

Upgrades

TABLE OF CONTENTS

SOFTWARE INSTALLATION DISCS

SUPPORT INFORMATION - UPGRADE

UPGRADE CONSIDERATIONS

BACKWARD COMPATIBILITY

COMMNET SERVER

Interactive Upgrade - CommNet Server

Database Upgrade

COMMSERVE

Database Upgrade

Interactive Upgrade - Windows

Upgrade the CommServe and Database Engine on Separate Computers

Install Database Upgrade Tool

CommServe SNMP Enabler

MEDIAAGENT

Upgrade from CommCell Console

Interactive Upgrade - Windows

Silent Upgrade - Windows

Interactive Upgrade - Unix

Silent Upgrade - Unix

WINDOWS AGENTS

Upgrade from CommCell Console

Interactive Upgrade - Windows

Interactive Upgrade - Windows (with Reboot)

Interactive Upgrade - Windows Cluster

Interactive Upgrade - Windows Cluster (with Reboot)

UNIX AGENTS

Upgrade from CommCell Console

Interactive Upgrade - Unix

Interactive Upgrade - Unix (with Reboot)

Interactive Upgrade - Unix Cluster

Silent Upgrade - Windows

Silent Upgrade - Unix

SRM SERVER

Interactive Update - SRM Server

Database Upgrade

COMMCELL CONSOLE

Interactive Upgrade - Windows

Interactive Upgrade - Macintosh

OTHERS

Gradual Upgrade of a CommCell

Upgrade the 32-bit Components installed on Microsoft Windows x64 Platform

Upgrade the Agent - Non-Microsoft Clustered Environment on Windows

Troubleshooting Upgrades

Software Installation Discs

The software package contains the following media, which is applicable for both Enterprise and Express versions.

DISCS IN INSTALL KIT

DISC	TITLE	CONTENTS
1.	WINDOWS	All Windows 32, x64 components, which includes the following: CommServe® Microsoft SQL 2008 software (with Service Pack) for the CommServe Database Engine MediaAgent CommCell® Console All Agents and components supported on Windows CommNet Server and CommNet Browser SRM Server and SRM Agents Resource Pack
2.	1-TOUCH AND CONTENT INDEXING ENGINE	1-Touch and Content Indexing Engine components. * This Disc is not available for Express Versions.
3.	UNIX, LINUX AND MACINTOSH	All Unix, Linux, and Macintosh components, which includes the following: MediaAgent (AIX, HP-UX, Linux, Solaris and Tru64) CommCell® Console (Linux, Macintosh) All Agents and components supported on AIX, FreeBSD, HP-UX, IRIX, Linux, Macintosh, Solaris and Tru64 Resource Pack
4.	1-TOUCH LINUX	1-Touch Linux Live CD * This Disc is not available for Express Versions.

ADDITIONAL DISCS

11.	ADDITIONAL DISC – WINDOWS	Media Explorer Limited Distribution Tools ** This Disc is available on need basis. Contact your Software Provider to obtain this Disc.
31.	ADDITIONAL DISC – UNIX, LINUX AND MACINTOSH	Limited Distribution Tools * This Disc is not available for Express Versions. ** This Disc is available on need basis. Contact your Software Provider to obtain this Disc.

Upgrade - Support

Topics | Support | Related Topics

The following table lists the available upgrade types for each Agent. Note that this list does not include information on versions or operating systems. See System Requirements for information on supported versions and operating systems for each component.

	NETWARE - LOCAL	UNIX - REMOTE (PUSH)	UNIX/LINUX/MACINTOSH - LOCAL	UNIX/LINUX/MACINTOSH - SILENT	UPGRADE FROM COMMCELL CONSOLE	WINDOWS - LOCAL	WINDOWS - REMOTE (PUSH)	WINDOWS - SILENT
BACKUP								
Active Directory					✓	✓	✓	✓
DB2			✓		✓	✓	✓	✓
DB2 DPF								
Documentum								
External Data Connector								
Image Level			✓		✓	✓	✓	✓
Informix			✓		✓			
Lotus Notes Database			✓		✓	✓	✓	✓
Lotus Notes Document					✓	✓	✓	✓
Macintosh File System			✓	✓	✓			
Microsoft Data Protection Manager					✓	✓		
Microsoft Exchange Database					✓	✓	✓	✓
Microsoft Exchange Mailbox					✓	✓	✓	✓
Microsoft Exchange Public Folder					✓	✓	✓	✓
Microsoft SharePoint Server						✓		
Microsoft SQL Server					✓	✓	✓	✓
Microsoft Windows File Systems					✓	✓	✓	✓
MySQL								
NAS			✓			✓		
Novell Directory Service	✓							
Novell GroupWise	✓							
OES File System			✓					
Oracle			✓		✓	✓	✓	✓
Oracle RAC								

PostgreSQL								
ProxyHost			✓		✓	✓	✓	✓
SAP for MaxDB			✓		✓	✓		
SAP for Oracle			✓		✓	✓		
Sybase			✓		✓	✓		
Unix File Systems			✓	✓	✓			
Workstation Backup								
ARCHIVE								
Domino Mailbox Archiver					✓	✓	✓	✓
Exchange Compliance Archiver					✓	✓	✓	✓
Exchange Mailbox Archiver					✓	✓	✓	✓
Exchange Public Folder Archiver					✓	✓	✓	✓
File Archiver for BlueArc					✓	✓	✓	✓
File Archiver for Celerra					✓	✓	✓	✓
File Archiver for NetApp					✓	✓	✓	✓
File Archiver for Unix			✓		✓			
File Archiver for Windows					✓	✓	✓	✓
Generic File Archiver for NAS					✓	✓	✓	✓
SharePoint Archiver						✓	✓	✓
REPLICATION								
ContinuousDataReplicator			✓		✓	✓	✓	✓
SRM								
SRM Exchange Agent						✓	✓	

SRM for Virtual Server								
SRM NAS Agent						✓	✓	
SRM NetWare Proxy Agent						✓	✓	
SRM Oracle Agent						✓	✓	
SRM SharePoint Agent						✓		
SRM SQL Agent						✓	✓	✓
SRM UNIX File System Agent			✓	✓				
SRM Windows File System Agent						✓	✓	✓
VIRTUALIZATION								
Microsoft Hyper-V						✓	✓	
VMware						✓	✓	
LAPTOP								
Laptop Backup (Linux)			✓	✓		✓		
Laptop Backup (Macintosh)			✓	✓		✓		
Laptop Backup (Windows)						✓	✓	✓

Upgrade Considerations

8.0 to 9.0 Upgrade | 7.0 to 9.0 Upgrade

Version 8 customers should directly upgrade to Version 10.

Do not upgrade to Version 9.

[Click here for more details.](#)

The following section provide considerations on upgrading the software from 8.0 to 9.0:

<p>COMMON TECHNOLOGY ENGINE</p> <p>CommCell CommServe CommNet MediaAgent CommCell Console</p> <p>BACKUP & RECOVERY</p> <p>Active Directory DB2 Image Level iDataAgent Informix Lotus Notes/Domino Server Macintosh File System Microsoft Data Protection Manager Microsoft SharePoint Server Microsoft SQL Server Microsoft Exchange Database iDataAgent Microsoft Exchange Mailbox iDataAgent Microsoft Exchange Public Folder Microsoft Windows File System MySQL</p>	<p>BACKUP & RECOVERY</p> <p>NAS Netware Server OES File System Oracle iDataAgent Oracle RAC ProxyHost Quick Recovery Recovery Director Quick Recovery Agent SAP for Oracle SAP for MAXDB Sybase Unix File System Virtual Server Workstation Backup 1-Touch Data Classification for Unix Data Classification for Windows</p>	<p>ARCHIVING</p> <p>Domino Mailbox Archiver Exchange Compliance Archiver Exchange Mailbox Archiver Exchange WebProxy Archiver File Archiver for NetWare File Archiver for Unix File Archiver for Windows SharePoint Archiver Content Indexing and Search Web Search Server</p> <p>REPLICATION</p> <p>ContinuousDataReplicator</p> <p>STORAGE RESOURCE MANAGEMENT (SRM)</p> <p>SRM Server</p> <p>COMMNET</p> <p>CommNet Server</p>
---	--	---

COMMCELL

<p>GENERAL</p>	
<p>DEPRECATED PRODUCTS AND PLATFORMS</p> <p>Before upgrading agents software, make sure to see the Extended Support and Deprecated Products and Platforms for comprehensive information on products and platforms that have been deprecated or placed on Extended Support.</p> <p>CLIENT VERSION</p> <p>Clients with software version 7.0.0 and 8.0.0 are supported once the CommServe is upgraded. Note the following in such cases:</p> <ul style="list-style-type: none"> • Make sure all clients are in version 7.0.0 or above before performing the upgrade. • New features will not be available until the client is upgraded. Additionally, some existing features may not function as expected when the CommServe is upgraded to the current release. See Backward Compatibility Issues for more information on mixed version issues. <p>BASE CLIENT</p> <p>A Base Client module will be installed on computer when the software component is upgraded. Note that when you uninstall the software the Base Client must be the last component to be uninstalled.</p>	
<p>PRE-UPGRADE</p>	<p>POST-UPGRADE</p>
<p>DECONFIGURED CLIENTS</p> <p>During the CommServe upgrade, clients that were deconfigured will be automatically upgraded to the current version in the database. This is</p>	<p>REGISTRY KEYS</p> <ul style="list-style-type: none"> • Information from user created registry keys is stored in the operating systems temp directory during the upgrade. The name of the file is

applicable for the clients with version 7.0 or 8.0. If you wish to reinstall these clients, you must use current software version during the installation.

OPERATING SYSTEMS / APPLICATION VERSIONS

Before performing an upgrade, make sure to check the System Requirements to see if the operating system/application version is supported in the current release. If the operating system/application version is not supported ensure that the operating system/application is upgraded to a supported version.

GalaxyReg_OLD_But_Not_New.txt. Re-create these registry keys, if necessary.

- The values in all the system created registry keys are set to default after the upgrade. If any of these values were modified prior to the upgrade, the modified values are stored in the operating systems temp directory within GalaxyReg_MIX_OLD_New_Diff.txt.

COMMSERVE

PRE-UPGRADE	POST-UPGRADE
<p>GENERAL</p> <p>If the CommServe that you want to upgrade is registered with a CommNet server which is on a different computer, first upgrade the CommNet server to the same version that you are planning to upgrade the CommServe to.</p> <p>DATABASE ENGINE</p> <p>The CommServe Database Engine will be upgraded to Microsoft SQL Server 2008 database with the service pack during the CommServe upgrade.</p> <p>If SQL Server has a later Service Pack, make sure to download and install the service pack and/or critical updates after the CommServe upgrade.</p> <p>Note that SQL Server 2008 is not supported on Windows 2000. Hence if your CommServe resides in Windows 2000, make sure to upgrade operating system prior to CommServe Upgrade</p> <p>Note that SQL Server 2008 is applicable for CommServe, CommNet Server, SRM Server and Content Indexing Engine.</p>	<p>GENERAL</p> <ul style="list-style-type: none"> • After upgrading the CommServe, make sure that the MediaAgent associated with the Disaster Recovery policy is also upgraded to the same version in order to perform the Disaster Recovery backups successfully. • Verify the following settings by viewing the Server Properties using the Microsoft SQL Server Management Studio: In the Memory page, the dynamically configured Maximum memory should be 50% of the physical memory available in the CommServe computer. • The user defined senders email address is not retained after the upgrade. From the Control Panel, open the E-Mail and IIS Configuration dialog box and specify the e-mail address in the Senders Address box on the E-Mail Server tab. • Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component. • If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the Activity Control tab from the Client Computer Properties dialog box in the CommCell Console. • Some existing features may not function as expected when the CommServe is upgraded and the Clients/MediaAgents remain in a older version of the software. See Backwards Compatibility Issues for more information on such features. <p>COMMAND LINE INTERFACE</p> <p>If, in previous releases, you scheduled operations to occur using the Save As Script feature, the script files were saved as .ini formatted files. With this release, if you schedule operations to occur using the Save as Script feature, the script files are now saved as .xml formatted files, which can be executed from the command line interface using the qoperation execute command. Note that .ini formatted script files can still be utilized to manually execute an operation, but not in conjunction with the Save as Script feature. For more information, see Save As Script.</p> <p>REGISTRY KEYS</p> <p>Following an upgrade of the CommServe to the current release, manually add the OracleDeleteAgedBackupPiece registry key on the CommServe. Even if this registry key was previously added as a matter of course and was on the CommServe, it must be added again following an upgrade of the specified CommServe.</p> <p>The following registry keys are now available in the Media Management Configuration (Data Aging) dialog box. (See Data Aging of Job History Data for step-by-step instructions on how to access this dialog box.)</p> <ul style="list-style-type: none"> • archiverRestoreHistoryLifeSpan is now the Days to keep the archiver restore job histories option. • jobHistoryLifeSpan is now the Days to keep successful backup job histories option. <p>FIREWALL</p> <p>If you have a direct connection setup where the client computer connects to the CommServe (one-way firewall), you will have to configure the firewall settings of the CommServe and client computer using the CommCell Console. Following the firewall configuration, you will be able to install new components on the upgraded client computer.</p>

COMMNET

POST-UPGRADE

If CommNet server and Commserve were on the same computer prior to the upgrade, with the CommServer registered to the same CommNet Server, open the registration dialogue for this CommServe after the upgrade and make sure that:

1. The interface name of the Commserver is exactly matching the one which is shown on the CommCell property. Use the CommCell Console to check this property.
2. You provide the proper client name. The proper client name refers to the name of the CommServe installed, which is not always the interface name. In case you are not sure about the proper client name, look at the **Value data** in registry key sCSCLIENTNAME on the CommServe computer. Refer to Set the Client Name of the CommServe in the CommNet Browser to set the proper CommServe client name.

If the CommNet server and Commserve were on different machines prior to the upgrade, no additional steps are required unless the CommServer and CommNet have a firewall configured between them. If there is a firewall configured between the two computers, follow steps 1 and 2 above.

If the CommNet Server and the CommServe existing on the same computer are upgraded, make sure to upgrade the remote MediaAgent associated with the Disaster Recovery policy to the same version.

MEDIAAGENT

GENERAL	
VERSION	
MediaAgent with software version 7.0.0 and 8.0.0 are supported once the CommServe is upgraded. Note the following in such cases:	
<ul style="list-style-type: none"> • Make sure all clients attached to the MediaAgent are in same version or lower version before performing the upgrade. • Upgrade the MediaAgent first, before upgrading the clients attached to the MediaAgent. • New features will not be available until the MediaAgent is upgraded. Additionally, some existing features may not function as expected when the CommServe is upgraded to the current release. See Backward Compatibility Issues for more information on mixed version issues. 	
PRE-UPGRADE	POST-UPGRADE
GENERAL	DISK LIBRARIES
<ul style="list-style-type: none"> • If you have NAS iDataAgents installed on your MediaAgent, review Upgrade the NAS iDataAgents before upgrading the MediaAgent software. • Ensure that no tapes are mounted in the drives of libraries attached to the MediaAgent you wish to upgrade. 	If you had used <code>RevokeDeletePermissions</code> registry key to prevent accidentally deleting the disk mount path contents in previous release, then you will have to manually enable the corresponding option at the library level from CommCell Console in the current release. See Prevent Accidentally Deleting Mount Path Contents for step-by-step instructions.
DEDUPLICATION	
All MediaAgents associated with a Storage Policy Copy in deduplication configuration must operate in the same version. When one MediaAgent in a deduplication configuration is upgraded to the current version, then all MediaAgents associated with the storage policy copy (MediaAgents associated with data paths as well as the Deduplication Store) must be upgraded. For more information, see Upgrade the Deduplication Database.	
AUXILIARY COPY	
Auxiliary copies are not supported if the source and destination MediaAgents are not at the same software release level. Upgrade all MediaAgents associated with the storage policy for auxiliary copies to work properly. Note that the Netware MediaAgent is deprecated in 9.0.0. Hence if your source or destination MediaAgents are on Netware operating system, make sure to upgrade operating system to Linux or point to Windows MediaAgent from Auxiliary Copy.	
INDEX CACHE	
MediaAgents participating in index cache sharing must operate in the same version. When the Index Cache of a MediaAgent is shared, then all MediaAgents participating in the share must be upgraded together.	

COMMCELL CONSOLE

GENERAL
JAVA RUNTIME ENVIRONMENT (JRE)
Consideration for Java Runtime Environment (JRE):
<ul style="list-style-type: none"> • The software can function with JRE version 1.6.x or higher.

If a JRE version 1.6.0_06 or higher is available, the software will use the existing JRE software.

If JRE version 1.6.0_05 or lower is available, or no JRE version is available at all, you will be prompted to install JRE version 1.6.0_16

You can run CommCell Console as a Remote Web-Based Application without installing the software provided IIS is installed and running on the CommServe computer (or CommCell Console and IIS are running on an alternate computer). However, you must manually install JRE in this case. When running the applet Java™ Runtime Environment (JRE) SE v1.6.0_06 is recommended - can be installed from the software installation disc.

- If you have created or copied shortcuts for the CommCell Console on your desktop or Start menu, you should delete them and re-copy the new shortcut which is created during the upgrade.

ACTIVE DIRECTORY

PRE-UPGRADE

USER PRIVILEGES

To upgrade Active Directory iDataAgent you now require specific user privileges. Before upgrading, review the table below to identify the privileges:

Operating System	Domain Controller	Non-Domain Controller	Domain Controller & ADAM/LDS	Non-Domain Controller & ADAM/LDS	Notes
Windows XP	N/A	N/A	N/A	ADAM Admin	
Windows 2003	Domain Admin	N/A	Domain Admin and ADAM Admin	ADAM Admin	
Windows 2008	Domain Admin	Local Admin	Domain Admin and LDS Admin	LDS Admin and Local Admin	Supports Offline DB mounting

Domain Admin – A user that belongs to Domain Administrator group for that domain

ADAM Admin – A user that belongs to Roles\Administrator group (container) of configuration partition for that ADAM instance.

LDS Admin – A user that belongs to Roles\Administrator group (container) of configuration partition for that LDS instance.

Local Admin – A user that belongs to Local Administrators group.

- If a user with all the required privileges does not exist, you will need to create one and assign the necessary rights. Use this user during installation of Active Directory iDataAgent.
- Refer to <http://technet2.microsoft.com/windowsserver/en/library/956eea2a-cdb4-42be-83c3-d4d1795d8fdc1033.mspx?mfr=true>, for more information on ADAM users and groups.

POST-UPGRADE

After upgrading the CommServe, perform the following:

1. Enter the active directory user account information on the **Active Directory Properties** dialog box.
While entering the user account information, ensure that the username is specified in the following format:
<Domain Name>\<user name>
For more information, refer to Modifying User Accounts for Active Directory.
2. Perform the full backup.

MICROSOFT EXCHANGE DATABASE iDATAAGENT

POST-UPGRADE

- If you performed backups of DAG setups in 8.0, it is recommended you create a new Master Client configuration to resume backups after upgrading to 9.0. Note, however, that the backup data from release 8.0 will remain on the physical server, while all subsequent backups in release 9.0 will remain on the Master Client.

MICROSOFT EXCHANGE MAILBOX iDATAAGENT

POST-UPGRADE

- If you performed backups with release 8.0 32-bit Agents and wish to upgrade to release 9.0 64-bit Agents, you must uninstall the release 32-bit 8.0 software and install the 9.0 64-bit software to use the 9.0 64-bit Agents.

MYSQL

POST-UPGRADE

- when you upgrade client from 8.0 to 9.0, ensure that the Log Data Directory path in Instance Properties dialog box is properly directed to the directory where the log files are stored.

- In 8.0, you need to activate **sAdvancedBackupOptions** registry key to perform a single transaction on mysql dump based backup job. In 9.0, a single transaction is performed by default with the backup of mysql dump. Hence, you need to remove this registry key option after an upgrade.
- In 8.0, you need to activate **sLogStagingPath** registry key to stage logs to a staging location while performing a restore. Staging location is a default feature in 9.0. Hence, you need to remove this registry key option after an upgrade.

IMAGE LEVEL /DATAAGENT

PRE-UPGRADE

- It is strongly recommended that you run a Full Backup after the upgrade. Upgrading the agent will NOT automatically convert the next incremental update to a Full Backup.
- Image agents will no longer support differential backup, and the differential backups scheduled before the upgrade will run as full backups. Change your existing schedules with differential backups appropriately.
- If you had manually changed any of these settings in the previous release, they will not be preserved in the upgrade:
 - COW Cache size (Minimum and Maximum)
 - COW Cache location
- If you are using the QSnap snapshot enabler with this Agent, see The Block Filter Driver and Bitmaps on the Overview - QSnap page for important information about how the QSnap block filter operates.
- The required CVD resource dependencies set on the virtual node of the cluster will not be preserved in the upgrade. Only the disk resource that contains the partition on which the agent was installed will be set as a dependency for the CVD resource. Add any other disk resources that contain partitions you intend to protect as dependencies for the CVD resource on the cluster group server. For example, the agent was install on the R: drive of the cluster group server. You use the agent to protect the R: and S: drives. You must add the S: drive as a dependency to the CVD resource. This required for the disk resources to fail over properly.

ORACLE /DATAAGENT

POST-UPGRADE

- After upgrade, we recommend that you manually run a **CROSSCHECK** and, if necessary, **DELETE EXPIRED BACKUP** from RMAN prior to running a data aging operation, in cases where a backup piece has been manually deleted (or marked expired) in the Recovery Catalog. Otherwise, the CommServe database is not made aware of the change and it would become out of sync with the Recovery Catalog. This manual task ensures that the CommServe database is properly synchronized with the Recovery Catalog before data aging is run.
- If you upgraded the Oracle iDataAgent for Oracle on any supported version of Solaris, AND if you have previously set (or are planning to set) `SQLNET_EXPIRETIME` in `sqlnet.ora` (which restricts the iDataAgent access through sqlnet), then follow these post-upgrade steps to prevent potential backup failures:
 1. Shut down the Oracle database and the listener.
 2. Edit the `sysliblist` file under the `$ORACLE_HOME/lib` directory.
 3. Add `-lthread` and `-lpthread` at the beginning of the `sysliblist` file. For example:


```
-lthread -lpthread -lnsl -lsocket -lgen -ldl -lsched
```
 4. After performing the above steps, start up the Oracle database and the listener, then run a backup.
- After you upgrade from a 7.0.0 client where you used registry key `SID_ExcludeArchPaths` to exclude some Oracle log destinations, these log destinations will not be excluded unless you recreate your schedules to exclude these log destinations. You can recreate these schedules from either the subclient or advanced log options.

