

ConnectWise PSA™ Premises Reinstall

Modernize Your PSA Server. Improve Stability. Maintain Full Control.

Statement of Work

[ConnectWise PSA Premise Reinstall](#)

Estimate Level of Effort: 6 hours

Service Overview

The ConnectWise PSA Premises Reinstall service provides expert led technical consulting to reinstall your existing ConnectWise PSA on-premises environment onto a new server using the same version of the PSA application you are running today.

This service is ideal for partners who need to move PSA to upgraded hardware, resolve server/environment issues, or cleanly reinstall the system while preserving all data, settings, documents, and functionality. Our PSA Technical Engineers follow a proven best practice methodology to ensure your reinstall is safe, accurate, and optimized for long-term stability.

This service handles the reinstallation of both your application and SQL environments if they are on separate servers.

What You Get: High Value Deliverables

Your reinstall is executed using a standardized, pre-written solution designed for consistent, dependable results. (Customizations fall outside the project scope.)

✓ Complete PSA Server Reinstallation Workflow

ConnectWise performs:

- Full **Server Pre-Check** to confirm hardware and performance readiness
- Installation of **ScreenConnect®**, a **ConnectWise company**
- Installation of **ConnectWise PSA application** (same version as current environment)
- **Database backup and restoration**
- Migration of **uploaded documents**
- Transfer of **SSL certificate**
- Migration of **report subscriptions**
- Installation of **maintenance plans and extended events**
- Functional testing of the reinstalled PSA
- Stopping of old PSA server services

This ensures a clean, stable PSA environment on your new server, with all data preserved.

What ConnectWise Provides

- A full project team including:
 - **Scheduling coordinators**
 - **Experienced PSA Technical Engineers**
- Remote reinstallation support via ScreenConnect or other secure methods
- Attended access available when necessary
- Clear communication through your dedicated project ticket
- Precheck validation to ensure server readiness
- Post session recaps and functional verification guidance

If the precheck fails (server specs or performance issues), ConnectWise may postpone the reinstall for your protection.

Client Responsibilities

To ensure a successful reinstall, the Client must:

Provide a PSA Administrator

Acts as primary point of contact and project lead internally.

Prepare the Environment

- Confirm the reinstall fee
- Complete all **Windows/SQL updates** on the new server
- Complete the **Server Checklist**
- Arrange support for any **third-party integrations**
- Provide required software that ConnectWise may not have direct access to

Post Reinstall Actions

- Install any **custom reports**
- Test all system functionality
- Reconfigure **DNS**
- Apply PSA updates **five business days after reinstalls (required)**

Clients are responsible for validating the final work product and confirming readiness for production use. Additional adjustments are billed hourly

Why Choose ConnectWise for Your PSA Reinstall?

- **Ensure server stability** with a clean, controlled reinstallation
- **Preserve all data, attachments, settings, and reports**
- **Improve PSA performance** with updated hardware/resources
- **Reduce risk and downtime** using a proven, expert-driven process
- **Get expert guidance** from PSA certified Technical Engineers
- **Maintain full control of your PSA environment**

This reinstall service is the safest, fastest way to modernize or relocate your PSA server while keeping everything intact.

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