

Background

The Make-A-Wish Foundation® is one of the largest charities in the world, with 71 chapters across the United States and its territories and 28 international affiliates on five continents. On a national level, the Make-A-Wish Foundation of America – based in Phoenix, Ariz. – provides operational, financial, training, marketing, and developmental support to the chapters in the U.S. and its territories.

Using Secure Copy will save the Make-A-Wish Foundation of America \$1,000 – 2,000 per migration because the IT team won't have to spend so much valuable time manually configuring the servers, and also because there will not be a disruption to their end users' normal business activities.

The Challenge:

Jim Toy, director of information technology at the Make-A-Wish Foundation of America, commenced a search for a new file server when his Windows 2000-based solution, with a capacity of 300 GB, surpassed the mark of 250 GB of used storage. Toy decided to upgrade, and bought a Windows 2003-based server. Ahead of him lay the daunting challenge of a migration in which he had to transfer not only the data but also all the security information onto the new server in such a way that users would not notice the difference.

In the past, Toy and his IT staff of six had approached file transfers with care and caution. The data on the servers contained mission critical information of the Make-A-Wish Foundation headquarters, including day-to-day working files, e-mail archives, information used to populate certain areas of the website – including chapter rosters – and files on current projects in progress. Because much of this information was not periodically backed up, if there were a problem with the server transfer it would directly impact the mission of the entire organization and the organization's day-to-day activities.

The Solution:

In an attempt to ease the pain associated with server migrations, Toy initiated a search for a software solution that would address the issues his IT team had encountered. Toy ultimately selected Secure Copy from ScriptLogic Corporation, based on positive user group feedback and product reviews. Secure Copy is a comprehensive data migration solution that automates the copying of data between Windows NT/2000/2003

During past server migrations, Toy ran into trouble transferring file and server permissions. If Toy were to simply copy files and folders from one server to another, he'd lose all the security information. Assignments to specific files made by the file server, which in Make-A-Wish Foundation's case are made by department or by individual, would be lost forever and could only be replaced manually.

In addition, during previous migrations Toy and his IT team had used hand-written scripts to recreate the most important permissions and to recreate file shares, but the scripts were never 100% accurate, and the IT staff always had to go back and spend a minimum of five additional hours re-creating file shares and permissions. Additionally, this task had to be done outside of office hours and usually over the weekend. Without the correct file shares and permissions, Make-A-Wish Foundation's employees couldn't access the materials necessary to do their jobs, or could alter and modify files that they should not have been able to access.

Toy found that Secure Copy copies files and folders and migrates NTFS permissions, file shares, and file share permissions – eliminating the need for Toy and his team to use hand-written scripts.

Toy's team can also use Secure Copy to run test migrations, without ever actually moving any data, interrupting the production server or decreasing

network performance. During the test run, if Secure Copy runs across any files that it can't open, it will generate a log enabling Toy's IT team to address any potential issues before they do the actual migration.

Toy also liked Secure Copy's user interface, which allows IT administrators to simultaneously browse the legacy server and the new server while selecting options with different types of files, including resetting the "last accessed" date for modified information.

The Benefits:

Using Secure Copy, Toy and his IT team were successfully able to migrate the 250 GB of data from the old server to the new server, and all the file shares and permissions were retained during the transfer. Toy conducted the migration over the weekend, took the old server offline and replaced it with the new one, and when users logged in on Monday morning they were immediately connected to the files and folders they needed to do their jobs.

Toy also favored Secure Copy because it can copy files and folders even while users are still logged onto the server. If a file is open, Secure Copy can often still copy that file. However, if Secure Copy cannot copy a specific file while it is open, the product recognizes that the file can not be copied, and automatically retries it later when the file is closed.

Although unplanned, Toy was forced to take advantage of this feature during his server migration. Despite notifying the staff that a migration was going to take place and they should log out of their computers, multiple users were still logged in to the network late Friday evening and had left applications such as Microsoft Outlook running. With Microsoft Outlook open on the desktop, the mail archives for those users were locked.

When the Secure Copy migration was completed, Toy viewed the event log, and he noticed that multiple files were still pending, and had not

"ScriptLogic's Secure Copy is extremely user-friendly and intuitive – it takes the guess work out of server migrations," said Toy. "From the first time I launched Secure Copy, I knew right away it would make the Make-A-Wish Foundation of America's future server migrations a whole lot easier."

been transferred. He could easily identify which users left their computers on. When those users came in on Monday morning and closed out those applications, Secure Copy automatically copied the skipped files.

In prior migrations there would have been no way for Toy to identify that a user had left Outlook running, and the data from the open files would have simply been lost.

Toy estimates that using Secure Copy will save the Make-A-Wish Foundation of America \$1,000-2,000 per migration because his IT team won't have to spend so much valuable time manually configuring the servers, and also because there will not be a disruption to their end users' normal business activities. This savings will allow them to re-direct those funds to the organization's mission of granting wishes to children with terminal illnesses.

"Using ScriptLogic's Secure Copy has made our server migration painless, and seamless to our end users – they never knew we changed a thing," said Toy. "Now that I've discovered that a product exists that can automate all the functions necessary to conduct a migration with file shares and permissions intact, I'll never go back to manually writing scripts again."

About ScriptLogic

ScriptLogic Corporation is a worldwide leader in network administration software for Microsoft Windows-based networks. ScriptLogic's award winning suite of desktop, server, and Active Directory management products help empower network administrators to proactively save time, increase security, and maintain regulatory compliance. More than 16,000

customers use ScriptLogic solutions to manage approximately 4 million desktops and 90,000 servers. ScriptLogic solutions benefit any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida.

Reach ScriptLogic at **561.886.2400** or on the web at **www.scriptlogic.com**.