

PowerSyncPro

Integrate. Collaborate. Migrate.

Installation Guide

PowerSyncPro Migration Agent

Last updated: 1 April 2025



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Purpose of this document

This document describes how to install the PowerSyncPro Migration Agent on a Windows 10 or 11 workstation.

Before you start

There are additional documents that you should read and refer to in advance. These are the prerequisites document and the configuration guide which can be obtained from the following locations:

PowerSyncPro Migration Agent Release Notes

<https://downloads.powersyncpro.com/current/PSPMA-ReleaseNotes.pdf>

PowerSyncPro Migration Agent Prerequisites

<https://downloads.powersyncpro.com/current/PSPMA-Prerequisites.pdf>

PowerSyncPro Migration Agent Configuration Guide

<https://downloads.powersyncpro.com/current/PSPMA-ConfigurationGuide.pdf>

Please ensure you have read the prerequisites document and are building a supported scenario for PowerSyncPro.

PowerSyncPro Server

It is a mandatory requirement to have a PowerSyncPro Server deployed. The migration agent is not designed to be a standalone utility.

It is the PowerSyncPro Server console where you will create Runbooks and Batches that are used by the PowerSyncPro Migration Agent running on the Windows workstations.

A Directory Sync Profile that matches users in the source and target environment is a requirement to successfully re-permission Windows user profiles on workstations based on their source and target SID.

You can find the PowerSyncPro Server documentation here:

PowerSyncPro Server Release Notes



<https://downloads.powersyncpro.com/current/PSPSync-ReleaseNotes.pdf>

PowerSyncPro Migration Server Prerequisites

<https://downloads.powersyncpro.com/current/PSPSync-Prerequisites.pdf>

PowerSyncPro Migration Server Installation Guide

<https://downloads.powersyncpro.com/current/PSPSync-InstallationGuide.pdf>

PowerSyncPro Migration Server Configuration Guide

<https://downloads.powersyncpro.com/current/PSPSync-ConfigurationGuide.pdf>



PowerSyncPro Migration Agent Source Files

The installation files required for the Migration Agent are available from the resources and documentation section of the PowerSyncPro website [PowerSyncPro - Documentation](#) or directly from the PowerSyncPro Server itself.

Prerequisites

.NET Desktop Runtime 8.x is a required prerequisite to be installed on the Windows workstation alongside the PowerSyncPro software.

Prerequisites installed in advance separately

[Download .NET 8.0 \(Linux, macOS, and Windows\) \(microsoft.com\)](#)

.NET Desktop Runtime 8. x

The .NET Desktop Runtime enables you to run existing Windows desktop applications. **This release includes the .NET Runtime; you don't need to install it separately.**

OS	Installers	Binaries
Windows	x64 x86 Arm64 winget instructions	

PowerSyncPro Migration Agent Install file without .NET

Download the latest installation file from:

<https://downloads.powersyncpro.com/current/PSPMigrationAgentInstaller.msi>

This MSI does **NOT** install the .NET 8.x Desktop Runtime prerequisites. You can use this if you already have the pre-requisites installed on the Windows Workstations.

| **This file is circa 12.5 MB**

PowerSyncPro Migration Agent Installer with prerequisites bundle (Recommended)

You can install the following MSI that includes the .NET 8.x components:

<https://downloads.powersyncpro.com/current/PSPMigrationAgentInstallerSelfContained.msi>

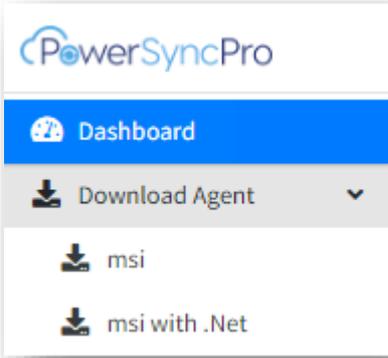


This MSI contains the .NET 8.x Desktop Runtime prerequisites. Due to this, the MSI is larger. The installation will deploy the .NET Desktop Runtime files that are required in the PowerSyncPro installation directory only. This means that if the Agent is uninstalled, it will remove the prerequisites used as well.

| **This file is circa 126 MB**

Local Agent Download

The MSI installers are also able to be downloaded directly from the PowerSyncPro Server that you will have installed from above. The URLs can be crafted from the PSP Server hostname or DNS A record and accessed directly from the Windows workstations as needed.

	<p>msi</p> <p>MSI without prerequisites.</p> <p>Direct URL</p> <p>https://[your_psp_server_fqdn]:5001/downloads/PSPMigrationAgentInstaller.msi</p>
	<p>msi with .Net (Recommended)</p> <p>This MSI also contains the .NET 8.x Desktop Runtime prerequisites.</p> <p>Direct URL</p> <p>https://[your_psp_server_fqdn]:5001/downloads/self-contained/PSPMigrationAgentInstaller.msi</p>



Installing the PowerSyncPro Migration Agent

Push Deployment

The installation of PowerSyncPro migration agent can be deployed via your preferred software deployment methods e.g. SCCM, Altiris, [Intune](#), GPO etc.

User Interface - Local attended installation

On the workstation that will be hosting the PSP migration agent:

Create a downloads folder e.g. C:\SOURCE

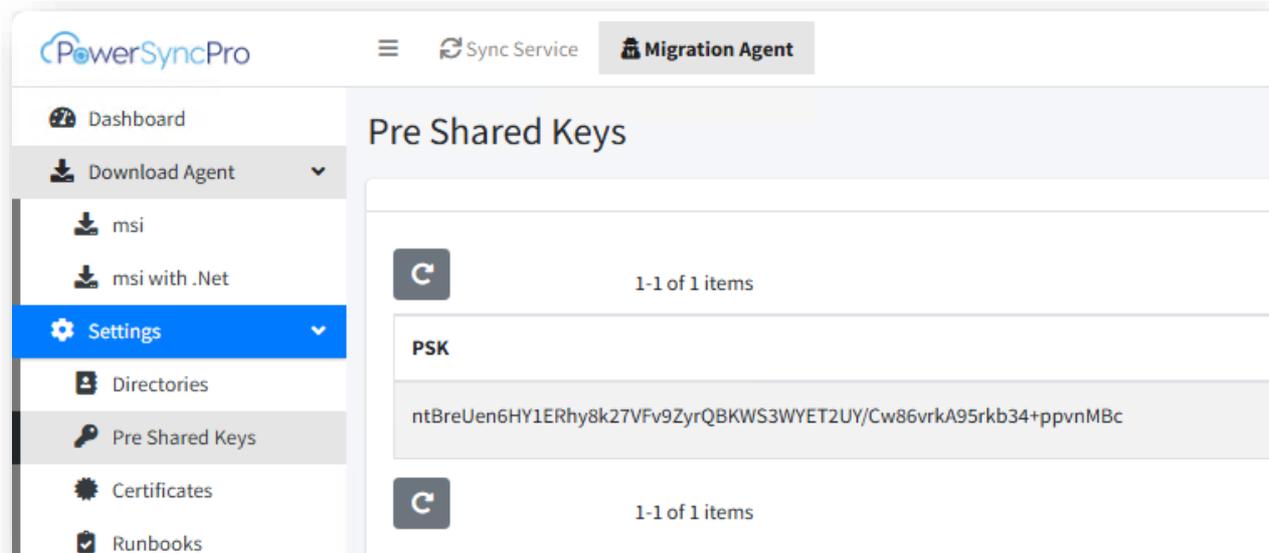
Download / Copy the migration agent MSI to C:\SOURCE

Navigate to C:\SOURCE and run PSMigrationAgentInstaller.msi

You will need:

PSK – Pre Shared Key

Pre- Shared Key created in the PowerSyncPro console:



The PowerSyncPro Server Endpoint URL

This is the URL of the PowerSyncPro Server kestrel endpoint. By default, this will be the PSP Server FQDN on TCP port 5000 with /Agent. (TCP Port 5000 needs to be open on the firewall)

e.g. <http://pspsserver01.contoso.local:5000/Agent>



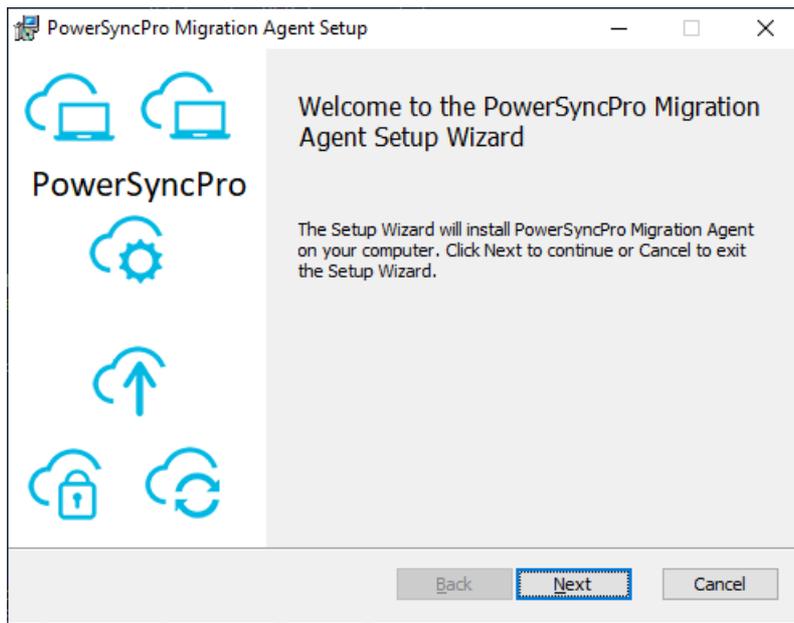
or if you have used a friendly internal DNS name for your server it may be like:

<http://pspmigration.contoso.local:5000/Agent>

If you have installed IIS as a reverse proxy and a configured URL rewrite and a deployed a public SSL cert, and an externally routable DNS name it would just be something like:

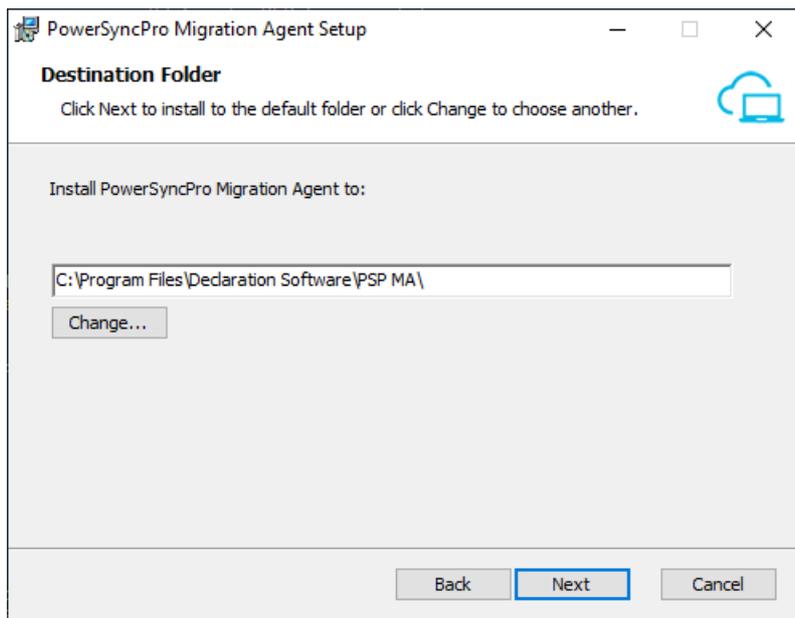
<https://pspmigration.contoso.com/Agent> This use TCP Port 443

Click “Next”.



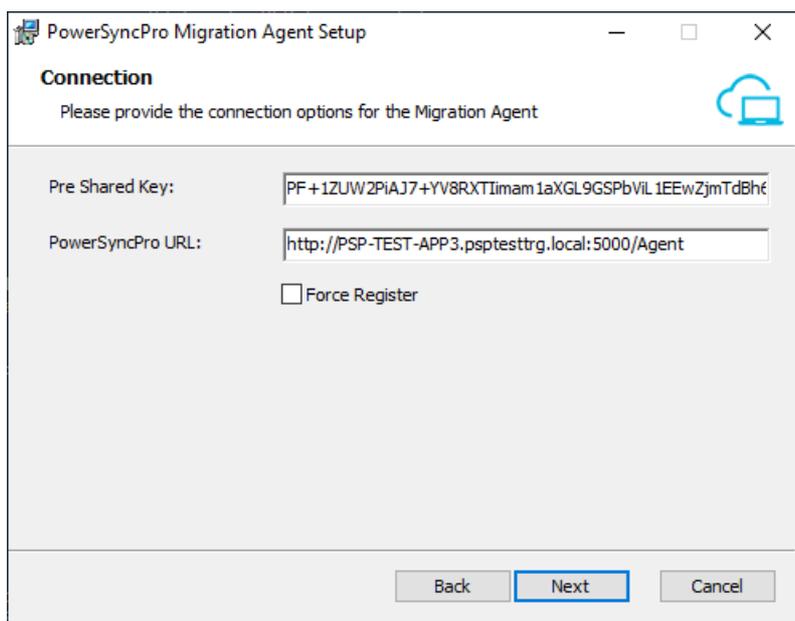
Accept default destination folder and click “Next”.





