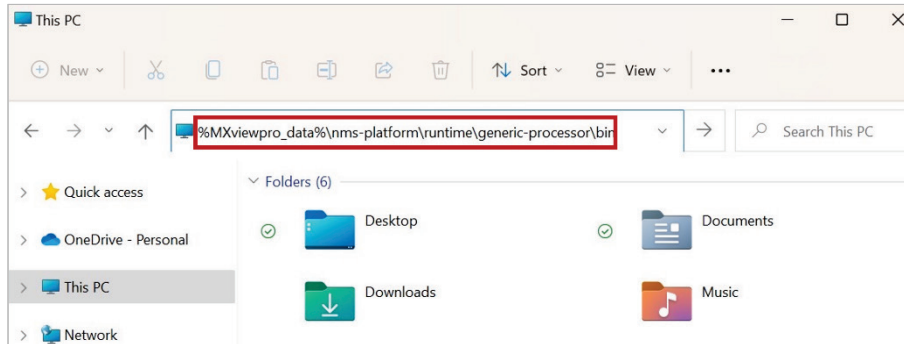
Site Name	Severity	Time Stamp	IP Address	Facility	Message
-----------	----------	------------	------------	----------	---------

- ii. Select **Export CSV** to export the syslog records on this page or select **Export All Syslog to CSV** to export the syslog records on all pages.
 - iii. MXview will export the syslog records as a csv file.
4. Download **MXOMigrationTool** to your **current** computer.
- a. Open a web browser and visit Moxa's website (<https://www.moxa.com>).
 - b. Search for and navigate to the **MXview** or **MXview One** product web page.
 - c. On the **Resources** tab, download **MXOMigrationTool** for the Windows operating system.
 - d. After completing the download process, you will see a zip folder with MXOMigrationTool inside.

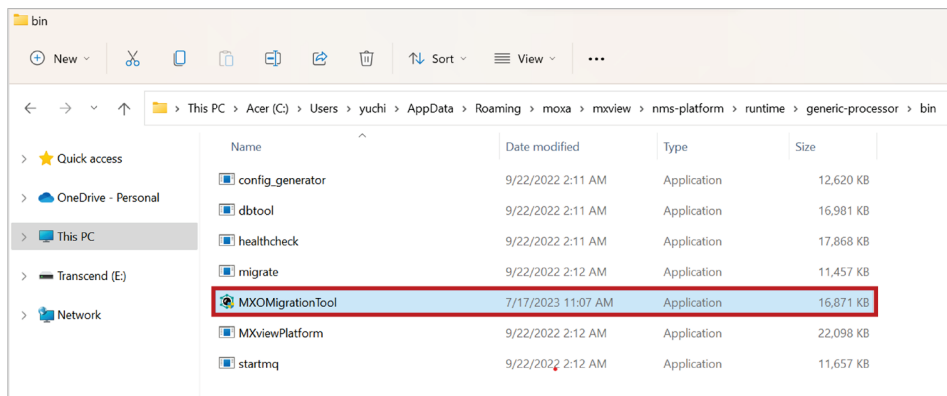
Migration Steps

Step 1: Export backup files from MXview v3.2.8 (or later versions) on your current computer.

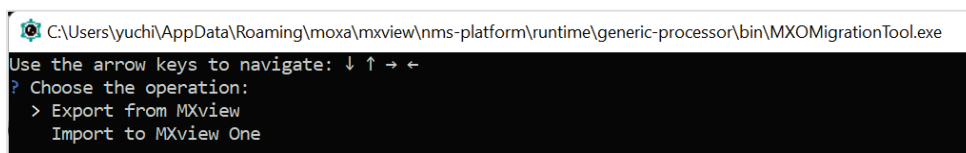
1. Open **File Explorer**. Copy `%MXviewpro_data%\nms-platform\runtime\generic-processor\bin`, paste it into the directory search panel, and then press **Enter** to navigate to the folder.



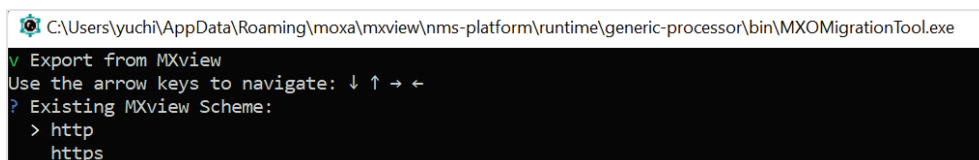
2. Unzip the MXOMigrationTool zip folder that you downloaded, and then open it.
3. Copy **MXOMigrationTool** from inside the folder and paste it into the folder from **Step 1-1**.



4. Double-click MXOMigrationTool to execute it. Choose **Export from MXview** and then press **Enter**.



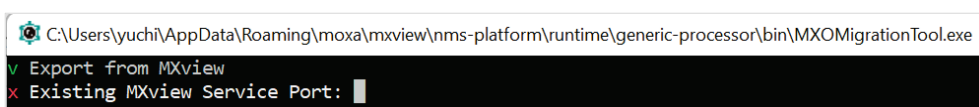
5. Choose **Existing MXview Scheme (http or https)** and press **Enter**.



6. Enter the **Existing MXview Service Port** of the existing MXview scheme you have chosen, and then press **Enter**.

Default port numbers are:

- **http: 80**
- **https: 443**



7. Enter the **Existing MXview Username** (default: **admin**) and press **Enter**.

```
C:\Users\yuchi\AppData\Roaming\moxa\mxview\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Export from MXview
v Existing MXview Username: admin
```

8. Enter the **Existing MXview Password** (default: **moxa**) and press **Enter**.

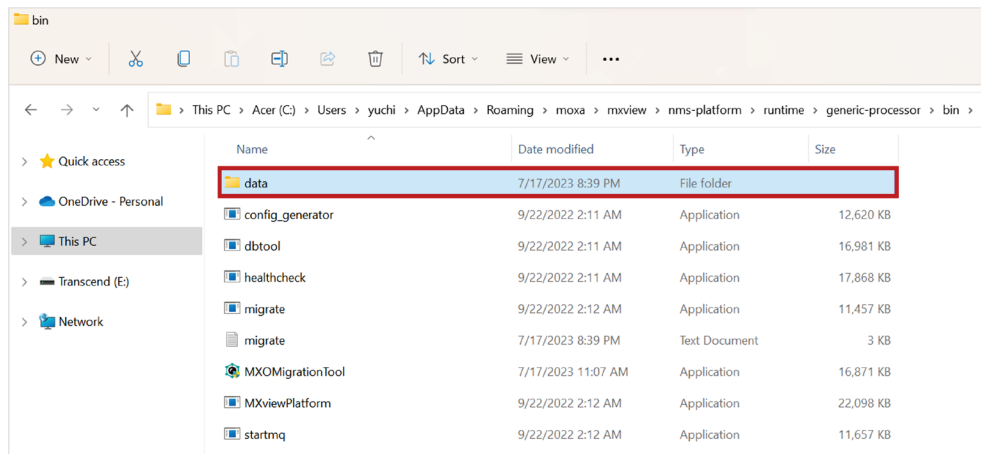
```
C:\Users\yuchi\AppData\Roaming\moxa\mxview\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Export from MXview
v Existing MXview Password: ****
```

9. When the **Confirm** command appears, enter **y** and press **Enter** to export the backup files.

```
C:\Users\yuchi\AppData\Roaming\moxa\mxview\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Export from MXview
Export Scheme: http
Export Port: 80
Export Username: admin
Export Password: moxa
? Confirm? [y/N] y
```

10. Once the backup files have been successfully exported, you will see an '**Export success**' message on the command line, and the backup files will be stored in the **data** folder.

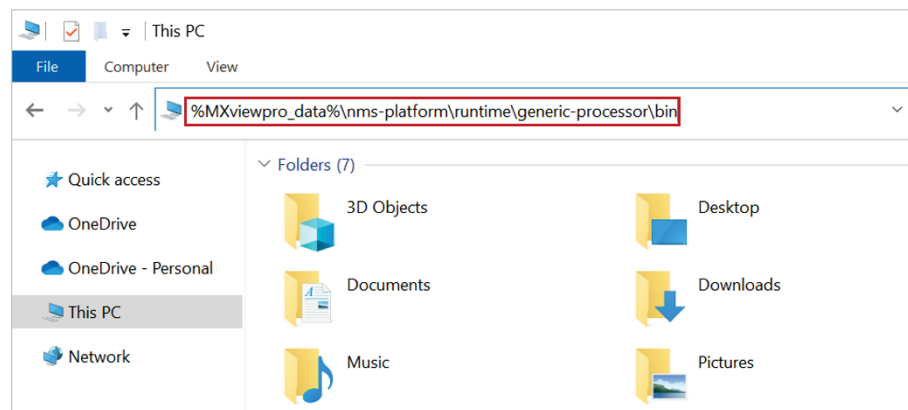
```
C:\Users\yuchi\AppData\Roaming\moxa\mxview\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Export from MXview
Export Scheme: http
Export Port: 80
Export Username: admin
Export Password: moxa
INFO[2023-07-17 20:39:42] write file preference.json success
INFO[2023-07-17 20:39:42] write file access.json success
INFO[2023-07-17 20:39:42] write file background.json success
INFO[2023-07-17 20:39:42] write file passwordPolicy.json success
INFO[2023-07-17 20:39:42] write file messages.json success
INFO[2023-07-17 20:39:42] write file suppress.json success
INFO[2023-07-17 20:39:42] write file deviceAlias.json success
INFO[2023-07-17 20:39:42] write file linkThresholds.json success
INFO[2023-07-17 20:39:42] write file linkColors.json success
INFO[2023-07-17 20:39:42] write file managementInterfaces.json success
INFO[2023-07-17 20:39:42] write file syslog.json success
INFO[2023-07-17 20:39:42] write file syslogStatus.json success
INFO[2023-07-17 20:39:42] write file email.json success
INFO[2023-07-17 20:39:42] write file securityview.json success
INFO[2023-07-17 20:39:42] write file securityviewItem.json success
INFO[2023-07-17 20:39:42] write file bottomLabel.json success
INFO[2023-07-17 20:39:42] write file groups.json success
INFO[2023-07-17 20:39:42] write file groupbackground.json success
INFO[2023-07-17 20:39:42] write file deviceAccessSetting.json success
INFO[2023-07-17 20:39:42] write file devices.json success
INFO[2023-07-17 20:39:42] write file links.json success
INFO[2023-07-17 20:39:43] write file configcenter.json success
INFO[2023-07-17 20:39:43] write file customevent.json success
INFO[2023-07-17 20:39:43] write file actions.json success
INFO[2023-07-17 20:39:43] write file notification.json success
INFO[2023-07-17 20:39:43] write file job.json success
INFO[2023-07-17 20:39:43] write file users.json success
INFO[2023-07-17 20:39:43] write file pref_admin.json success
INFO[2023-07-17 20:39:43] write file pref_user.json success
INFO[2023-07-17 20:39:43] write file pref_guest.json success
INFO[2023-07-17 20:39:43] write file pref_test1.json success
INFO[2023-07-17 20:39:43] write file pref_test2.json success
INFO[2023-07-17 20:39:43] Export success
INFO[2023-07-17 20:39:43] Press Ctrl+C to exit
```