ORACLE RAC

POST-UPGRADE

- After installing or upgrading the Oracle iDataAgent on a Red Hat Linux AS 3.0 32-bit platform, if you want to include the Oracle iDataAgent instance in an Oracle RAC node, follow the procedure to Create a RAC Client.
Note that any previous backups taken by the upgraded Oracle iDataAgent cannot be restored through the RAC node but can only be restored from the original client. Therefore, we recommend that you perform a full backup of all RAC nodes after creating the RAC client.
- After upgrading the Oracle or Oracle RAC iDataAgent, update the RMAN command line scripts created before the upgrade, with the new command parameters listed under Third-Party Command Line Operations.

QUICK RECOVERY

POST-UPGRADE

- It is strongly recommended that you run a Full QR Volume Creation job after the upgrade. The QR Agent software will NOT automatically convert the next incremental update to a Full QR Volume creation job.
- If you had manually changed any of these settings in the previous release, they will not be preserved in the upgrade:
 - COW Cache size (Minimum and Maximum)
 - COW Cache location

- EMC SnapView snapshots created with previous releases of the QR Agent and SnapView Enabler cannot be deleted after upgrading to the current release. After deleting the snapshot from the previous version in the QR Browse window (which removes the snapshot from the database) the snapshot must be deleted manually using the EMC Navisphere software. This does not affect any snapshots created after the upgrade.
- If you are using the QSnap snapshot enabler with this Agent, see The Block Filter Driver and Bitmaps on the Overview - QSnap page for important information about how the QSnap block filter operates.
- The required CVD resource dependencies set on the virtual node of the cluster will not be preserved in the upgrade. Only the disk resource that contains the partition on which the agent was installed will be set as a dependency for the CVD resource. Add any other disk resources that contain partitions you intend to protect as dependencies for the CVD resource on the cluster group server. For example, the agent was installed on the R: drive of the cluster group server. You use the agent to protect the R: and S: drives. You must add the S: drive as a dependency to the CVD resource. This is required for the disk resources to fail over properly.
- After upgrading the clients, all the file servers configured in the earlier releases must be detected again in the upgraded setup, to activate the SnapMirror license on the upgraded clients. See Getting Started - NAS iDataAgent Configuration, for step-by-step instructions on detecting a file server.

1-TOUCH

GENERAL

Once the 1-Touch Server is upgraded to 9.0, the clients with software version 8.0 and 7.0 cannot be recovered using Offline recovery. Use Online recovery to restore the 8.0 and 7.0 clients. See Online Recovery for more information.

If the CommServe is upgraded to 9.0 and 1-Touch server is not upgraded, you can perform only the online recovery of the 8.0 and 7.0 clients.

PRE-UPGRADE

- Ensure that the 1-Touch Server version always matches the CommServe version.
- This agent must be upgraded to the current version as soon as the CommServe is upgraded.

POST UPGRADE

If the Calypso version or update level on the Windows client computer is different from that for the Calypso software on the backup date, then consider the following before performing the 1-Touch recovery:

- Online Restore – You must exclude the Calypso folder while performing the Online Restore. This will prevent any older versions of the binaries from being restored.
- Interactive Restore – You must perform the backup on the client computer after the upgrade and then perform the Interactive Restore.

DATA CLASSIFICATION FOR UNIX

POST-UPGRADE

- The Data Classification metadatabase will be recreated after the upgrade.
- You cannot use the Data Classification Scan for the first incremental backup after the upgrade.

DATA CLASSIFICATION FOR WINDOWS

PRE-UPGRADE

The Data Classification Enabler Services must be stopped and disabled before installing the Windows File System agent. If required, the old Data Classification databases on the root of each volume should also be deleted.

POST UPGRADE

- The Data Classification enabler is integrated with Windows File System agent. The Data Classification Console and Service Control Manager are no longer required to control the data classification scan. For more information about Data Classification, go to FAQs - Windows File System iDataAgent.

EXCHANGE WEBPROXY ARCHIVER

GENERAL

- The Exchange WebProxy Archiver Agent and the Outlook Add-In must be at the same release level in order for secure stub recalls to be successful in an RPC over HTTP configuration.
- To avoid possible intermittent message recall failures when using the Outlook Add-In in RPC over HTTP mode, worker process recycling and Web Garden options under IIS 6.0 should be disabled for the DMProxy Service. The installation or upgrade process will do this for you automatically. However, in the event that you need to perform this task manually, see Configure an Application Pool for the Exchange WebProxy Archiver Agent for step-by-step instructions.

FILE ARCHIVER FOR UNIX

PRE-UPGRADE	POST-UPGRADE
<p>SOLARIS</p> <p>Ensure that the <code>cxfs</code> mount points are not busy. If the <code>cxfs</code> mount points are busy during upgrade it is recommended to reboot the client computer.</p> <p>In case you do not wish to reboot the client computer follow the steps given below:</p> <ol style="list-style-type: none"> On the client computer, open the command prompt and type the following: <ul style="list-style-type: none"> <code>simpana stop</code> <code>rem_drv cvfsf</code> <code>unmounts <fs></code> <code>rem_drv cxhsm</code> <code>simpana start</code> <p>On completing the above mentioned procedure you will notice that the newer driver is loaded.</p>	<p>GENERAL</p> <p>Run <code>cxfs_upgrade</code> tool located in the Base directory. This will upgrade the old <code>cxfs</code> stubs to the new stub format. Use the following command:</p> <pre>cxfs_upgrade -c <cache_root> -l <log_file> <fs_dir></pre> <p>where:</p> <ul style="list-style-type: none"> <code><cache_root></code> is the location of the stub cache. <code><log_file></code> is the location of the Calypso logfile. <code><fs_dir></code> is name of the volume for which you want to upgrade the stubs. <p>When you run the archive job, the <code>cxfs_upgrade</code> tool will run automatically.</p> <p>Note: Stubs created by the previous version of the software will still be recalled correctly even before <code>cxfs_upgrade</code> is run for the mountpoint. The <code>cxfs_upgrade</code> tool corrects the sizes of the stubs.</p>

FILE ARCHIVER FOR WINDOWS

PRE-UPGRADE
<p>DATA CLASSIFICATION</p> <p>If you are using Data Classification Enabler with the File Archiver and you have created any <code>DataClassSets</code>, you cannot use them after the upgrade.</p>

CONTENT INDEXING AND SEARCH

GENERAL
<p>CONTENT INDEXING ENGINE</p> <ul style="list-style-type: none"> For Content Indexing Multi Node environment, all the nodes must be upgraded. Ensure that the Admin Node is upgraded prior to upgrading the other nodes. Many of the new features require the latest version of the Content Indexing Engine profile, Contact Professional Service for replacing the old index profile. Ensure that to have a license for the new features on the CommServe. See License Requirements for more information on these licenses. Replace to the latest version of the Content Indexing profile, involves re-content index the data (see Select/Prevent Content Indexing for a Job on a Storage Policy for more information), including data that was secured before the upgrade. This will allow you to seamlessly perform searches on all your data. For tagging and delegate search, ensure that to have a latest version of Content Indexing Engine profile. <p>EXCHANGE COMPLIANCE ARCHIVER</p> <p>Find and Retrieve operation schedules created in the previous release will carry over to this release. However, since this type of content indexing is now considered a legacy feature, new data will not be indexed once the CommServe has been upgraded. Therefore, when these scheduled jobs run, no new data will be found. It is recommended that you delete those schedules and create new Search and Retrieve schedules in the current release.</p>

WEB SEARCH SERVER

PRE-UPGRADE
<ul style="list-style-type: none"> To take advantage of the new features, it is recommended to upgrade the Web Server along with the CommServe upgrade. When you upgrade Content Index Engine the existing index profile will not be replaced. As a result the new features like tagging and preview will not be available after the upgrade. Contact Professional Service for replacing the old index profile. When upgrading the Web Search Server and Web Search Client, ensure that all the MediaAgents are also upgraded to the current version in order to perform retrieval operations.

CONTINUOUSDATAREPLICATOR

PRE-UPGRADE	POST-UPGRADE
<p>DISK LIBRARY REPLICATION</p> <p>If you are using CDR in Disk Library Replication solution setup (previously known as Remote Office solution), then create the <code>nSuspendSDR</code> registry key and set the value to 1, to stop the replication activities before upgrade.</p>	<p>Optimize Sync is not enabled by default after upgrade. To enable Include files that do not match with destination copy option, see Add a Replication Pair.</p>

SRM SERVER

PRE-UPGRADE	POST-UPGRADE
<p>GENERAL</p> <p>The QSM Server now requires a MediaAgent. Hence during the upgrade, if a MediaAgent is not available, the system will automatically install the MediaAgent in the computer.</p> <p>Before upgrading a CommServe with the SRM Server, ensure that you have permanent license for an additional MediaAgent.</p> <p>Contact your Software Provider to obtain a copy of MediaAgent license.</p> <p>REPORTING SERVICES</p> <p>After the SRM Server upgrade, the SRM reporting services will not available. Therefore, before the upgrade, export the existing reports to a PDF or HTML file.</p> <p>You can generate the SRM report as long as the existing data on a media is not aged.</p>	<p>GENERAL</p> <p>The following components are not supported after SRM Server upgrade:</p> <ul style="list-style-type: none"> • SRM Report schedules • SRM Thresholds <p>After upgrading SRM Server, schedules for SRM Reports, SRM Report Schedule Policies and SRM Thresholds will not be carried over to 9.0. You have to re-create the schedules for SRM Reports, SRM Report Schedule Policies and SRM Thresholds. This is because 9.0 SRM Reports Architecture has changed, see SRM Reports - Overview for more information.</p>

COMMNET SERVER

PRE-UPGRADE
<p>SPACE REQUIREMENT</p> <p>The following space is required for the CommNet Server during upgrade:</p> <ul style="list-style-type: none"> • 3 to 5 times the size of CommNet Server database on local disk space. • Make sure for tempdb and QNet log files space, the log file properties are modified to Unrestricted File Growth. Use the following steps to modify the log file properties: <p>For tempdb file space:</p> <ol style="list-style-type: none"> 1. Log on to CommNet Server computer. 2. Open Microsoft SQL Server Management Studio. 3. Navigate to <Server Instance> Database System Databases tempdb 4. Right-click the tempdb, click Properties. The Database Properties - tempdb dialog box appears. 5. Click Files in the left pane. 6. From Logical Name column, select templog, click the ... button in the Autogrowth column. The Change Autogrowth for templog dialog box appears. 7. Make sure Enable Autogrowth check box is selected and under Maximum File Growth, Unrestricted File Growth option is selected. 8. Click OK. <p>For QNet log files:</p> <ol style="list-style-type: none"> 1. Log on to CommNet Server computer. 2. Open Microsoft SQL Server Management Studio. 3. Navigate to <Server Instance> Database QNet 4. Right-click the QNet, click Properties. The Database Properties - QNet dialog box appears. 5. Click Files in the left pane. 6. From Logical Name column, select QNet_Log, click the ... button in the Autogrowth column. The Change Autogrowth for QNet_Log dialog box appears. 7. Make sure Enable Autogrowth check box is selected and under Maximum File Growth, Unrestricted File Growth option is selected. 8. Click OK.

[Back to Top](#)

Upgrade Considerations

8.0 to 9.0 Upgrade | 7.0 to 9.0 Upgrade

The following section provide considerations on upgrading the software from 7.0 to 9.0:

<p>COMMON TECHNOLOGY ENGINE</p> <p>CommCell CommServe MediaAgent CommCell Console</p> <p>BACKUP & RECOVERY</p> <p>Active Directory DB2 Image Level iDataAgent Informix Lotus Notes/Domino Server Macintosh File System Microsoft Data Protection Manager Microsoft SharePoint Server Microsoft SQL Server Microsoft Exchange Mailbox iDataAgents Microsoft Windows File System MySQL</p>	<p>BACKUP & RECOVERY</p> <p>NAS Netware Server OES File System Oracle iDataAgent Oracle RAC ProxyHost Quick Recovery Recovery Director Quick Recovery Agent SAP for Oracle SAP for MAXDB Sybase Unix File System Virtual Server Workstation Backup 1-Touch</p>	<p>ARCHIVING</p> <p>Domino Mailbox Archiver Exchange Compliance Archiver Exchange Mailbox Archiver File Archiver for NetWare File Archiver for Unix File Archiver for Windows SharePoint Archiver Content Indexing and Search Web Search Server Data Classification Enabler</p> <p>REPLICATION</p> <p>ContinuousDataReplicator</p> <p>STORAGE RESOURCE MANAGEMENT (SRM)</p> <p>SRM Server</p> <p>COMMNET</p> <p>CommNet Server</p>
--	---	--

COMMCELL

<p>GENERAL</p> <p>DEPRECATED PRODUCTS AND PLATFORMS</p> <p>Before upgrading agents software, make sure to see the Extended Support and Deprecated Products and Platforms for comprehensive information on products and platforms that have been deprecated or placed on Extended Support.</p> <p>CLIENT VERSION</p> <p>Clients with software version 7.0.0 and 8.0.0 are supported once the CommServe is upgraded. Note the following in such cases:</p> <ul style="list-style-type: none"> • Make sure all clients are in version 7.0.0 or above before performing the upgrade. • New features will not be available until the client is upgraded. Additionally, some existing features may not function as expected when the CommServe is upgraded to the current release. See Backward Compatibility Issues for more information on mixed version issues. <p>BASE CLIENT</p> <p>A Base Client module will be installed on computer when the software component is upgraded. Note that when you uninstall the software the Base Client must be the last component to be uninstalled.</p>	
<p>PRE-UPGRADE</p> <p>DECONFIGURED CLIENTS</p> <p>During the CommServe upgrade, clients that were deconfigured will be automatically upgraded to the current version in the database. This is applicable for the clients with version 7.0 or 8.0. If you wish to reinstall these clients, you must use current software version during the installation.</p> <p>OPERATING SYSTEMS / APPLICATION VERSIONS</p> <p>Before performing an upgrade, make sure to check the System Requirements to see if the operating system/application version is supported in the current release. If the operating system/application version is not supported ensure that the operating system/application is upgraded to a supported version.</p>	<p>POST-UPGRADE</p> <p>REGISTRY KEYS</p> <ul style="list-style-type: none"> • Information from user created registry keys is stored in the operating systems temp directory during the upgrade. The name of the file is GalaxyReg_OLD_But_Not_New.txt. Re-create these registry keys, if necessary. • The values in all the system created registry keys are set to default after the upgrade. If any of these values were modified prior to the upgrade, the modified values are stored in the operating systems temp directory within GalaxyReg_MIX_OLD_New_Diff.txt.

COMMSERVE

--	--

GENERAL	PRE-UPGRADE
<p>UPGRADING 32-BIT COMMSERVE ON A MICROSOFT WINDOWS X64 PLATFORM</p> <p>ENTERPRISE VERSION</p> <p>The CommServe is now supported on Windows x64 platforms. See System Requirements - CommServe for more information.</p> <p>The CommServe must be upgraded with the Windows x64 binaries - See Upgrade the 32-bit Components installed on Microsoft Windows x64 Platform for step by step instruction. (Upgrade to a 32-bit CommServe is not supported.)</p> <p>EXPRESS VERSION</p> <p>The CommServe on a x64 platform can be upgraded and will continue to use the 32-bit version of the software. Use Disc 1 from the Software Installation Disc for Express version to perform this upgrade.</p>	<p>GENERAL</p> <ul style="list-style-type: none"> • After upgrading the CommServe, make sure that the MediaAgent associated with the Disaster Recovery policy is also upgraded to the same version in order to perform the Disaster Recovery backups successfully. • If a CommNet Agent was installed on a CommServe that was registered with a CommNet Server, the CommNet Agent is automatically upgraded to current version during the CommServe upgrade. <p>DATABASE ENGINE</p> <p>The CommServe Database Engine will be upgraded to Microsoft SQL Server 2008 database with the service pack during the CommServe upgrade.</p> <p>If SQL Server has a later Service Pack, make sure to download and install the service pack and/or critical updates after the CommServe upgrade.</p> <p>Note that SQL Server 2008 is not supported on Windows 2000. Hence if your CommServe resides in Windows 2000, make sure to upgrade operating system prior to CommServe Upgrade</p> <p>Note that SQL Server 2008 is applicable for CommServe, CommNet Server, SRM Server and Content Indexing Engine.</p>
POST-UPGRADE	
<p>GENERAL</p> <ul style="list-style-type: none"> • Verify the following settings by viewing the Server Properties using the Microsoft SQL Server Management Studio: <ul style="list-style-type: none"> In the Memory page, the dynamically configured Maximum memory should be 50% of the physical memory available in the CommServe computer. • Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component. • If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the Activity Control tab from the Client Computer Properties dialog box in the CommCell Console. • Some existing features may not function as expected when the CommServe is upgraded and the Clients/MediaAgents remain in a older version of the software. See Backwards Compatibility Issues for more information on such features. <p>EMAIL AND IIS SETTINGS</p> <ul style="list-style-type: none"> • The user defined senders email address is not retained after the upgrade. From the Control Panel, open the E-Mail and IIS Configuration dialog box and specify the e-mail address in the Senders Address box on the E-Mail Server tab. • After the upgrade, in order to view reports, from the Control Panel, open the E-Mail and IIS Configuration dialog box and remove the port number from IIS Server Name and add it in HTTP box. <p>COMMAND LINE INTERFACE</p> <p>If, in previous releases, you scheduled operations to occur using the Save As Script feature, the script files were saved as .ini formatted files. With this release, if you schedule operations to occur using the Save as Script feature, the script files are now saved as .xml formatted files, which can be executed from the command line interface using the operation execute command. Note that .ini formatted script files can still be utilized to manually execute an operation, but not in conjunction with the Save as Script feature. For more information, see Save As Script.</p> <p>STORAGE POLICY COPY</p> <p>After the upgrade, the storage policy copies with the options Copy most recent full backups when Auxiliary Copy starts and Manually select Full Backups will be converted to the option Do not Automatically select jobs. Any previous auxiliary copy schedules related to the copies with the option Copy most recent full backups when Auxiliary Copy starts should be deleted, and re-created with the option Select most Recent Full backup when Auxiliary Copy starts.</p> <p>After the upgrade, the storage policy copy's Year Starts option is converted to the Custom Calendar feature. If previously configured, the values will carry over to the Custom Calendar feature.</p> <p>Find and Retrieve operation schedules created in the previous release will carry over to this release. However, since this type of content indexing is now considered a legacy feature, new data will not be indexed once the CommServe has been upgraded. Therefore, when these scheduled jobs run, no new data will be found. It is recommended that you delete those schedules and create new Search and Retrieve schedules in the current release.</p> <p>VAULTTRACKER POLICY</p> <p>After upgrading the CommServe, note that the Time delay in minutes before starting the VaultTracker policy option, which was located in the Media Management Configuration (Service Configuration) dialog box, is now available as Start exporting media x minute(s) from the execution time of policy option in the Tracking Policy Details dialog box for each VaultTracker policy. Also, note that this option will be enabled by default for each VaultTracker policy. If you do not wish to use this option, you will have to manually disable it for the specific VaultTracker policy.</p> <p>REGISTRY KEYS</p> <ul style="list-style-type: none"> • Following an upgrade of the CommServe to the current release, manually add the OracleDeleteAgedBackupPiece registry key on the CommServe. Even if this registry key was previously added as a matter of course and was on the CommServe, it must be added again following an upgrade of the specified CommServe. • The following registry keys are now available in the Media Management Configuration (Data Aging) dialog box. (See Data Aging of Job History Data for step-by-step instructions on how to access this dialog box.) 	

- archiverRestoreHistoryLifeSpan is now the **Days to keep the archiver restore job histories** option.
- jobHistoryLifeSpan is now the **Days to keep successful backup job histories** option.

MEDIAAGENT

GENERAL

VERSION

MediaAgent with software version 7.0.0 and 8.0.0 are supported once the CommServe is upgraded. Note the following in such cases:

- Make sure all clients attached to the MediaAgent are in same version or lower version before performing the upgrade.
- Upgrade the MediaAgent first, before upgrading the clients attached to the MediaAgent.
- New features will not be available until the MediaAgent is upgraded. Additionally, some existing features may not function as expected when the CommServe is upgraded to the current release. See [Backward Compatibility Issues](#) for more information on mixed version issues.

PRE-UPGRADE

DEDUPLICATION

All MediaAgents associated with a Storage Policy Copy in deduplication configuration must operate in the same version. When one MediaAgent in a deduplication configuration is upgraded to the current version, then all MediaAgents associated with the storage policy copy (MediaAgents associated with data paths as well as the Deduplication Store) must be upgraded.

AUXILIARY COPY

Auxiliary copies are not supported if the source and destination MediaAgents are not at the same software release level. Upgrade all MediaAgents associated with the storage policy for auxiliary copies to work properly.

Note that the Netware MediaAgent is deprecated in 9.0.0. Hence if your source or destination MediaAgents are on Netware operating system, make sure to upgrade operating system to Linux or point to Windows MediaAgent from Auxiliary Copy.

INDEX CACHE

MediaAgents participating in index cache sharing must operate in the same version. When the Index Cache of a MediaAgent is shared, then all MediaAgents participating in the share must be upgraded together.

COMMCELL CONSOLE

GENERAL

JAVA RUNTIME ENVIRONMENT (JRE)

Consideration for Java Runtime Environment (JRE):

- The software can function with JRE version 1.6.x or higher.

If a JRE version 1.6.0_06 or higher is available, the software will use the existing JRE software.

If JRE version 1.6.0_05 or lower is available, or no JRE version is available at all, you will be prompted to install JRE version 1.6.0_16

You can run CommCell Console as a Remote Web-Based Application without installing the software provided IIS is installed and running on the CommServe computer (or CommCell Console and IIS are running on an alternate computer). However, you must manually install JRE in this case. When running the applet Java™ Runtime Environment (JRE) SE v1.6.0_06 is recommended - can be installed from the software installation disc.

- If you have created or copied shortcuts for the CommCell Console on your desktop or `Start` menu, you should delete them and re-copy the new shortcut which is created during the upgrade.