Specify the pre-shared key and PSP URL and then click “Next”.

- It will be prepopulated if running the msiexec command.



Force Register

Under normal conditions you should never need to use Force Register so you should leave this unticked unless directed to by support. This is a specific use case for reinstalling the workstation

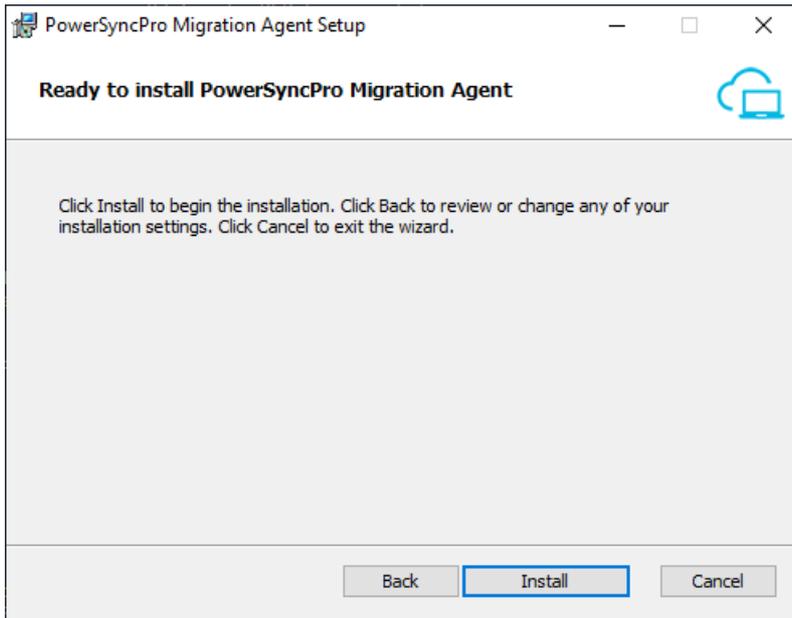


agent when the backend database record has been deleted and the agent needs to register itself again in order to communicate with the server.

You can also **Force Register** via the command line installer:

```
msiexec /i "C:\SOURCE\PSPMigrationAgentInstaller.msi"  
PSK="<InsertSharedKeyGeneratedByPSP>" URL="http://<PSPServerName>:5000/Agent  
FORCE=1
```

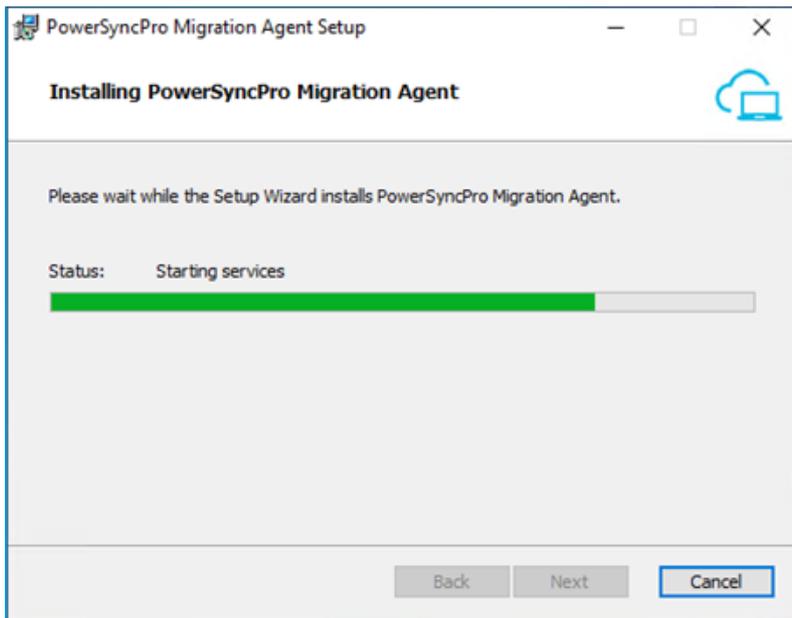
- Click “Install”.



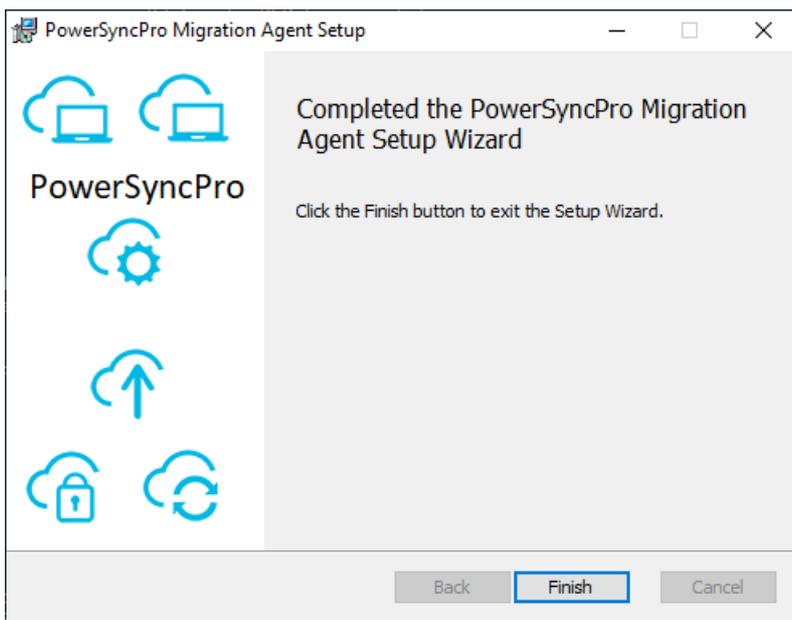
The installation will commence.

Files will be installed to C:\Program Files\Declaration Software\PSPMA and C:\ProgramData\Declaration Software





Click "Finish".



Silent Install - Installation Switches for MSI

The MSI supports silent install, as long as you provide the correct installation switches for PSK and URL



e.g.

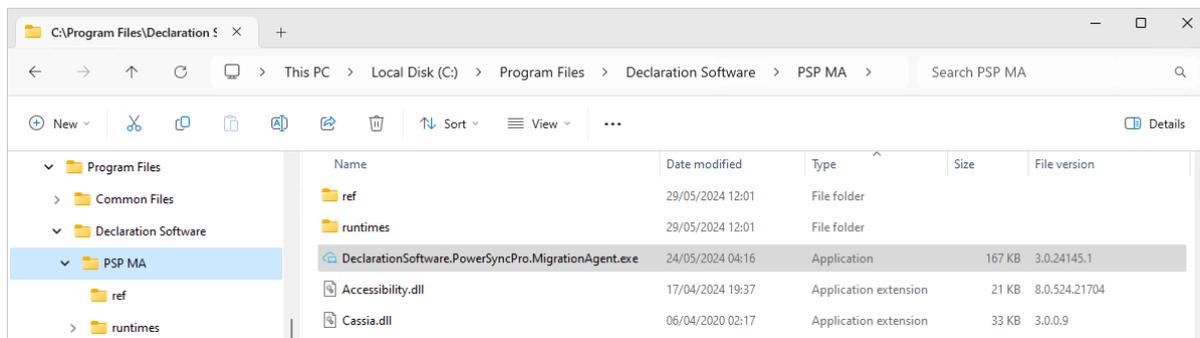
```
msiexec /i "C:\SOURCE\PSPMigrationAgentInstaller.msi"  
PSK="PgeIzqqukNDve80Fc2ZVdrJmbs1Ph6oZt5LbtGBYfpzvLAGC1Lex24pwUVPDaS3"  
URL=http://powersyncpro.contoso.com:5000/agent /quiet
```

or with SSL and IIS reverse proxy or other front-end appliance

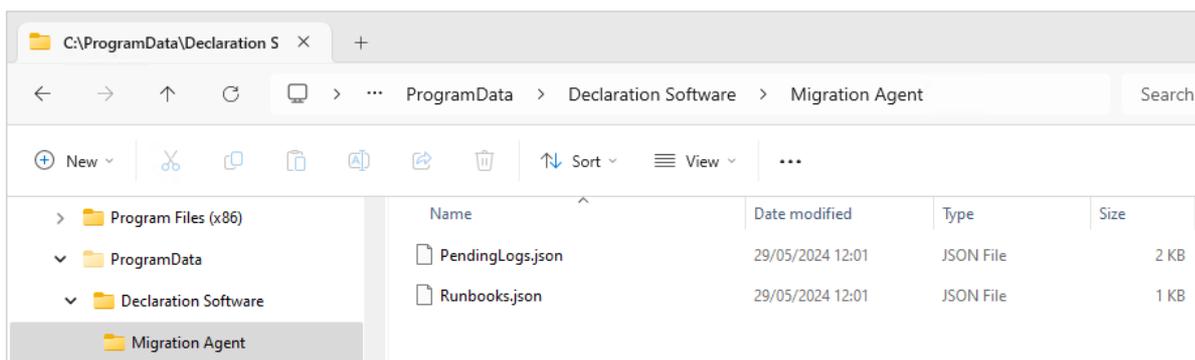
```
msiexec /i "C:\SOURCE\PSPMigrationAgentInstaller.msi"  
PSK="PgeIzqqukNDve80Fc2ZVdrJmbs1Ph6oZt5LbtGBYfpzvLAGC1Lex24pwUVPDaS3"  
URL=https://powersyncpro.contoso.com/agent /quiet
```