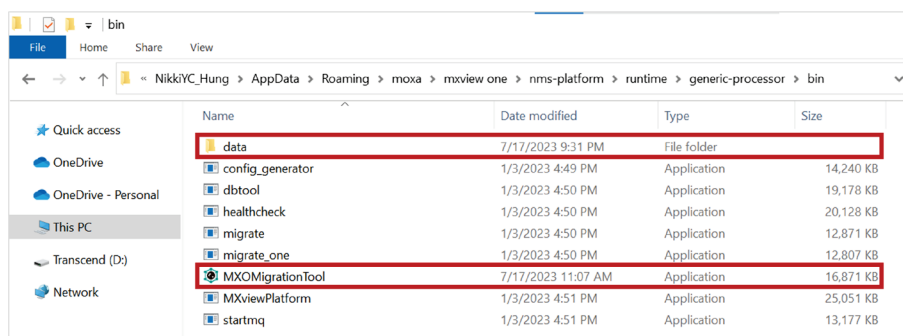
Step 2: Import backup files to MXview One v1.2.0 (or later versions) on the second computer.

[For the Windows version of MXview One]

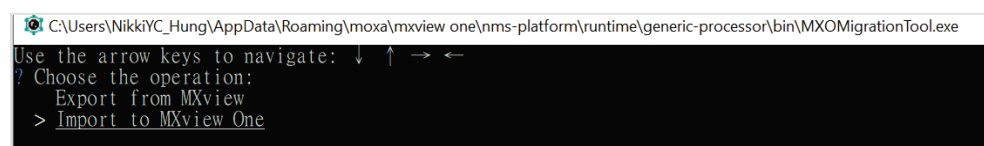
1. Open **File Explorer**. Copy `%MXviewpro_data%\nms-platform\runtime\generic-processor\bin`, paste it into the directory search panel, and then press **Enter** to navigate to the folder.



2. Unzip the MXOMigrationTool zip folder that you downloaded, and then open it.
3. Copy both **MXOMigrationTool** from inside the folder and the **data** folder exported from **Step 1-10**, and then paste them into the folder from **Step 2-1**.



4. Double-click MXOMigrationTool to execute it. Choose **Import to MXview One** and press **Enter**.



5. Choose **New MXview One Scheme (http or https)** and press **Enter**.

```
C:\Users\NikkiYC_Hung\AppData\Roaming\moxa\mxview one\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Import to MXview One
Use the arrow keys to navigate: ↓ ↑ → ←
? New MXview One Scheme:
> http
  https
```

6. Enter the **New MXview One Service Port** of the new MXview One scheme you have chosen, and then press **Enter**.

Default port numbers are:

- **http: 80**
- **https:443**

```
C:\Users\NikkiYC_Hung\AppData\Roaming\moxa\mxview one\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Import to MXview One
x New MXview One Service Port: █
```

7. Enter the **New MXview One Username** (default: **admin**) and then press **Enter**.

```
C:\Users\NikkiYC_Hung\AppData\Roaming\moxa\mxview one\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Import to MXview One
v New MXview One Username: admin█
```

8. Enter the **New MXview One Password** (default: **moxa**) and then press **Enter**.

```
C:\Users\NikkiYC_Hung\AppData\Roaming\moxa\mxview one\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Import to MXview One
v New MXview One Password: ****█
```

9. The **Confirm** command appears. Enter **y** and press **Enter** to import the backup files.

```
C:\Users\NikkiYC_Hung\AppData\Roaming\moxa\mxview one\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
Import to MXview One
Import Scheme: http
Import Port: 80
Import Username: admin
Import Password: moxa
Confirm? [y/N] y█
```

10. Once the backup files have been successfully imported, you will see an '**Import success**' message on the command line, and the settings will be displayed in MXview One.

```
C:\Users\NikkiYC_Hung\AppData\Roaming\moxa\mxview one\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Import to MXview One
Import Scheme: http
Import Port: 80
Import Username: admin
Import Password: moxa
INFO[2024-02-20 11:10:26] target version: 1.3.0 match
INFO[2024-02-20 11:10:26] import password policy success
INFO[2024-02-20 11:10:27] import messages success
INFO[2024-02-20 11:10:27] import device settings template success
INFO[2024-02-20 11:10:27] import global device settings success
INFO[2024-02-20 11:10:27] import system settings success
INFO[2024-02-20 11:10:27] import appearance settings success
INFO[2024-02-20 11:10:27] import device settings success
INFO[2024-02-20 11:10:27] import table spacing settings success
INFO[2024-02-20 11:10:27] import topology style success
INFO[2024-02-20 11:10:27] import security view settings success
INFO[2024-02-20 11:10:27] import bottom table settings success
INFO[2024-02-20 11:10:27] import configcenter success
INFO[2024-02-20 11:10:27] import group, total: 1
INFO[2024-02-20 11:10:27] import 1 group success
INFO[2024-02-20 11:10:27] import group background settings success
INFO[2024-02-20 11:10:27] import device, total: 4
INFO[2024-02-20 11:10:27] import 192.168.127.1
INFO[2024-02-20 11:10:28] import 192.168.127.2
INFO[2024-02-20 11:10:28] import 192.168.127.3
INFO[2024-02-20 11:10:28] import 192.168.127.4
INFO[2024-02-20 11:10:29] import 4 device success
INFO[2024-02-20 11:10:29] import links success
INFO[2024-02-20 11:10:30] move device success
INFO[2024-02-20 11:10:30] move group success
INFO[2024-02-20 11:10:30] import job, total: 0
INFO[2024-02-20 11:10:30] import 0 job success
INFO[2024-02-20 11:10:30] import users, total: 6
WARN[2024-02-20 11:10:30] user admin exist
WARN[2024-02-20 11:10:30] user user exist
WARN[2024-02-20 11:10:30] user guest exist
INFO[2024-02-20 11:10:30] import user test admin
INFO[2024-02-20 11:10:30] import user test_supervisor
INFO[2024-02-20 11:10:31] import user test_user
INFO[2024-02-20 11:10:31] import 3 users success, exist: 3
INFO[2024-02-20 11:10:31] import admin language success
INFO[2024-02-20 11:10:31] import user language success
INFO[2024-02-20 11:10:31] import guest language success
INFO[2024-02-20 11:10:31] import test_admin language success
INFO[2024-02-20 11:10:31] import test_supervisor language success
INFO[2024-02-20 11:10:31] import test_user language success
INFO[2024-02-20 11:10:31] import customevent success
INFO[2024-02-20 11:10:31] import actions success
INFO[2024-02-20 11:10:31] import notification, total: 0
INFO[2024-02-20 11:10:31] import 0 notification success
INFO[2024-02-20 11:10:31] Import success
INFO[2024-02-20 11:10:31] Press Ctrl+C to exit
```

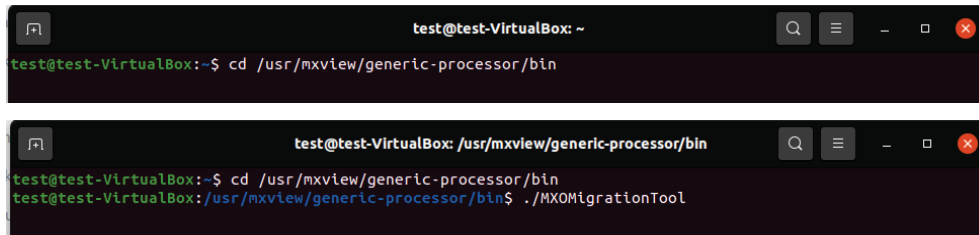


NOTE

Scan Range cannot be migrated from MXview to MXview One via MXOMigrationTool. You will need to manually configure the settings in MXview One to align with MXview.

[For the Linux version of MXview One]

1. Copy these two files and paste them into the `/usr/mxview/generic-processor/bin` directory.
 - **MXOMigrationTool**
Unzip the zip folder that you downloaded and open it to access MXOMigrationTool.
 - **data folder**
The folder exported from **Step 1-10**.
2. Execute **MXOMigrationTool** by executing the following commands sequentially in the Terminal window.
 - `cd /usr/mxview/generic-processor/bin`
 - `./MXOMigrationTool`



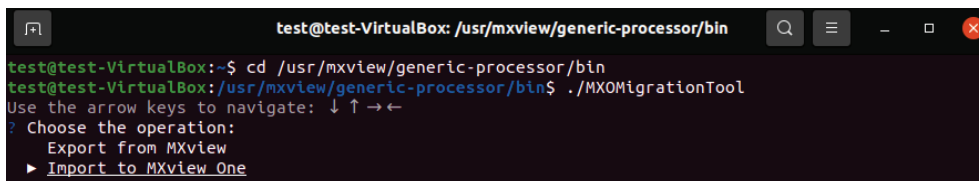
```
test@test-VirtualBox: ~  
test@test-VirtualBox:~$ cd /usr/mxview/generic-processor/bin  
  
test@test-VirtualBox: /usr/mxview/generic-processor/bin  
test@test-VirtualBox:~$ cd /usr/mxview/generic-processor/bin  
test@test-VirtualBox:/usr/mxview/generic-processor/bin$ ./MXOMigrationTool
```



NOTE

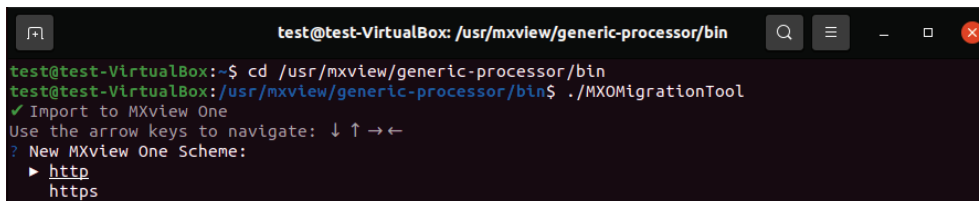
If you do not have permission to execute MXOMigrationTool, please enter the **sudo ./MXOMigrationTool** command into the Terminal to execute it.