ACTIVE DIRECTORY

PRE-UPGRADE

USER PRIVILEGES

To upgrade Active Directory iDataAgent you now require specific user privileges. Before upgrading, review the table below to identify the privileges:

Operating System	Domain Controller	Non-Domain Controller	Domain Controller & ADAM/LDS	Non-Domain Controller & ADAM/LDS	Notes
Windows XP	N/A	N/A	N/A	ADAM Admin	
Windows 2003	Domain Admin	N/A	Domain Admin and ADAM Admin	ADAM Admin	
Windows 2008	Domain Admin	Local Admin	Domain Admin and LDS Admin	LDS Admin and Local Admin	Supports Offline DB mounting

Domain Admin – A user that belongs to Domain Administrator group for that domain

ADAM Admin – A user that belongs to Roles\Administrator group (container) of configuration partition for that ADAM instance.

LDS Admin – A user that belongs to Roles\Administrator group (container) of configuration partition for that LDS instance.

Local Admin – A user that belongs to Local Administrators group.

- If a user with all the required privileges does not exist, you will need to create one and assign the necessary rights. Use this user during installation of Active Directory /DataAgent.
- Refer to <http://technet2.microsoft.com/windowsserver/en/library/956eea2a-cdb4-42be-83c3-d4d1795d8fdc1033.mspx?mfr=true>, for more information on ADAM users and groups.

IMAGE LEVEL /DATAAGENT

PRE-UPGRADE
<ul style="list-style-type: none"> • It is strongly recommended that you run a Full Backup after the upgrade. Upgrading the agent will NOT automatically convert the next incremental update to a Full Backup. • Image agents will no longer support differential backup, and the differential backups scheduled before the upgrade will run as full backups. Change your existing schedules with differential backups appropriately. • If you had manually changed any of these settings in the previous release, they will not be preserved in the upgrade: <ul style="list-style-type: none"> ○ COW Cache size (Minimum and Maximum) ○ COW Cache location • If you are using the QSnap snapshot enabler with this Agent, see The Block Filter Driver and Bitmaps on the Overview - QSnap page for important information about how the QSnap block filter operates. • The required CVD resource dependencies set on the virtual node of the cluster will not be preserved in the upgrade. Only the disk resource that contains the partition on which the agent was installed will be set as a dependency for the CVD resource. Add any other disk resources that contain partitions you intend to protect as dependencies for the CVD resource on the cluster group server. For example, the agent was install on the R: drive of the cluster group server. You use the agent to protect the R: and S: drives. You must add the S: drive as a dependency to the CVD resource. This required for the disk resources to fail over properly.

LOTUS NOTES/DOMINO SERVER

POST-UPGRADE
<p>After upgrading the Lotus Notes Database and Document /DataAgents, the Domino version number will not be displayed in the CommCell Console. You will now see Notes Database and Notes Document instead of Notes 6 Database and Notes 6 Document. See Tree Levels in the Lotus Domino Server /DataAgents for an example.</p>

MICROSOFT SHAREPOINT SERVER

GENERAL	POST-UPGRADE
<p>SHAREPOINT DATABASE/DOCUMENT /DATAAGENTS MERGE WITH SHAREPOINT SERVER</p> <p>The SharePoint Database /DataAgent and SharePoint Document /DataAgent have merged into one SharePoint Server /DataAgent.</p> <p>DEFAULT BACKUP SETS</p> <p>In 7.0, only one default backup set was created. It was named defaultBackupSet. In 9.0, two default backup sets are created. One is Documents, the other is Databases.</p> <ul style="list-style-type: none"> • The Databases backup set has the same functionality as the SharePoint Database /DataAgent did in the 7.0. • The defaultBackupSet of the 7.0 SharePoint Document /DataAgent will be renamed to Documents in 9.0 and it remains as the default backup set. If defaultBackupSet was renamed before upgrading, then that name will remain the same and it becomes the default backup set after upgrading. <p>See Backup Sets - Microsoft SharePoint Server /DataAgent for more information.</p>	<p>RUN A FULL BACKUP</p> <ul style="list-style-type: none"> • Immediately after upgrading to the current release, run a Full Backup for all subclients of the Databases backup set. This is because a single restore operation cannot restore both the previous release's data and new data of the current release. <p>RESTORE OPERATIONS</p> <ul style="list-style-type: none"> • Restoring data from the current release to a SharePoint Server client of the 7.0 is not supported. • If you want to restore data of a 7.0, while browsing the data you need to specify a point in time before you upgrade to the current release. See Browse Data Before a Specified Time for details. <p>SITE COLLECTIONS</p> <p>In 7.0, the number of site collections that were shown as being backed up in the Backup Job Details, Job History, etc. were erroneously doubled. After upgrading, this has been resolved and the correct number is displayed.</p> <p>SCRIPTS</p> <p>After upgrading, it is recommended to regenerate your Save as scripts due to backup set and agent name changes. See Command Line Interface - Save a Job as a Script for more information.</p>

MICROSOFT MAILBOX EXCHANGE /DATAAGENTS

GENERAL

OUTLOOK ADD-IN

We strongly recommend upgrading the Outlook Add-In, and any agents that support it, to the same release version as the CommServe. Otherwise, the Outlook Add-In functionality will be limited or unavailable. For more information, see [Backward Compatibility - Outlook Add-In](#).

MICROSOFT WINDOWS FILE SYSTEM**POST-UPGRADE****OUTLOOK ADD-IN**

- After the upgrade, for Vista clients, the system state will automatically be included in the default subclient and will be backed if a backup is initiated for the default subclient. If you wish to include the system state for user-defined subclients you must manually enable the **Backup System State** option from the **Subclient Properties (Content)** dialog box.
- It is strongly recommended that you review the advanced options for the schedules or schedule policies. Some default options may have changed.
- Upgrade on a virtual machine preserves the system state subclient from previous versions, even though system state subclients are no longer created on virtual machines. If a previous system state subclient of the virtual machine is preserved after the upgrade, delete it.

NAS**GENERAL****NAS SUBCLIENTS**

Every MediaAgent within a storage policy used by NAS subclients must be on the same version of the software, which must be a MediaAgent Version supported with this release of the CommServe software.

ORACLE /DATAAGENT**POST-UPGRADE**

- After upgrade, we recommend that you manually run a **CROSSCHECK** and, if necessary, **DELETE EXPIRED BACKUP** from RMAN prior to running a data aging operation, in cases where a backup piece has been manually deleted (or marked expired) in the Recovery Catalog. Otherwise, the CommServe database is not made aware of the change and it would become out of sync with the Recovery Catalog. This manual task ensures that the CommServe database is properly synchronized with the Recovery Catalog before data aging is run.
- If you upgraded the Oracle /DataAgent for Oracle on any supported version of Solaris, AND if you have previously set (or are planning to set) `SQLNET_EXPIRETIME` in `sqlnet.ora` (which restricts the /DataAgent access through sqlnet), then follow these post-upgrade steps to prevent potential backup failures:
 1. Shut down the Oracle database and the listener.
 2. Edit the `sysliblist` file under the `$ORACLE_HOME/lib` directory.
 3. Add `-lthread` and `-lpthread` at the beginning of the `sysliblist` file. For example:


```
-lthread -lpthread -lnsl -lsocket -lgen -ldl -lsched
```
 4. After performing the above steps, start up the Oracle database and the listener, then run a backup.
- After you upgrade from a 7.0.0 client where you used registry key `SID_ExcludeArchPaths` to exclude some Oracle log destinations, these log destinations will not be excluded unless you recreate your schedules to exclude these log destinations. You can recreate these schedules from either the subclient or advanced log options.

ORACLE RAC**POST-UPGRADE**

- After installing or upgrading the Oracle /DataAgent on a Red Hat Linux AS 3.0 32-bit platform, if you want to include the Oracle /DataAgent instance in an Oracle RAC node, follow the procedure to [Create a RAC Client](#).
Note that any previous backups taken by the upgraded Oracle /DataAgent cannot be restored through the RAC node but can only be restored from the original client. Therefore, we recommend that you perform a full backup of all RAC nodes after creating the RAC client.
- After upgrading the Oracle or Oracle RAC /DataAgent, update the RMAN command line scripts created before the upgrade, with the new command parameters listed under [Third-Party Command Line Operations](#).

QUICK RECOVERY**POST-UPGRADE**

- It is strongly recommended that you run a Full QR Volume Creation job after the upgrade. The QR Agent software will NOT automatically convert the next incremental update to a Full QR Volume creation job.

- If you had manually changed any of these settings in the previous release, they will not be preserved in the upgrade:
 - COW Cache size (Minimum and Maximum)
 - COW Cache location
- EMC SnapView snapshots created with previous releases of the QR Agent and SnapView Enabler cannot be deleted after upgrading to the current release. After deleting the snapshot from the previous version in the QR Browse window (which removes the snapshot from the database) the snapshot must be deleted manually using the EMC Navisphere software. This does not affect any snapshots created after the upgrade.
- If you are using the QSnap snapshot enabler with this Agent, see The Block Filter Driver and Bitmaps on the Overview - QSnap page for important information about how the QSnap block filter operates.
- The required CVD resource dependencies set on the virtual node of the cluster will not be preserved in the upgrade. Only the disk resource that contains the partition on which the agent was installed will be set as a dependency for the CVD resource. Add any other disk resources that contain partitions you intend to protect as dependencies for the CVD resource on the cluster group server. For example, the agent was install on the R: drive of the cluster group server. You use the agent to protect the R: and S: drives. You must add the S: drive as a dependency to the CVD resource. This required for the disk resources to fail over properly.
- After upgrading the clients, all the file servers configured in the earlier releases must be detected again in the upgraded setup, to activate the SnapMirror license on the upgraded clients. See Getting Started - NAS /dataAgent Configuration, for step-by-step instructions on detecting a file server.

UNIX FILE SYSTEM

POST-UPGRADE
<ul style="list-style-type: none"> • After upgrade, the service commands of the previous release software are no longer valid. For more information on the current release service commands, see Service Control for Unix. • After upgrade, the Follow Mount Point option is automatically selected at the Advanced Backup options dialog box, for a scheduled backup job. See Follow Mount Points for more information.

1-TOUCH

GENERAL
<p>Once the CommServe is upgraded to 9.0, you must upgrade the 1-Touch Server to 9.0.</p> <p>Once the 1-Touch Server is upgraded to 9.0, the clients with software version 7.0 and 8.0 cannot be recovered using Offline recovery. Use Online recovery to restore the 7.0 and 8.0 clients. See Online Recovery for more information.</p>
PRE UPGRADE
<ul style="list-style-type: none"> • Ensure that the 1-Touch Server version always matches the CommServe version. • This agent must be upgraded to the current version as soon as the CommServe is upgraded.
POST UPGRADE
<p>If the Calypso version or update level on the Windows client computer is different from that for the Calypso software on the backup date, then consider the following before performing the 1-Touch recovery:</p> <ul style="list-style-type: none"> • Online Restore –You must exclude the Calypso folder while performing the Online Restore. This will prevent any older versions of the binaries from being restored. • Interactive Restore – You must perform the backup on the client computer after the upgrade and then perform the Interactive Restore.

FILE ARCHIVER FOR WINDOWS

GENERAL	PRE-UPGRADE
<p>FILE SHARE ARCHIVER AGENT MERGE WITH FILE ARCHIVER WINDOWS</p> <p>The File Archiver for Windows Agent and File Share Archiver Agent have merged into one File Archiver for Windows Agent with enhanced capabilities of archiving and recovering files from both Windows file systems and NAS file servers. Details regarding the changes are provided below.</p> <p>LICENSING</p> <p>There have been no license naming changes for any of the previously supported DataArchiver configurations. The difference is that the license is consumed at the point of Instance creation, instead of being consumed during installation.</p>	<p>RECOVERY OPERATIONS</p> <ul style="list-style-type: none"> • Data archived by the agent in a previous release can be recovered by the File Archiver for Windows Agent in the current release. However, data archived by the File Archiver for Windows Agent in the current release cannot be recovered to an agent from the previous release. • If you want to recover data from a previous release, while browsing the data you need to specify a point in time before you upgraded to the current release. See Browse Data Before a Specified Time for details.
POST-UPGRADE	
AGENT NAME	

After upgrading the File Share Archiver Agent, the corresponding icon name in the CommCell Browser will change from File Share Archiver to File Archiver. There is no icon name change when upgrading the File Archiver for Windows Agent, therefore the name in the CommCell Browser will remain as File Archiver.

INSTANCES

The agent has been restructured in the CommCell Browser to include an Instance icon below the agent, and above the archive set, corresponding to the type of data or configuration that was used in the prior release. The new instance types that are created automatically during upgrade are briefly described below.

- If the agent was previously configured for archiving and recovery of Windows file system data, then the upgrade process will automatically create the Local File System Instance type below the agent. The previous property settings in the default archive set and subclients below the Instance will be preserved.
- If the agent was previously configured for Proxy Stub Subclient support to archive and recover data residing on a Celerra file server, then the upgrade process will automatically create the Celerra Instance type below the agent. The previous property settings in the default archive set and subclients below the Instance will be preserved.
- If the agent was previously configured for FPolicy Subclient support to archive and recover data residing on a NetApp filer, then the upgrade process will automatically create the FPolicy Instance type below the agent. The previous property settings in the default archive set and subclients below the Instance will be preserved.
- If the agent was previously configured for archiving and recovery of NAS data residing on any supported file server, which was not configured for Proxy Stub Subclient or FPolicy Subclient support, then the upgrade process will automatically create the Network File Share Instance type below the agent. The previous property settings in the default archive set and subclients below the instance will be preserved.
- The Celerra proxy subclients deleted prior to upgrade would be visible as active instances after the upgrade.
- After upgrading the File Archiver for Windows Agent to this release, previous Celerra restore operations are now associated with the Local File System instance. This is because 7.0 File Archiver subclient content was assigned to either a Local Migration or a Celerra subclient.
- The FPolicy subclients deleted prior to upgrade would be visible as active instances after the upgrade.
- After upgrading the File Share Archiver Agent to this release, previous FPolicy restore operations are now associated with the Network File Share instance. This is because 7.0 File Share Archiver subclient content was assigned to either a NAS or an FPolicy subclient.
- After upgrading the File Share Archiver from 7.0 to 9.0, the filer name of the first content path in the File Share Archiver subclient will be used as the filer name of the corresponding 9.0 Network File Share instance. If the 7.0 subclient has more than one folder path in the content, they will all be preserved after upgrade. The 9.0 GUI does not allow the user to add data to the subclient content that does not reside on the filer indicated by the filer name of the Network File Share instance. If the user would like to add data residing on a different filer, a new Network File Share instance must be created with that filer name.

CONFIGURATION SETTINGS

All previously configured property settings in the CommCell Browser will be preserved after the upgrade, therefore there is no need to re-configure or re-apply these settings after upgrading the agent. For example, the archiving rules, authentication credentials, pre/post processes, filters, security, etc. will be seamlessly ported forward to the new agent design.

FUNCTIONALITY

General CommCell functionality will remain the same for the agent after the upgrade. For example, archive and recovery operations, job management features such as Job History, Reports, Alerts, Schedules, etc. will seamlessly support the new agent design without the need to re-establish any configuration settings.

RUN A NEW INDEX

Immediately after upgrading to the current release, we strongly recommend that you Start a Migration Archiving Operation that Creates a New Index for all subclients. This is because a single recovery operation cannot recover both the previous release's data and new data of the current release.

BACKWARD COMPATIBILITY

After an upgrade from 7.0.0 to 9.0.0, the File Share Archiver client would be able to perform recall on stubs created post and before the upgrade.

SCRIPTS

After upgrading, it is recommended to create new scripts for Network File Share and FPolicy subclients. See Command Line Interface - Save a Job as a Script for more information.

CONTENT INDEXING AND SEARCH

GENERAL

- Many of the new features require the latest version of the Content Indexing Engine profile, Contact Professional Service for replacing the old index profile.
- Replace to the latest version of the Content Indexing profile, involves re-content index the data (see Select/Prevent Content Indexing for a Job on a Storage Policy for more information), including data that was secured before the upgrade. This will allow you to seamlessly perform searches on all your data.
- When you upgrade Content Index Engine the existing index profile will not be replaced. As a result the new features like tagging and preview will not be available after the upgrade. Contact Professional Service for replacing the old index profile.
- For tagging and delegate search, ensure that to have a latest version of Content Indexing Engine profile.

EXCHANGE COMPLIANCE ARCHIVER

Find and Retrieve operation schedules created in the previous release will carry over to this release. However, since this type of content indexing is now considered a legacy feature, new data will not be indexed once the CommServe has been upgraded. Therefore, when these scheduled jobs run, no new data will be found. It is recommended that you delete those schedules and create new Search and Retrieve schedules in the current release.

WEB SEARCH SERVER

GENERAL

To take advantage of the new features, it is recommended to upgrade the Web Server along with the CommServe upgrade.

PRE-UPGRADE

When upgrading the Web Search Server and Web Search Client, ensure that all the MediaAgents are also upgraded to the current version in order to perform retrieval operations

DATA CLASSIFICATION ENABLER

GENERAL

For the Data Classification Enabler, installed using the installer software, stop the Data Classification Enabler service before upgrading any other installed agents. If necessary, delete the old Data Classification databases on the root of each volume.

For Data Classification Enablers, installed using an MSI package (Remote Installs - MSI Packages Using Active Directory Group Policies), uninstall the previous version before upgrading any other installed agents.

CONTINUOUSDATAREPLICATOR

GENERAL

- This agent must be upgraded to the current version as soon as the CommServe is upgraded.
- When the CommServe is upgraded to the current version, both source and destination client can remain in the previous version. Also, when the CommServe and destination client are upgraded to the current version, the source client can remain in the previous version. However, if CommServe and source client are upgraded, the destination client will also need to be upgraded to the current version.

PRE-UPGRADE

If you are using CDR in Disk Library Replication solution setup (previously known as Remote Office solution), then create the nSuspendSDR registry key and set the value to 1, to stop the replication activities before upgrade.

POST-UPGRADE

Optimize Sync is not enabled by default after upgrade. To enable **Include files that do not match with destination copy** option, see Add a Replication Pair.

Backward Compatibility

TABLE OF CONTENTS

Overview

ContinuousDataReplicator

Data Encryption

Data Encryption and Deduplication

Deduplication

Inline Copies With Encrypted Data

DataArchiver Outlook Add-In

QSnap

SnapProtect

Unix File System Agent

OVERVIEW

When the CommServe is upgraded to the current version, the CommCell components can remain in the previous supported version. This Backward compatibility is provided in order to phase out the upgrade process in the CommCell.

The new features in the current release will not function for the CommCell components until they are upgraded to the same version as the CommServe. In addition, some existing features may not function as expected when the CommServe is upgraded. The following sections describes these issues.

See Backward Compatibility - Support for supported version and agents that are not backward compatible.

CONTINUOUSDATAREPLICATOR

If the CommServe is current version and the Client is previous version, QSnap cannot be used as a snap engine for CDR on Unix. LVM will always be used as a snap engine.

DATA ENCRYPTION

If you upgrade the CommServe and MediaAgent, but not the Client, restores from a secondary copy containing encrypted backups enabled using a storage policy copy operation would not be supported until the Client is upgraded.

DATA ENCRYPTION AND DEDUPLICATION

If the CommServe and MediaAgent are upgraded to the current release, for clients that are still at version 7.0, deduplication is not supported if data encryption is enabled. Data protection and data recovery jobs for version 7.0 clients may fail. However, for version 8.0 clients backing up to version 8.0 or version 9.0 MediaAgents, deduplication will work as expected when encryption is enabled.

There are three possible resolutions, workarounds and considerations for Upgrade Planning to support encrypted deduplicated backups:

- 1: Upgrade the Version 7 client to the same version as the CommServe and MediaAgent.
- 2: Change the Storage Policy associated with the subclients and disable encryption.
- 3: Disable deduplication in the storage policy used by the subclients.

DEDUPLICATION

When upgrading from 7.0 to 9.0, if the CommServe is upgraded but the MediaAgent and the clients are not upgraded, then deduplication will be available at the Object Level only.

INLINE COPIES WITH ENCRYPTED DATA

If the CommServe and MediaAgent are upgraded to the current release, but the Client is not upgraded, the restored data from a secondary copy containing encrypted backups enabled using the auxiliary copy operation will not be supported until the Client is upgraded to the current release.

OUTLOOK ADD-IN

The backward compatibility support for Outlook Add-In functionality in mixed mode scenarios is provided below.

Upgrade the v7 client to the same version as the CommServe and MediaAgent, or Change the Storage Policy associated with the subclients and disable encryption, or Disable deduplication in the storage policy used by the subclients.

RELATED TOPICS

Support

Provides comprehensive information on Backward Compatibility support.

- If Outlook Add-In is two releases prior to the current release, Find and Recover operations are not supported.
- If Outlook Add-In is of a higher release than the corresponding Exchange Server iDataAgent or Archiver Agent, Find and Recover operations are supported. However, all other Outlook Add-In features are not supported.

Therefore, we recommend upgrading both the agent and the DataArchiver Outlook Add-In to the same release version as the CommServe. When of all these components are at the current release version, all functionality is supported.

The Exchange WebProxy Archiver Agent and the Outlook Add-In must be at the same release level in order for secure stub recalls to be successful in an RPC over HTTP configuration.

QSNAP

When the CommServe is upgraded to the current version and the clients remain in the previous version, the new subclients created will not have block filter driver enabled. See [The Block Filter Driver and Bitmaps](#) to manually activate block filter on these new subclients.

SNAPPROTECT

For SnapProtect feature, if the CommServe is upgraded to the current version, the Client and/or the MediaAgent should also be upgraded to the current version.

UNIX FILE SYSTEM AGENT

During 8.0 Unix client installation on 9.0 CommServe, the client group name starting with the special character '[' is not supported. Before installing any 8.0 Unix client, the client group name must be modified. To modify the client group name, see [Change the Name of a Client Computer Group](#) for step-by-step instruction.

[Back To Top](#)

Interactive Upgrade - CommNet Server

TABLE OF CONTENTS

Supported Upgrade Paths

Upgrade Requirements

Before You Begin

Set the CommCell Interface Name

Upgrade Procedure

Set the Client Name of the Commserve in the CommNet Browser

SUPPORTED UPGRADE PATHS

The following table provides a list of supported upgrade paths for the current software version. If the version currently installed on your computer is not listed here, contact your software provider for more information.

INSTALLED VERSION	UPGRADE TO VERSION 9.0.0	INFORMATION
8.0.0	Not Supported	Perform a direct upgrade to Version 10.0.0.