Checking a Successful Installation

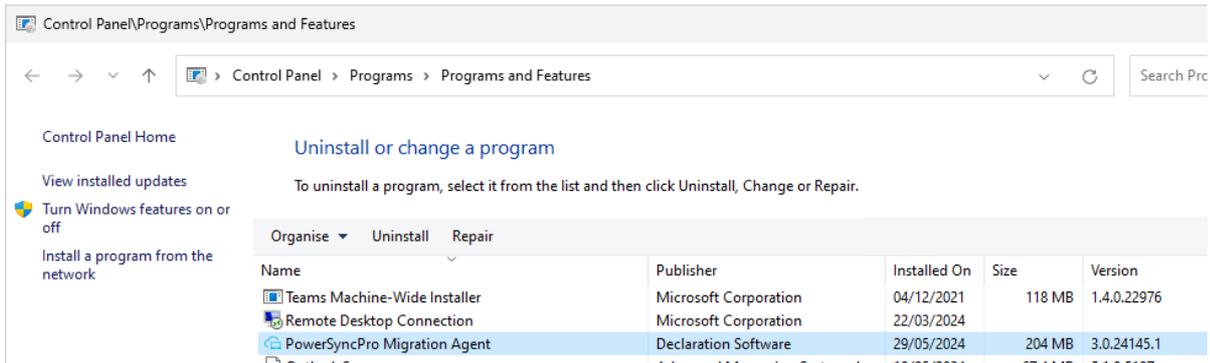
Default Installation Directory



ProgramData Directory



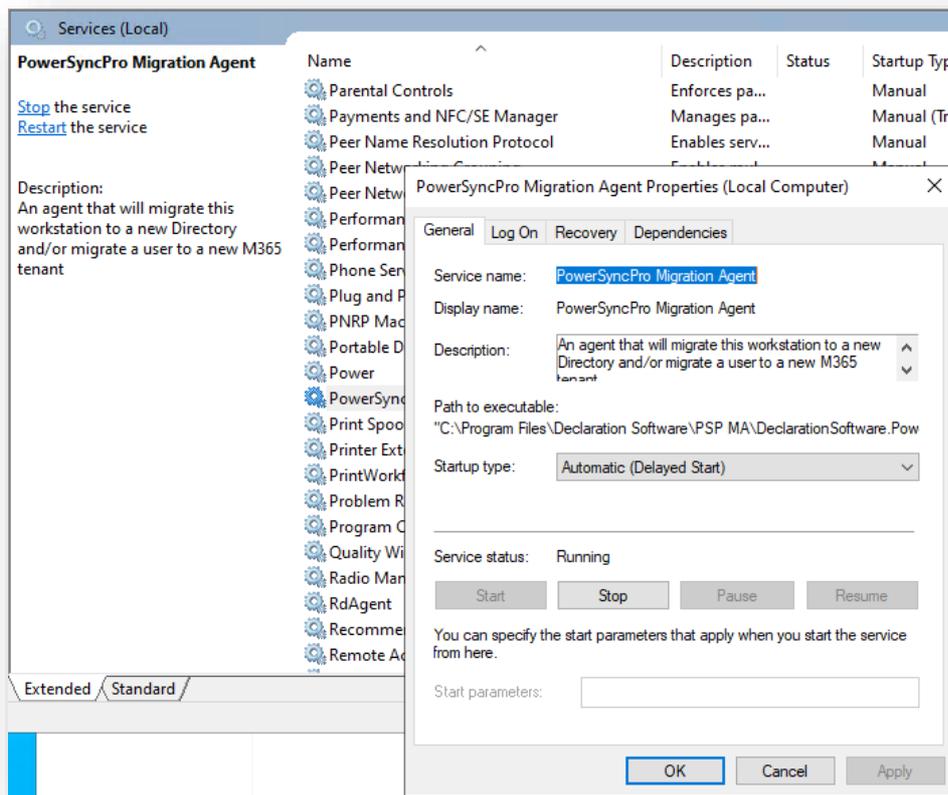
Add/Remove Programs



Services

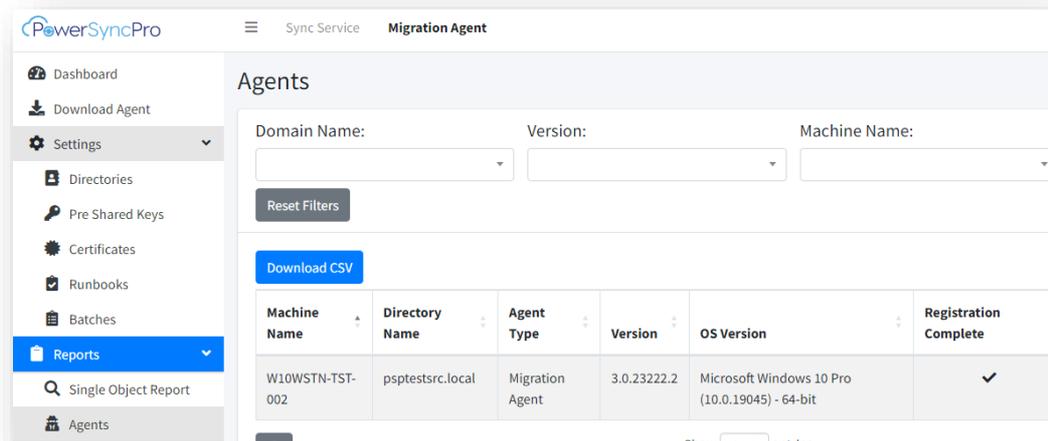
Run services.msc

Confirm the PowerSyncPro migration agent has been added and is running.



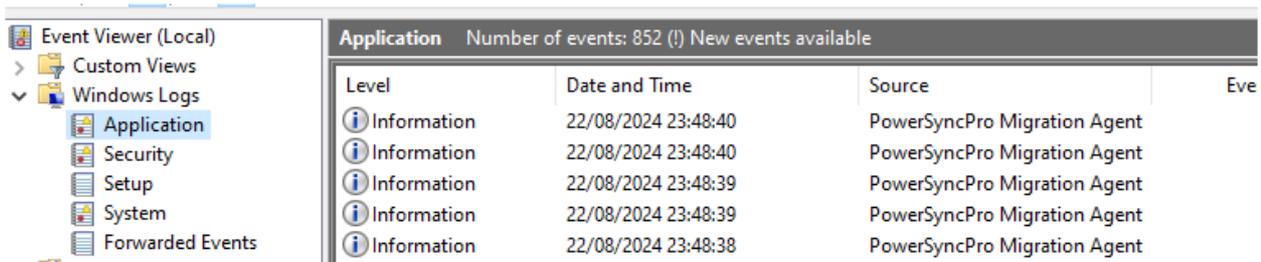
Confirm Agent Registration

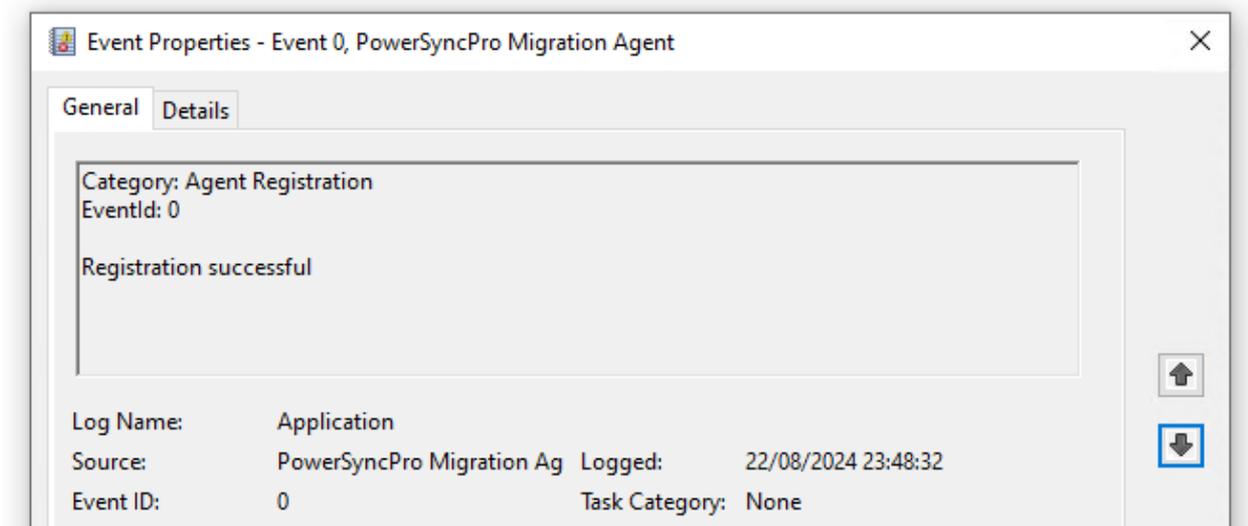
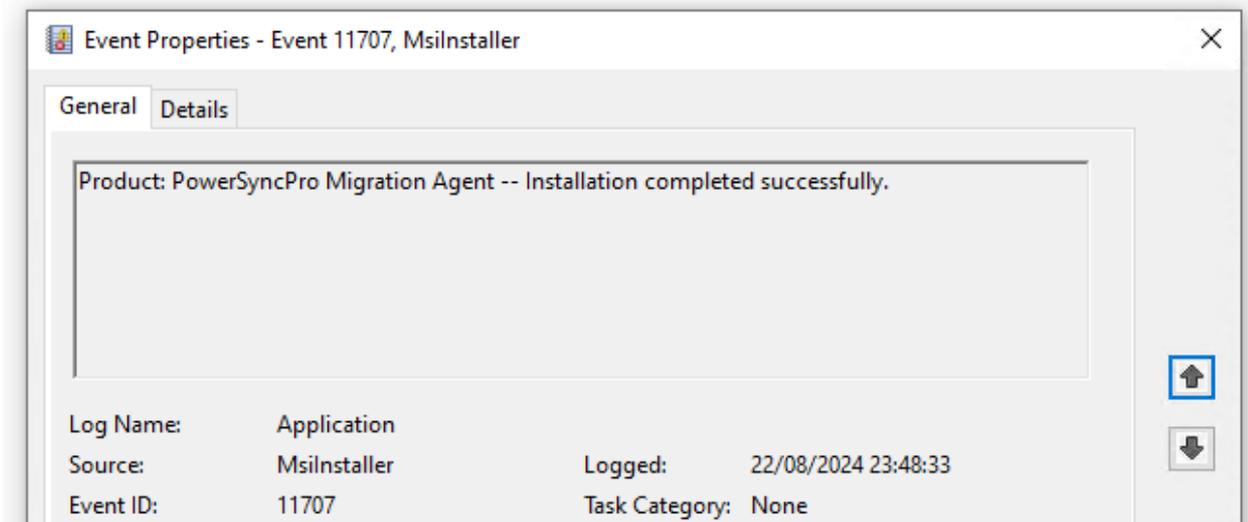
If you have access, then you can confirm that the agent has been registered on the PSP Server. Connect to PSP Server, and choose Migration Agent tab, then Agents. It is a mandatory requirement for the Agent to become registered in the PowerSyncPro server database. All orchestration against this Windows Workstation is done at the PowerSyncPro server console. The Agent must be registered to be added to Batches to be able to receive Runbooks.



Event Logs

The Windows Event Logs will give you additional information about the installation of PSPMA and if it successfully registered with the PSP Server.

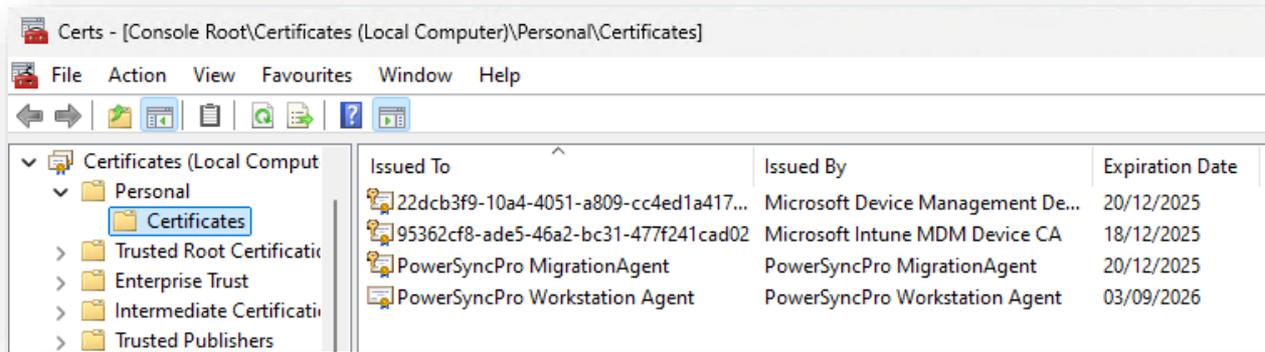




Certificate Store

You will see the PowerSyncPro Agent certificate on the device:





Confirm Access to PowerSyncPro Server endpoint

You should check that you can get to the /agent endpoint and get a response page like below without any certificate warnings.

Open the default browser on the Windows Workstation and navigate to the endpoint that you used from above e.g.

Direct to Default Endpoint

<http://powersyncpro.contoso.com:5000/Agent>





Direct to the PowerSyncPro with an SSL Certificate bound

<https://powersyncpro.contoso.com/5001/Agent>



Published via IIS or other Appliance with an SSL Certificate using TCP port 443 and a re-direct

<https://powersyncpro.contoso.com/Agent>



The screenshot shows a web browser window with the following details:

- Browser tab: PowerSyncPro
- Address bar: <https://powersyncpro.contosos.com/Agent>
- Page header: PowerSyncPro™
- Section title: **PowerSyncPro Migration Agent Information Endpoint**
- List of information:
 - **PowerSyncPro Version:** 3.1.24340.2
 - **Remote IP:** 172.31.186.175
 - **User Agent:** Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/131.0.0.0 Safari/537.36 Edg/131.0.0.0
- Page footer: © 2024 PowerSyncPro. Version 3.1.24340.2

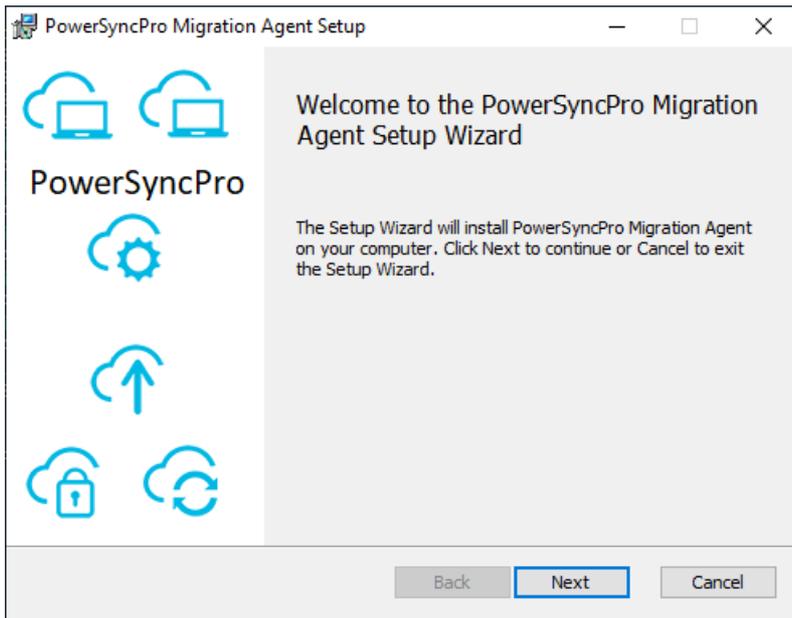


Upgrading PowerSyncPro Migration Agent

On the workstation that will be hosting the PSP migration agent. Download the latest MSI provided e.g. to C:\SOURCE.

