

KNOWLEDGE BASE · PUBLIC DOCUMENT

Moving a database to another account or server

Databases

CODE

RLX-INT-KB-2358

VERSION

v2026.10.10

COUNTRY · LANGUAGE

International · English

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

<https://www.my.mozout.com/knowledgebase/2358>



Export the database from the source, create an **empty** database and user at the destination, import the file and point the application at the new connection details. What always changes is the **database and user name**, because cPanel prefixes them with the account name. So the application's configuration file has to be edited.

Step by step

1

Stop the writes. If the site takes orders, comments or sign-ups, put it in maintenance mode for the final copy. Anything that arrives after you export stays behind.

2

Export the database. See **exporting with phpMyAdmin**. If it is large, use **mysqldump**.

3

At the destination, create the database and the user and link them. See **creating the user and the privileges**.

4

Import the file into the empty database. See **importing with phpMyAdmin**.

5

Edit the configuration of the application: database name, user, password. In WordPress they are `DB_NAME` , `DB_USER` and `DB_PASSWORD` in `wp-config.php` . The host stays `localhost` .

6

Test before you change the DNS, using the hosts file. See **testing before you change the DNS**.

7

Do not delete the source until the destination has been working for a few days.

What changes from one account to the other

Item	What happens
Database and user name	They change, because of the account prefix. Update them in the application.
Server (host)	Stays <code>localhost</code> when the application and the database are on the same server.
Collations and engine	If the copy comes from MySQL 8, adjust the collations. See MySQL or MariaDB .
Addresses stored inside the database	Some programs store the site address in the database itself. In WordPress, changing domain takes more steps. See moving WordPress to a new domain .
Routines and views with DEFINER	May fail on import. Remove the <code>DEFINER=...</code> part from the file.

The costliest mistake is the data gap. You export at 10:00, switch the DNS at 14:00, and the orders from those hours stayed in the old database. Do the final export inside the maintenance window and only then change where the domain points.

After the move

Over the following days, confirm that **new orders and sign-ups** show up at the destination and that the PHP error log is empty. Watch the DNS: some visitors keep reaching the source for a while because of caching. If the source keeps working, they write there and the data is lost. So leave the source in maintenance mode (not just idle in the database) until you are sure. Only then delete it, and keep the final export, which is the last faithful copy of what was there.

Moving the whole site, not just the database? Files, e-mail and databases travel better in a single move. See **internal migration between plans** and **moving a site by hand**.

Changing servers and want help planning the window without losing data? Tell us what you have and we will agree the route.

[Open a support ticket](#)

SEE ALSO

[Moving a site by hand: files by FTP and the database](#)

[How to migrate a site without downtime](#)

[Hosting migration](#)



Online version of this document

MozOut is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

2020

FOUNDED

37,000+

CLIENTS

130+

SIGN-UPS A DAY

MozOut International

RLX Holdings (Pty) Ltd. • Group RLX Holdings

TAX NO. (SARS)

943 907 6234

REGISTRATION NO.
(CIPC)

2025/667953/07

REGISTERED OFFICE

1111 Olive Street
Saint Louis 63101, Missouri, United States

CONTACT

info@mozout.com • +27 78 823 3325 • www.mozout.com

OPENING HOURS

Monday to Friday - 08 AM to 04 PM
Saturday & Sunday - Closed