UPGRADE REQUIREMENTS

Review the following before upgrading the software:

GENERAL

- Review the Quick Start and Upgrade Considerations before upgrading the software.
- Verify that no jobs are in progress or scheduled to occur while the software is being upgraded on the client. If jobs are scheduled, either perform the upgrade at another time or disable all jobs in the client using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console. Once the upgrade is completed, you can enable the jobs from this dialog box.
- Verify that the CommServe computer is accessible.
- Verify the following services are running on the CommServe:
 - CommServe Services.
 - BullCalypso SQL Server Service for the instance.
- Close all applications and disable any programs that run automatically, including antivirus, screen savers and system utilities. Some programs, including antivirus software, may be running as a service. Stop and disable all non-essential services before you begin. You can re-enable them after the upgrade.
 - Verify that all applications (**CommCell Console**, **Service Control Manager**) are closed.
 - The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.
- Verify that you have the Software Installation Disc that is appropriate to the destination computer's operating system.

COMMNET SPECIFIC

Consider the following three scenarios before you upgrade the CommNet Server:

COMMSERVE AND COMMNET ARE INSTALLED ON THE SAME COMPUTER

In this case, when you upgrade the CommNet Server, CommServe will get upgraded automatically. For stepwise instructions, see Upgrade Procedure.

After the upgrade, you must set the proper client name of the CommServe in Cell Registration of the CommNet Browser. For stepwise instructions, see Set the Client Name of the CommServe.

COMMNET SERVER IS INSTALLED AS A STAND ALONE APPLICATION

In this case, when you upgrade the CommNet Server, CommServe will be installed automatically on the computer. For stepwise instructions, see Upgrade Procedure.

COMMNET SERVER AND ANY OTHER AGENT IS INSTALLED ON THE SAME COMPUTER

In this case, when you upgrade the CommNet Server, the agent will get upgraded automatically. For stepwise instructions, see Upgrade Procedure.

THERE IS A FIREWALL BETWEEN THE COMMSERVE AND COMMNET

After the upgrade, you must set the proper client name of the CommServe in Cell Registration of the CommNet Browser. For stepwise instructions, see Set the Client Name of the CommServe.

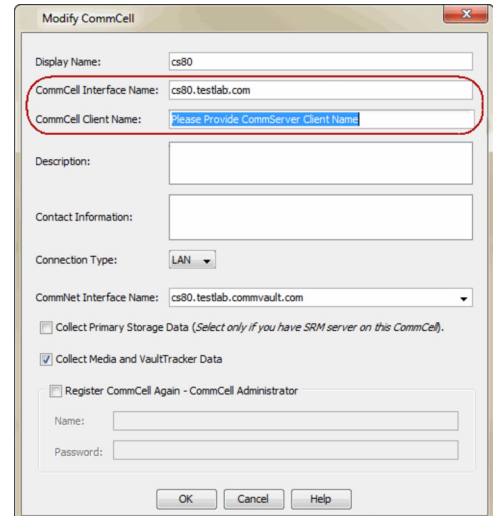
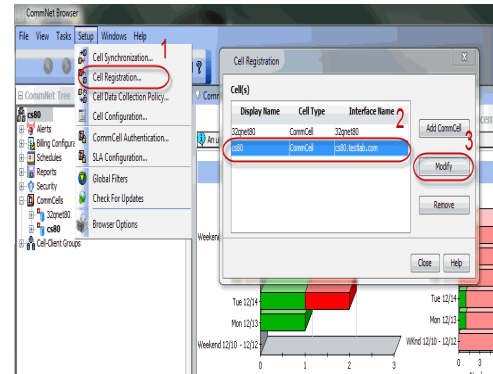
BEFORE YOU BEGIN

- Ensure that you are logged on to the computer as a local Administrator or as a member of the local Administrators group on that computer.

SET THE COMMCELL INTERFACE NAME

When the CommServe and CommNet are both installed on the same machine the proper interface name of a CommServe should be set in Cell Registration of the CommNet Browser Setup before upgrading the CommNet Server. To set the interface name of the CommServe in the CommNet Browser, do the following:

- Click **Setup** and **Cell Registration**.
 - Click the CommServe and then click **Modify**.
- Enter the **CommCell Interface Name**. You can find the CommCell Interface name in the **Value data** of `sCSHOSTNAME` registry key on the CommServe computer.
 - Click **OK**.



UPGRADE PROCEDURE

1. Choose the language you want to use during installation. Click the down arrow and select the desired language from the drop-down list, and click **Next** to continue.
2. Select the option to install software.

NOTES

 - This screen will only appear when the `bAllow32BitInstallOn64Bit` registry key has been created and enabled on this computer.
3. Select the option to install software on this computer.

NOTES

 - The options that appear on this screen depend on the computer in which the software is being installed.
4. Read the Welcome screen.

Click **Next** to continue, if no other applications are running.

5. Read the virus scanning software warning.
Click **OK** to continue, if virus scanning software is disabled.

6. Read the license agreement, then select **I accept the terms in the license agreement**.
Click **Next** to continue.

7. Click **Next** to continue with the upgrade.

NOTES

- When you upgrade the CommNet software, then the CommServe will install or upgrade automatically on the same computer.

8. Select the option to specify from which the database upgrade scripts should be copied for use during the upgrade process or use the default location.
The upgrade program copies the necessary database scripts to the install location before running them.

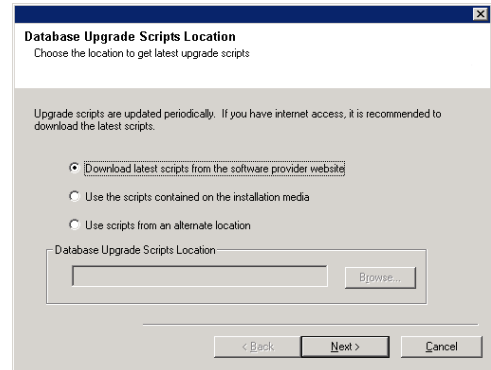
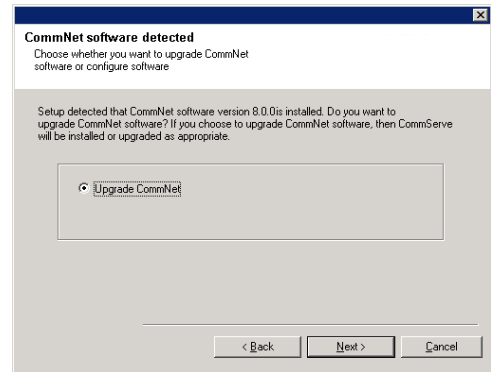
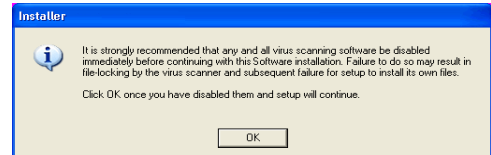
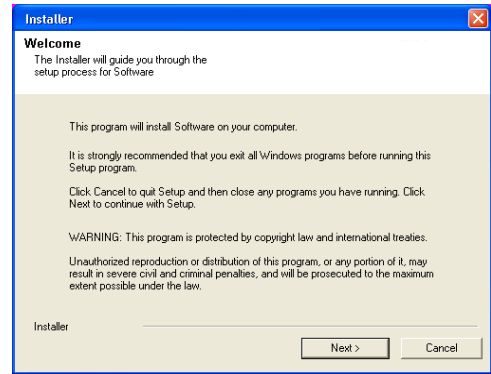
NOTES

- Select **Download latest scripts from the software provider website**, if you want to download and install the software using the latest software package.
Make sure you have internet connectivity when you are using this option.
- Select **Use the scripts contained on the installation media** to continue the upgrade from the current location.
- Select **Use scripts from an alternate location**, if you have the software package in an alternate location. Type the location of the software package directory, or click **Browse** to choose the location.

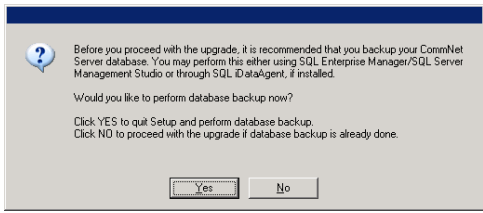
Click **Next** to continue.

9. Click **No** to continue the upgrade.

NOTES



- Click **Yes** to abort the upgrade and backup the CommNet Database.



10. Specify the SQL Server System Administrator password.

NOTES

- This is the password for the administrator's account created by SQL during the installation.

Click **Next** to continue.



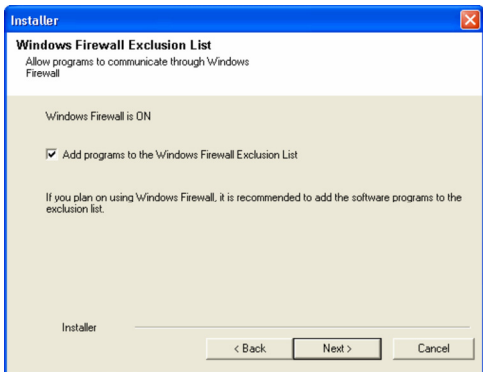
11. Select **Add programs to the Windows Firewall Exclusion List**, if you wish to add CommCell programs and services to the Windows Firewall Exclusion List.

NOTES:

- If Windows Firewall is enabled on the computer, this option is selected by default and must be enabled to proceed with the installation.
- If Windows Firewall is disabled on the computer, you can select this option to add the programs and services to enabled CommCell operations across the firewall, if the firewall is enabled at a later time.

You can either select this option during install or add the programs and services after installation. For adding the programs and services after installation, see Configure Windows Firewall to Allow CommCell Communication.

Click **Next** to continue.

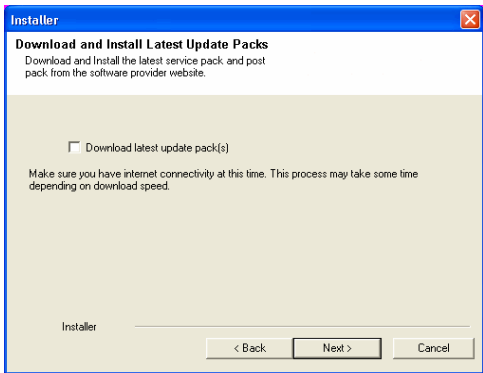


12. Select **Download latest update pack(s)** to automatically download and install the latest service packs and/or post packs if applicable at the end of this agent install.

NOTES

- Internet connectivity is required to download updates.
- Updates are downloaded to the following directory:
<software installation>/Base/Temp/DownloadedPacks.
They are launched silently and installed automatically for the first instance.

Click **Next** to continue.



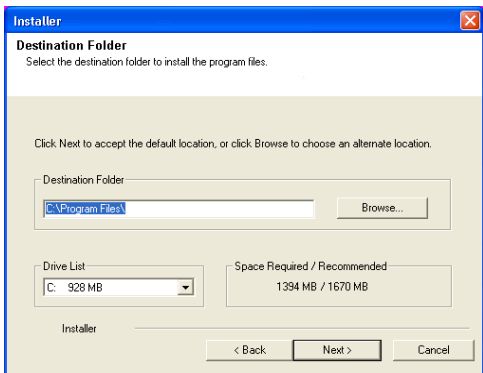
13. Specify the location where you want to install the software.

NOTES

- Do not install the software to a mapped network drive.
- Do not use the following characters when specifying the destination path:
/ : * ? " < > | #
It is recommended that you use alphanumeric characters only.
- If you intend to install other components on this computer, the selected installation directory will be automatically used for that software as well.
- If a component is already installed in this computer, this screen may not be displayed. The software will be automatically installed in the same location that was previously specified.

Click **Browse** to change directories.

Click **Next** to continue.



14. Specify the location of the database.

NOTES

- Do not specify a mapped network drive.
- You can either accept the default or select a different location on a local disk drive. However, you must ensure that the drive has at least 1GB of free space.
- The directory file path selected should not be located on a FAT drive. A FAT drive cannot be supported as the location for this database because it does not allow a temporary sparse file to be generated when creating the database snapshot, which is required for data verification.
- If the default metadata database directory is low in disk space, provide a path that is not associated with another application.

Click **Browse** to change directories.

Click **Next** to continue.

15. Enter the network or local path where Disaster Recovery Backup files should be stored.

NOTES

- For cluster, specify a shared drive.
- If you selected **Use Network Path**, you must enter the **Network share username** and the **Network share password**.
 - The Network share username is the domain\username of the user that has administrative rights to the Disaster Recovery Backup destination path.
 - The Network share password is the password of the network share username.

Click **Next** to continue.

16. Enter the **CommCell Username** and **CommCell Password**.

NOTES

- The CommCell username and password will be used by the Administrator user to log on to the CommCell Console. This user is automatically created during installation and, by default, has the necessary capabilities to perform all functions. Additional CommCell users with the same or less security rights can be created after the installation of the software.

Click **Next** to continue.

17. Select **Setup Software Cache** option to download the software updates automatically.

Select **Schedule FTP Download of Automatic Updates** option to schedule automatic FTP downloading of software updates.

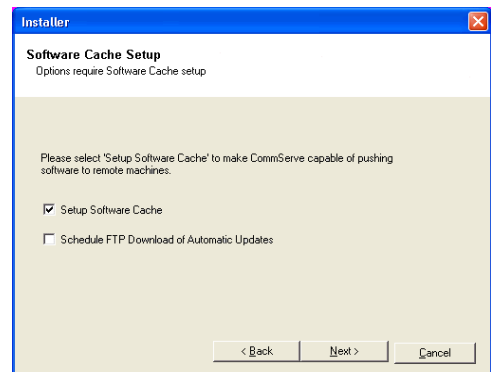
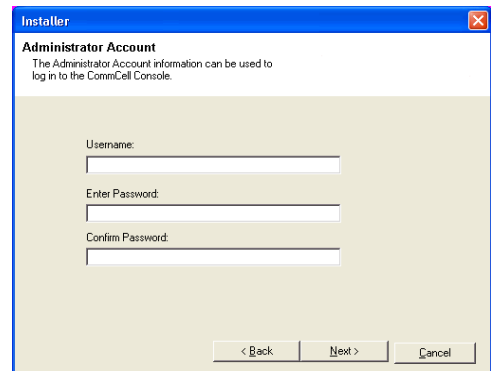
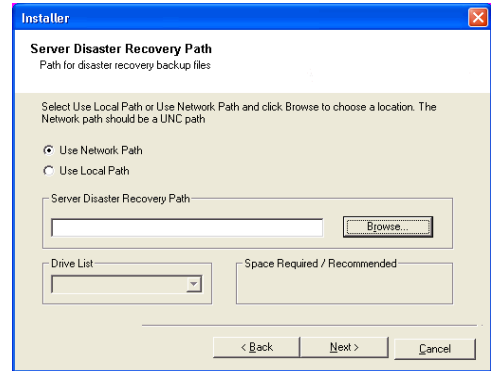
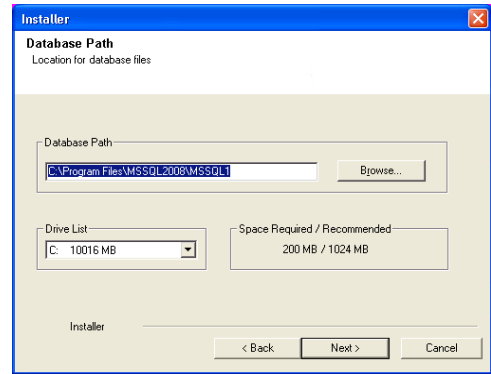
Click **Next** to continue.

18. Specify the path where the update files from the FTP site should be stored.

NOTES

- This prompt will only be displayed if the **Setup Software Cache** option was enabled.

Click **Next** to continue.



19. If necessary, select this option to schedule an automatic installation of software updates.

NOTES

- Schedule Install of Automatic Updates allows automatic installation of the necessary software updates on the computer on a single or weekly basis. If you do not select this option, you can schedule these updates later from the CommCell Console.
- To avoid conflict, do not schedule the automatic installation of software updates to occur at the same time as the automatic FTP downloading of software updates.
- If a component has already been installed, this screen will not be displayed; instead, the installer will use the same option as previously specified.

Click **Next** to continue.

20. Click **Yes** to configure the CommCell Console for web administration, or Click **No** to continue without configuring the CommCell Console for web administration.

NOTES

- The Internet Information Server (IIS) must be installed on this computer in order to configure for web administration.
- Configuring this computer for web administration allows you to:
 - Access the CommCell Console and Books Online from a remote computer using a Web browser.
 - View CommCell reports via a Web browser.
 - Access Books Online by clicking the Help button (the icon with a ?) in the CommCell Console.

21. Verify the summary and Click **Next** to continue.

NOTES

- The **Summary** on your screen will reflect the components installed on the computer, and may look different from the example shown.

The upgrade program now starts the upgrade process. This step may take several minutes to complete.

22. Contact your software provider to get the permanent license for CommNet Server.

NOTES

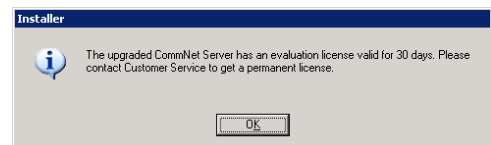
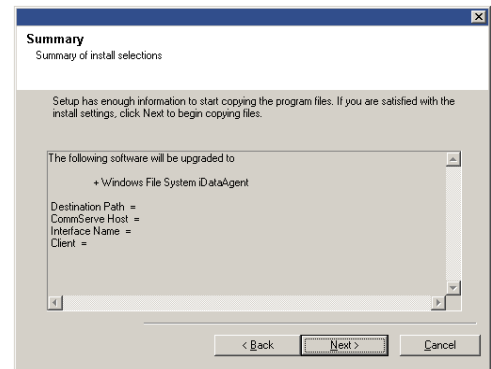
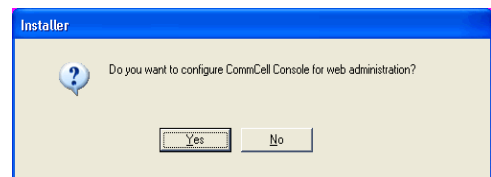
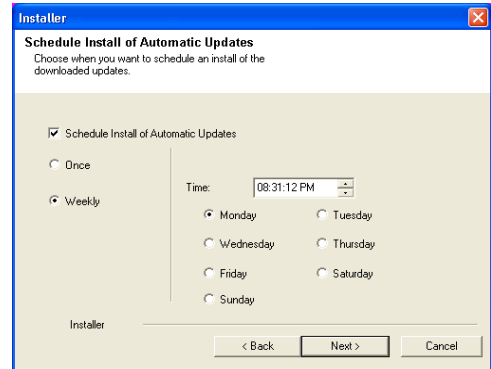
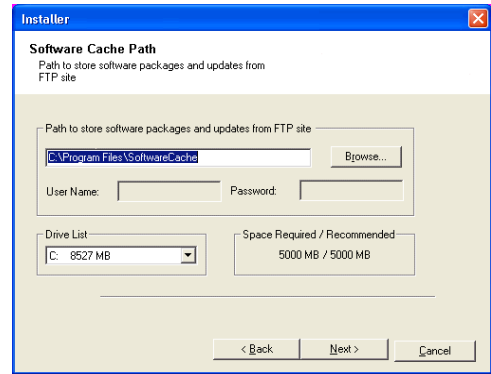
The Upgraded CommNet Server has an evaluation license that is valid only for 30 days.

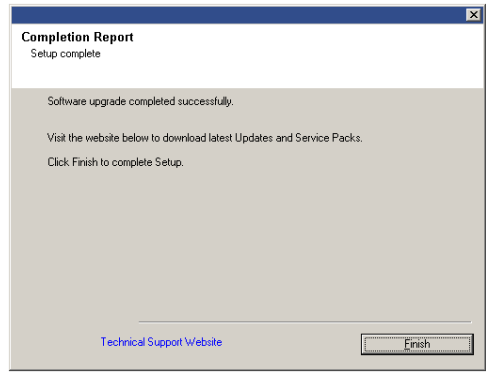
23. Click **Finish** to complete the upgrade.

NOTES

- The **Completion Report** will reflect the components upgraded on the computer, and may look different from the example shown.

The upgrade is now complete.





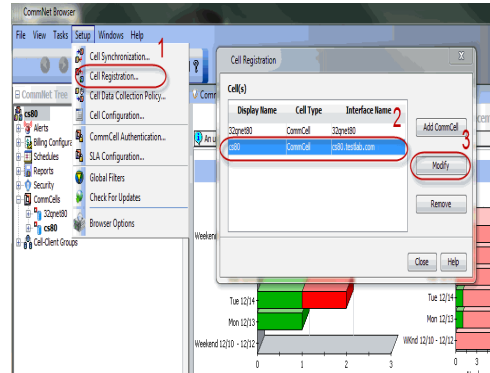
SET THE CLIENT NAME OF THE COMMSERVE IN THE COMMNET BROWSER

The proper client name of a CommServe should be set in Cell Registration of the CommNet Browser Setup after the CommNet server is upgraded from system version 8.0 to system version 9.0 if one of the following conditions apply:

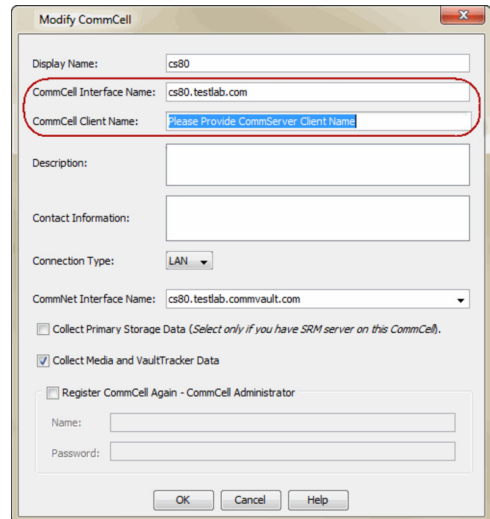
- The CommServe and CommNet are both installed on the same machine prior to the upgrade.
- The CommServe and CommNet were installed on different machines prior to the upgrade and you have a firewall configured between the two machines.

To set the client name of the CommServe in the CommNet Browser, do the following:

1.
 - Click **Setup** and **Cell Registration**.
 - Click the CommServe and then click **Modify**.



2.
 - Enter the **CommCell Client Name**. You can find the CommCell Client name in the **Value data** of `sCSCLIENTNAME` registry key on the CommServe computer.
 - Click **OK**.



Back to Top

CommNet Server - Database Upgrade

TABLE OF CONTENTS

Overview

Prerequisites

Upgrade Process

OVERVIEW

This procedure is used to upgrade the CommNet Server database on a separate computer so that the Production CommNet Server does not get disrupted during the process of upgrade.