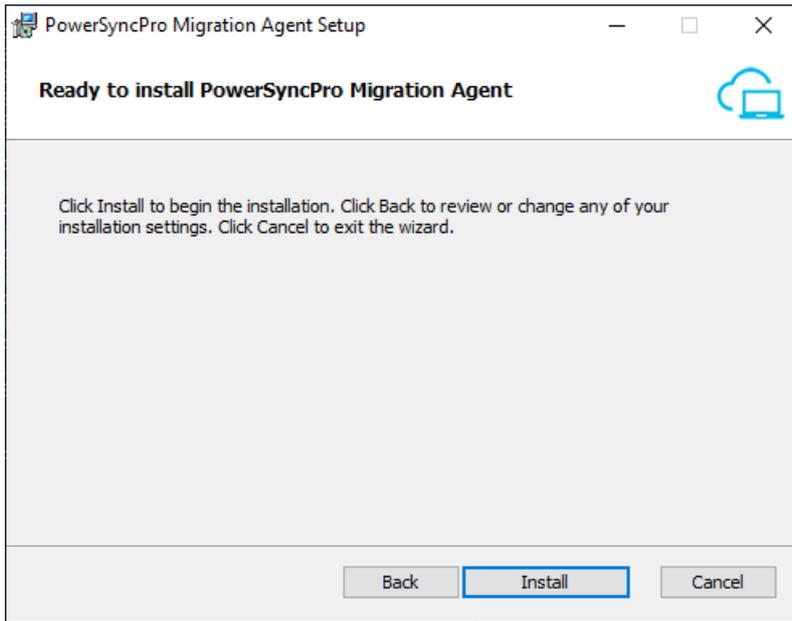
Navigate to C:\SOURCE

- Run .\PSPMigrationAgentInstaller.msi

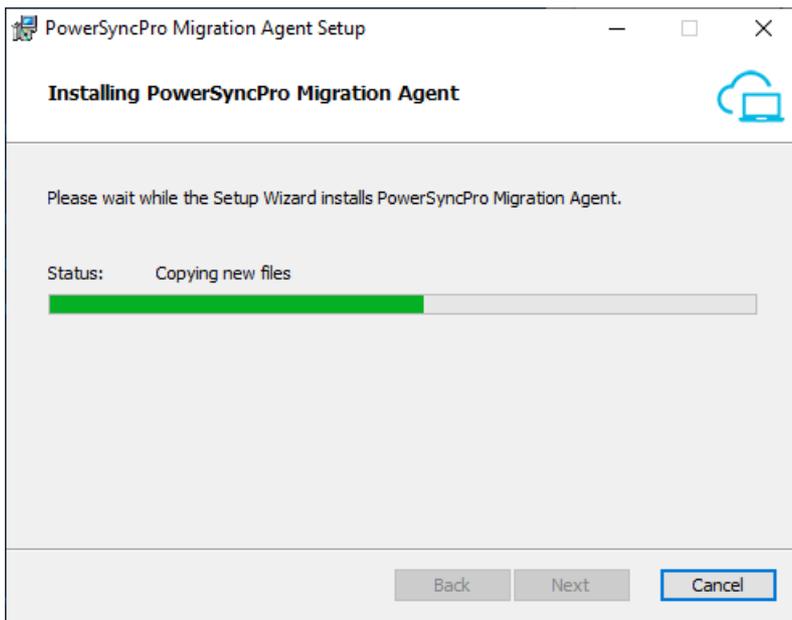


The installer automatically detects the existing installation
Click “Install”





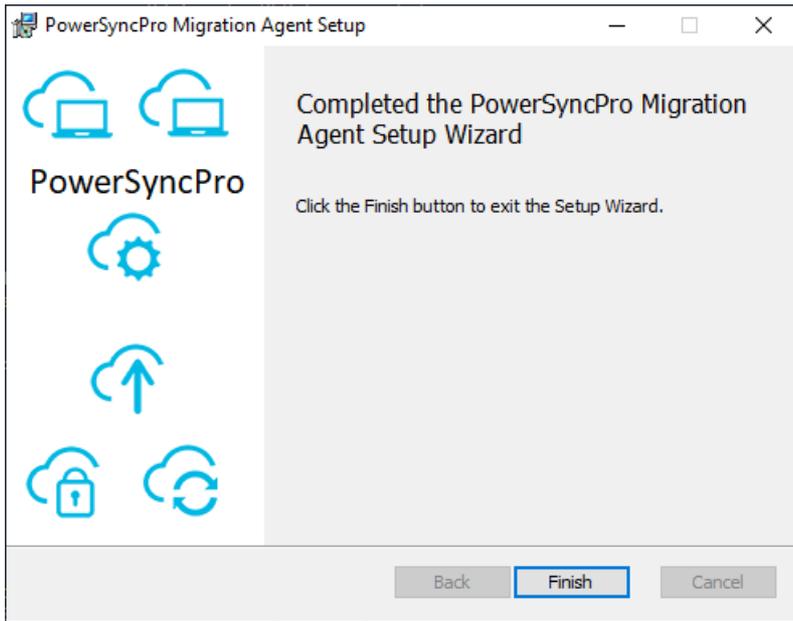
The upgrade will commence.



Click "Finish".

The migration agent has been upgraded.

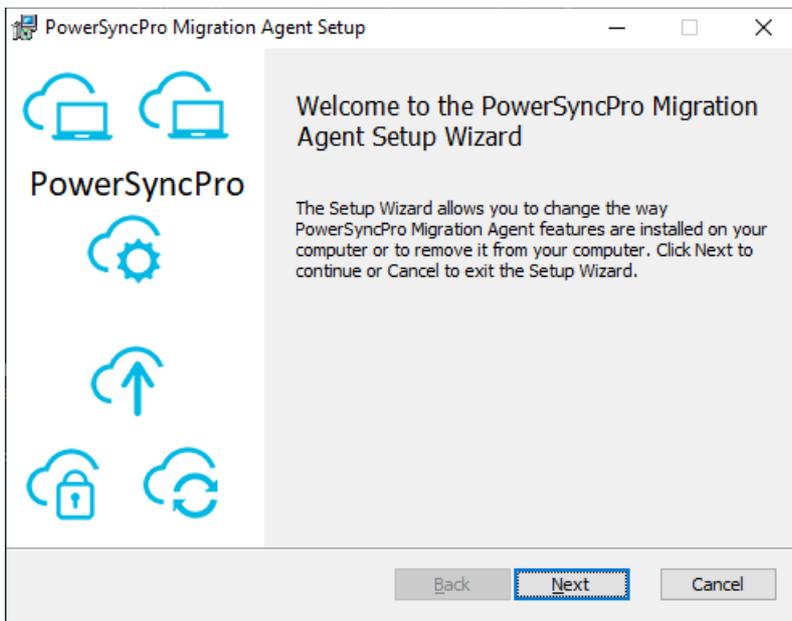




Repairing PowerSyncPro Migration Agent

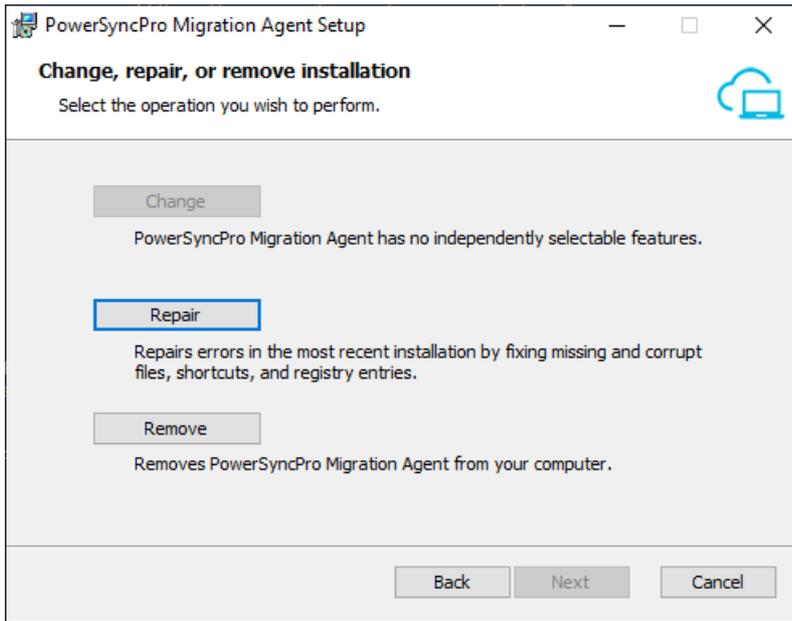
On the workstation that will be hosting the PSP migration agent. Navigate to C:\SOURCE if this is where the installation file has been downloaded to.

- Run .\PSPMigrationAgentInstaller.msi

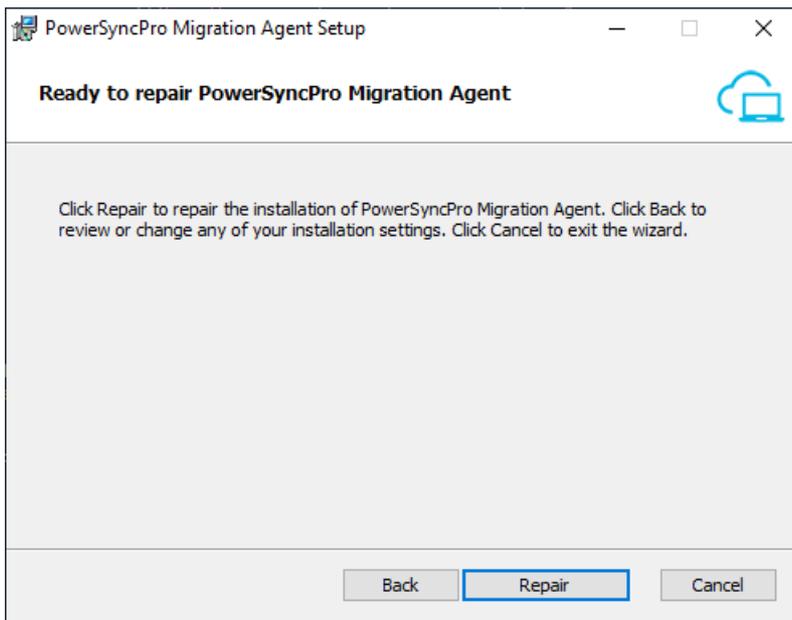


Click “Next”



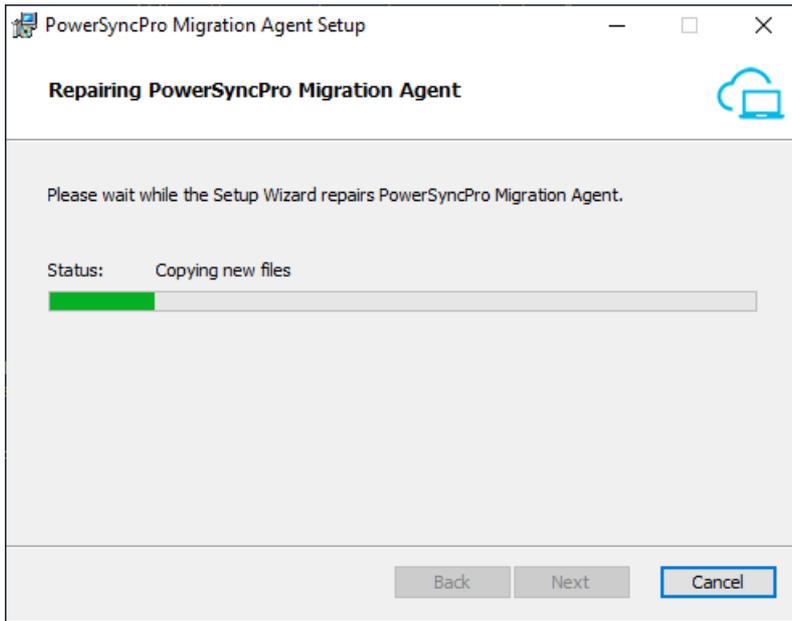


Click on "Repair".