3. Choose **Import to MXview One** and then press **Enter**.



```
test@test-VirtualBox: /usr/mxview/generic-processor/bin  
test@test-VirtualBox:~$ cd /usr/mxview/generic-processor/bin  
test@test-VirtualBox:/usr/mxview/generic-processor/bin$ ./MXOMigrationTool  
Use the arrow keys to navigate: ↓ ↑ → ←  
? Choose the operation:  
  Export from MXview  
  ▶ Import to MXview One
```

4. Choose **New MXview One Scheme (http or https)** and then press **Enter**.

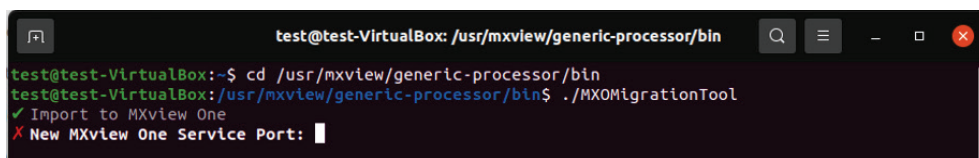


```
test@test-VirtualBox: /usr/mxview/generic-processor/bin  
test@test-VirtualBox:~$ cd /usr/mxview/generic-processor/bin  
test@test-VirtualBox:/usr/mxview/generic-processor/bin$ ./MXOMigrationTool  
✓ Import to MXview One  
Use the arrow keys to navigate: ↓ ↑ → ←  
? New MXview One Scheme:  
  ▶ http  
  https
```

5. Enter the **New MXview One Service Port** of the new MXview One scheme you have chosen, and then press **Enter**.

Default port numbers are:

- **http: 80**
- **https: 443**



```
test@test-VirtualBox: /usr/mxview/generic-processor/bin  
test@test-VirtualBox:~$ cd /usr/mxview/generic-processor/bin  
test@test-VirtualBox:/usr/mxview/generic-processor/bin$ ./MXOMigrationTool  
✓ Import to MXview One  
✗ New MXview One Service Port: 
```

6. Enter the **New MXview One Username** (default: **admin**) and then press **Enter**.

```
test@test-VirtualBox: /usr/mxview/generic-processor/bin
test@test-VirtualBox:~$ cd /usr/mxview/generic-processor/bin
test@test-VirtualBox:/usr/mxview/generic-processor/bin$ ./MXOMigrationTool
✓ Import to MXview One
✓ New MXview One Username: admin
```

7. Enter the **New MXview One Password** (default: **moxa**) and then press **Enter**.

```
test@test-VirtualBox: /usr/mxview/generic-processor/bin
test@test-VirtualBox:~$ cd /usr/mxview/generic-processor/bin
test@test-VirtualBox:/usr/mxview/generic-processor/bin$ ./MXOMigrationTool
✓ Import to MXview One
✓ New MXview One Password: ****
```

8. The **Confirm** command appears. Enter **y** and press **Enter** to import the backup files.

```
test@test-VirtualBox: /usr/mxview/generic-processor/bin
test@test-VirtualBox:~$ cd /usr/mxview/generic-processor/bin
test@test-VirtualBox:/usr/mxview/generic-processor/bin$ ./MXOMigrationTool
✓ Import to MXview One
Import Scheme: http
Import Port: 80
Import Username: admin
Import Password: moxa
? Confirm? [y/N] y
```

9. Once the backup files have been successfully imported, you will see an **'Import success'** message on the command line and the settings will be displayed in MXview One.



NOTE

Scan Range cannot be migrated from MXview to MXview One via MXOMigrationTool. You will need to manually configure the settings in MXview One to align with MXview.

MXview v3.x to v3.2.6 Users: Use MXOMigrationTool or Install MXview One

If you are running **MXview v3.x to v3.2.6** on your current computer, you can choose one of the following methods to migrate the settings.

Method 1: Use MXOMigrationTool

Preparation

1. Prepare a second computer, separate from the computer running MXview.
2. Perform the following operations on the **second computer**:
 - a. Install **MXview One v1.2.0 (or later versions)**.
 - i. Open a web browser and visit Moxa's website (<https://www.moxa.com>).
 - ii. Search for and navigate to the **MXview One** product web page.
 - iii. On the **Resources** tab, download the **MXview One v1.2.0 (or later versions)** software package and start the installation.
 - iv. After completing the installation, you should be able to access the MXview One service.
 - b. Open MXview and log in with your credentials. If this is the first time logging in, update the default password and confirm you can log in with your new password.
 - c. In MXview One, activate the trial license or an MXview One license that you have already purchased.

- d. Download **MXOMigrationTool**.
 - i. Open a web browser and visit Moxa's website (<https://www.moxa.com>).
 - ii. Search for and navigate to the **MXview** or **MXview One** product web page.
 - iii. On the **Resources** tab, download the version of **MXOMigrationTool** based on your MXview One operating system.
 - iv. After completing the download process, you will see a zip folder with MXOMigrationTool inside.



WARNING

MXview and MXview One cannot be installed on the same computer simultaneously due to compatibility issues.

3. Upgrade your MXview to **MXview v3.2.8** (or later versions) on your **current computer**:
 - a. Open a web browser and visit Moxa's website (<https://www.moxa.com>).
 - b. Search for and navigate to the **MXview** product web page.
 - c. On the **Resources** tab, download the **MXview v3.2.8** (or later versions) software package and start the installation.
 - d. After completing the installation, the settings from MXview v3.x will automatically be stored and displayed in MXview v3.2.8 (or later versions).



NOTE

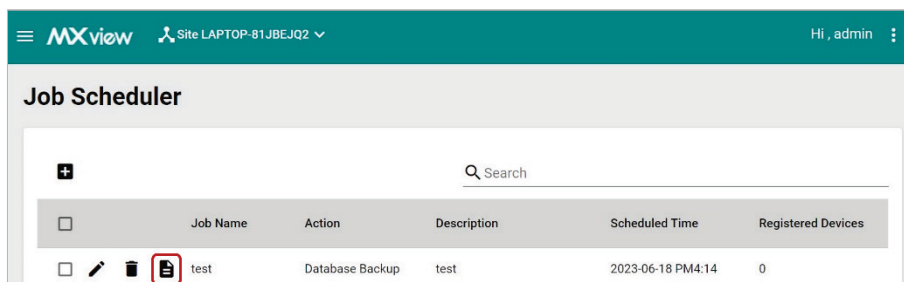
If you are concerned about potential issues during the upgrade process, we recommend taking one of the following actions to ensure that your current settings and configurations are not lost:

- Back up the database settings in MXview before upgrading to MXview v3.2.8 (or later versions).
- Install MXview One on another computer and manually configure the settings without using MXOMigrationTool. Refer to [Method 2: Install MXview One](#) for details.

4. Back up events and log in to Mxview on your **current computer**:

➤ Job Log:

- i. Navigate to **Menu > Migrations > Maintenance Scheduler** and click the **Show log** (📄) icon.



- ii. When the **Job Log** window appears, click **Save**.



The Job Log window displays the following information:

Job Name: test

Start to execute job at 2023-06-18 16:14:01

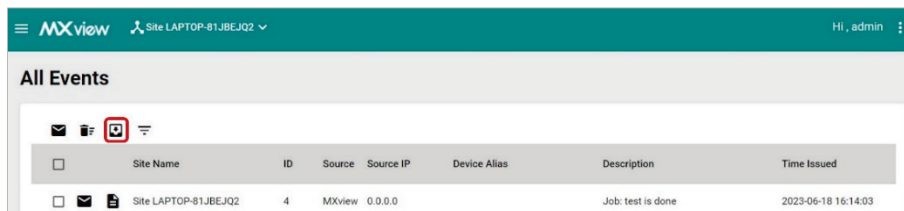
Execute job finished at 2023-06-18 16:14:03

At the bottom right, there are two buttons: **Cancel** and **Save**. The **Save** button is highlighted with a red border.

- iii. MXview will download the job log as a txt file.

➤ **All Events:**

- i. Navigate to **Menu > Event > All Events** and click the **Export** (📄) icon.



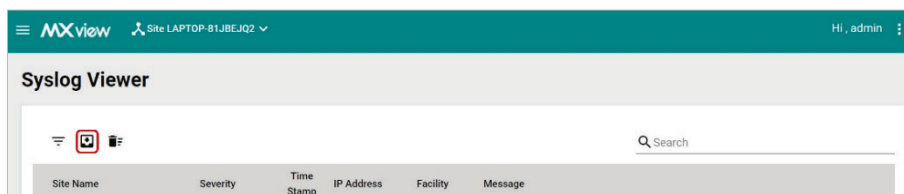
The screenshot shows the MXview interface with the 'All Events' page selected. The table below lists the events:

	Site Name	ID	Source	Source IP	Device Alias	Description	Time Issued
☐	Site LAPTOP-81JBEJQ2	4	MXview	0.0.0.0		Job: test is done	2023-06-18 16:14:03

- ii. Select **Export CSV** to export the event records on this page or select **Export All Events to CSV** to export the event records on all pages.
- iii. MXview will export the event records as a csv file.

➤ **Syslog Viewer:**

- i. Navigate to **Menu > Event > Syslog Viewer** and click the **Export** (📄) icon.