The following sections describe the process of upgrading a database of the CommNet Server.

PREREQUISITES

- A Standby computer that can host the CommNet Server database.
- Latest Software Installation Disc to perform upgrade.
- Disk space that is equal to twice the disk size of the database that you are upgrading

UPGRADE PROCESS

1. On the Production CommNet server, perform a Disaster Recovery Backup of CommNet Server database.
Make sure that the associated disaster recovery folder (`SET_XXX` folder) is saved and available in a safe location.

See Starting a Disaster Recovery Backup for step-by-step instructions.

2. On the Standby computer, first install the latest version of the CommNet Server software. The CommServe software will be installed automatically when you install the CommNet Server software.

See Install the CommNet Server Software.

Then install the Database Upgrade tool on the standby computer.

See Install the Database Upgrade Tool for more information on installing Database Upgrade tool.

Make sure that all the updates are installed on the standby CommNet Server.

3. On the Standby computer, restore the disaster recovery backup of CommNet server database using the Disaster Recovery Tool.
4. Upgrade the databases, using the Database upgrade tool.

See Restore a Disaster Recovery Backup for step-by-step instructions on restoring the database.

NOTES:

- If the database upgrade succeeds, skip to Next step.
- If the upgrade does not succeed contact your Software Provided for assistance.

Run the following command to upgrade for CommNet Server database:

```
DatabaseUpgrade -PhaseName "All" -instance
"Instancexxx" -productName "COMMNET" -DBUpgradeDir
<dir db upgrade> -log <log folder name> -DBBackupDir
<dr backup dir>
```

where:

- *Instancexxx* - specify the Instance number to which the software is installed.
- *log folder name* - specify the path to create a log file.
- *dr backup dir* - specify the path to store a database backup before upgrading.

5. On the Standby computer, use the SQL Server Management Studio, to backup the upgraded CommNet Server database and the CommServe database and create a .dmp file.
6. On the Production CommNet Server, uninstall the old version and re-install the latest version of the CommNet Server software. The CommServe software will be installed automatically.
7. On the Production Server, restore the upgraded CommNet Server database using the Disaster Recovery tool.

See the SQL Server Management Studio help for information on backing up a database.

See Uninstalling Components for more information on uninstalling CommServe software.

See Install the CommNet Server Software for more information on installing CommServe software.

See Restore a Disaster Recovery Backup for step-by-step instructions.

CommServe - Database Upgrade

TABLE OF CONTENTS

Overview

Prerequisites

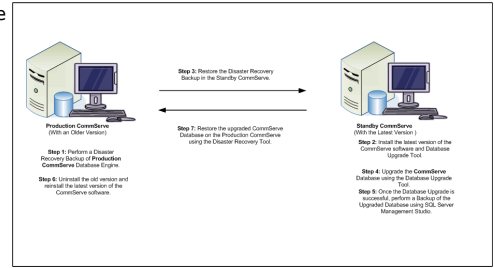
Upgrade Process

OVERVIEW

This procedure is used to upgrade the CommServe database on a separate computer, to ensure that the Production CommServe does not get disrupted during the process of upgrade.

Note that the **DBUpgrade** tool from resource pack in previous release is now renamed as **Database Upgrade** tool.

The following section describe the process of upgrading a database of the CommServe.



PREREQUISITES

- A Standby CommServe that can host the CommServe database.
- Latest Software Installation Disc to perform upgrade.

UPGRADE PROCESS

1. On the Production CommServe, perform a Disaster Recovery Backup.
Perform the following steps to start a Disaster Recovery Backup:
 1. From the CommCell Browser, right-click the **CommServe**, point to **All Tasks**, and then click **Disaster Recovery Backup**.
 2. By default, the backup type is selected as **Full**.
 3. Click the **Client Selection** tab to backup up the log files from clients with your CommCell.
 4. Select the client(s) from the available list of clients.
 5. Click the **Job Initiation** tab.
 6. Click **Immediate**.
 7. Click **OK** to run immediately.

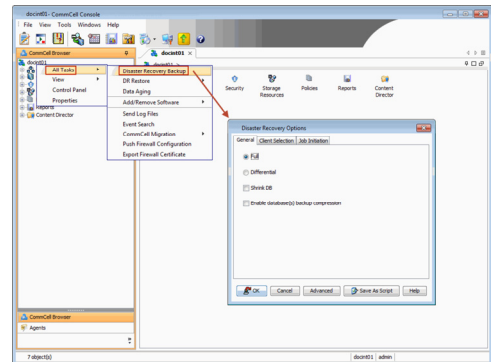
Make sure that the associated disaster recovery folder (**SET_XXX** folder) is saved and available in a safe location.

2. On the Standby CommServe computer, install the CommServe software and the Database Upgrade tool.
 - The **DBUpgrade** tool from resource pack in previous release is now renamed as **Database Upgrade** tool.
 - Make sure that all the updates are installed on the standby CommServe.

3. On the Standby CommServe, restore the disaster recovery backup using the CommServe Disaster Recovery Tool.

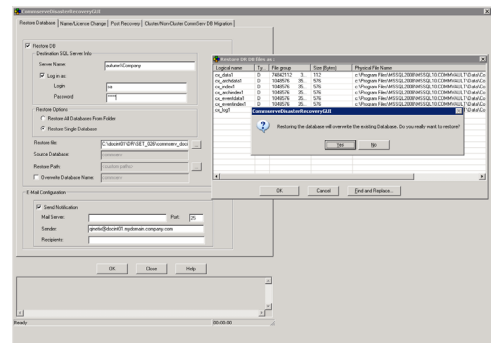
Perform the following steps to restore a disaster recovery backup:

1. From the Windows Explorer, navigate to the *<software installation path>\base* folder.
2. Double-click **CommserveDisasterRecoveryGUI.exe**. This will launch the CommServe Disaster Recovery Tool.
3. Select the **Restore DB** check box.
4. In the **Destination SQL Server Info**, select **Log in as:** check box and provide the SQL Server user account credentials.
5. Select one of the restore options:
 - o Click **Restore All Databases From Folder** to restore multiple databases



See Install the CommServe Software for step-by-step instructions on installing CommServe software.

See Install the Database Upgrade tool for step-by-step instructions.

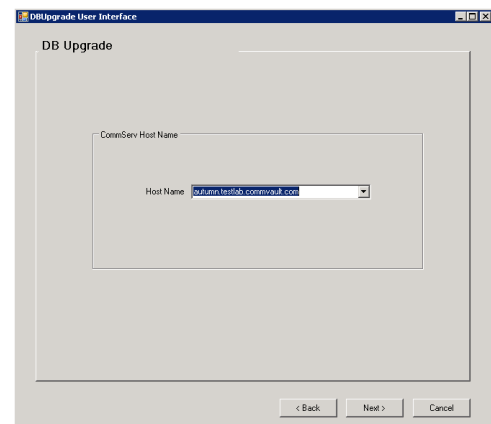
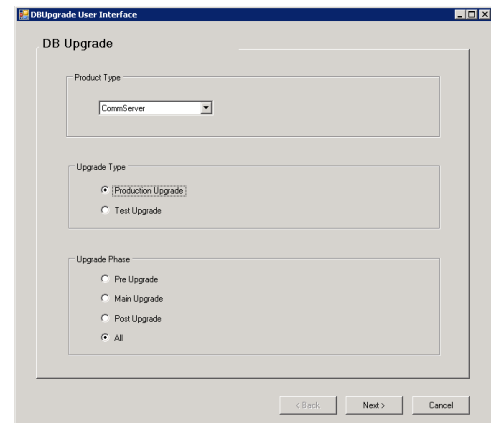


from the specified folder containing the dump files.

- Click **Restore Single Database** to restore a single dump file containing the database.
6. In the **Restore file** box, type or browse the name of the Disaster Recovery Backup file or folder where the dump files are located.
 7. In **Restore Path**, click the **Browse [...]** button to change the target location of the files from the **Restore DR DB file as:** dialog box.
To change the target perform the following:
 - In the **Physical File Name** column, click a row, type the new location and then click **Find and Replace**.
 - You will be prompted **Do you want to replace all physical file locations to c for the restore**, click **Yes**.
 - Click **OK**.
 - Click **Yes** to overwrite the existing Database.
 8. In the **Mail Server** box, specify a valid mail server name to be used for e-mail messages.
 9. In the **Port** box, specify the port number. The default Mail Server port number is 25.
 10. In the **Sender** box, specify a valid e-mail address that displayed in the mail generated from the software.
 11. In the **Recipients** box, specify a valid e-mail address of the recipient that will receive an e-mail message indicating that the restore operation has completed.
 12. Click **OK**.
4. On the Standby CommServe, from the Windows Explorer, navigate to the **<software installation path>\base** folder.
 5. Double-click **DBUpgradeUI.exe**. This will launch the DBUpgrade User Interface wizard.
 6. From the **Product Type** list, click **CommServer**.
Click **Next**.

7. Standby CommServe host name is automatically populated in the **Host Name** list.
Click **Next**.

8. Standby SQL server database information is displayed in the **Database Information**.
Click **Next**.

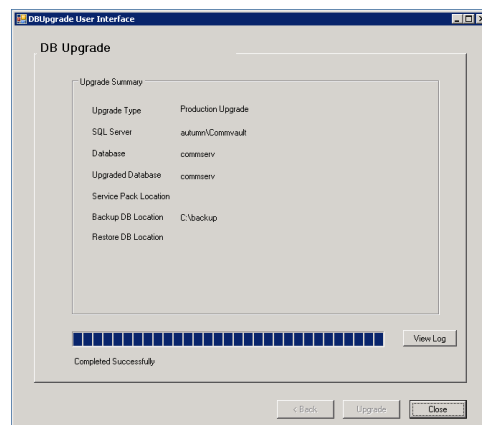
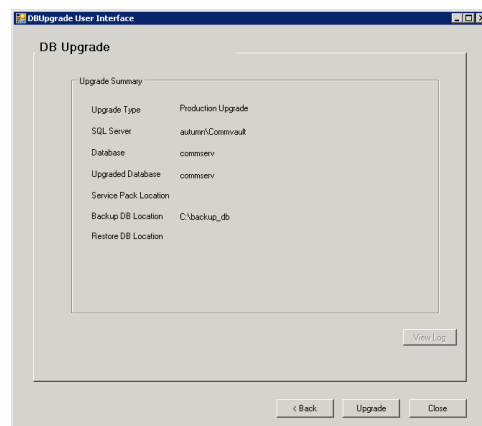
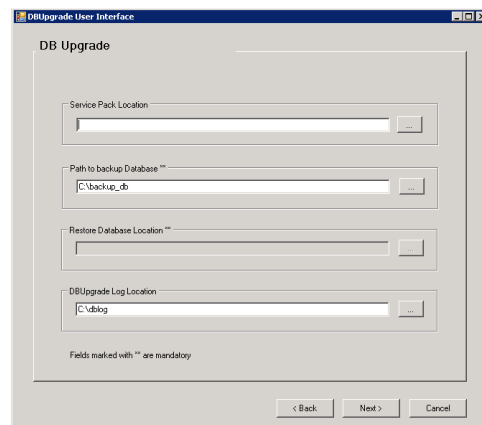
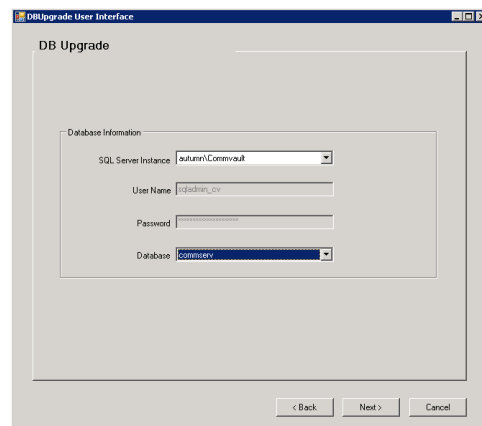


9.
 - In the **Path to backup Database**, click **Browse [...]** button to select the directory for database backup.
 - In the **DBUpgrade Log Location**, click **Browse [...]** button to select the directory for logs.
 - Click **Next**.

10. Click **Upgrade**.

11. Upgrade is Successful.
Click **Close**.

12. Start all services on the Standby CommServe.



To start services:

13. On the Standby CommServe, use the **SQL Server Management Studio**, to backup the upgraded CommServ database and create a .dmp file.

Perform the following steps to back up the upgraded database to a full database backup:

1. Open **Microsoft SQL Server Management Studio**.
2. Navigate to **Server Instance | Database | CommServ**.
3. Right-click the **CommServ** database, select **Tasks** and then click **Backup**. The **Back Up Database** dialog box appears.
4. In the **Database**, verify the database name.
5. In the **Backup type**, select **Full**.
6. In the **Backup Component**, select **Database** option.
7. Accept the default backup set name in the **Name**, or you can enter a different name for the backup set.
8. Specify when the **Backup set will expire**. By default **After** is selected with value 0.
9. In the **Destination** area select **Disk** option. To select the path, click **Add**. The selected path will be displayed in the **Backup to** list.
To remove backup destination, select the destination path and click **Remove**.
10. Click **OK**.

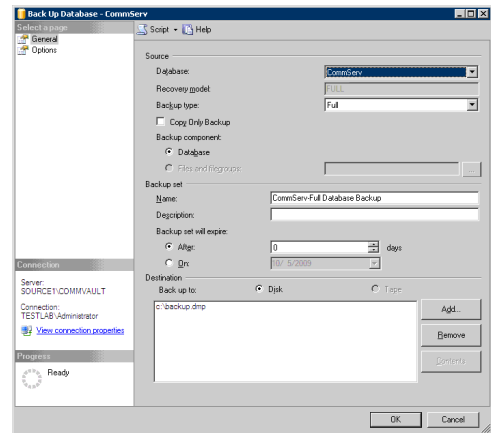
14. On the Production CommServe, uninstall the old version and re-install the latest version of the CommServe software.

15. On the Production CommServe computer, restore the CommServ Database using the **Commserve Disaster Recovery tool**.

Perform the following steps to restore a disaster recovery backup:

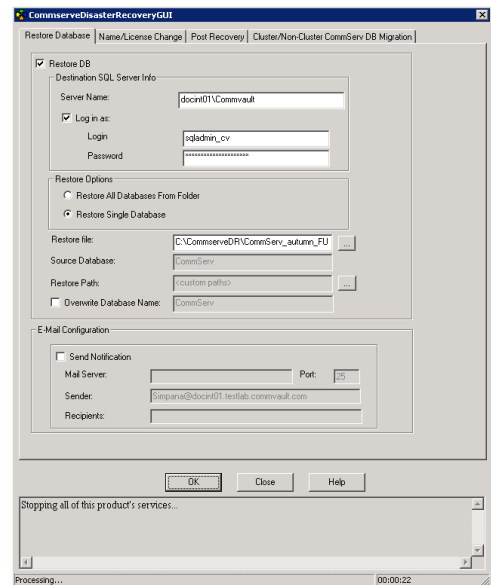
1. From the Windows Explorer, navigate to the `<software installation path>\base` folder.
2. Double-click **CommserveDisasterRecoveryGUI.exe**. This will launch the CommServe Disaster Recovery Tool.
3. Select the **Restore DB** check box.
4. In the **Destination SQL Server Info**, select **Log in as:** check box and provide the SQL Server user account credentials.
5. Select one of the restore options:
 - o Click **Restore All Databases From Folder** to restore multiple databases from the specified folder containing the dump files.
 - o Click **Restore Single Database** to restore a single dump file containing the database.
6. In the **Restore file** box, type or browse the name of the Disaster Recovery Backup file or folder where the dump files are located.
7. In **Restore Path**, click the **Browse [...]** button to change the target location of the files from the **Restore DR DB file as:** dialog box. To change the restore path perform the following:
 - o In the **Physical File Name** column, click a row, type the new location and then click **Find and Replace**.
 - o You will be prompted **Do you want to replace all physical file locations to c for the restore**, click **Yes**.
 - o Click **OK**.
 - o Click **Yes** to overwrite the existing Database.
8. In the **Mail Server** box, specify a valid mail server name to be used for e-mail messages.
9. In the **Port** box, specify the port number. The default Mail Server port number is 25.
10. In the **Sender** box, specify a valid e-mail address that displayed in the mail

- Click the **Start** button on the Windows task bar and then click **All Programs**.
- Navigate to **bull | Calypso** and click **Service Control Manager**.
- Select **All Services in Services**.
- Click **Start** to start all services.



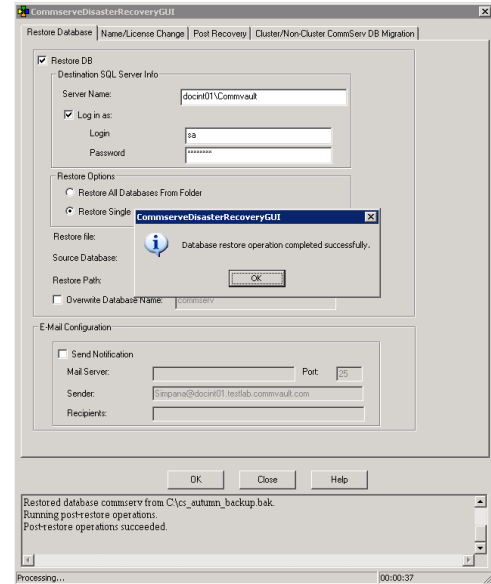
See Uninstalling Components for more information on uninstalling CommServe software.

See Install the CommServe Software for more information on installing CommServe software.



generated from the software.

11. In the **Recipients** box, specify a valid e-mail address of the recipient that will receive an e-mail message indicating that the restore operation has completed.
12. Click **Name/License Change** tab.
13. Select **CommServe Name Change** check box.
14. Select **Activate License** check box.
Click **Browse [...]** button to specify the location of the license XML file.
15. Click **OK**.
16. You will be prompted with **Database restore operation completed successfully** dialog box. Click **OK**.
Click **Close**.



17. Start all services on the Production CommServe.

To start services:

- Click the **Start** button on the Windows task bar and then click **All Programs**.
- Navigate to **bull | Calypso** and click **Service Control Manager**.
- Select **All Services** in **Services**.
- Click **Start** to start all services.

Interactive Upgrade - CommServe

Non Cluster | Cluster

TABLE OF CONTENTS

Overview

Supported Upgrade Paths

Upgrade Requirements

Upgrade Procedure

Post-Upgrade Considerations

OVERVIEW

The procedure on this page describes the steps involved in upgrading the CommServe in a non-clustered environment. This procedure provides steps for upgrading the CommServe.

Verify and ensure that you have permanent license before upgrading the CommServe. You may encounter irrecoverable failure, if you upgrade using an evaluation license.

SUPPORTED UPGRADE PATHS

The following table provides a list of supported upgrade paths for the current software version. If the version currently installed on your computer is not listed here, contact your software provider for more information.

INSTALLED VERSION	UPGRADE TO VERSION 9.0.0	INFORMATION
7.0.0	Supported	Perform a direct upgrade to Version 9.0.0.
8.0.0	Not Supported	Perform a direct upgrade to Version 10.0.0. Click here for more details.

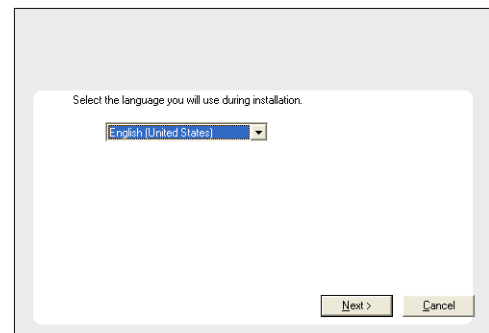
UPGRADE REQUIREMENTS

Review the following before upgrading the software:

- Verify that the latest Service Pack of previous release is installed on the CommServe computer before upgrading the CommServe.
- Verify that there are no VaultTracker pending actions. If there are any, manually **Abort** these actions from the CommCell Console.
- Make sure that you have the latest Software Installation Disc before you start to upgrade the software. If you are not sure, contact your software provider.
- The CommServe upgrade must be physically performed on the CommServe computer and cannot be upgraded from a remote computer.
- It is strongly recommended that you perform a Disaster Recovery Backup from the CommCell Console before upgrading the CommServe.
- If the CommServe upgrade fails during the following upgrade process, use the **Database Upgrade** tool to perform the upgrade. See CommServe - Database Upgrade for more information.

UPGRADE PROCEDURE

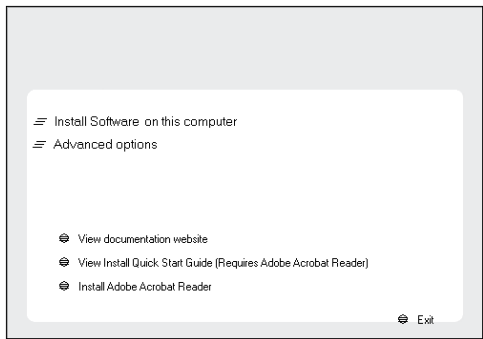
1. Verify that the computer in which you wish to upgrade the software satisfies the minimum requirements specified in System Requirements - CommServe.
2. Choose the language you want to use during installation. Click the down arrow and select the desired language from the drop-down list, and click **Next** to continue.



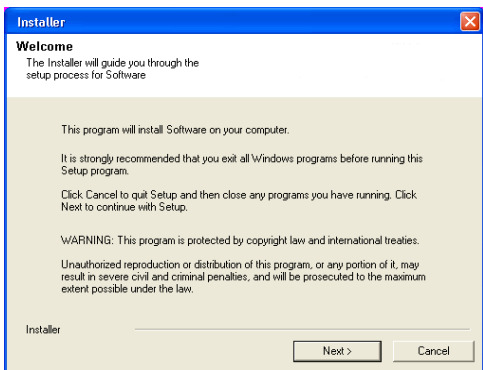
3. Select the option to install software on this computer.

NOTES

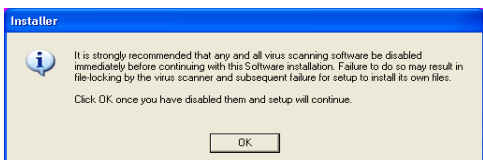
- The options that appear on this screen depend on the computer in which the software is being installed.