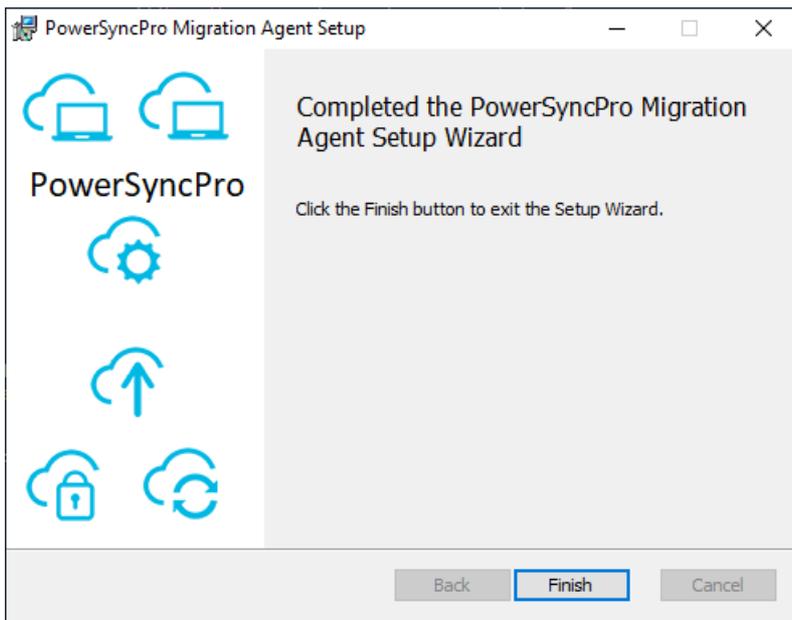


The repair will commence.



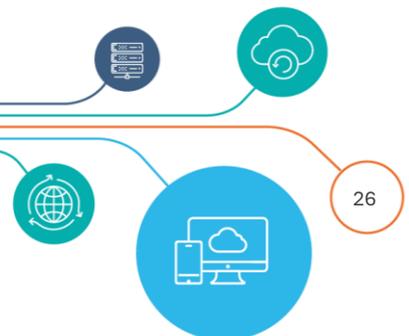
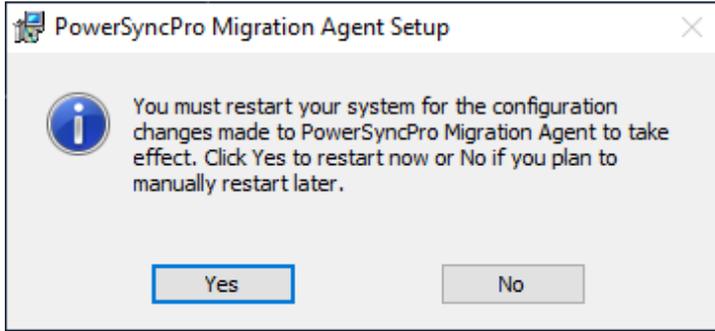


Click on "Finish".



Restart your workstation.





Uninstalling PowerSyncPro Migration Agent

Add/Remove Programs

You can simply uninstall from Add/Remove Programs as needed.

User Interface uninstall

On the workstation that will be hosting the PSP migration agent:

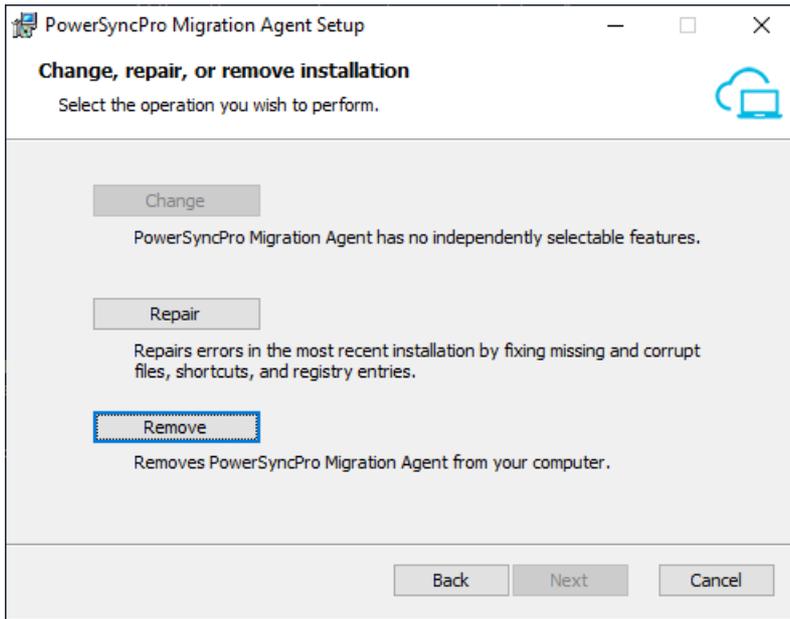
Navigate to C:\SOURCE.

- Run .\PSPMigrationAgentInstaller.msi

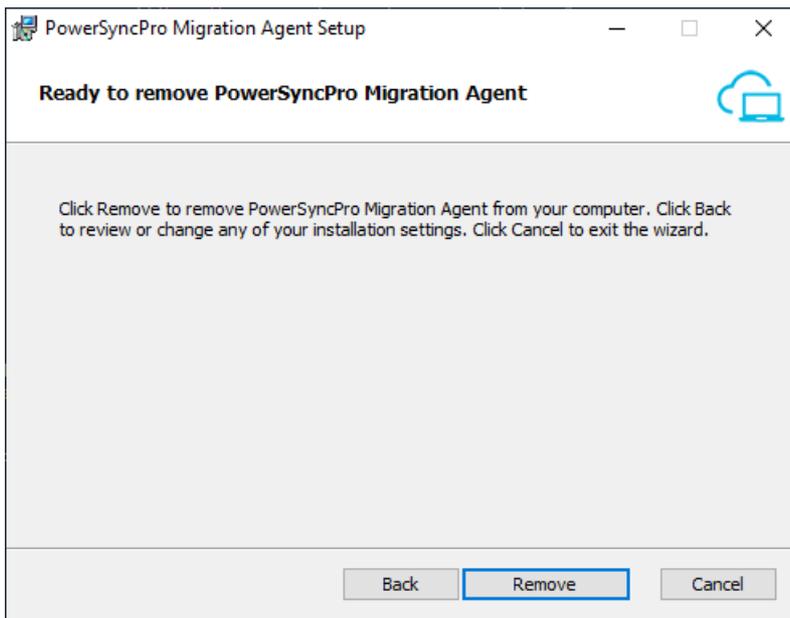


Click on “Next”.



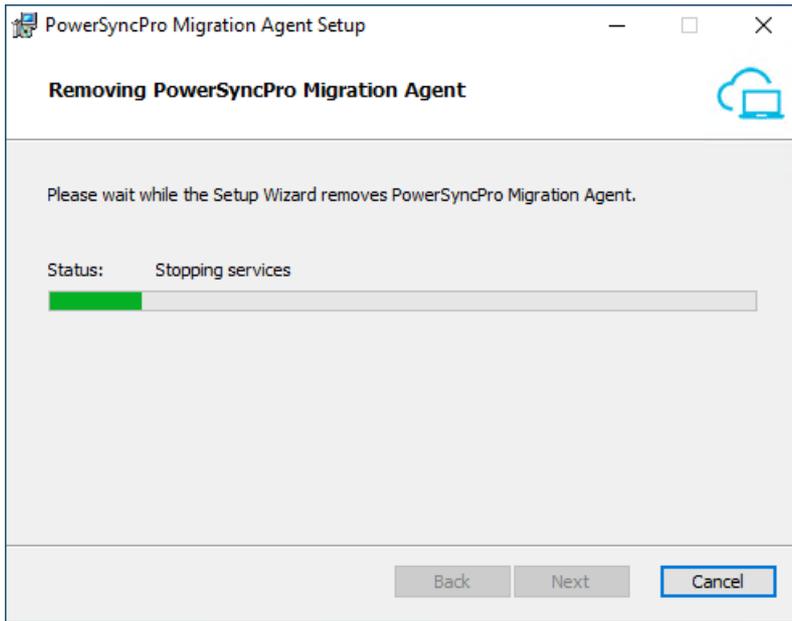


Click on "Remove".

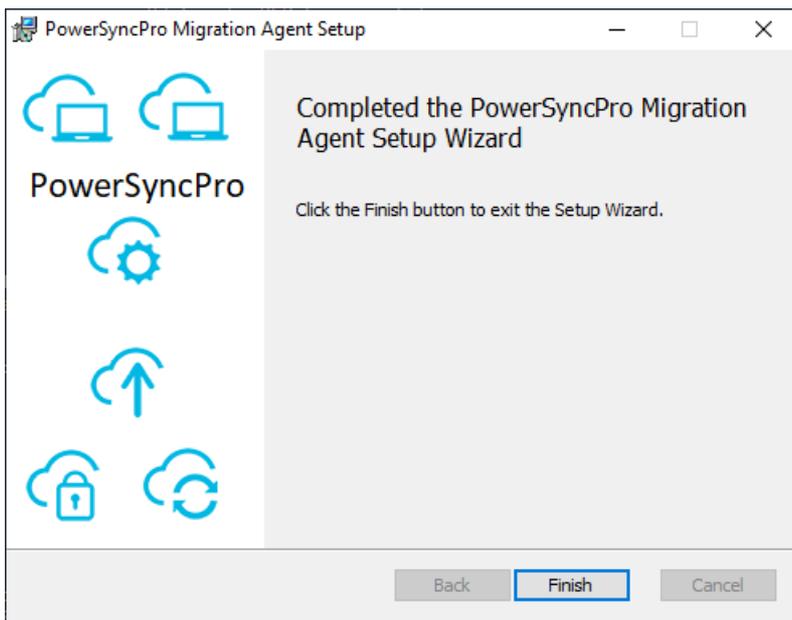


The migration agent will be removed.





Click on “Finish”.



Note that the agent registration information and the runbooks and status information will persist. If you want to delete these then please also delete

- HKLM\Software\Declaration Software\Migration Agent*.*
- C:\ProgramData\Declaration Software\Migration Agent*.*



After these are deleted then upon re-installation the agent will attempt to reregister from scratch. Note that this will fail unless the agent registration has also been deleted from the PSP service

Command Line Uninstall

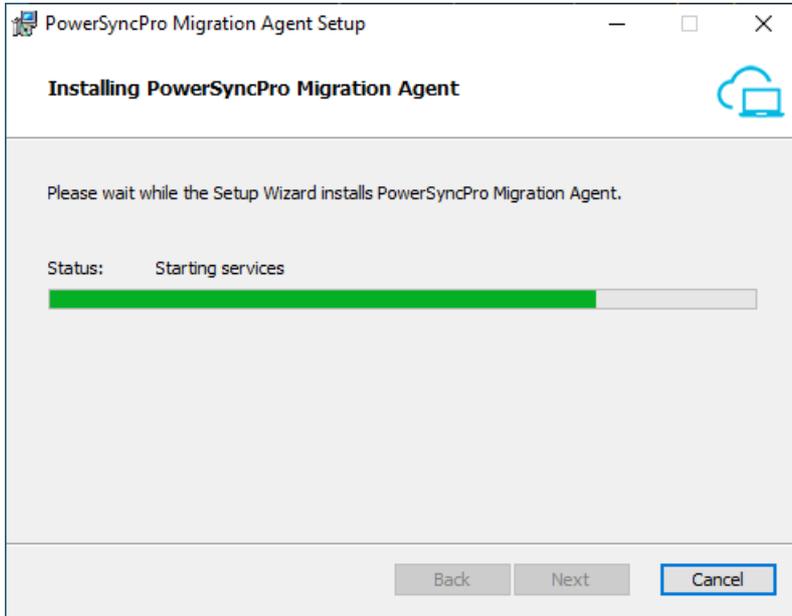
```
Get-ChildItem 'HKLM:\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall' |  
  Where{ $_.GetValue('DisplayName') -match "PowerSyncPro Migration Agent" } |  
  ForEach{  
    $uninstallString = $_.GetValue('UninstallString') + ' /norestart /passive'  
    Write-Host $uninstallString  
    & "C:\Windows\SYSTEM32\cmd.exe" /c $uninstallString  
  }
```



Troubleshooting

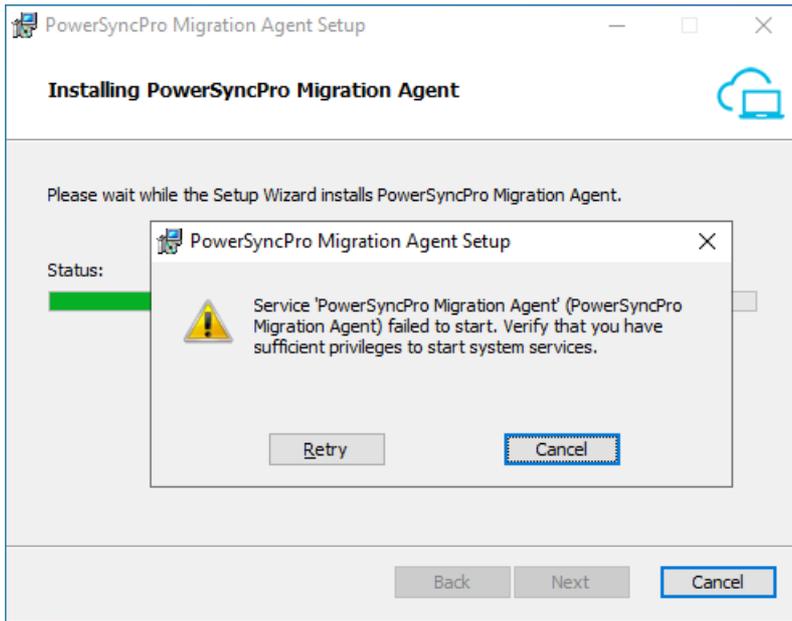
.NET Desktop Runtime not installed

- Installing the migration agent when not having .Net installed.