The screenshot shows the MXview interface with the 'Syslog Viewer' page selected. The table below lists the syslog records:

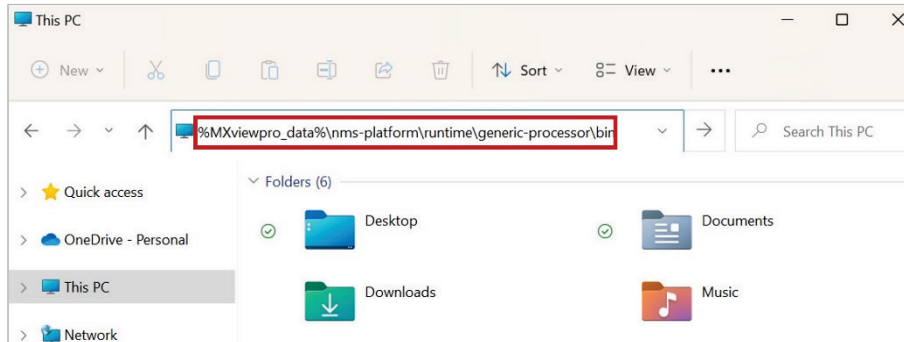
Site Name	Severity	Time Stamp	IP Address	Facility	Message
-----------	----------	------------	------------	----------	---------

- ii. Select **Export CSV** to export the syslog records on this page or select **Export All Syslog to CSV** to export the syslog records on all pages.
 - iii. MXview will export the syslog records as a csv file.
5. Download **MXOMigrationTool** to your **current computer**.
- a. Open a web browser and visit Moxa's website (<https://www.moxa.com>).
 - b. Search for and navigate to the **MXview** or **MXview One** product web page.
 - c. On the **Resources** tab, download **MXOMigrationTool** for the Windows operating system.
 - d. After completing the download process, you will see a zip folder with MXOMigrationTool inside.

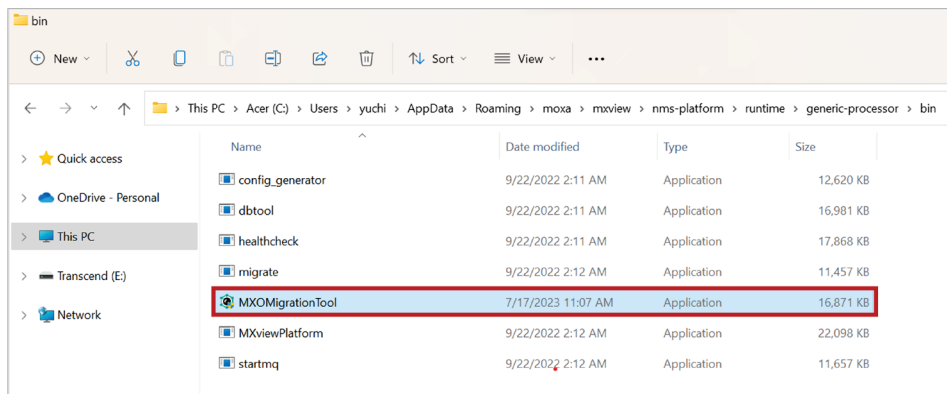
Migration Steps

Step 1: Export backup files from MXview v3.2.8 (or later versions) on your current computer.

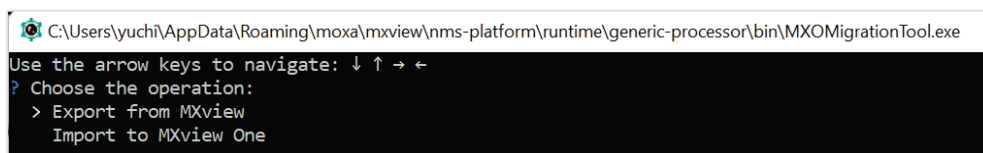
1. Open **File Explorer**. Copy `%MXviewpro_data%\nms-platform\runtime\generic-processor\bin`, paste it into the directory search panel, and then press **Enter** to navigate to the folder.



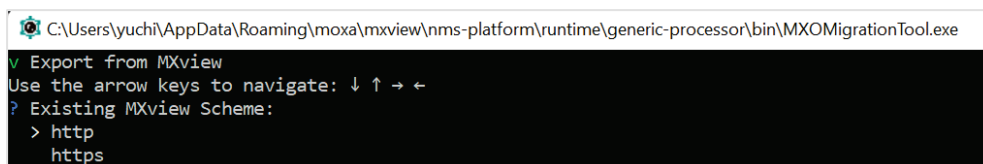
2. Unzip the MXOMigrationTool zip folder that you downloaded and then open it.
3. Copy MXOMigrationTool inside the folder and paste it into the folder from **Step 1-1**.



4. Double-click MXOMigrationTool to execute it. Choose **Export from MXview** and then press **Enter**.



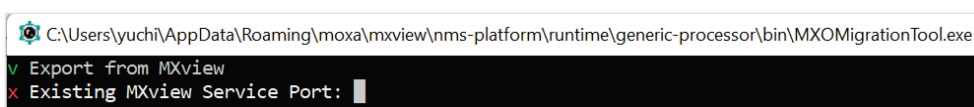
5. Choose **Existing MXview Scheme (http or https)** and then press **Enter**.



6. Enter the **Existing MXview Service Port** of the existing MXview scheme you have chosen, and then press **Enter**.

Default port numbers are:

- **http: 80**
- **https: 443**



7. Enter the **Existing MXview Username** (default: **admin**) and then press **Enter**.

```
C:\Users\yuchi\AppData\Roaming\moxa\mxview\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Export from MXview
v Existing MXview Username: admin
```

8. Enter the **Existing MXview Password** (default: **moxa**) and then press **Enter**.

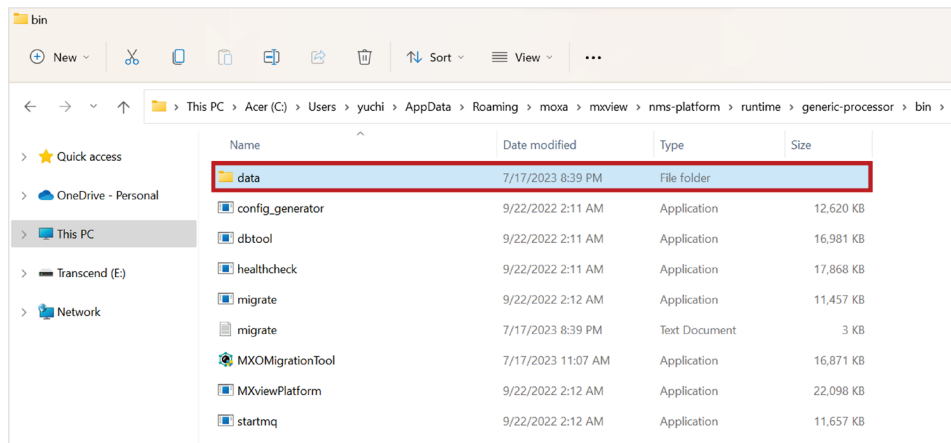
```
C:\Users\yuchi\AppData\Roaming\moxa\mxview\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Export from MXview
v Existing MXview Password: ****
```

9. The **Confirm** command appears. Enter **y** and press **Enter** to export the backup files.

```
C:\Users\yuchi\AppData\Roaming\moxa\mxview\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Export from MXview
Export Scheme: http
Export Port: 80
Export Username: admin
Export Password: moxa
? Confirm? [y/N] y
```

10. Once the backup files have been successfully exported, you will see an '**Export success**' message on the command line, and the backup files will be stored in the **data** folder.

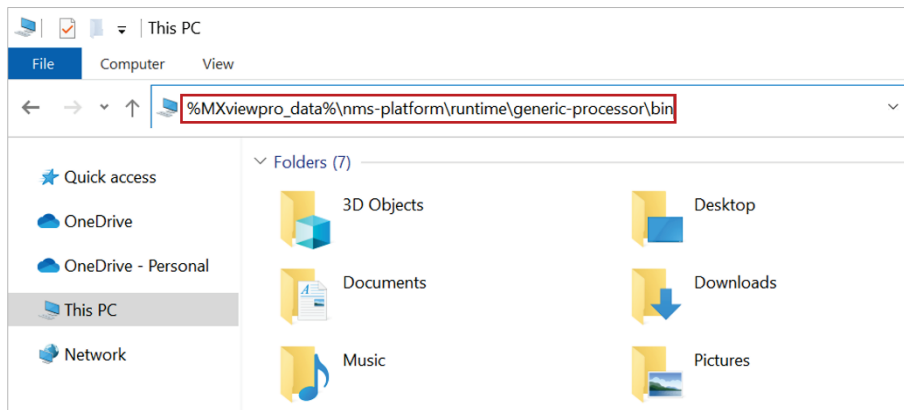
```
C:\Users\yuchi\AppData\Roaming\moxa\mxview\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Export from MXview
Export Scheme: http
Export Port: 80
Export Username: admin
Export Password: moxa
INFO[2023-07-17 20:39:42] write file preference.json success
INFO[2023-07-17 20:39:42] write file access.json success
INFO[2023-07-17 20:39:42] write file background.json success
INFO[2023-07-17 20:39:42] write file passwordPolicy.json success
INFO[2023-07-17 20:39:42] write file messages.json success
INFO[2023-07-17 20:39:42] write file suppress.json success
INFO[2023-07-17 20:39:42] write file deviceAlias.json success
INFO[2023-07-17 20:39:42] write file linkThresholds.json success
INFO[2023-07-17 20:39:42] write file linkColors.json success
INFO[2023-07-17 20:39:42] write file managementInterfaces.json success
INFO[2023-07-17 20:39:42] write file syslog.json success
INFO[2023-07-17 20:39:42] write file syslogStatus.json success
INFO[2023-07-17 20:39:42] write file email.json success
INFO[2023-07-17 20:39:42] write file securityview.json success
INFO[2023-07-17 20:39:42] write file securityviewItem.json success
INFO[2023-07-17 20:39:42] write file bottomLabel.json success
INFO[2023-07-17 20:39:42] write file groups.json success
INFO[2023-07-17 20:39:42] write file groupbackground.json success
INFO[2023-07-17 20:39:42] write file deviceAccessSetting.json success
INFO[2023-07-17 20:39:42] write file devices.json success
INFO[2023-07-17 20:39:42] write file links.json success
INFO[2023-07-17 20:39:43] write file configcenter.json success
INFO[2023-07-17 20:39:43] write file customevent.json success
INFO[2023-07-17 20:39:43] write file actions.json success
INFO[2023-07-17 20:39:43] write file notification.json success
INFO[2023-07-17 20:39:43] write file job.json success
INFO[2023-07-17 20:39:43] write file users.json success
INFO[2023-07-17 20:39:43] write file pref_admin.json success
INFO[2023-07-17 20:39:43] write file pref_user.json success
INFO[2023-07-17 20:39:43] write file pref_guest.json success
INFO[2023-07-17 20:39:43] write file pref_test1.json success
INFO[2023-07-17 20:39:43] write file pref_test2.json success
INFO[2023-07-17 20:39:43] Export success
INFO[2023-07-17 20:39:43] Press Ctrl+C to exit
```



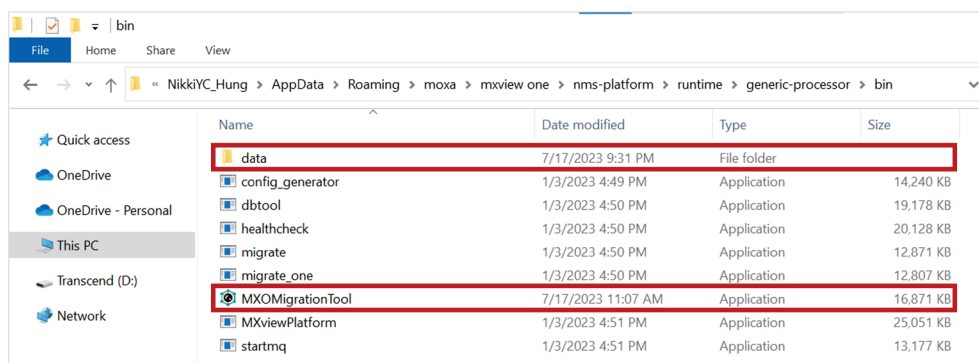
Step 2: Import backup files to MXview One v1.2.0 (or later versions) on the second computer.