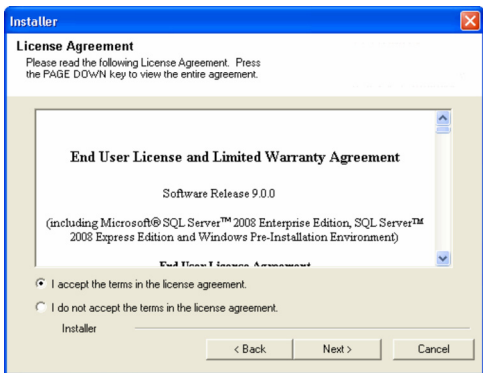
4. Read the Welcome screen.
Click **Next** to continue, if no other applications are running.



5. Read the virus scanning software warning.
Click **OK** to continue, if virus scanning software is disabled.



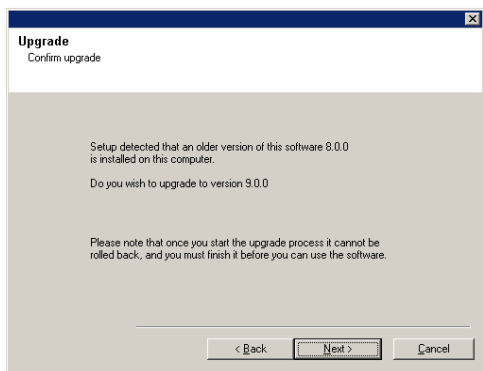
6. Read the license agreement, then select **I accept the terms in the license agreement**.
Click **Next** to continue.



7. Click **Next** to continue with the upgrade.

NOTES

- The older version number depends on the version in the computer and may look different from the example shown.



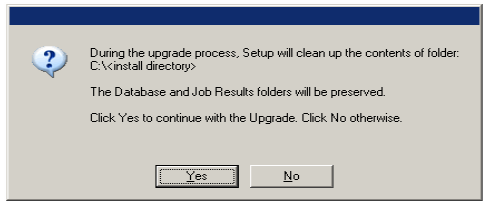
8. Click **Yes** to continue.

NOTES

- The upgrade process deletes and replaces this folder with newer files. To preserve

this, move them to another location before clicking **Yes**.

- Note that the upgrade process **does not save** any files such as command line scripts or folders from the **<software installation path>** folder.
- Clicking **No** will exit the upgrade program.

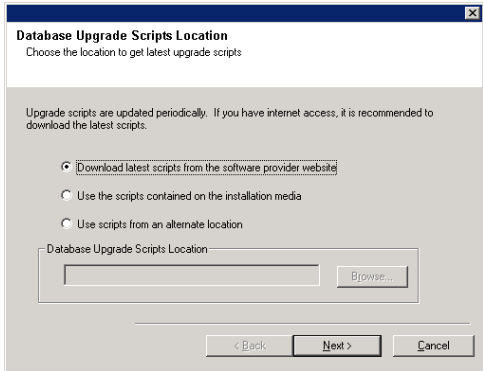


9. Select the option to specify from which the database upgrade scripts should be copied for use during the upgrade process or use the default location.
The upgrade program copies the necessary database scripts to the install location before running them.

NOTES

- Select **Download latest scripts from the software provider website**, if you want to download and install the software using the latest software package.
Make sure you have internet connectivity when you are using this option.
- Select **Use the scripts contained on the installation media** to continue the upgrade from the current location.
- Select **Use scripts from an alternate location**, if you have the software package in an alternate location. Type the location of the software package directory, or click **Browse** to choose the location.

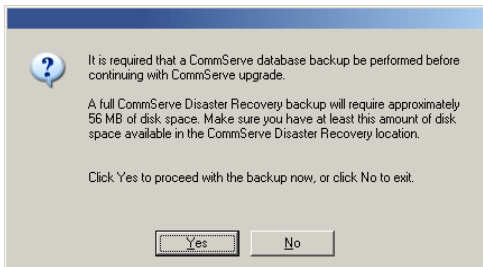
Click **Next** to continue.



10. Click **Yes** to backup the CommServe database.

NOTES

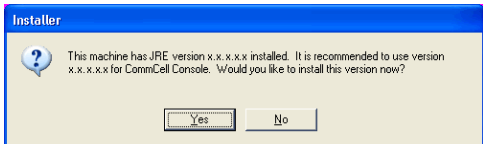
- Clicking **No** will abort the upgrade.
- The size of the CommServe Disaster Recovery depends on the size of the CommServe Database Engine in your environment and may look different from the example shown.



11. Click **Yes** to install the Java Runtime Environment (JRE) or click **No** if you would like to use the JRE Version already available in your computer.

NOTES

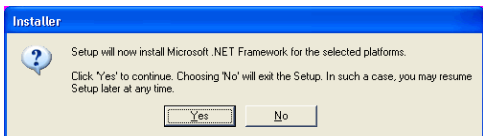
- This prompt will be displayed only if the computer is running a JRE version prior to the one supplied in this installation program or no JRE version is available at all. See System Requirements - CommServe for more information on JRE versions.



12. Click **OK** to install Microsoft .NET Framework.

NOTES

- This option will only appear if Microsoft .NET Framework has not been installed on this computer.

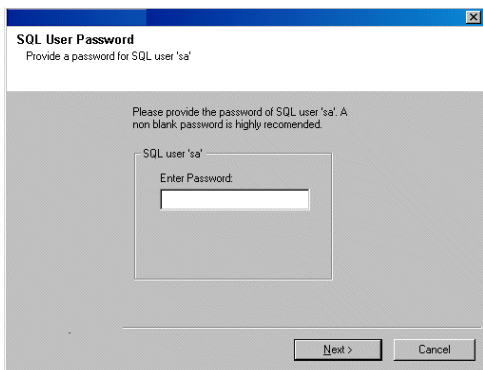


13. Specify the SQL Server System Administrator password.

NOTES

- This is the password for the administrator's account created by SQL during the installation.

Click **Next** to continue.



14. The System Reboot message may be displayed. If so, select one of the following:

- **Reboot Now**
If this option is displayed without the **Skip Reboot** option, the install program has found files required by the software that are in use and need to be replaced. If **Reboot Now** is displayed without the **Skip Reboot** option, reboot the computer at this point. The install program will automatically continue after the reboot.
- **Exit Setup**

If you want to exit the install program, click **Exit Setup**.

15. Click **Yes** to set up a dedicated instance of Microsoft SQL Server for the CommServe Server.

NOTES

- This prompt will only be displayed if SQL Server database instance is not installed on this computer.
- Clicking **No** will exit the install program.

16. Select **Setup Software Cache** option to download the software updates automatically.

Select **Schedule FTP Download of Automatic Updates** option to schedule automatic FTP downloading of software updates.

Click **Next** to continue.

17. Verify the summary and Click **Next** to continue.

NOTES

- The **Summary** on your screen will reflect the components installed on the computer, and may look different from the example shown.

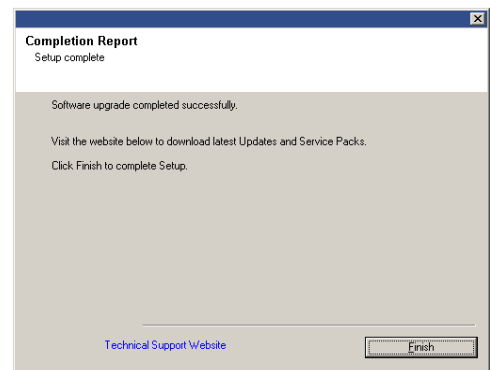
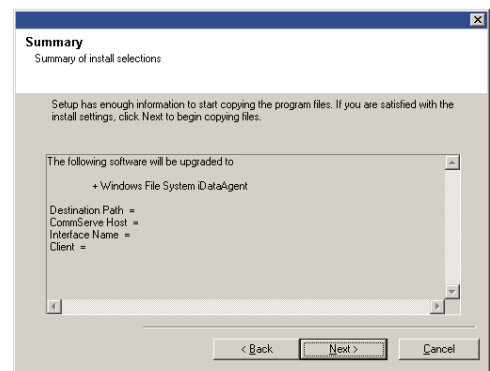
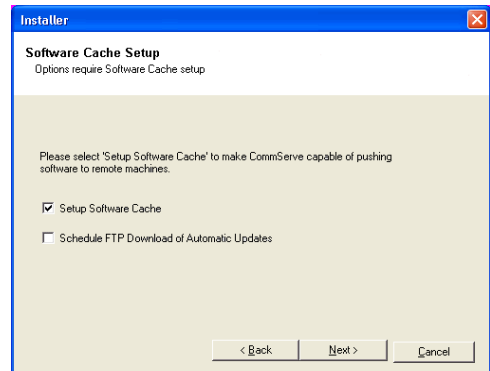
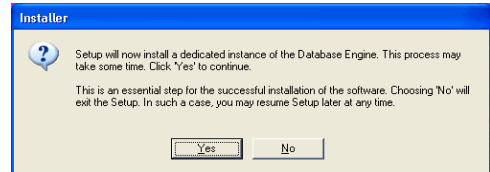
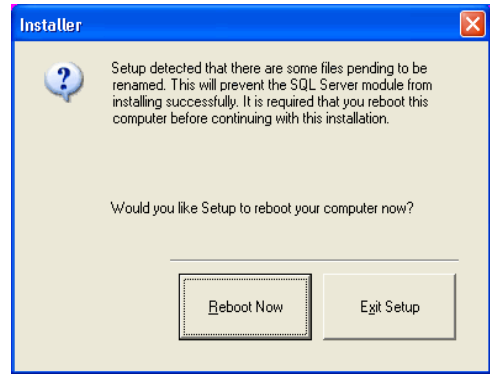
The upgrade program now starts the upgrade process. This step may take several minutes to complete.

18. Click **Finish** to complete the upgrade.

NOTES

- The **Completion Report** will reflect the components upgraded on the computer, and may look different from the example shown.

The upgrade is now complete.



POST-UPGRADE CONSIDERATIONS

COMMSERVE SPECIFIC

- Review Upgrade Considerations after upgrading the software.
- If the CommServe Software Cache for the Automatic Update feature is located within the CommServe install folder, the cache will be lost after the upgrade. Make sure to repopulate the CommServe Software Cache after the upgrade.
- If the bCHECK_AUTOUPDATES registry key was defined in the previous release, its settings (enabled or disabled) will carry over to the current release. If enabled, the CommServe CVD will contact the configured Automatic Updates FTP site at six-hour intervals (360 minutes) to check if the CommServe Software Cache is up-to-date. If there are missing updates, they will be downloaded as per the Automatic Update Configuration.
- Upon upgrade, if you had configured a UNIX share for the CommServe Software Cache in the previous release, the software will automatically point all clients associated with the configured share to the CommServe Software Cache as the source for updates. A UNIX share can no longer be configured for the CommServe Software Cache. Instead, UNIX Clients can be designated as software caches as part of Automatic Updates Multicache Configuration. Once designated as an software cache, a UNIX client can be configured to push out the latest software packages it receives from the CommServe Software Cache to the clients within the CommCell that are selected to receive their updates from this UNIX software cache. For more information, see Setup Remote Cache.
- Upon upgrade, if you had enabled the **Get Updates From Share** option in the previous release, the software will automatically point all clients associated with the configured share to the CommServe Software Cache as the source for updates.

Upgrade the CommServe and Database Engine on Separate Computers

TABLE OF CONTENTS

Overview

Requirements

Upgrade Process

Post Upgrade Considerations

OVERVIEW

The following sections describe the steps for upgrading the CommServe and the Microsoft SQL Server Database Engine when installed on separate computers.

REQUIREMENTS

- Ensure that you have the latest software installation disc before you start to upgrade the software. If you are not sure, contact your software provider.
- Install the Database Upgrade tool. See [Install the Database Upgrade Tool](#) for step-by-step instructions.
- Install Service Pack 12 on the CommServe computer. See [Updates and Service Packs](#) for step-by-step instructions.
- Contact your software provider to get a license key to change the IP address. The old IP belongs to the binary computer and the new IP to the database computer.
- Verify that the computer in which you wish to upgrade the software satisfies the minimum requirements specified in [System Requirements - CommServe](#).
Verify the Upgrade Requirements for CommServe.

Verify and ensure that you have permanent license before upgrading the CommServe. You may encounter irrecoverable failure, if you upgrade using an evaluation license.

UPGRADE PROCESS

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Perform a Disaster Recovery Backup on the CommServe and make sure that the associated disaster recovery folder (<code>SET_XXX</code> folder) is saved and available in a safe location. | <p>See Start a Disaster Recovery Backup for step-by-step instructions.</p> |
| <ol style="list-style-type: none"> 2. Stop all services on the CommServe computer. | <p>See Stop Services on Windows for step-by-step instructions.</p> |
| <ol style="list-style-type: none"> 3. Upgrade the CommServe Database Engine to Microsoft SQL Server 2008 (Enterprise Edition) with the appropriate service pack. See System Requirements - CommServe for more information. | <p>Refer to Microsoft SQL Server 2008 documentation for information on how to upgrade the SQL Server.</p> |
| <ol style="list-style-type: none"> 4. Save the following folders in a safe location: <ul style="list-style-type: none"> • ER folder available in the location as configured during the CommServe installation. (See Install the CommServe for details.) • LibEmulator folder available at <code><software installation path></code>. (This folder will be available if virtual tape library is setup.) | <pre>DatabaseUpgrade -PhaseName "All" -instance "Instancexxx" -productName "Commserve" -DBUpgradeDir <dir db upgrade> -log <log folder name> -DBBackupDir <dr backup dir></pre> <p>where:</p> <ul style="list-style-type: none"> • <code>Instancexxx</code> - specify the Instance number to which the software is installed. • <code>log folder name</code> - specify the path to create a log file. • <code>dr backup dir</code> - specify the path to store a database backup before upgrading. |
| <ol style="list-style-type: none"> 5. Run the Database Upgrade tool on the CommServe Database Engine. | <p>See Uninstalling Components for more information.</p> |
| <ol style="list-style-type: none"> 6. Uninstall the CommServe software from the computer that hosts the CommServe software. (If other components are installed on the computer make sure to uninstall them.) | <p>See Uninstalling Components for more information.</p> |
| <ol style="list-style-type: none"> 7. Install the CommServe software on the computer that hosts the CommServe. | <p>See Install the CommServe for step-by-step instructions.</p> |
| <ol style="list-style-type: none"> 8. Restore the CommServe database using the CommServe Disaster Recovery Tool. | <p>See Restore a Disaster Recovery Backup for step-by-step instructions.</p> |
| <ol style="list-style-type: none"> 9. Restore the the following folders (as saved in Step 4) to their corresponding locations: <ul style="list-style-type: none"> • ER folder in the location specified during the CommServe installation. (See Install | |

the CommServe for details.)

- **LibEmulator** folder to <software installation path>.

POST-UPGRADE CONSIDERATIONS

- Review the Post-Upgrade Considerations for CommServe.

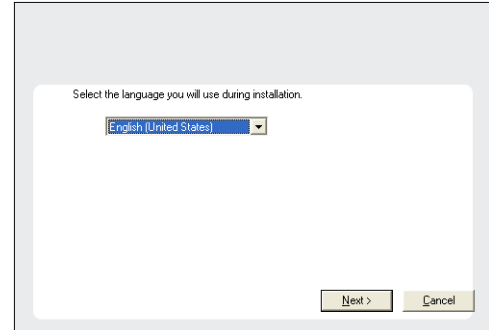
Install the Database Upgrade Tool

The Database Upgrade tool is used to perform a database upgrade. Ensure that the CommServe is installed on the computer on which you want to install the Database Upgrade tool.

The **DBUpgrade** tool from resource pack in previous release is now renamed as **Database Upgrade** tool.

INSTALL PROCEDURE

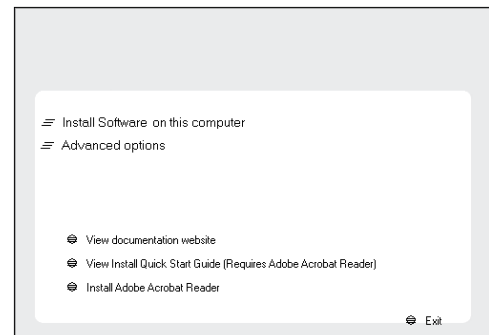
1. Log on to the CommServe as local Administrator or as a member of the Administrators group on that computer.
2. Download **DVD11** from the Maintenance Advantage web site and run the **Setup.exe**.
3. Choose the language you want to use during installation. Click the down arrow and select the desired language from the drop-down list, and click **Next** to continue.



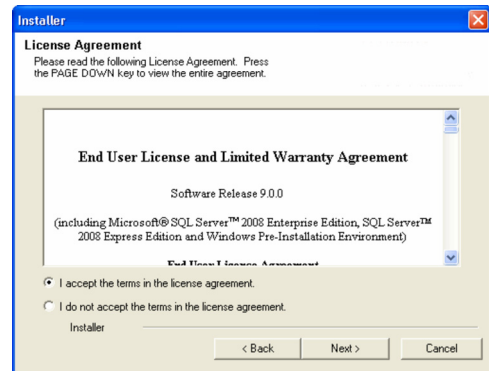
4. Select the option to install software on this computer.

NOTES

- The options that appear on this screen depend on the computer in which the software is being installed.



5. Read the license agreement, then select **I accept the terms in the license agreement**.
Click **Next** to continue.



SELECT COMPONENTS FOR INSTALLATION

6. Expand **Tools** folder and then select **DBUpgrade**
Click **Next**.
This option will not be available if CommServe is not installed on the computer.

7. Select **Add programs to the Windows Firewall Exclusion List**, if you wish to add CommCell programs and services to the Windows Firewall Exclusion List.

NOTES:

- If Windows Firewall is enabled on the computer, this option is selected by default and must be enabled to proceed with the installation.
- If Windows Firewall is disabled on the computer, you can select this option to add the programs and services to enabled CommCell operations across the firewall, if the firewall is enabled at a later time.

You can either select this option during install or add the programs and services after installation. For adding the programs and services after installation, see Configure Windows Firewall to Allow CommCell Communication.

Click **Next** to continue.

8. Select **Download latest update pack(s)** to automatically download and install the latest service packs and/or post packs if applicable at the end of this agent install.

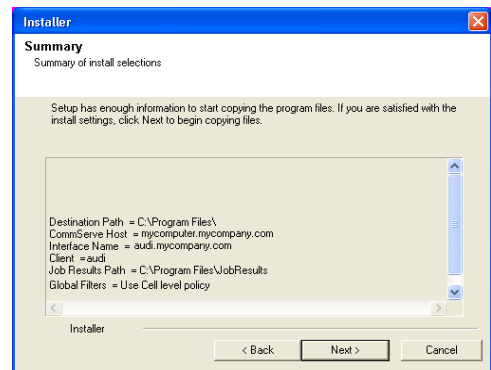
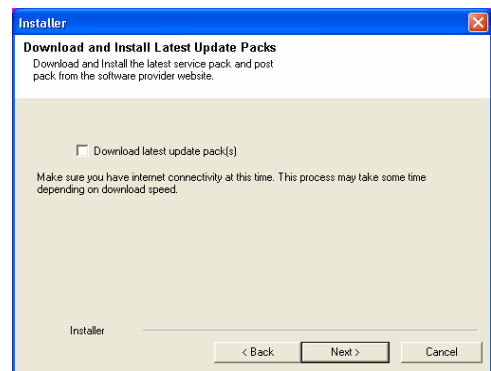
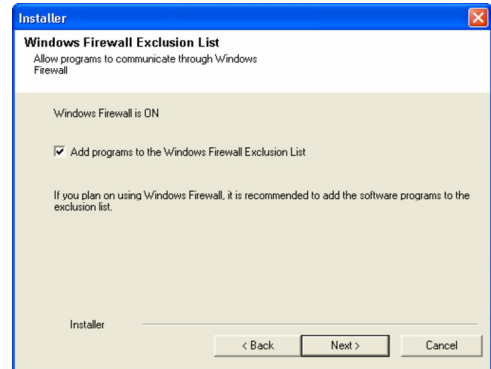
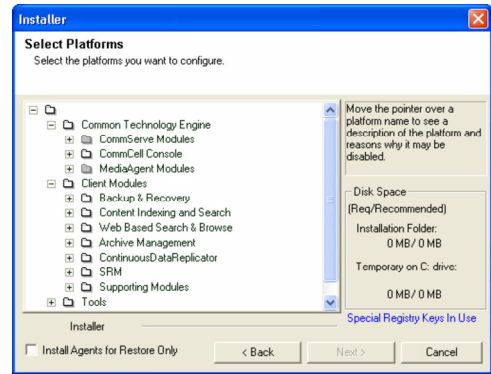
NOTES

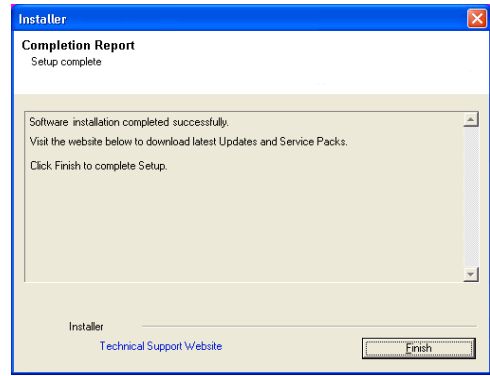
- Internet connectivity is required to download updates.
- Updates are downloaded to the following directory:
<software installation>/Base/Temp/DownloadedPacks.
They are launched silently and installed automatically for the first instance.

Click **Next** to continue.

9. Click **Next**.

10. Click **Finish**.





Upgrade the CommServe SNMP Enabler

Automatic software upgrades are not available for the CommServe SNMP Enabler software.

- If the SNMP Enabler was installed on the CommServe, the software will be uninstalled during CommServe upgrades. A warning message will be displayed during the CommServe upgrade process indicating that the SNMP Enabler software must be reinstalled manually.

Interactive Upgrade - MediaAgent

TABLE OF CONTENTS

Overview

Supported Upgrade Paths

Upgrade Requirements

Before You Begin

Upgrade Procedure

Post-Upgrade Considerations

OVERVIEW

The procedure on this page describes the steps involved in upgrading the MediaAgent in a non-clustered environment. This procedure provides steps for upgrading the MediaAgent only.

If multiple components are installed on a computer, then ensure that all applicable components are selected for upgrade. In such a situation, the upgrade sequence may vary. Refer to the appropriate procedures for upgrade requirements and steps specific to the component.

Verify that the computer in which you wish to install the software satisfies the minimum requirements specified in System Requirements - MediaAgent.

SUPPORTED UPGRADE PATHS

The following table provides a list of supported upgrade paths for the current software version. If the version currently installed on your computer is not listed here, contact your software provider for more information.