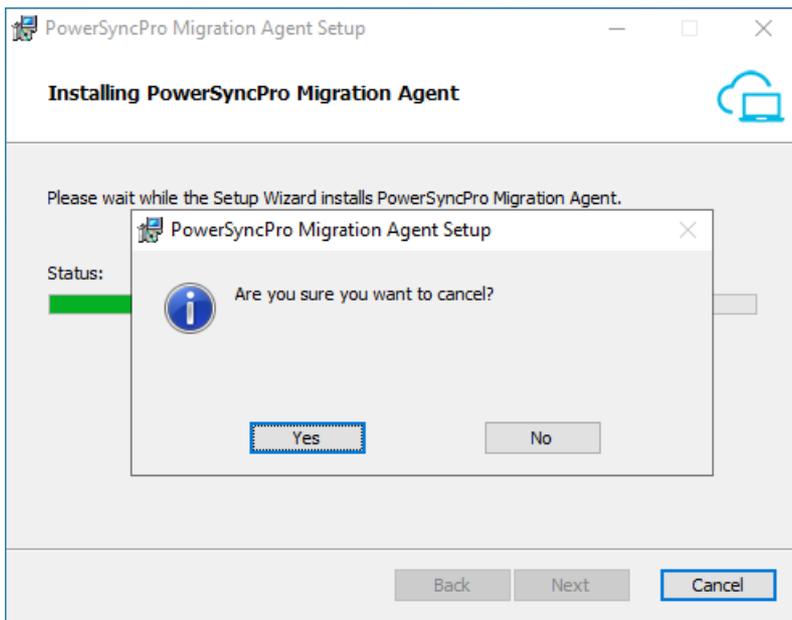


You will eventually receive the following error message.
Click "Cancel".



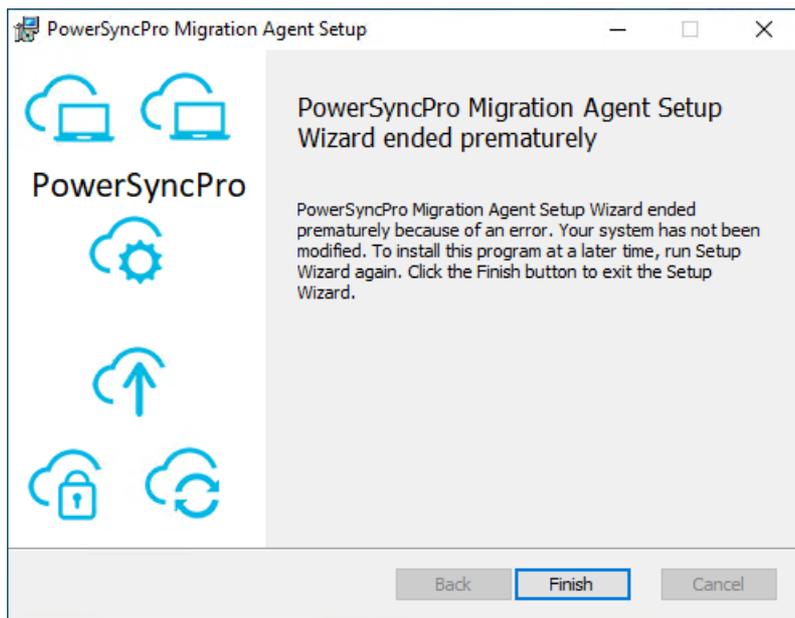


Click on “Yes”.



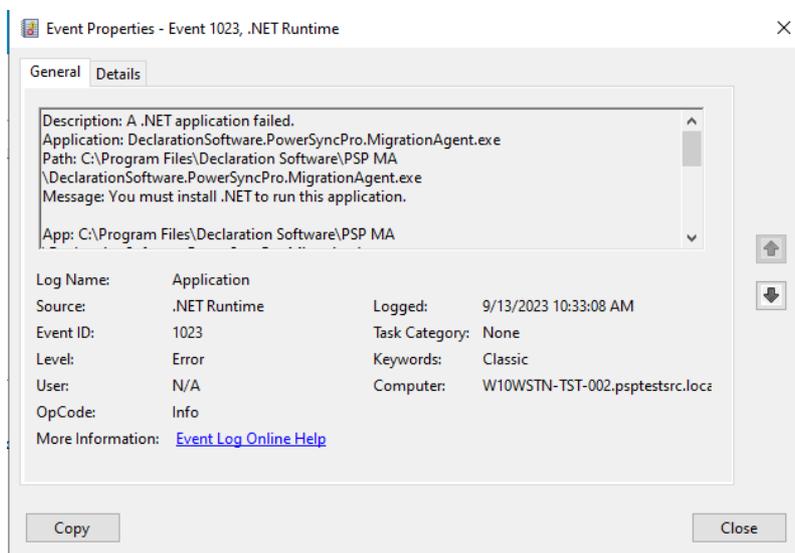
Click on “Finish”.





Event Viewer

- Open event viewer
- Navigate to Windows logs – Application
- Right click on Application and click “Find”.
- Search for error ID “1023” to confirm .NET installation issue.

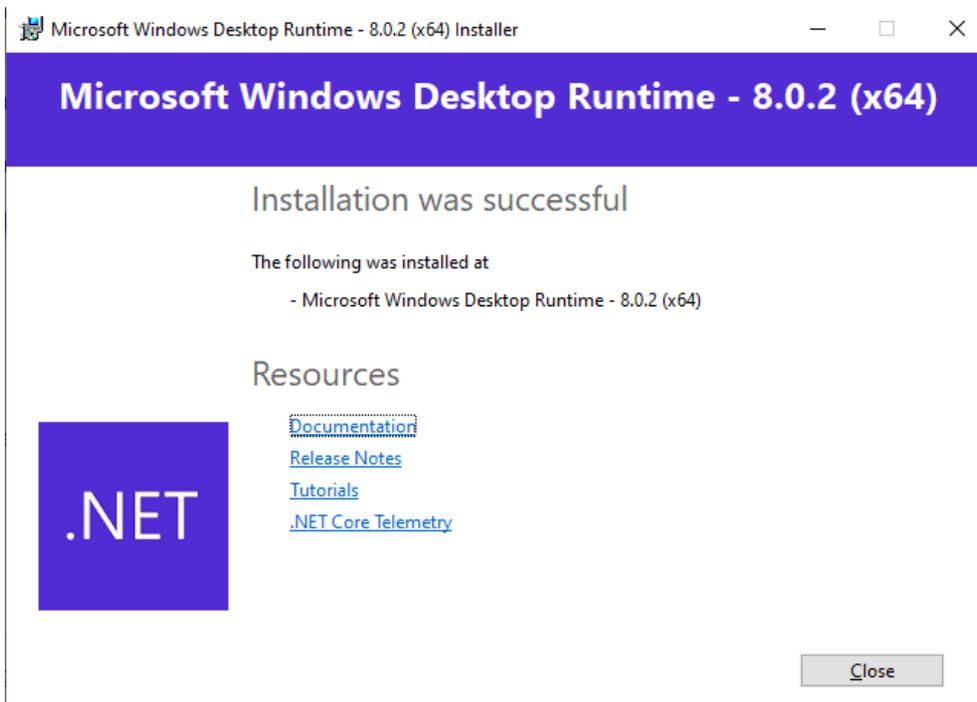


- Install .NET Desktop runtime - <https://dotnet.microsoft.com/en-us/download/dotnet/6.0>.
- Once installed, start PowerShell as an administrator.



- Navigate to C:\SOURCE.

Run .\PSPMigrationAgentInstaller.msi again and follow guide above.



Re-registering the deleted database agent

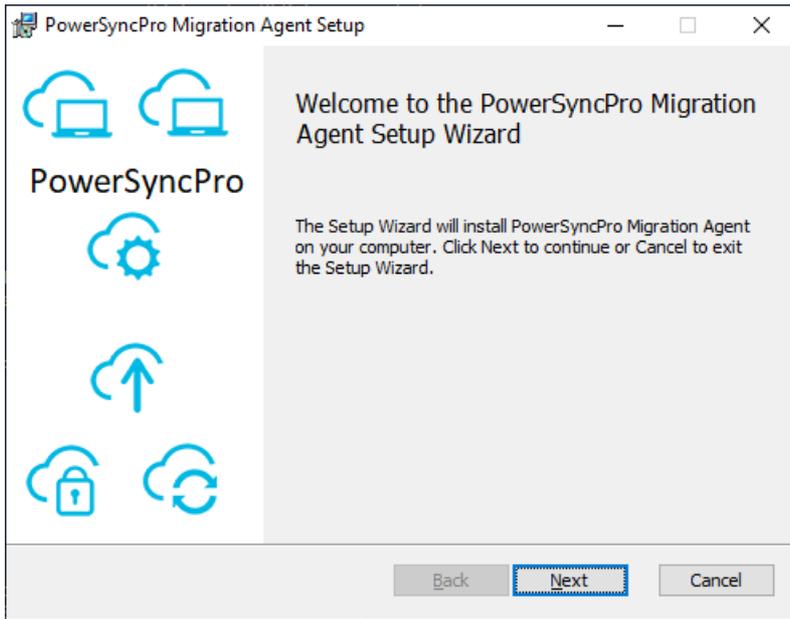
Force Register

You will need to re-install the workstation agent if the agent record has been manually deleted on the PSP Server database and the registry settings for the migration agent still exist. The agent needs to register itself again in order to communicate with the server.

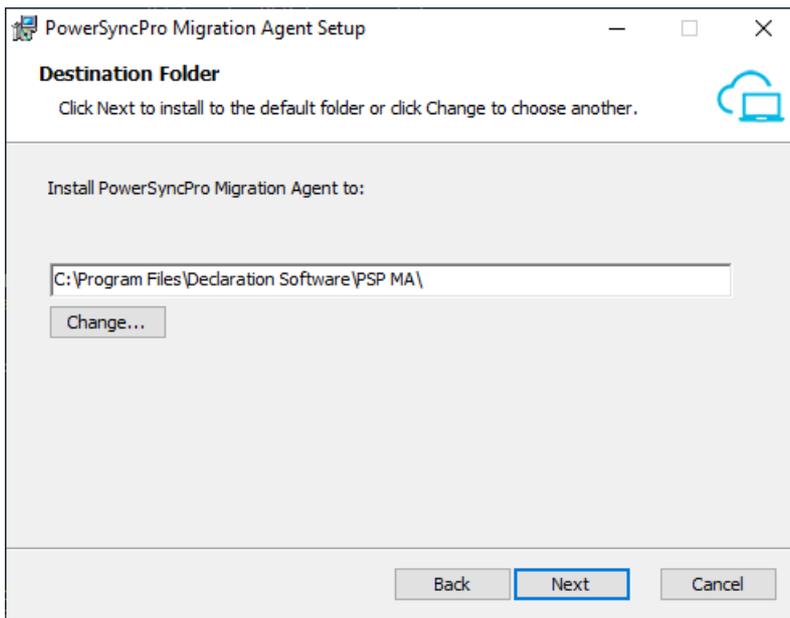
You can also **Force Register** via the command line installer:

```
msiexec /i "C:\SOURCE\PSPMigrationAgentInstaller.msi"  
PSK="<InsertSharedKeyGeneratedByPSP>" URL=http://<PSPServerName>:5000/Agent  
FORCE=1
```

Run: .\PSPMigrationAgentInstaller.msi

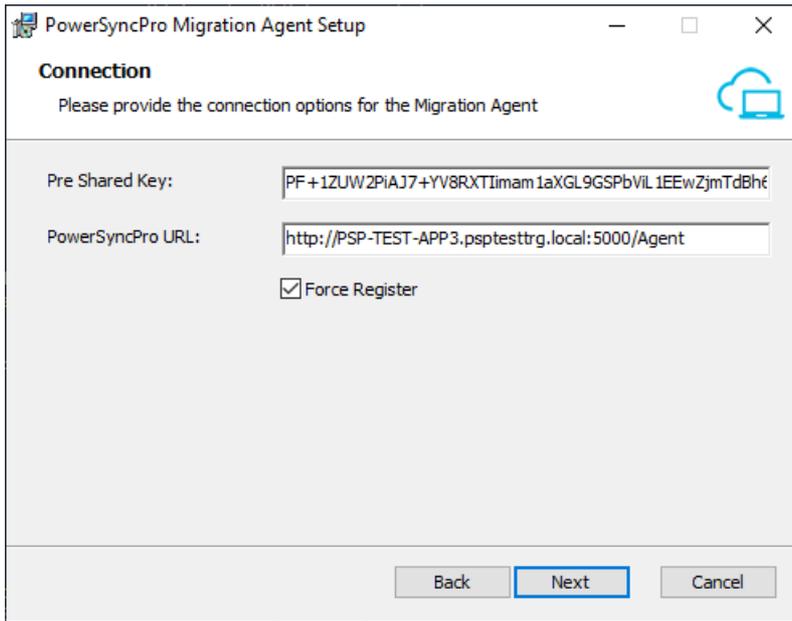


Choose the specified directory path.