[For the Windows version of MXview One]

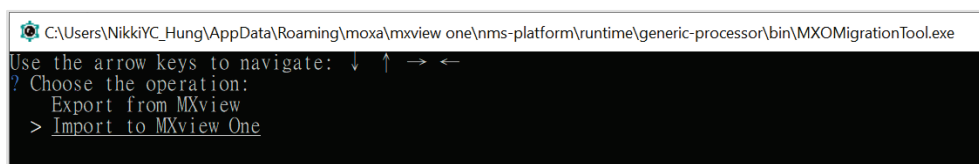
1. Open **File Explorer**. Copy `%MXviewpro_data%\nms-platform\runtime\generic-processor\bin`, paste it into the directory search panel, and then press **Enter** to navigate to the folder.



2. Unzip the MXOMigrationTool zip folder that you downloaded and then open it.
3. Copy both **MXOMigrationTool** from inside the folder and the **data** folder exported from **Step 1-10**, and then paste them into the folder from **Step 2-1**.



4. Double-click MXOMigrationTool to execute it. Choose **Import to MXview One** and then press **Enter**.



5. Choose **New MXview One Scheme (http or https)** and then press **Enter**.

```
C:\Users\NikkiYC_Hung\AppData\Roaming\moxa\mxview one\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Import to MXview One
Use the arrow keys to navigate: ↓ ↑ → ←
? New MXview One Scheme:
> http
  https
```

6. Enter the **New MXview One Service Port** of the new MXview One scheme you have chosen and then press **Enter**.

Default port numbers are:

- **http: 80**
- **https: 443**

```
C:\Users\NikkiYC_Hung\AppData\Roaming\moxa\mxview one\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Import to MXview One
x New MXview One Service Port: █
```

7. Enter the **New MXview One Username** (default: **admin**) and then press **Enter**.

```
C:\Users\NikkiYC_Hung\AppData\Roaming\moxa\mxview one\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Import to MXview One
v New MXview One Username: admin█
```

8. Enter the **New MXview One Password** (default: **moxa**) and then press **Enter**.

```
C:\Users\NikkiYC_Hung\AppData\Roaming\moxa\mxview one\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Import to MXview One
v New MXview One Password: ****█
```

9. When the **Confirm** command appears, enter **y** and press **Enter** to import the backup files.

```
C:\Users\NikkiYC_Hung\AppData\Roaming\moxa\mxview one\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Import to MXview One
Import Scheme: http
Import Port: 80
Import Username: admin
Import Password: moxa
? Confirm? [y/N] y█
```

10. Once the backup files have been successfully imported, you will see an '**Import success**' message on the command line, and the settings will be displayed in MXview One.

```
C:\Users\NikkiYC_Hung\AppData\Roaming\moxa\mxview one\nms-platform\runtime\generic-processor\bin\MXOMigrationTool.exe
v Import to MXview One
Import Scheme: http
Import Port: 80
Import Username: admin
Import Password: moxa
INFO[2024-02-20 11:10:26] target version: 1.3.0 match
INFO[2024-02-20 11:10:26] import password policy success
INFO[2024-02-20 11:10:27] import messages success
INFO[2024-02-20 11:10:27] import device settings template success
INFO[2024-02-20 11:10:27] import global device settings success
INFO[2024-02-20 11:10:27] import system settings success
INFO[2024-02-20 11:10:27] import appearance settings success
INFO[2024-02-20 11:10:27] import device settings success
INFO[2024-02-20 11:10:27] import table spacing settings success
INFO[2024-02-20 11:10:27] import topology style success
INFO[2024-02-20 11:10:27] import security view settings success
INFO[2024-02-20 11:10:27] import bottom table settings success
INFO[2024-02-20 11:10:27] import configcenter success
INFO[2024-02-20 11:10:27] import group, total: 1
INFO[2024-02-20 11:10:27] import 1 group success
INFO[2024-02-20 11:10:27] import group background settings success
INFO[2024-02-20 11:10:27] import device, total: 4
INFO[2024-02-20 11:10:27] import 192.168.127.1
INFO[2024-02-20 11:10:28] import 192.168.127.2
INFO[2024-02-20 11:10:28] import 192.168.127.3
INFO[2024-02-20 11:10:28] import 192.168.127.4
INFO[2024-02-20 11:10:29] import 4 device success
INFO[2024-02-20 11:10:29] import links success
INFO[2024-02-20 11:10:30] move device success
INFO[2024-02-20 11:10:30] move group success
INFO[2024-02-20 11:10:30] import job, total: 0
INFO[2024-02-20 11:10:30] import 0 job success
INFO[2024-02-20 11:10:30] import users, total: 6
WARN[2024-02-20 11:10:30] user admin exist
WARN[2024-02-20 11:10:30] user user exist
WARN[2024-02-20 11:10:30] user guest exist
INFO[2024-02-20 11:10:30] import user test admin
INFO[2024-02-20 11:10:30] import user test_supervisor
INFO[2024-02-20 11:10:31] import user test_user
INFO[2024-02-20 11:10:31] import 3 users success, exist: 3
INFO[2024-02-20 11:10:31] import admin language success
INFO[2024-02-20 11:10:31] import user language success
INFO[2024-02-20 11:10:31] import guest language success
INFO[2024-02-20 11:10:31] import test_admin language success
INFO[2024-02-20 11:10:31] import test_supervisor language success
INFO[2024-02-20 11:10:31] import test_user language success
INFO[2024-02-20 11:10:31] import customevent success
INFO[2024-02-20 11:10:31] import actions success
INFO[2024-02-20 11:10:31] import notification, total: 0
INFO[2024-02-20 11:10:31] import 0 notification success
INFO[2024-02-20 11:10:31] Import success
INFO[2024-02-20 11:10:31] Press Ctrl+C to exit
```



NOTE

Scan Range cannot be migrated from MXview to MXview One via MXOMigrationTool. You will need to manually configure the settings in MXview One to align with MXview.

[For the Linux version of MXview One]

1. Copy the following two files and paste them into the `/usr/mxview/generic-processor/bin` directory.

- **MXOMigrationTool**

Unzip the zip folder that you downloaded and then open it to access MXOMigrationTool.

➤ **data folder**

The folder that was exported in **Step 1-10**.

2. Execute **MXOMigrationTool** by executing the following command lines sequentially in the Terminal window.

- `cd /usr/mxview/generic-processor/bin`
- `./MXOMigrationTool`

The first terminal window shows the command `cd /usr/mxview/generic-processor/bin` being executed. The second terminal window shows the command `./MXOMigrationTool` being executed, resulting in the prompt `test@test-VirtualBox: /usr/mxview/generic-processor/bin$`.



NOTE

If you do not have permission to execute `MXOMigrationTool`, please enter **`sudo ./MXOMigrationTool`** command in Terminal to execute it.

3. Choose **Import to MXview One** and then press **Enter**.

The terminal shows the `./MXOMigrationTool` command being executed. The prompt is `Choose the operation:`. The options are `Export from MXview` and `Import to MXview One`. The `Import to MXview One` option is highlighted with a cursor.

4. Choose **New MXview One Scheme (http or https)** and then press **Enter**.

The terminal shows the `./MXOMigrationTool` command being executed. The prompt is `New MXview One Scheme:`. The options are `http` and `https`. The `http` option is highlighted with a cursor.

5. Enter the **New MXview One Service Port** of the new MXview One scheme you have chosen and then press **Enter**.

The default port numbers are:

- **http: 80**
- **https: 443**

The terminal shows the `./MXOMigrationTool` command being executed. The prompt is `New MXview One Service Port:`. The user has entered a value, which is highlighted by a cursor.

6. Enter the **New MXview One Username** (default: **admin**) and then press **Enter**.

The terminal shows the `./MXOMigrationTool` command being executed. The prompt is `New MXview One Username:`. The user has entered `admin`, which is highlighted by a cursor.

7. Enter the **New MXview One Password** (default: **moxa**) and then press **Enter**.

```
test@test-VirtualBox: /usr/mxview/generic-processor/bin
test@test-VirtualBox:~$ cd /usr/mxview/generic-processor/bin
test@test-VirtualBox:/usr/mxview/generic-processor/bin$ ./MXOMigrationTool
✓ Import to MXview One
✓ New MXview One Password: ****
```

8. When the **Confirm** command appears, enter **y** and press **Enter** to import the backup files.

```
test@test-VirtualBox: /usr/mxview/generic-processor/bin
test@test-VirtualBox:~$ cd /usr/mxview/generic-processor/bin
test@test-VirtualBox:/usr/mxview/generic-processor/bin$ ./MXOMigrationTool
✓ Import to MXview One
Import Scheme: http
Import Port: 80
Import Username: admin
Import Password: moxa
? Confirm? [y/N] y
```

9. Once the backup files have been successfully imported, you will see an '**Import success**' message on the command line and the settings will be displayed in MXview One.



NOTE

Scan Range cannot be migrated from MXview to MXview One via MXOMigrationTool. You will need to manually configure the settings in MXview One to align with MXview.

