

Changing the name of the server on which Autoform DM is installed

Ross Glover - 2022-08-04 - Comments (0) - Autoform DM General Information

Autoform DM

This article applies to Autoform DM 9.

If you need to change the name of the server on which Autoform DM is installed, a few steps need to be followed before and after renaming to ensure that Autoform DM continues to work correctly afterwards.

Before changing the server name

If you are using JFinder or BPM as well as Autoform DM, we recommended that you stop the JFinder and BPM services before stopping the Autoform DM service.

If you stop Autoform DM first, documents may still be sent for processing and will end up failing. These will require reprocessing after changing the server name. However, if you stop the Autoform DM service last, then documents should only require processing once.

When all services are stopped, change the server name.

After changing the server name

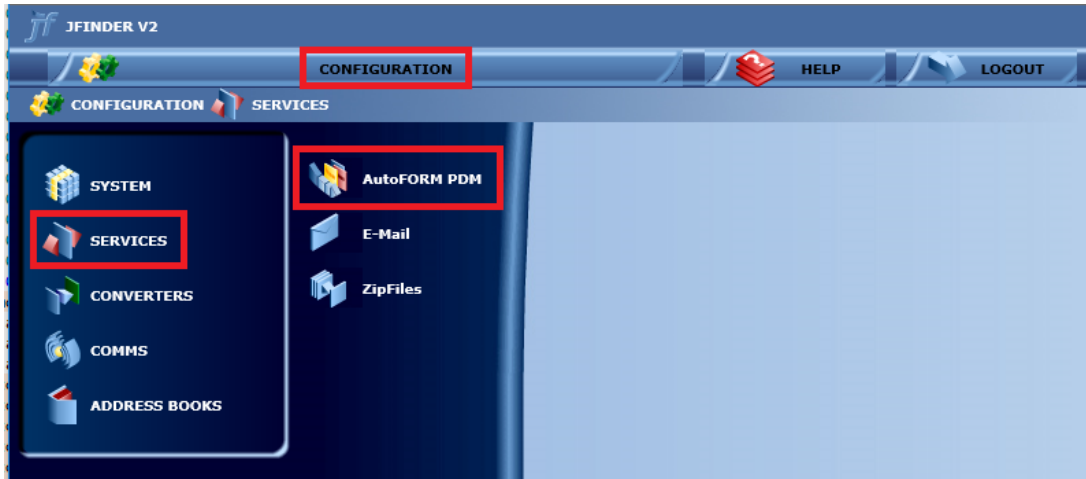
An Autoform DM name change will not affect the license.

1. Contact [Formpipe Support](#) and supply the old server name to create a new licence file with the correct licence settings.
2. Refer to the 'Manual Activation' process [here](#).
3. Please check that Autoform DM is working by logging in to the web interface and running a search to ensure that it is connecting to its database correctly.

Updating Autoform DM server name in JFinder

If Jfinder is installed on another server where the name has not changed, please make the following adjustments to the (JFinder) configuration:

1. Log in to the JFinder web interface and click configuration at the top, to show the other options. Click **Services** and **Autoform PDM** to access the settings for connecting JFinder to the Autoform DM server.



If the new server name is valid and the Autoform DM service is running, the server selection window will close and it will go back to the Autoform DM Client login screen.

If the new name entered is invalid or if the Autoform DM service is not running, then an error will appear saying that it is unable to connect and you will not be able to save the change.

After changing the name, please log in and check that your applications are listed and working.

You will need to do this change on every downloaded installation of the Autoform DM client.

Updating BPM

There is a separate article for updating the name of the server that BPM is installed on, which can be found [here](#).

The new Autoform DM server name needs to be reflected in the BPM settings, which can be viewed via the BPM web interface.

1. Log in as the admin user and click the **Servers** tab. This will list all of your Autoform DM and Email servers that are set up in BPM.
2. Click the old server name on the left to bring up its properties and change the server name in the **Hostname** text box.