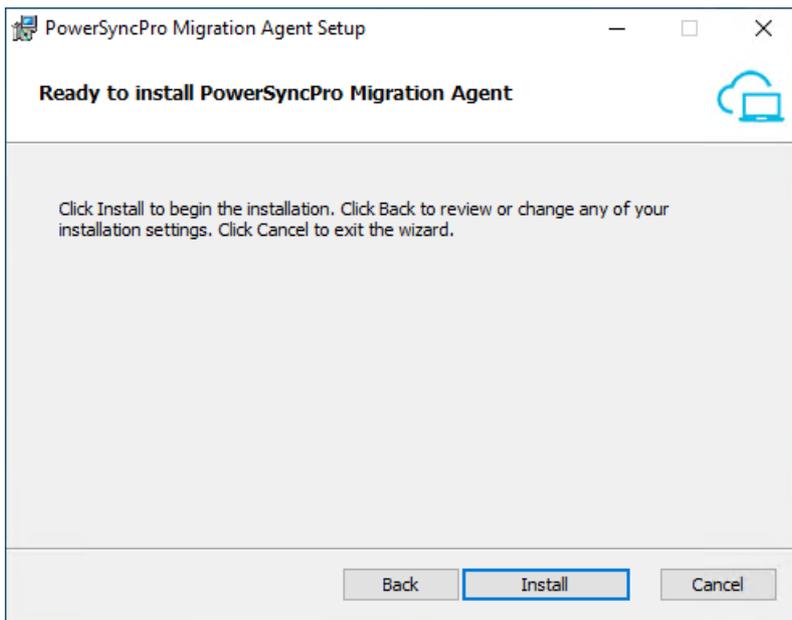


Specify the pre-shared key and PSP URL if not prepopulated
Check "Force Register"
Click "Next"





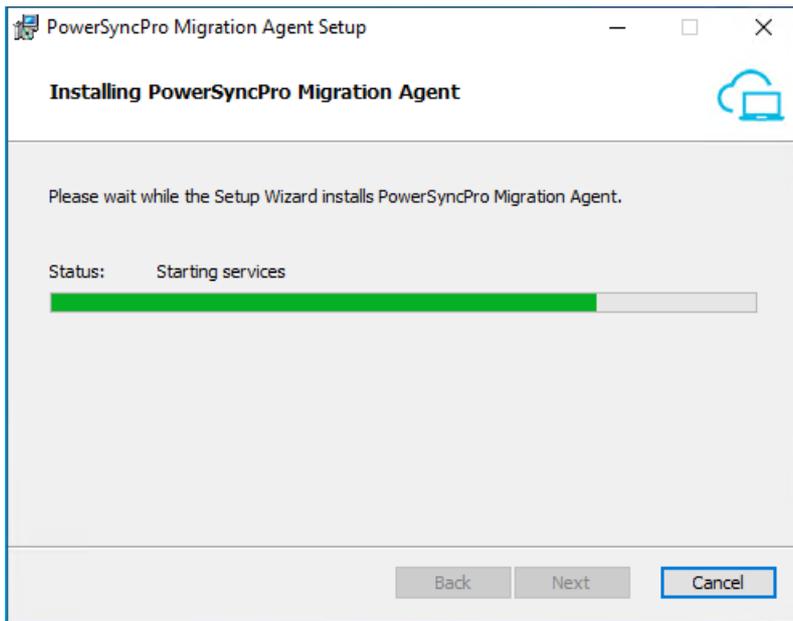
Click "Install".



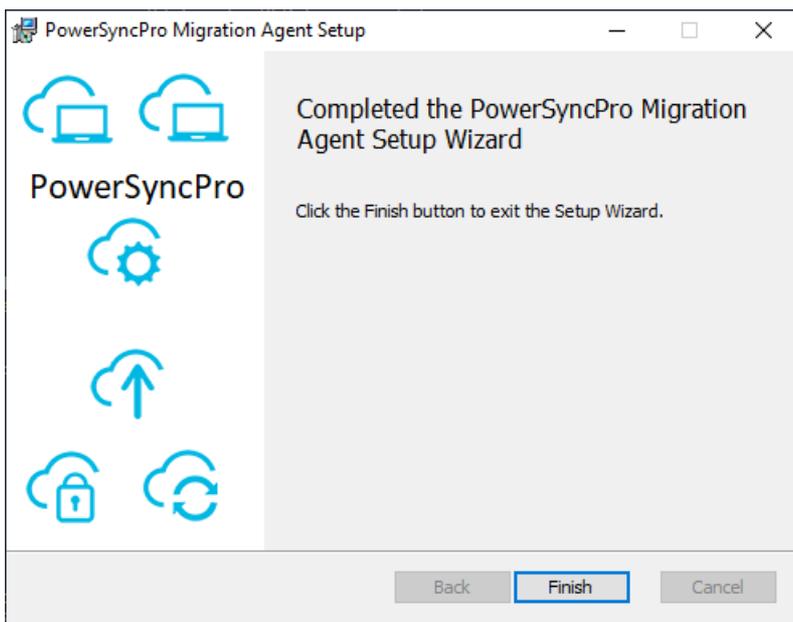
The installation will commence.

This will re-register the migration agent on the PSP Server.





Click "Finish".

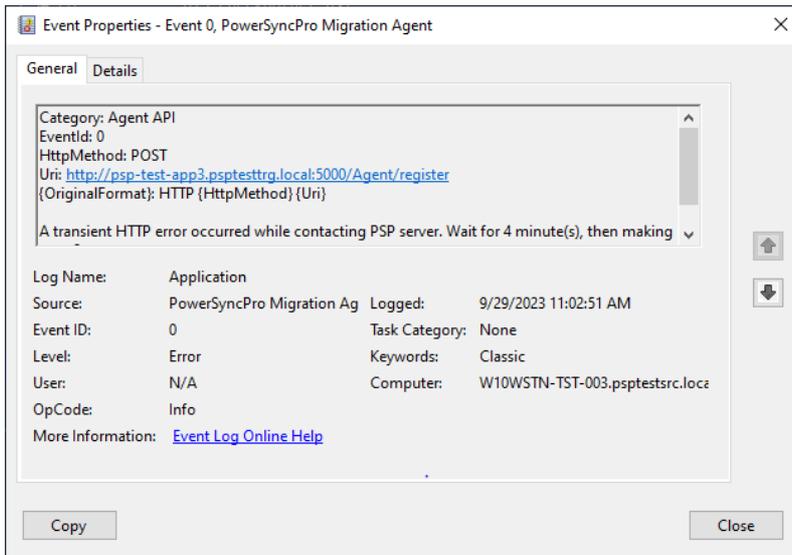


PSP Migration Agent Endpoint not allowed on PSP Server Firewall

You receive the following error in the Event Viewer – Windows Logs – Application.

- It is unable to connect to port 5000 on the PSP Server to register the migration agent.





Then you will need to configure / enable an inbound rule.

Create a Firewall Rule

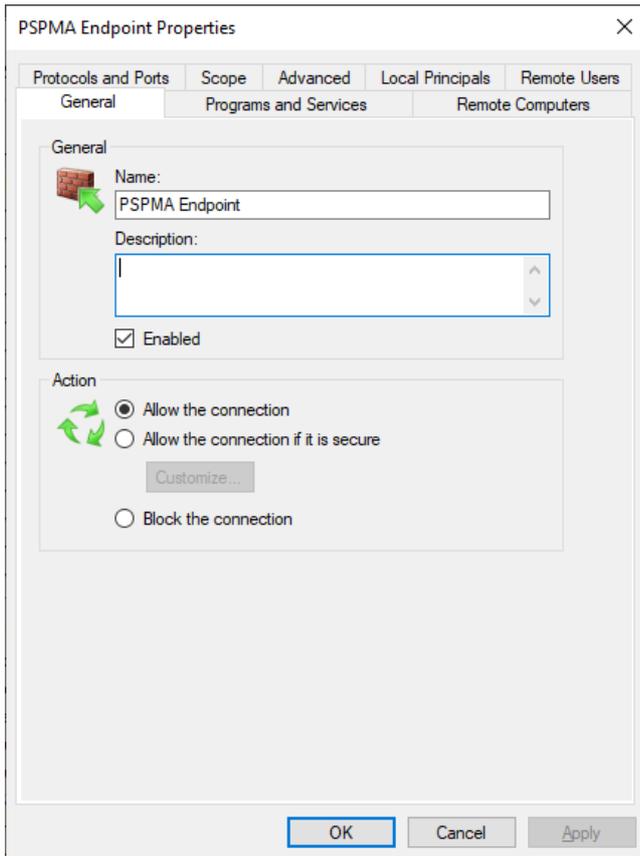
Using command line netsh. From an elevated prompt run:

```
netsh advfirewall firewall add rule name="PowerSyncPro Agents" dir=in  
action=allow protocol=TCP localport=5000-5001
```

From the Windows Defender Firewall with Advanced Security UI

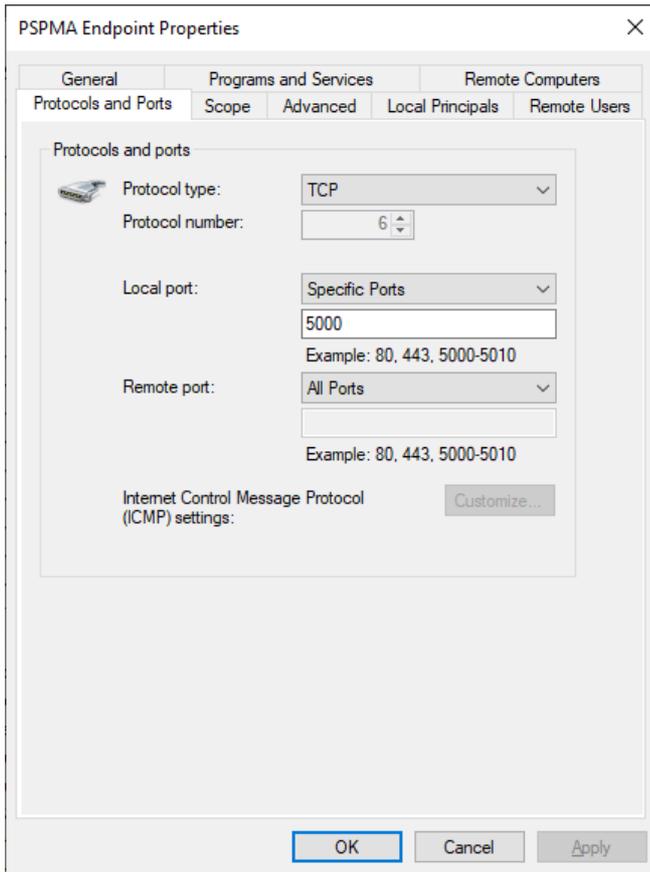
- Open Firewall & Network Protection on your PSP Server
- Select “Advanced Settings”
- Select “Inbound Rules”
- Actions – New Rule
- Select “General” tab
- Specify “PowerSyncPro Migration Agent Endpoint” in “Name” field
- Confirm “Allow the connection” is checked under action