Method 2: Install MXview One

Preparation

1. Prepare a second computer separate from MXview.
2. Perform the following operations on the **second computer**:
 - a. Install **MXview One v1.2.0 (or later versions)**.
 - i. Open a web browser and visit Moxa's website (<https://www.moxa.com>).
 - ii. Search for and navigate to the **MXview One** product web page.
 - iii. On the **Resources** tab, download the **MXview One v1.2.0 (or later versions)** software package and then start the installation.
 - iv. After completing the installation, you should be able to access the MXview One service.
 - b. Open MXview and log in with your credentials. If this is the first time logging in, update the default password and confirm you can log in with your new password
 - c. In MXview One, activate the trial license or an MXview One license that you have already purchased.



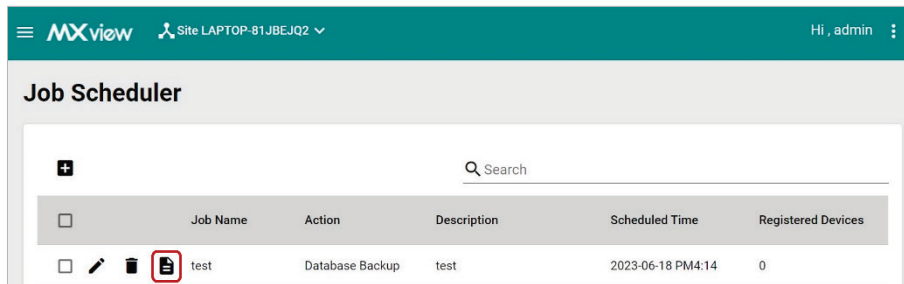
WARNING

MXview and MXview One cannot be installed on the same computer simultaneously due to compatibility issues.

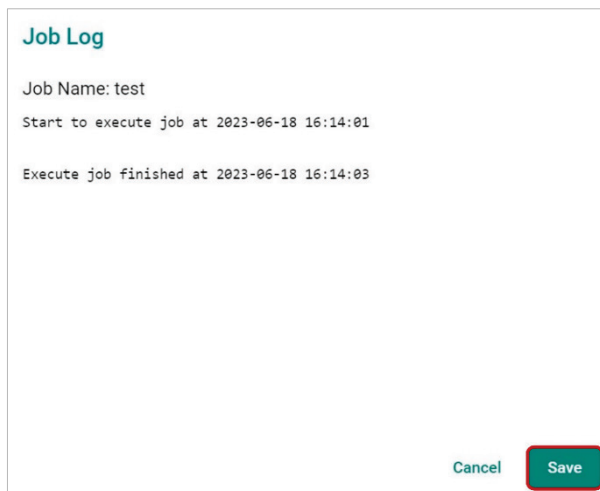
3. Back up events and log in to MXview on your **current computer**:

➤ **Job Log:**

- i. Navigate to **Menu > Migrations > Maintenance Scheduler** and then click the **Show log** (📄) icon.



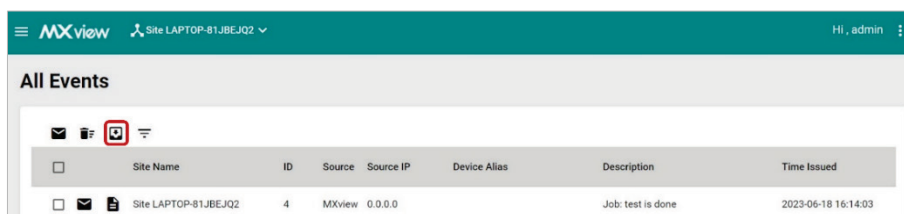
- ii. When the **Job Log** window appears, click **Save**.



- iii. MXview will download the job log as a txt file.

➤ **All Events:**

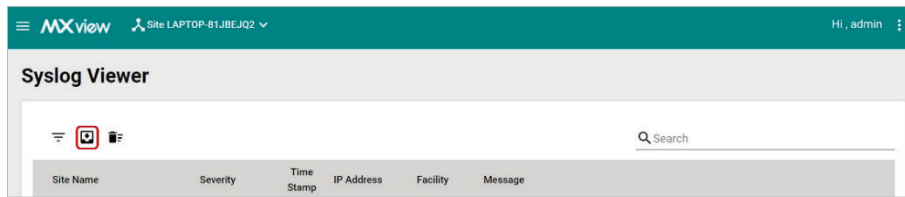
- i. Navigate to **Menu > Event > All Events** and then click the **Export** (📄) icon.



- ii. Select **Export CSV** to export the event records on this page or select **Export All Events to CSV** to export the event records on all pages.
- iii. MXview will export the event records as a csv file.

➤ **Syslog Viewer:**

- i. Navigate to **Menu > Event > Syslog Viewer** and then click the **Export** (📄) icon.



- ii. Select **Export CSV** to export the syslog records on this page or select **Export All Syslog to CSV** to export the syslog records on all pages.
- iii. MXview will export the syslog records as a csv file.

Migration Steps

- Step 1:** On the second computer, open the function page in MXview One and manually configure the settings to align with MXview.
- Step 2:** Repeat **Step 1** until you have completed the manual configuration of all the functions you want to migrate.
- Step 3:** After ensuring that MXview One is functioning properly without any issues, you can choose to uninstall MXview.

MXview v2.x Users: Install MXview One

Since MXview v2.x cannot be upgraded to MXview v3.2.8 (or later versions), if you are running **MXview v2.x** on your current computer, we suggest that you install MXview One on a second computer and manually configure the settings.

Preparation

1. Prepare a second computer separate from MXview.
2. Perform the following operations on the **second computer**:
 - a. Install **MXview One v1.2.0 (or later versions)**.
 - i. Open a web browser and visit Moxa's website (<https://www.moxa.com>).
 - ii. Search for and navigate to the **MXview One** product web page.
 - iii. On the **Resources** tab, download the version of **MXview One v1.2.0 (or later versions)** software package that runs on your operating system and then start the installation.
 - iv. After completing the installation, you should be able to access the MXview One service.
 - b. Open MXview One and activate the trial license or an MXview One license that you have already purchased.



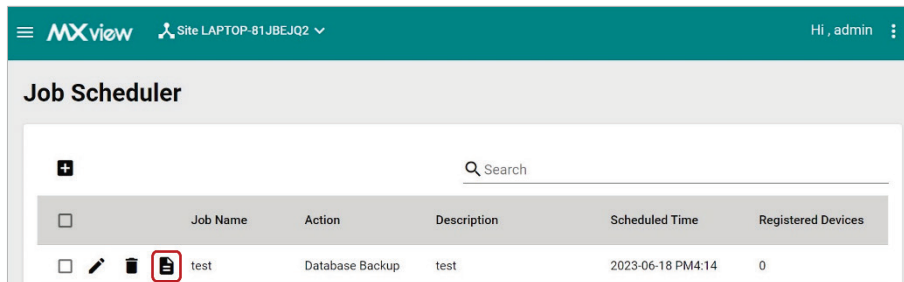
WARNING

MXview and MXview One cannot be installed on the same computer simultaneously due to compatibility issues.

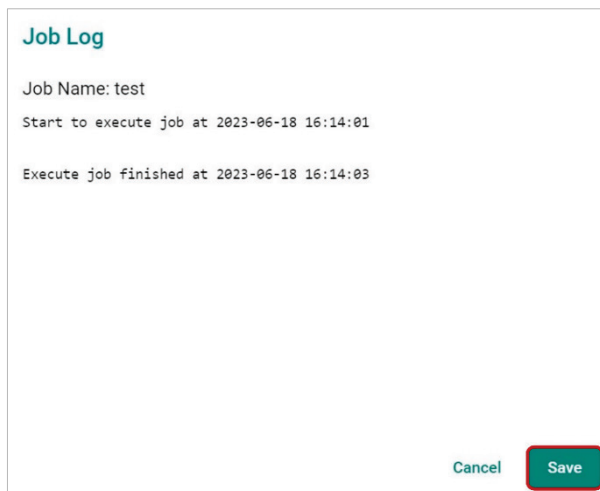
3. Backup events and log in to MXview on your **current computer**:

➤ **Job Log:**

- i. Navigate to **Menu > Migrations > Maintenance Scheduler** and then click the **Show log** (📄) icon.



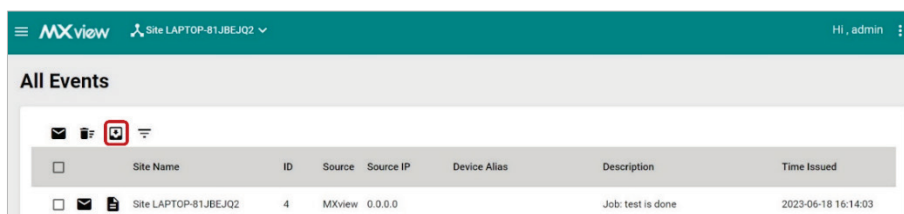
- ii. When the **Job Log** window appears, click **Save**.



- iii. MXview will download the job log as a txt file.

➤ **All Events:**

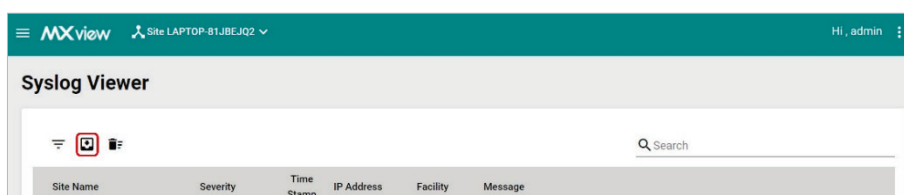
- i. Navigate to **Menu > Event > All Events** and then click the **Export** (📄) icon.



- ii. Select **Export CSV** to export the event records on this page or select **Export All Events to CSV** to export the event records on all pages.
- iii. MXview will export the event records as a csv file.

➤ **Syslog Viewer:**

- i. Navigate to **Menu > Event > Syslog Viewer** and then click the **Export** (📄) icon.



- ii. Select **Export CSV** to export the syslog records on this page or select **Export All Syslog to CSV** to export the syslog records on all pages.
- iii. MXview will export the syslog records as a csv file.