INSTALLED VERSION	UPGRADE TO VERSION 9.0.0	INFORMATION
7.0.0	Supported	Perform a direct upgrade to Version 9.0.0.
8.0.0	Not Supported	Perform a direct upgrade to Version 10.0.0. Click here for more details.

UPGRADE REQUIREMENTS

Review the following before upgrading the software:

GENERAL

- Review the Quick Start and Upgrade Considerations before upgrading the software.
- Verify that no jobs are in progress or scheduled to occur while the software is being upgraded on the client. If jobs are scheduled, either perform the upgrade at another time or disable all jobs in the client using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console. Once the upgrade is completed, you can enable the jobs from this dialog box.
- Verify that the CommServe computer is accessible.
- Verify the following services are running on the CommServe:
 - CommServe Services.
 - BullCalypso SQL Server Service for the instance.
- Close all applications and disable any programs that run automatically, including antivirus, screen savers and system utilities. Some programs, including antivirus software, may be running as a service. Stop and disable all non-essential services before you begin. You can re-enable them after the upgrade.
 - Verify that all applications (**CommCell Console**, **Service Control Manager**) are closed.
 - The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.
- Verify that you have the Software Installation Disc that is appropriate to the destination computer's operating system.

CLUSTER

- The upgrade can be initiated from any one of the physical nodes. When a physical node is upgraded, virtual machine associated with that instance is automatically upgraded.
- When the software is upgraded on a physical node (active node), the program facilitates the upgrade of the remaining physical nodes (passive nodes) in the cluster by displaying a list of all the available physical nodes. You can select the appropriate node in which the software must be upgraded, see Upgrade Remaining Cluster Nodes steps below to upgrade remaining physical nodes in a cluster.
- It is recommended that both the active and passive nodes are available during the upgrade process. If the passive nodes were not available during the

upgrade you can manually upgrade the passive nodes. See [Manually Upgrading the Software on a Passive Node](#) for step-by-step instructions.

BEFORE YOU BEGIN

- Ensure that you are logged on to the computer as a local Administrator or as a member of the local Administrators group on that computer.

UPGRADE PROCEDURE

1. Choose the language you want to use during installation. Click the down arrow and select the desired language from the drop-down list, and click **Next** to continue.

2. Select the option to install software on this computer.

NOTES

- The options that appear on this screen depend on the computer in which the software is being installed.

3. Read the license agreement, then select **I accept the terms in the license agreement**.

Click **Next** to continue.



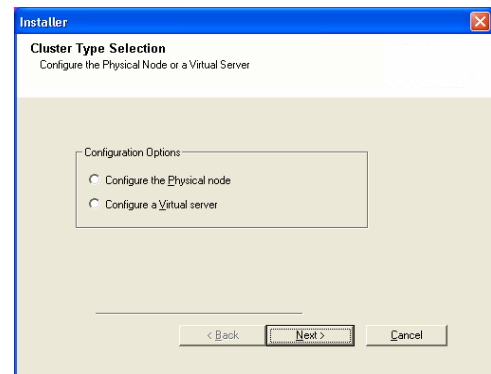
CLUSTER SELECTION

If you are upgrading in clustered environment, follow the steps below. For non-clustered environment, skip to Step 6.

4. Select **Configure the Physical node**, and then click **Next**.

NOTES:

- The software will be upgraded on both physical and virtual machines.
- This window is displayed when you are upgrading the software in the clustered environment.

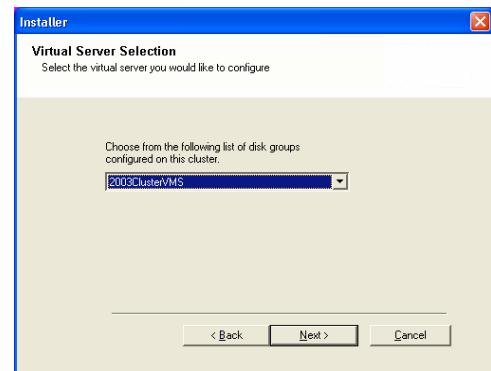


5. Select the disk group in which the cluster group resides.

Click **Next** to continue.

NOTES:

- This step is not applicable if you are upgrading from 7.0 to 9.0
- This window is displayed when you are upgrading the software in the clustered environment.



6. Click **Next** to continue with the upgrade.

NOTES

- The older version number depends on the version in the computer and may look different from the example shown.

- Click **Yes** to continue.

NOTES

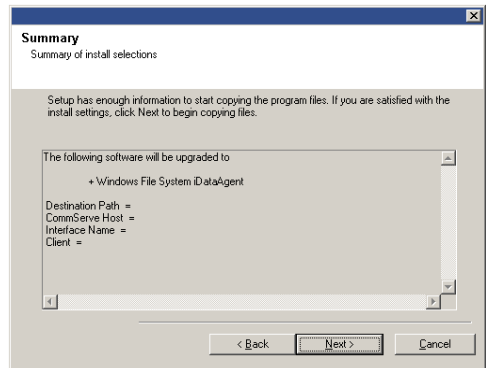
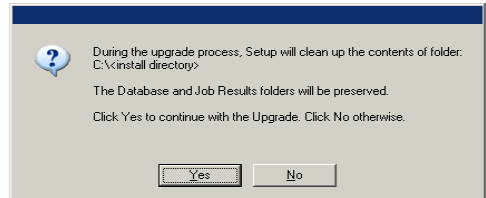
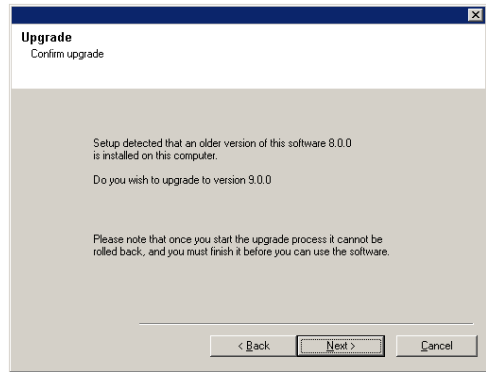
- The upgrade process deletes and replaces this folder with newer files. To preserve this, move them to another location before clicking **Yes**.
- Note that the upgrade process does not save any files such as command line scripts or folders from the *<software installation path>* folder.
- Clicking **No** will exit the upgrade program.

- Verify the summary and Click **Next** to continue.

NOTES

- The **Summary** on your screen will reflect the components installed on the computer, and may look different from the example shown.

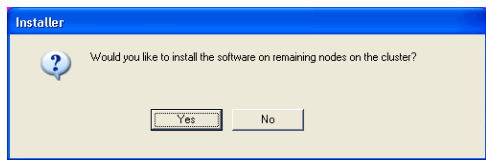
The upgrade program now starts the upgrade process. This step may take several minutes to complete.



UPGRADE REMAINING CLUSTER NODES

If you are upgrading in a clustered environment, follow the steps below to upgrade on remaining nodes of the cluster. For non-clustered environment, skip to Setup Complete.

- To install/upgrade the software on the remaining nodes of the cluster, click **Yes**. To complete the install for this node only, click **No**.

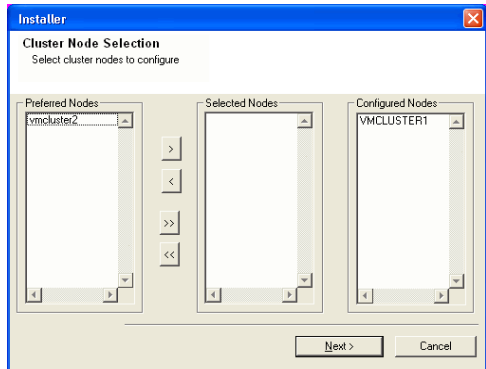


- Select cluster nodes from the **Preferred Nodes** list and click the arrow button to move them to the **Selected Nodes** list.

NOTES

- The list of **Preferred Nodes** displays all the nodes found in the cluster; from this list you should only select cluster nodes configured to host this cluster group server.
- Do not select nodes that already have multiple instances installed. For more information, see Multi Instancing.

When you have completed your selections, click **Next** to continue.



- Type the **User Name** and **Password** for the Domain Administrator account, so that the installer can perform the remote install/upgrade of the cluster nodes you selected in the previous step.

Click **Next** to continue.

12. The progress of the remote upgrade for the cluster nodes is displayed; the upgrade can be interrupted if necessary.

Click **Stop** to prevent upgrade to any nodes after the current ones complete.

Click **Advanced Settings** to specify any of the following:

- Maximum number of nodes on which Setup can run simultaneously.
- Time allocated for Setup to begin executing on each node, after which the upgrade attempt will fail.
- Time allocated for Setup to complete on each node, after which the upgrade attempt will fail.

NOTES

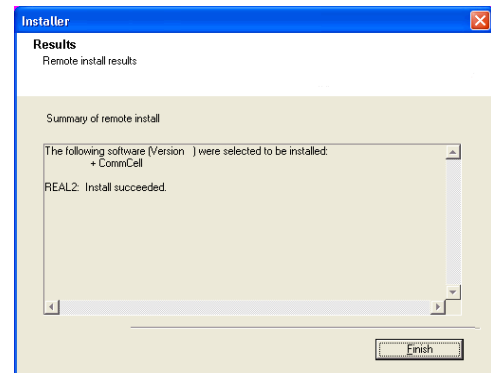
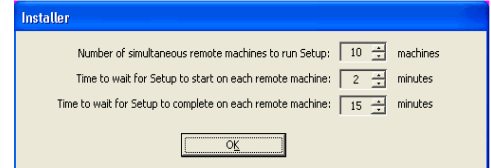
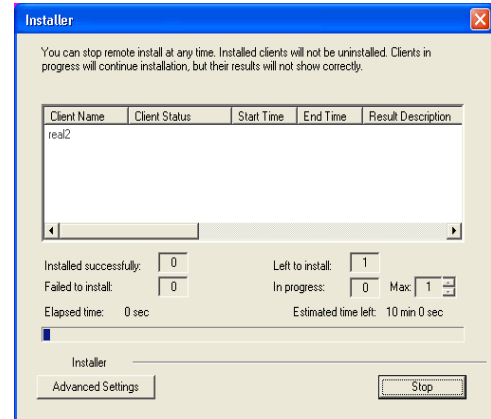
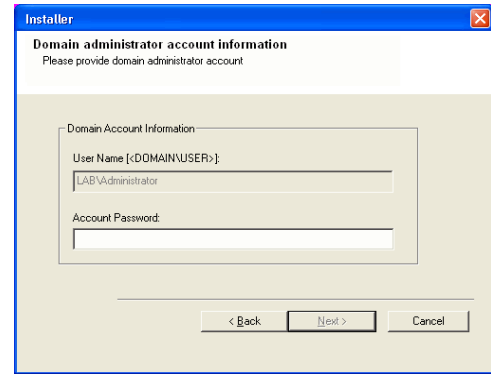
- If, during the remote upgrade of a cluster node, setup fails to complete or is interrupted, you must perform a local upgrade on that node. When you do, the upgrade begins from where it left off, or from the beginning if necessary. For procedures, see *Manually Upgrading the Software on a Passive Node*.

13. Read the result for the passive node upgrade to verify whether the passive node upgrade was successful.

NOTES

- If the passive node upgrade fails, you must manually upgrade the passive node once the active node upgrade is complete. (See *Manually Upgrading the Software on a Passive Node* for step-by-step instructions.)
- The **Result** message displayed on your screen will reflect the status of the passive node upgrade, and may look different from the example.

Click **Next** to continue.



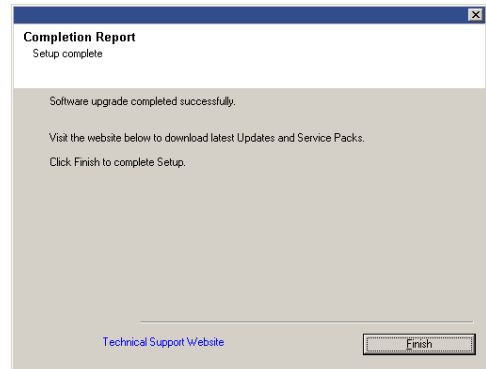
SETUP COMPLETE

14. Click **Finish** to complete the upgrade.

NOTES

- The **Completion Report** will reflect the components upgraded on the computer, and may look different from the example shown.

The upgrade is now complete.



POST-UPGRADE CONSIDERATIONS

GENERAL

- Review Install Considerations after installing the software.
- Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.
- If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console.

Interactive Upgrade - MediaAgent Unix

TABLE OF CONTENTS

Overview

Supported Upgrade Paths

Upgrade Requirements

Before You Begin

Upgrade Procedure

Post-Upgrade Considerations

OVERVIEW

The procedure on this page describes the steps involved in upgrading the MediaAgent on Unix in a non-clustered environment. This procedure provides steps for upgrading the MediaAgent only.

If multiple components are installed on a computer, then ensure that all applicable components are selected for upgrade. In such a situation, the upgrade sequence may vary. Refer to the appropriate procedures for upgrade requirements and steps specific to the component.

Verify that the computer in which you wish to upgrade the software satisfies the minimum requirements specified in System Requirements - MediaAgent.

SUPPORTED UPGRADE PATHS

The following table provides a list of supported upgrade paths for the current software version. If the version currently installed on your computer is not listed here, contact your software provider for more information.

INSTALLED VERSION	UPGRADE TO VERSION 9.0.0	INFORMATION
7.0.0	Supported	Perform a direct upgrade to Version 9.0.0.
8.0.0	Not Supported	Perform a direct upgrade to Version 10.0.0. Click here for more details.

UPGRADE REQUIREMENTS

Review the following before upgrading the software:

GENERAL

- Review the Quick Start and Upgrade Considerations before upgrading the software.
- Verify that no jobs are in progress or scheduled to occur while the software is being upgraded on the client. If jobs are scheduled, either perform the upgrade at another time or disable all jobs in the client using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console. Once the upgrade is completed, you can enable the jobs from this dialog box.
- Verify that the CommServe computer is accessible.
- Verify the following services are running on the CommServe:
 - CommServe Services.
 - BullCalypso SQL Server Service for the instance.
- Close all applications and disable any programs that run automatically, including antivirus, screen savers and system utilities. Some programs, including antivirus software, may be running as a service. Stop and disable all non-essential services before you begin. You can re-enable them after the upgrade.
 - Verify that all applications (**CommCell Console**, **Service Control Manager**) are closed.
 - The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.
- Verify that you have the Software Installation Disc that is appropriate to the destination computer's operating system.

MEDIAAGENT SPECIFIC

- If you have NAS iDataAgents installed on your MediaAgent, review Upgrade the NAS iDataAgents before upgrading the MediaAgent software.
- Ensure that no tapes are mounted in the drives of libraries attached to the MediaAgent you wish to upgrade.
- The install package requires `super-user` permissions to execute.
- If you are installing/upgrading on a HP-UX computer, you must manually mount the installation disc as described in Mount the Software Installation Disc.

BEFORE YOU BEGIN

- Ensure that you are logged on as **root**.

UPGRADE PROCEDURE

1. Place the software installation disc for the Unix platform into the disc drive.

You can also install the product using a disc drive mounted on another computer on the network.

- On Solaris, double-click the **cvpkgadd** program from the File Manager window.
- On other Unix platforms, open the Terminal window, navigate to the software installation disc and then enter **./cvpkgadd**.

2. The product banner and other information is displayed.

Press **Enter** to continue.

3. Read the license agreement. Type **y** and press **Enter** to continue.

4. Enter the **username** and **password** information for an external domain user account or a CommCell user account. This authorizes the installation of an agent on the CommCell.

NOTES

- This is only displayed when the **Authentication for Agent** feature is enabled in the CommCell Properties. Users must belong to a User Group with Agent Management capabilities to enable this feature. For more information, see Authentication for Agent Installs.

Click **Enter** to continue.

5. Note the directives provided. Some directives will require action on your part post-upgrade.

Type **YES** and then press **Enter**.

NOTES

- The directives that are displayed may vary. Therefore, the contents of your screen may be different from what is shown here.
- Additional screens with directives may be displayed after you press **Enter**. Be sure to complete the suggested actions.

6. Enter **Yes** to upgrade all clients attached to the MediaAgent.

Press **Enter** to continue.

7. Enter the number corresponding to the **CVGxIDA** module.

A confirmation screen will mark your choice with an "X". Type "d" for **Done**, and press **Enter** to continue.

NOTES

- To select multiple component, enter the number by adding a space.
- Your screen may look different from the example shown.
- Components that either have already been installed, or which cannot be installed, will not be shown.
- In addition, the list of modules that appear depends on the specific Unix File System in which the package is installed. (e.g., **CVGxWA** will appear only when the installation package is run on a Solaris computer.)

8. Type the number of a Client Group and press **Enter**.

A confirmation screen will mark your choice with an "X". Type **d** for done with the selection, and press **Enter** to continue.

NOTES

- This screen will be displayed only if Client Groups are configured for the CommCell. For more information, see Client Computer Groups.

```
Do you accept the terms of this license agreement? y
```

```
Enter your CommCell user name and password:
```

```
User Name :
```

```
Password :
```

```
Press <ENTER> to continue ...
```

```
We have detected old version of Calypso installation on
this machine that have to be upgraded to version 9.0.0
before you can install new packages or configure new
virtual machines.
```

```
Please read the following carefully before moving on.
```

```
1.If there are existing cxbf devices configured and
mounted on linux machine, please make sure all of them are
removed from the /etc/fstab file before reboot (after
upgrade). You can mount them back after reboot by
redetecting in the volume explorer first.
```

```
2. If a driver is upgraded, the machine must be rebooted
after the upgrade is finished to ensure the new driver is
correctly loaded.
```

```
3. If you are upgrading a subsystem (except MA) that is
installed on Virtual Machine only, make sure you also
install CVGxIDA (or CVGxOES for CVGxOES upgrade) on its
Physical Machine.
```

```
Please type YES to indicate you read and understood the
above warnings: YES
```

```
Received CommServe Software Install Manager Warning
123456:
```

```
Following clients need to be upgraded along with the
current client selected [[leo]]:
```

```
Do you want to continue the setup? [yes]
```

```
Upgrade Calypso on Physical machine client.company.com
```

```
Select the Calypso module that you would like to upgrade.
```

```
Please note that you won't be able to install new packages
or configure new virtual machines until you complete the
upgrade.
```

```
1) FileSystem iDataAgent
2) Exit
```

```
Module number: [1]
```

```
Client Group(s) is currently configured on CommServe
cs.company.com. Please choose the group(s) that you want
to add this client client.company.com to. The selected
group(s) will be marked (X) and can be deselected if you
enter the same number again. After you are finished with
the selection, select "Done with the Selection".
```

```
[ ] 1) Unix
[ ] 2) DR
[ ] 3) DKS
```

```
[a=all n=none r=reverse q=quit d=done >=next <=previous ?
=help]
```

9. The program automatically exits after successfully upgrading the software.

NOTES

- The list of components that were upgraded depends on the components installed on the computer, and may look different from the example shown.

10. Enter the number corresponding **Exit** option to continue.

NOTES

- Your screen may look different from the example shown.
- Components that either have already been installed, or which cannot be installed, will not be shown.
- If you wish to install a module enter the number corresponding to the module and continue the upgrade process after the installation.

Press **Enter** to continue.

11. Enter **Yes** to download and install the latest service packs and post packs from the software provider.

NOTES

- Internet connectivity is required to download updates.
- This step is applicable for multi instancing.

Press **Enter** to continue.

12. This prompt is displayed only when you are upgrading on HP-UX, Linux, or Solaris computers. Enter the number corresponding to the **Exit** option and then press **Enter** to continue.

The installation is now complete.

Enter number(s)/one of "a,n,r,q,d,>,<," here: 2

```
+-----+
-+
IMPORTANT:
```

Now that you have successfully upgraded CVGxIDA, you must proceed upgrading other packages that depend on it (such as CVGxOrIDA, or CVGxIfIDA)!

```
+-----+
-+
```

Adjusting modes and permissions of Calypso files

Successfully installed CVGxIDA.

Install Calypso on physical machine client.company.com

Select the Calypso module that you would like to install.

```
1) Media Agent
2) Proxy FileSystem IDA
3) Oracle IDA
4) Oracle SAP IDA
5) SAPMAXDB IDA
6) Informix IDA
7) Sybase IDA
8) DB2 IDA
9) MySQL IDA
10) Quick Recovery Agent
11) Recovery Directory for UNIX
12) SRM File System Agent
13) Exit
```

Module number: [1] 14

Keep Your Install Up to Date - Latest Service Pack

Latest Service Pack provides extra functions and latest support and fix for the packages you are going to install. You can download the latest service pack from software provider website.

If you decide to download it from the website now, please make sure you have internet connectivity at this time. This process may take some time depending on the internet connectivity.

Do you want to download the latest service pack now? [no]

Press <ENTER> to continue ...

Certain Calypso packages can be associated with a virtual IP, or in other words, installed on a "virtual machine" belonging to some cluster. At any given time the virtual machine's services and IP address are active on only one of the cluster's servers. The virtual machine can "fail-over" from one server to another, which includes stopping services and deactivating IP address on the first server and activating the IP address/services on the other server.

Currently you have Calypso installed on physical node stone.company.com.

Now you have a choice of either adding another package to the existing installation or configure Calypso on a virtual machine for use in a cluster.

```
1) Add another package to stone.company.com
2) Install Calypso on a virtual machine
3) Exit
```

Your choice: [1]

POST-UPGRADE CONSIDERATIONS

GENERAL

- Review Upgrade Considerations after upgrading the software.
- Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.
- If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console.

Upgrade from CommCell Console

TABLE OF CONTENTS

Overview

- What Can be Upgraded
- What Cannot be Upgraded

Pre-Requisites

- Space Requirement
- General

Upgrade Procedure

- Upgrade the CommServe
- Configure Download Software
- Install Updates
- Upgrade Software on Clients

Upgrade Software on Client Using Save As Script

Verify Upgrade on Client

Troubleshooting

- Unix
- Windows

OVERVIEW

Agents and package distribution can be upgraded - both scheduled and on-demand from the CommCell Console. This process can expedite and facilitate the upgrade process from your CommCell.

WHAT CAN BE UPGRADED

To see which components are supported for Upgrade Software from the CommCell Console, see Upgrade - Support.

WHAT CANNOT BE UPGRADED

Upgrade from CommCell Console is not supported on Unix platforms for ContinuousDataReplicator and on SGI IRIX clients for File Archiver for Unix.

