

# ConnectWise Automate™ Database Upgrade

Upgrade Your MySQL or MariaDB Database. Improve Stability. Boost Performance.

**Statement of Work**  
[Automate Database Upgrade](#)

**Estimated Level of Effort:**  
6

## Service Overview

The ConnectWise Automate Database Upgrade service provides expert technical execution to upgrade the MySQL or MariaDB database supporting your Automate server to the **latest supported version**.

This service is essential for partners who want to:

- Improve Automate performance and reliability
- Ensure compatibility with current Automate requirements
- Eliminate risks associated with outdated or unsupported database engines
- Move from 32-bit to 64-bit architecture for improved scalability and long-term stability

This packaged upgrade uses a proven, repeatable process to reduce downtime and ensure a safe transition without any customization or scope expansion.

## What You Get: High Value Deliverables

Your database upgrade is performed using a prewritten, best practice ConnectWise process designed for safety, accuracy, and consistency.

(Customizations or unique environmental work are out of scope.)

### Database Upgrade to the Latest Supported Version

ConnectWise upgrades your database software to the most current version supported by Automate, ensuring compliance and improved performance.

### 32 bit to 64 bit Migration (If Applicable)

If your existing MySQL or MariaDB installation is 32 bit, ConnectWise will migrate it to a full 64 bit deployment, unlocking better speed, reliability, and future scalability.

### Environment Validation

All work products are imported into your Automate environment and tested to ensure database stability and proper connectivity.

## What ConnectWise Provides

Your service will be completed by:

- **Experienced Automate Software Consultants**
- Remote execution via ScreenConnect®, a ConnectWise company
- Importing and testing of database upgrade work products
- Validation testing based on Automate specifications
- Clear communication through your project's dedicated ticket

You receive expert support from engineers who specialize in Automate database operations and understand how to ensure a seamless upgrade.

## Client Responsibilities

To ensure a successful upgrade, the Client must:

- Provide a **ConnectWise Automate administrator** as the primary point of contact
- Provide any third-party software as required for access
- Validate that the final upgraded environment meets business needs
- Confirm that the system is fully functional and ready for production use

Any unrelated troubleshooting or reconstruction of monitors, scripts, or configurations is **not included** and would require additional consulting services.

## Why Choose the Automate Database Upgrade Service?

- **Increase system stability** with the latest supported MySQL or MariaDB release
- **Enhance performance** with improved database optimization and structure
- **Ensure compliance** with current Automate version requirements
- **Improve scalability** via 64-bit architecture
- **Reduce risk** by relying on an established, vetted upgrade process
- **Avoid costly downtime** with expert-led execution

This upgrade is essential to keeping your Automate environment healthy, supported, and ready for future enhancements.

## CONTACT US



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