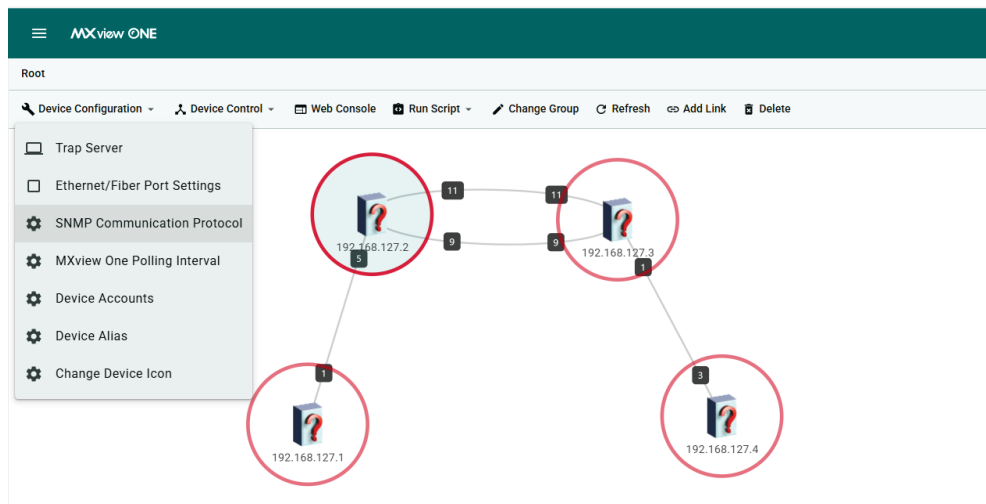
Migration Steps

1. On the second computer, open the function page in MXview One and manually configure the settings to align with MXview.
2. Repeat step 1 until you have completed the manual configuration of all functions that you want to migrate.
3. After ensuring that MXview One is functioning properly without any issues, you can choose to uninstall MXview.

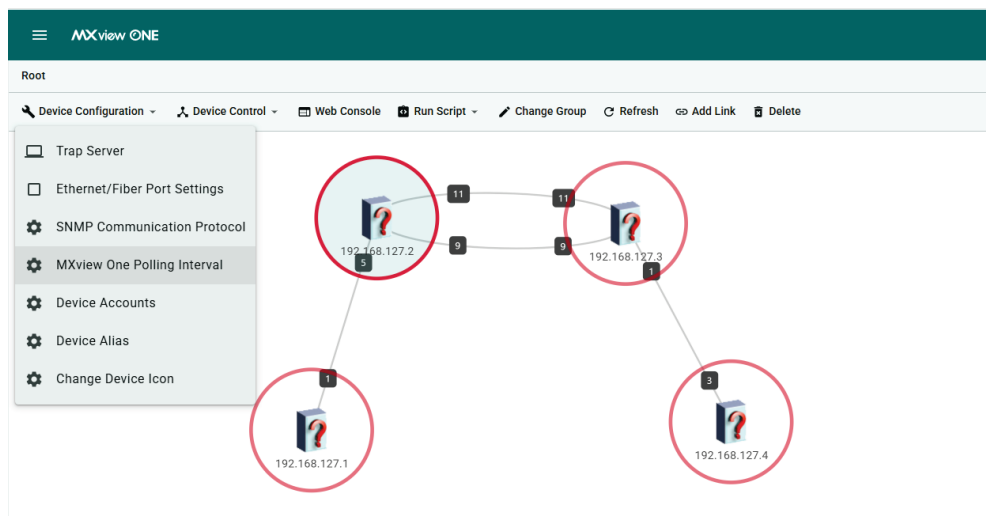
Items to Check After Migration

If you want to verify whether the function settings have been successfully transferred from MXview to MXview One, you can open the corresponding function pages of the following items in both MXview and MXview One and check the consistency of the configuration values.

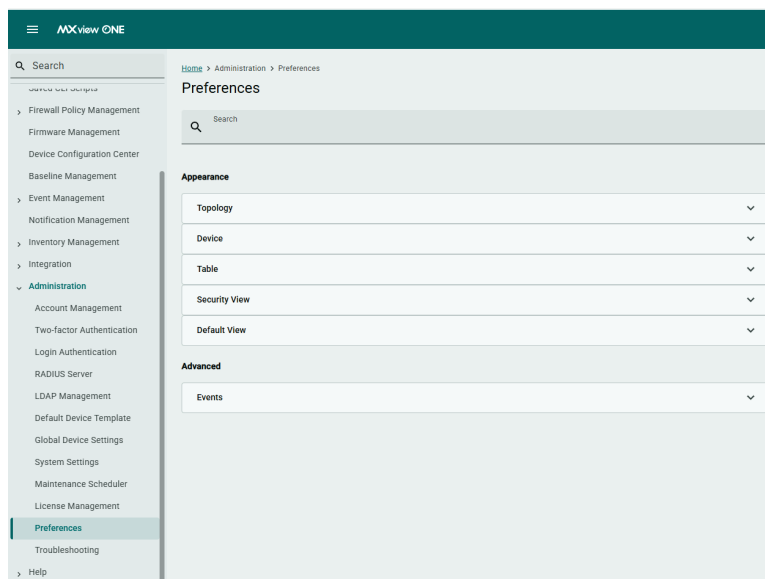
- **Number of devices** displayed in the Topology.
- **Link connection** between each device displayed in the Topology.
- **SNMP settings** in each device.



- **Polling interval settings.**



- **Preference settings** (e.g., Link color, Button label, Device icon, Device alias).



4. Migration Scopes and Limitations

Migration Scopes

The function settings that can and cannot be migrated are listed in the following table.
(✓ means the settings can be migrated.)

Main Function	Sub Function	Features	Migration
Topology	Group	The relationship between each group	✓
		Group Icon	✓
	Device	The relationship between a device and its group	✓
		SNMP Settings	✓
		Polling Settings	✓
		Advanced Settings	✓
		Device Alias	✓
		Device Icon	✓
	Link	Severity Threshold	✓
		Packet Error Rate	✓
		SFP Threshold	✓
		Port Label	✓
	Background Image		✓
Preferences			✓
Migrations	Device Configuration Center		✓
	Maintenance Scheduler	Job Settings	✓
		Job Log	See Note 1
Language			✓
Event	All Events		See Note 1
	Syslog Viewer		See Note 1
	Notification Management	Action	✓
		Notification	✓
	Custom Event		See Note 2
Login	Username		✓
	Password		See Note 3
Scan Range			See Note 4
Integration	API Key Management		✓
	Embedded Web Widget		✓



NOTE

1. To preserve event and log records that cannot be migrated, we recommend that you export the settings as a backup file in MXview. However, please be aware that these backup files cannot be reimported into the system.
2. If the OID was added via OID import manager, it can also be migrated to MXview One but will be unable to function properly.
3. For security and privacy concerns, we do not assist with password migrations. MXOMigrationTool will randomly generate a new password for each account. You should reset all of these passwords manually. Refer to the **User Password** section for details.
4. We recommend manually configuring relevant settings in MXview One.

Migration Limitations

Version Requirement

Currently, we only support migration from **MXview v3.2.8 (or later versions)** to **MXview One v1.2.0 (or later versions)**. Refer to the product release notes for detailed information on which versions are supported by MXview and MXview One.

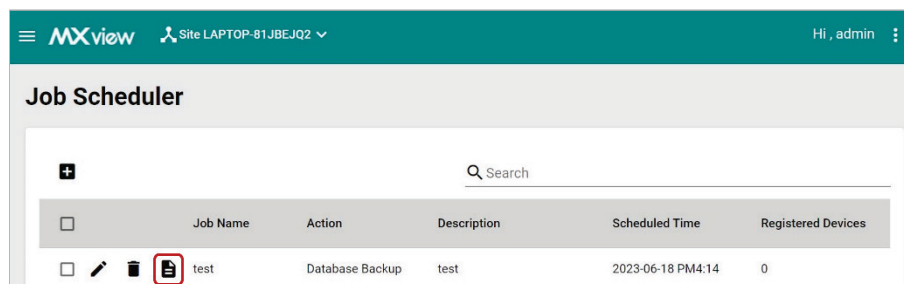
Licenses

Licenses for MXview cannot be transferred or used with MXview One. Be sure to purchase an MXview One license once you have decided to access our MXview One service.

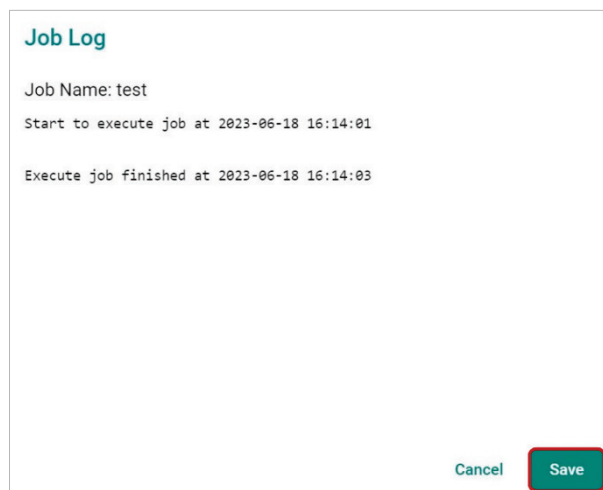
Function Settings Migration

For function settings that cannot be migrated, we recommend the following solutions:

- **Job Log:** Export the data as a **TXT** file.
 - a. Open MXview and navigate to **Menu > Migrations > Maintenance Scheduler** and then click the **Show log** (📄) icon.



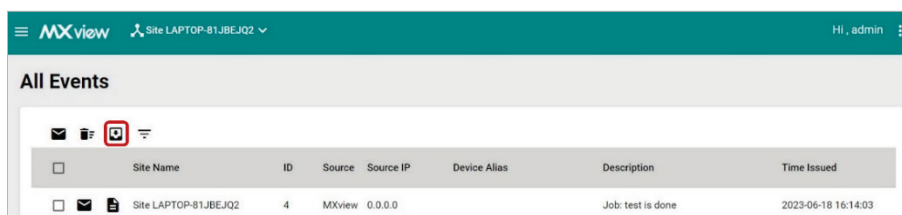
- b. When the **Job Log** window appears, click **Save**.



- c. MXview will download the job log as a txt file.

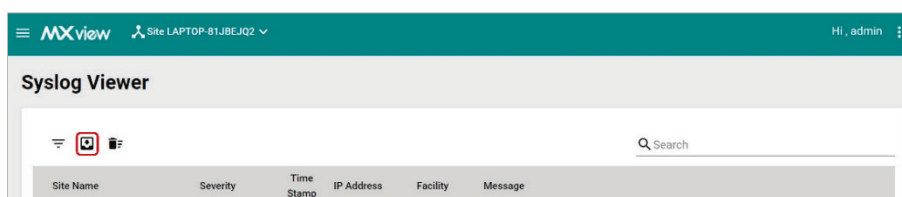
- **All Events:** Export the data as a **CSV** file.