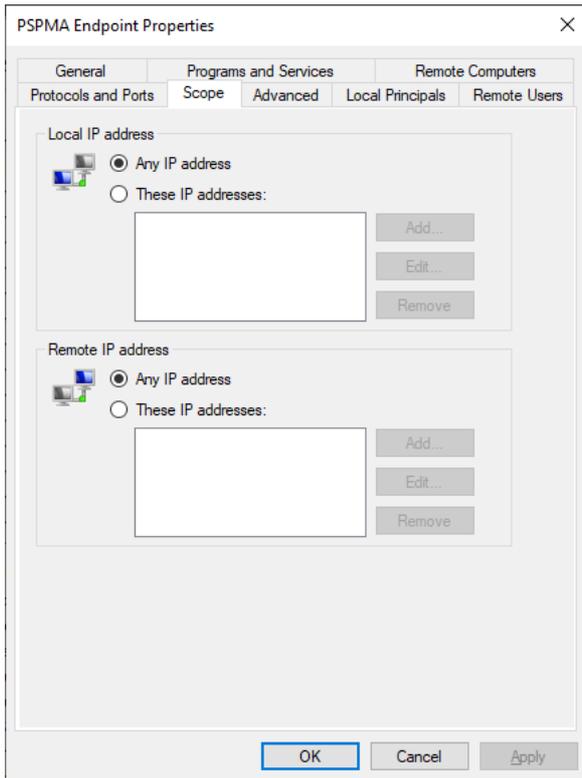
- Switch to “Protocols and Ports”
- Protocol Type:
 - TCP
- Local port:
 - Specify all relevant Ports e.g.
 - These may vary per your own configuration and port choices and if you are also using other PSP Remote Agents. 5000 is the default minimum for PSP Migration Agent.
 - 5000
- Remote port:
 - All Ports





- Switch to “Scope”
- Local IP address:
 - Any IP address
- Remote IP address:
 - Any IP address





- Click “OK”.
- Connect to your PSP Server.
- Click on URL: <http://localhost:5000/migrationAgent/agents> to open Agents view.
- Confirm that the migration agent for that desktop has been registered in PSP.

Machine Name	Directory Name	Agent Type	Version	OS Version	Registration Complete	Last Contact
W10WSTN-TST-003	psptestsrc.local	Migration Agent	3.0.23222.2	Microsoft Windows 10 Pro (10.0.19045) - 64-bit	✓	17/10/2023 14:57



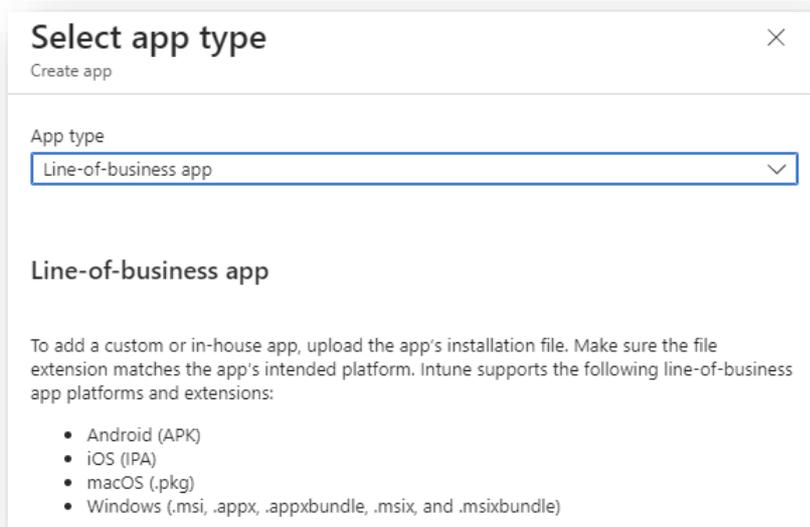
Intune App Deployment

Head to your Intune Portal

https://intune.microsoft.com/#view/Microsoft_Intune_DeviceSettings/AppsWindowsMenu/~/_windowsApps and select Apps from the left-hand navigator, then Windows | Windows Apps and click Add.

Select app type

Line-of-business app



App package file

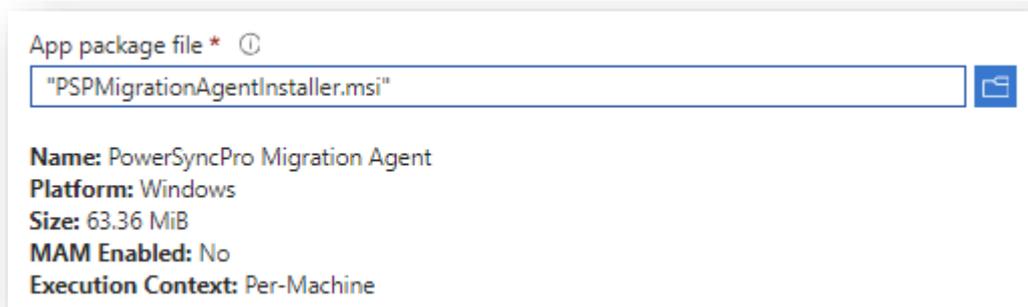
Choose the PSPMigrationAgentInstaller.msi

Which MSI?

Be sure to select the correct MSI for your Use Case

- If you are NOT installing the .NET 8.x prerequisites in advance, then you **must** choose the self-contained MSI version that is circa 64 MB. This file contains the .NET 8x runtime files.





- If you are installing the .NET 8.x prerequisites in advance, then you should use the file that is circa 12 MB



Command-line arguments

Here you need your pre shared key and end-point URL.

e.g.

- `PSK="ntBreUen6HY1ERhy8k27VFv9ZyrQBKWS3WYET2UY/Cw86vrkA95rkb34+ppvnMBc"`
- `URL="https://pspma.contoso.t2t.dev:8443/Agent"`

These should be on **one unbroken line e.g.**

```
PSK="ntBreUen6HY1ERhy8k27VFv9ZyrQBKWS3WYET2UY/Cw86vrkA95rkb34+ppvnMBc"
```

```
URL="https://pspma.contoso.t2t.dev:8443/Agent"
```

Command-line arguments

```
PSK="ntBreUen6HY1ERhy8k27VFv9ZyrQBKWS3WYET2UY/Cw86vrkA95rkb34+ppvnMBc" URL="https://pspma.contoso.t2t.dev:8443/Agent"
```



Here is an example of configuring PowerSyncPro for an Intune Application Deployment

App information Review + save

Select file to update * ⓘ [PSPMigrationAgentInstaller.msi](#)

Name * ⓘ

Description * ⓘ
[Edit Description](#)

Publisher * ⓘ

App install context ⓘ

Ignore app version ⓘ

Command-line arguments

Category ⓘ

Show this as a featured app in the Company Portal ⓘ

Information URL ⓘ

Privacy URL ⓘ

Developer ⓘ

Owner ⓘ

Notes ⓘ

Logo ⓘ [Change image](#)



Name	↑↓ Type	Status	Version	Assigned
PowerSyncPro Migration Agent WITH pre-reqs	Windows MSI line-of-business app		3.1.24299.1	Yes
PowerSyncPro Migration Agent without pre-reqs	Windows MSI line-of-business app		3.1.24299.1	Yes

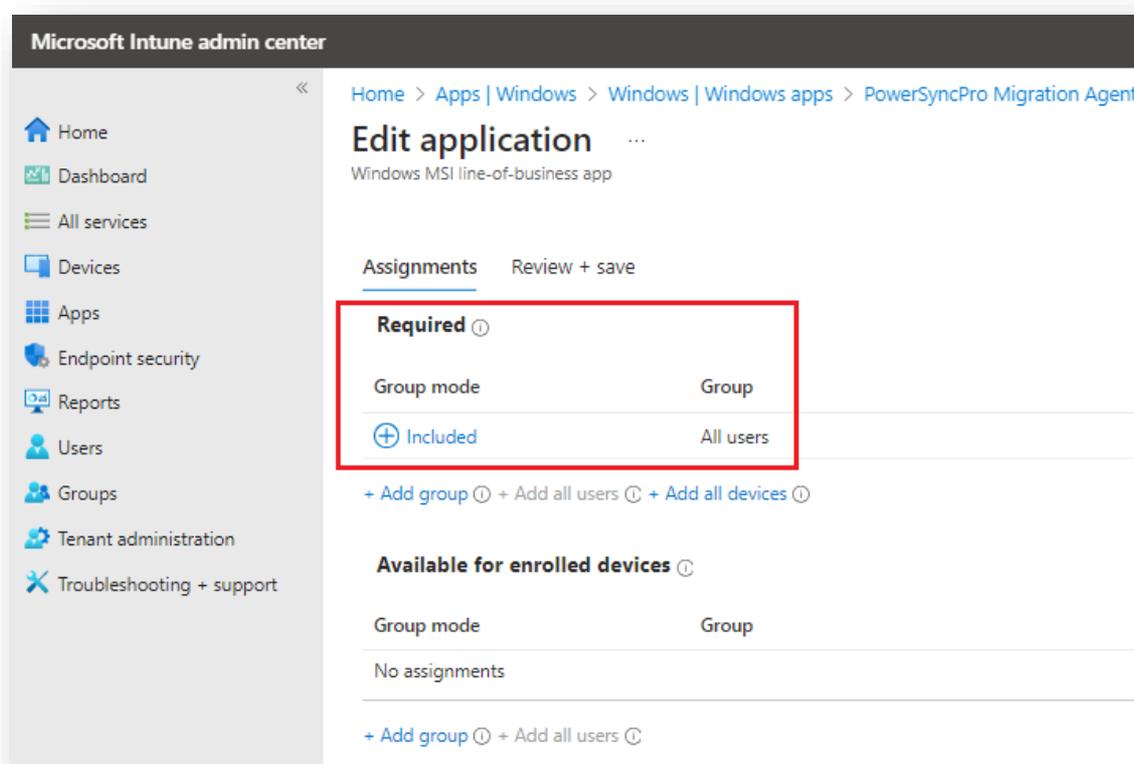
You can check the Logs for any installation errors

"C:\ProgramData\Microsoft\IntuneManagementExtension\Logs\IntuneManagementExtension.log"

IMPORTANT NOTE:

Intune Required App v Available App for enrolled devices

If you are using Intune to push out the PowerSyncPro Migration Agent, then there is a possibility it could be uninstalled / removed during the execution of the migration agent part way through, and your migration will fail to complete



If the Intune App deployment is configured under assignments as “Required” then when a device is de-registered from the Source Intune/Entra as part of a migration, the PowerSyncPro application



will be uninstalled. **Please thoroughly end-to-end test your migration in advance of a production roll-out.**

If you are seeing this issue, then you can consider packaging the agent as a “Windows app (Win32)” or contact support for a pre-migration command that can be executed to block the application from being uninstalled.



Windows app (Win32)

App information [Edit](#)

Name	PSPMA WITH pre-reqs
Description	PowerSyncPro Migration Agent
Publisher	DSL
App Version	3.1.24299.1
Category	No Category
Show this as a featured app in the Company Portal	No
Information URL	No Information URL
Privacy URL	No Privacy URL
Developer	No Developer
Owner	No Owner
Notes	No Notes
Logo	No logo

Program [Edit](#)

Install command	<code>msiexec /i "PSPMigrationAgentInstaller.msi" /qn PSK="ntBreUen6HY1ERhy8k27VFv9ZyrQBKWS3WYET2UY/Cw86vrkA95rkb34+ppvnMBc" URL="https://pspma.contoso.t2t.dev:8443/Agent"</code>
Uninstall command	<code>msiexec /x "{7873A325-E4EF-4F94-95F3-C9F426E0E5AF}" /qn</code>
Installation time required (mins)	60
Allow available uninstall	Yes
Install behavior	System
Device restart behavior	App install may force a device restart
Return codes	0 Success 1707 Success 3010 Soft reboot 1641 Hard reboot 1618 Retry



Requirements [Edit](#)

Operating system architecture	x64
Minimum operating system	Windows 10 1607
Disk space required (MB)	No Disk space required (MB)
Physical memory required (MB)	No Physical memory required (MB)
Minimum number of logical processors required	No Minimum number of logical processors required
Minimum CPU speed required (MHz)	No Minimum CPU speed required (MHz)
Additional requirement rules	No Additional requirement rules

Detection rules [Edit](#)

Rules format	Manually configure detection rules
Detection rules	File C:\Program Files\Declaration Software\PSP MA\

Dependencies [Edit](#)

Dependencies	No Dependencies
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Supersedence [Edit](#)

Supersedence	No Supersedence
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