- Open MXview and navigate to **Menu > Event > All Events**, and then click the **Export** (📄) icon.

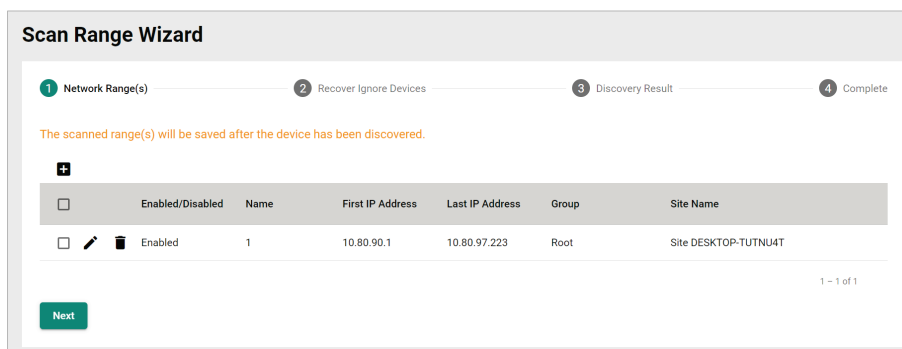


- Select **Export CSV** to export the event records on this page or select **Export All Events to CSV** to export the event records on all pages.
 - MXview will export the event records as a csv file.
- **Syslog Viewer:** Export the data as a **CSV** file.

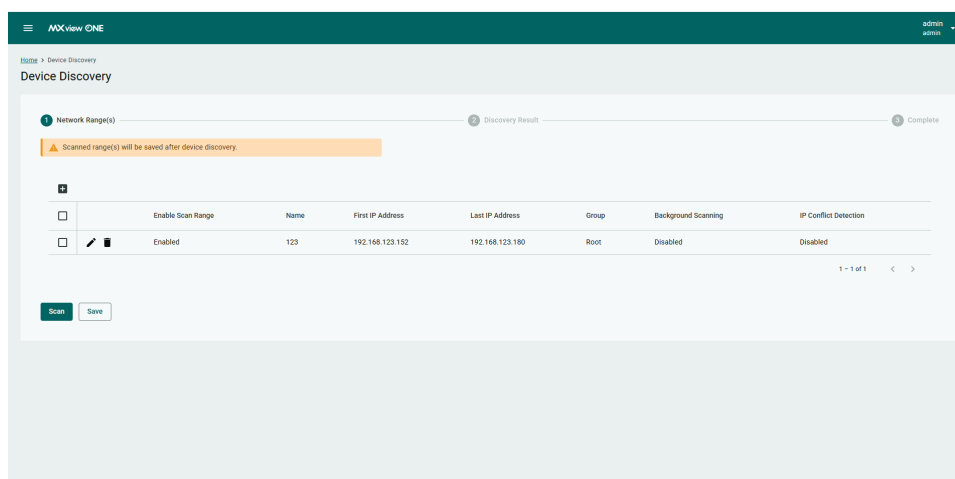
- Open MXview and navigate to **Menu > Event > Syslog Viewer**, and then click the **Export** (📄) icon.



- Select **Export CSV** to export the syslog records on this page or select **Export All Syslog to CSV** to export the syslog records on all pages.
 - MXview will export the syslog records as a csv file.
- **Scan Range:** We suggest that you manually configure the settings in MXview One to align with MXview.
- Open **MXview** on your current computer and then navigate to **Menu > Network > Scan Range** to view the scan range settings.



- Open **MXview One** on the second computer and navigate to **Menu > Device Discovery**.



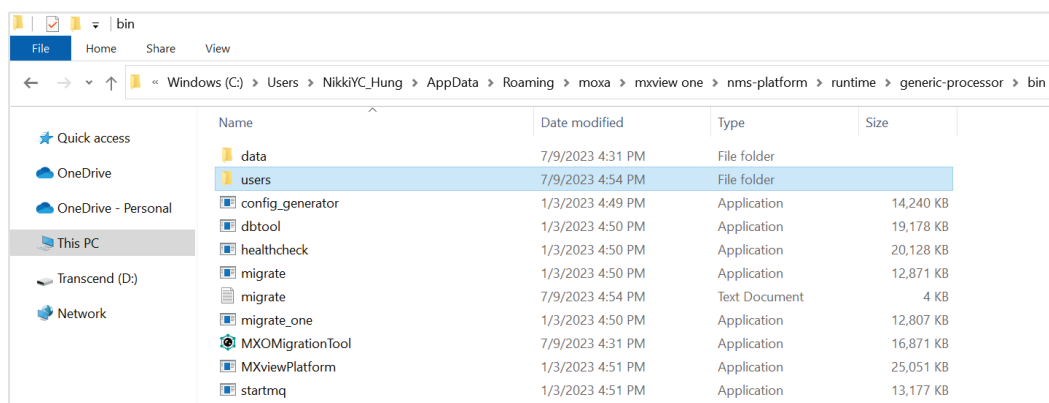
- c. In **MXview One**, click the **Add (+)** icon. The **Add Scan Range** window will appear.

- d. Configure the settings to align with the values in MXview.

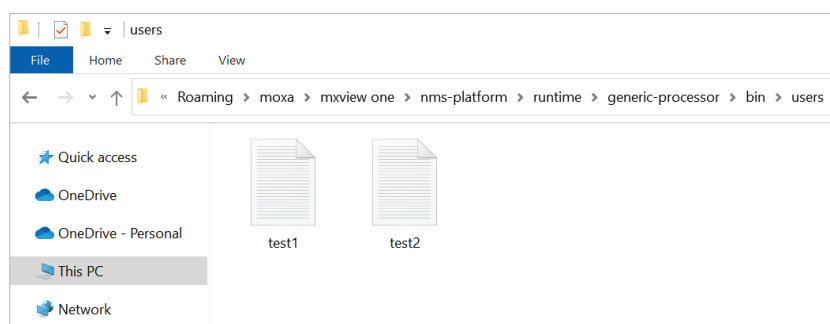
User Password

For security and privacy concerns, we do not assist with password migrations. MXOMigrationTool will randomly generate a new password for each account that you can reset. Refer to the following steps to reset the passwords:

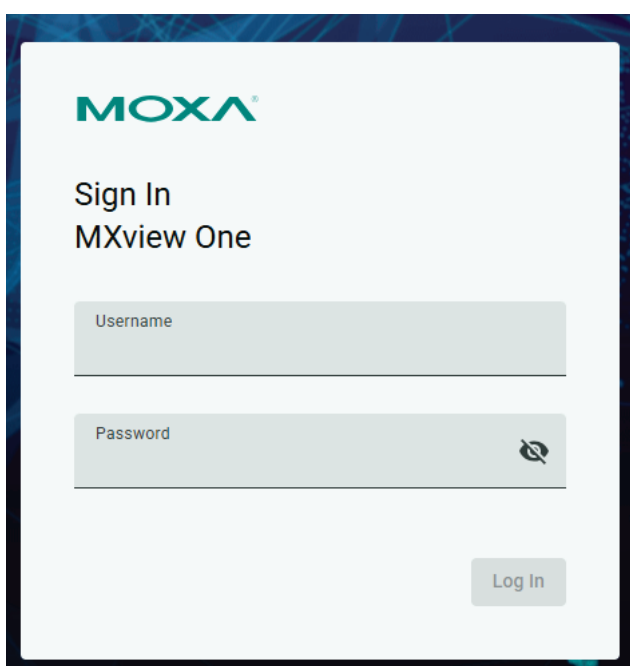
1. After importing the backup files to MXview One, view the following **users** folder specific to your computer's operation system.
 - a. Windows: %MXviewpro_data%\nms-platform\runtime\generic-processor\bin
 - b. Linux: /usr/mxview/generic-processor/bin



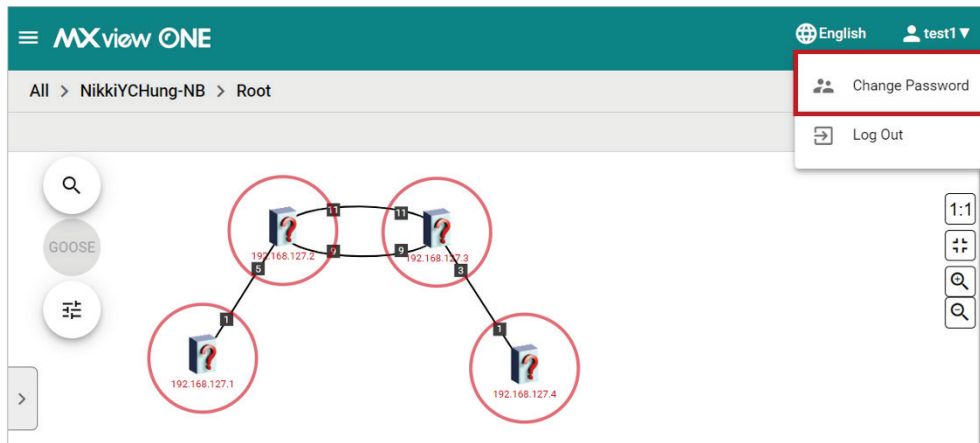
2. Open the **users** folder. You will see TXT files that hold randomly generated new passwords for each account.



3. Send the new passwords to the corresponding users.
4. Once users receive the new password for their account, they can choose to reset the password.
5. To reset the password, log in to MXview One with the username and new password.



6. Click **Change Password** in the top-right list.



7. When the **Change Password** window appears, specify a new password.

The screenshot shows a 'Change Password' dialog box. The title bar says 'Ring 1 Master'. The dialog has three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Each field has a toggle icon to the right. Below the 'New Password' field, there is a list of password requirements:

- Contains at least 8 characters
- Contains at least one uppercase letter
- Contains at least one lowercase letter
- Contains at least one digit (0-9)
- Contains at least one special character (~`!@#\$%^&*()_-+={}[]\|;':<>?,./)

At the bottom right of the dialog, there are two buttons: 'Cancel' and 'Apply'.

8. Click **Apply** to reset the password.

5. Troubleshooting

This chapter describes how to solve problems that you might encounter while using MXOMigrationTool.

Export Backup Files Failure

If you fail to export backup files from MXview on your current computer, please export the backup files again.

Import Backup Files Failure

If you fail to import backup files to MXview One on the new computer, take the following steps:

- Step 1:** Uninstall MXview One on the new computer.
- Step 2:** Reinstall MXview One on the new computer.
- Step 3:** Import the backup files again.