PRE-REQUISITES

SPACE REQUIREMENT

- On the CommServe you must have adequate space in the CommServe cache directory to host the following:
 - Software Installation Discs
 - Latest Service Pack

The total amount of space can be estimated by adding the size of each of the Software Installation Discs and the latest Service Pack that you plan to host.

- On client computers you will need the temporary disk space to upgrade the software. See System Requirement for more information on temporary disk space requirement.

GENERAL

- Verify that the computer(s) in which you wish to upgrade the software satisfies the minimum requirements specified in System Requirements.
- The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.

UPGRADE PROCEDURE

Upgrade software from CommCell Console is configured in the following sequences:

- Upgrade the CommServe to take the advantage of new features and enhancements that are available in the current version.
- Configure Download Software to download the software packages and latest updates to the CommServe Cache directory.
- Install Updates to ensure that the software is up-to-date.
- Upgrade Software on Clients to take the advantage of new features and enhancements that are available in the current version.

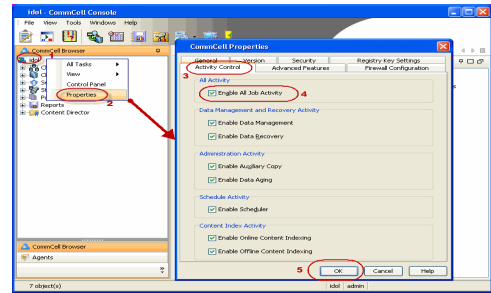
UPGRADE THE COMMSERVE

1. Upgrade the CommServe computer to the current software version.

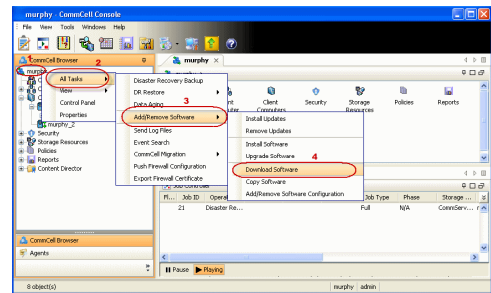
See Upgrade the CommServe for more information on upgrading the CommServe software.

CONFIGURE DOWNLOAD SOFTWARE

1. Verify that you have adequate space for the packages.
2. After CommServe Upgrade, enable the job using the **Activity Control** tab from the **CommCell Properties** dialog box in the CommCell Console.



2. From the CommCell Browser, right-click on the CommServe computer node, and click **All Tasks -> Add/Remove Software -> Download Software**.

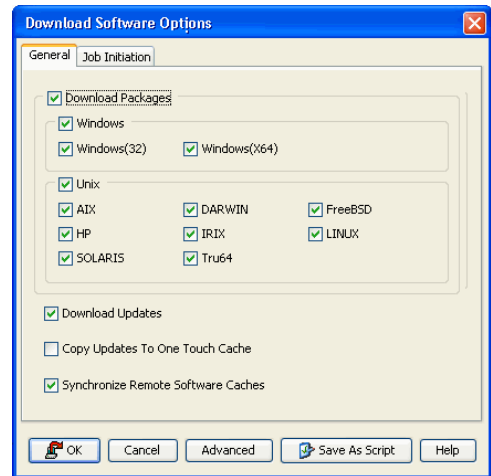


3. From the **General** tab, select the **Download Packages** option which automatically selects both **Windows** and **Unix** options.

Select **Windows** to download Windows packages for clients running Windows-based Operating Systems.

Select **Unix** to download Unix packages for clients running Unix-based operating systems.

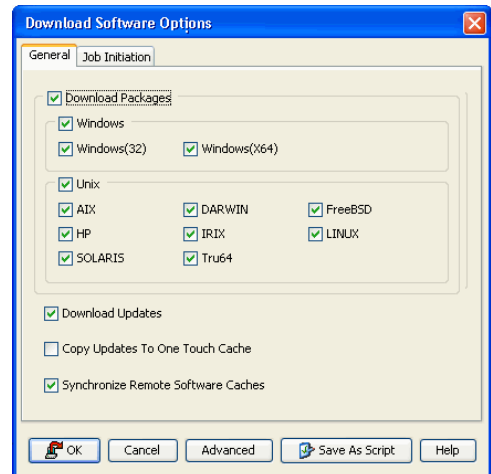
Select **Download Updates** option to download the latest updates.



4. Configure the additional download options::

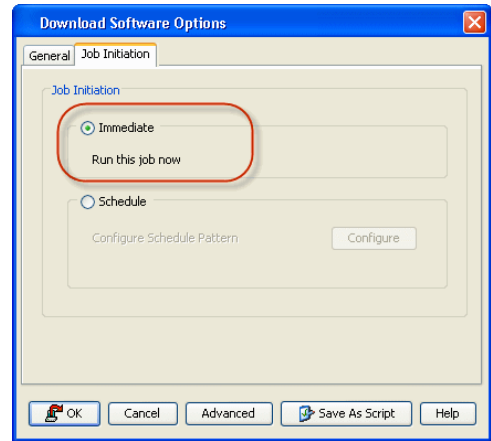
- **Copy Updates to 1-Touch Cache:** Select this option to copy updates to the configured 1-Touch cache directory. This checkbox is available when using 1-Touch Server node.
- **Synchronize Software Agents After Download:** Select this option to enable the software agents to automatically receive the updates from the CommServe update cache so that they are in sync with the CommServe update cache. If selected, the Software Agent caches will be automatically synchronized with the CommServe update cache when software/updates are downloaded to the CommServe.

Click **OK**.



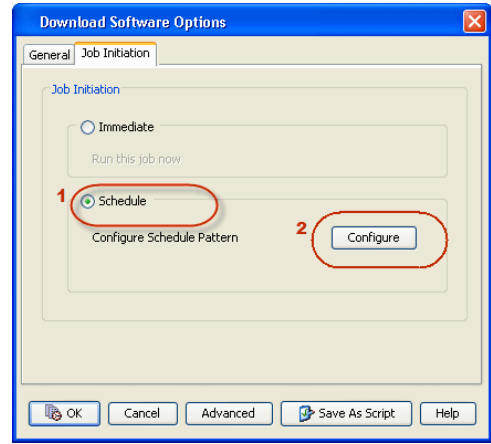
5. From the Job Initiation tab select **Immediate** to run the job now.

Click **OK** to run the job immediately.

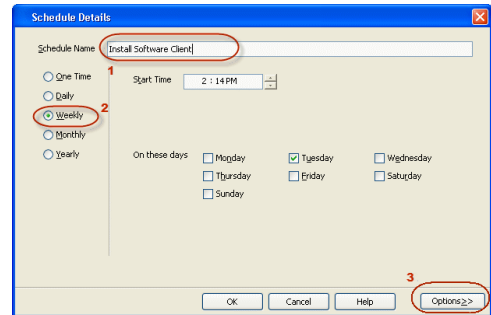


To schedule the job for a specific time, select **Schedule** option.

If you schedule the job, click **Configure**, the **Schedule Details** dialog box appears.



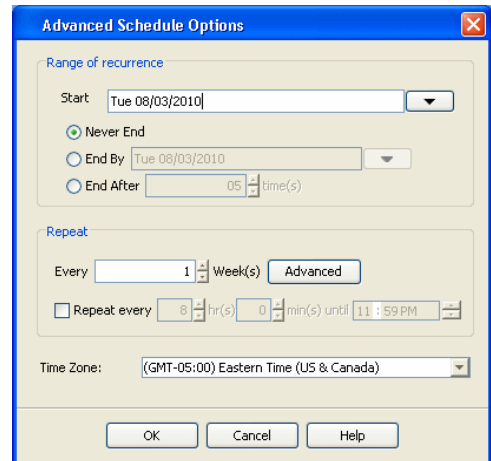
From the **Schedule Details** dialog box, specify the **Schedule Name** for the job. Click **Options** to configure the **Advanced Schedule Options**.



Specify the following options in Advanced Schedule Options dialog:

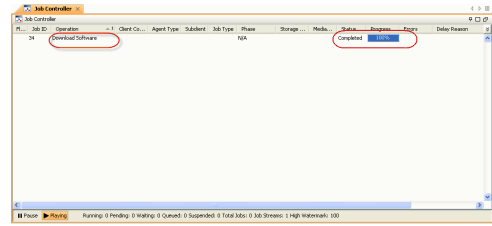
- **Range of recurrence:** Specify the date on which you want this schedule to take effect.
- **Repeat:** Select the value for which you want to run the job repeatedly on the day in which the job is scheduled to run.
Select **Advanced** button to create an exception to a weekly schedule.
- **Time Zone:** Select a specific time zone from which the job schedule time will be based.

Click **OK** once all the desired options have been configured.



6. Click **OK**.
7. Your job operation will execute according to the specified schedule. Once initiated,

you can track the progress of the job from the **Job Controller** or on **Event Viewer** window.



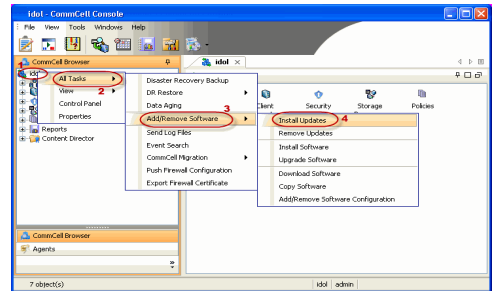
INSTALL UPDATES

1. You will need the following to complete the configuration for Upgrade Software from CommCell Console.

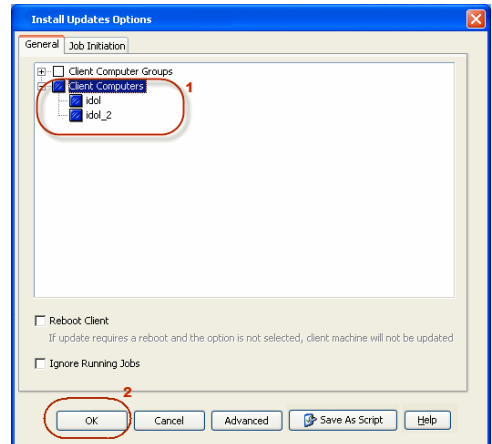
- For 8.0 Clients make sure you have the latest Service Pack.
- For 7.0 Clients, minimum requirement is Service Pack 5, Update # 1567.

Be sure to install the update(s) applicable to your clients platform environment.

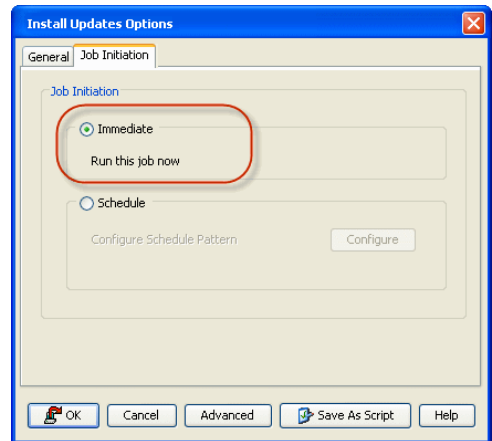
2. From the CommCell Browser, right-click on the CommServe computer node, and click **All Tasks -> Add/Remove Software -> Install Updates**.



3. **Install Updates Options** dialog will be displayed. Click the **Client Computers** or **Client Computer Groups** checkbox to install the updates on all the client machines available on the CommServe.



4. From the Job Initiation tab select **Immediate** to run the job now. Click **OK** to install updates immediately.



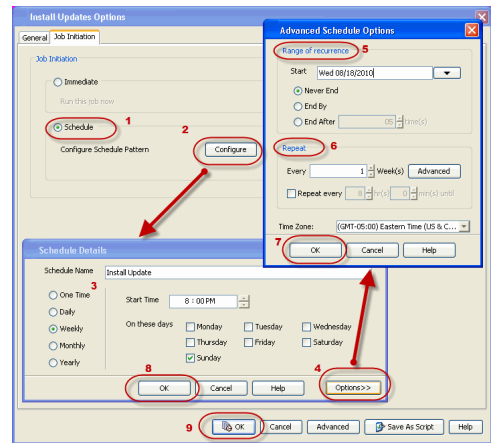
To schedule the job for a specific time, select **Schedule**, click Configure, the **Schedule Details** dialog box appears.

Specify the **Schedule Name** for the job, click **Options** to configure the **Advanced Schedule Options**. Specify the following options in Advanced Schedule Options dialog:

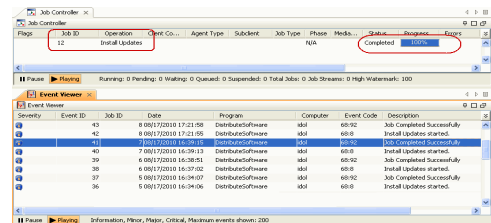
- **Range of recurrence:** Specify the date on which you want this schedule to take effect.
- **Repeat:** Select the value for which you want to run the job repeatedly on the day in which the job is scheduled to run.
Select **Advanced** button to create an exception to a weekly schedule.
- **Time Zone:** Select a specific time zone from which the job schedule time will be based.

Click **OK** once all the desired options have been configured.

Do not schedule an FTP download at the same time an Install Software job is scheduled to run.



5. Click **OK**.
6. Your Install Updates job operation will execute according to the specified schedule. Once initiated, you can track the progress of the job from the **Job Controller** or on **Event Viewer** window.

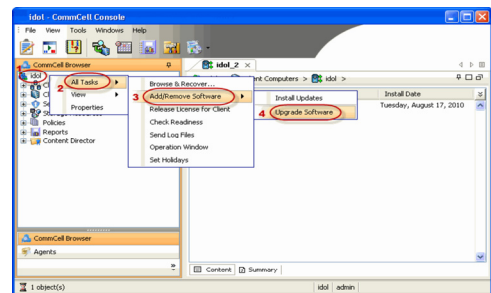


UPGRADE SOFTWARE ON CLIENTS

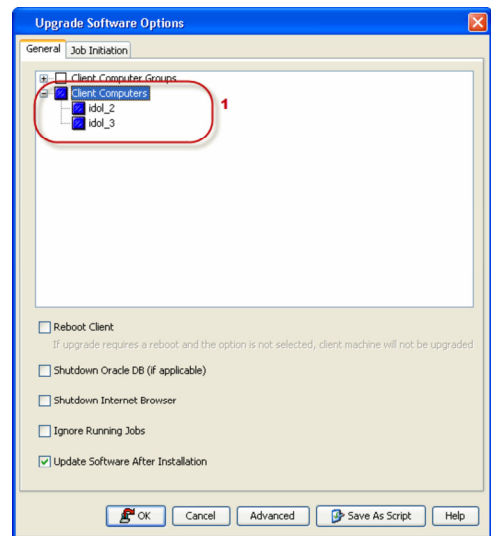
1. From the CommCell Browser, right-click on the CommServe computer node, and click **All Tasks -> Add/Remove Software** and then select **Upgrade Software**.

The **Upgrade Software Options** dialog will be displayed.

You can also right-click on a specific client/MediaAgent to access the **Upgrade Software Options**.



2. In the **General** tab, select the **Client Computers** checkbox or **Client Computer Groups** to upgrade the software on all the client machines available on the CommServe.



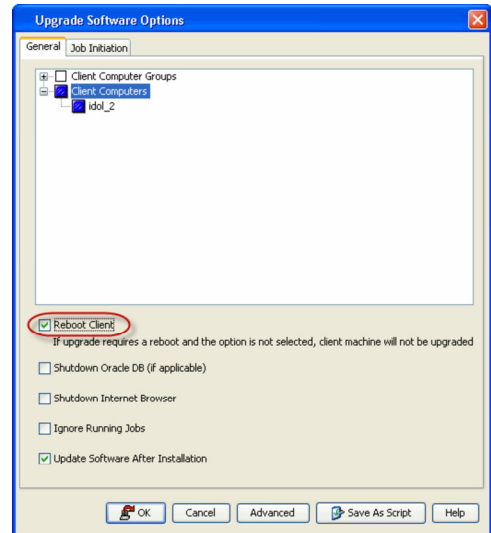
3. Select the **Reboot Client** option if you are upgrading clients/agents with driver-based platforms and database applications on Windows, to ensure successful completion of the upgrade operations.

Driver-based platforms include, but are not limited to:

- File Share Archiver
- File Archiver for Windows
- Quick Recovery
- Image Level ProxyHost
- ContinuousDataReplicator

Database Application:

- Oracle iDataAgent
- DB2 iDataAgent

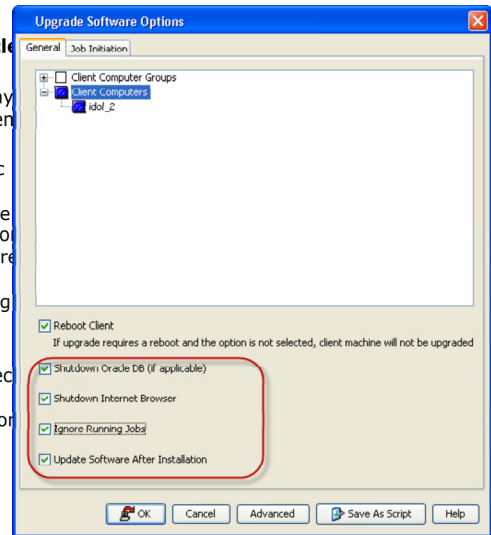


4. Check the following options if applicable to your environment:

- **Shutdown Oracle DB:** For Oracle iDataAgent on Windows, select **Shutdown Oracle DB** box, to stop the Oracle database services.
- **Shutdown Internet Browser:** If your environment requires an upgrade of JRE, any Internet Browser applications must be terminated during upgrade operations for them to complete successfully.
- **Ignore Running Jobs:** If it is necessary to run the upgrade operations at a specific time when jobs are running, the software will be upgraded on the selected client/MediaAgent as per schedule even if jobs are currently running. Services will be stopped, thereby suspending the running jobs to allow the upgrade to complete. Upon completion of the upgrade, the restartable jobs will automatically resume, if configured to do so.

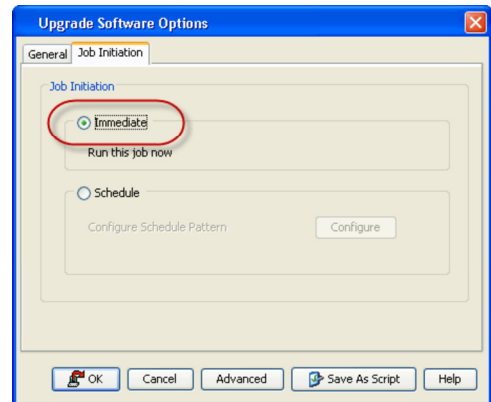
When enabled, this option temporarily stops services, thereby suspending running jobs including those that may not be restartable. Therefore, use caution if enabling this feature.

- **Update Software After Installation:** This option is enabled by default. When selected once software has been installed, the associated service packs and updates will be automatically be applied as well. The updates and services packs will be obtained from the computer's associated software cache directory.



5. From the **Job Initiation** tab select **Immediate** to run the job now.

Click **OK** to upgrade software immediately.



6. To schedule the job for a specific time, select **Schedule**, click **Configure**, the **Schedule Details** dialog box appears.

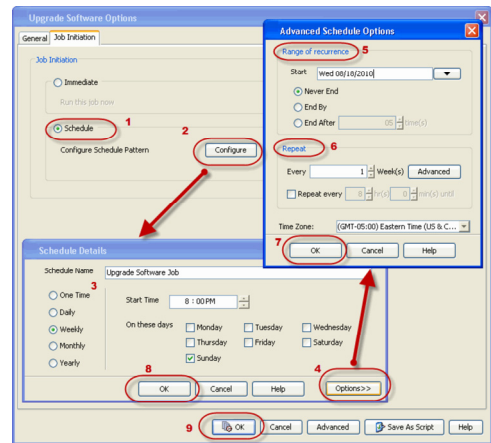
Specify the **Schedule Name** for the job, click **Options** to configure the **Advanced Schedule Options**. Specify the following options in Advanced Schedule Options dialog:

- **Range of recurrence:** Specify the date on which you want this schedule to take effect.
- **Repeat:** Select the value for which you want to run the job repeatedly on the day in which the job is scheduled to run.

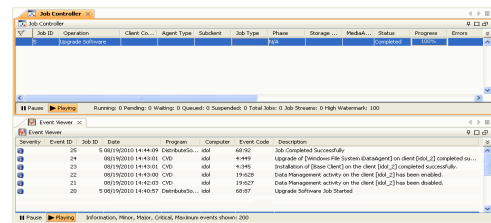
Select **Advanced** button to create an exception to a weekly schedule.

- **Time Zone:** Select a specific time zone from which the job schedule time will be based.

Click **OK** once all the desired options have been configured.



7. Click **OK**.
8. Your upgrade from Commcell Console job operation will execute according to the specified schedule. Once initiated, you can track the progress of the job from the **Job Controller** or on **Event Controller** window.



9. Review the Upgrade Considerations specific to the components that were upgraded using this procedure.

UPGRADE SOFTWARE ON CLIENT USING SAVE AS SCRIPT

Use the following steps to upgrade software on clients using Save As Script:

FOR WINDOWS

1. From the CommCell Browser, click **Tools**, point to **Add/Remove Software** and then click **Upgrade Software**.
2. Select the **Client Computer(s)** on which you want to install the updates.
3. Select the **Reboot Client** check box to allow the computer to reboot after installing the updates.

When the **Reboot Client** check box is selected, the system automatically reboots the client and/or MediaAgent computers if a reboot is required.

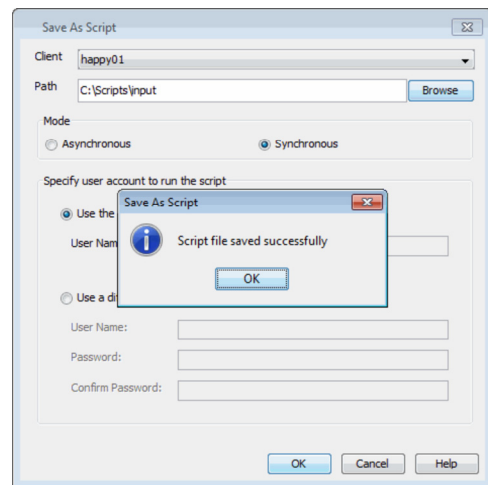
If the install update or upgrade includes a driver update, all the updates required for the computer will not be installed if this option is cleared.

Select the **Shutdown Oracle DB** check box.

When selected, the system automatically stops Oracle database services if the update requires Oracle Database services to be restarted.

4. Click the **Job Initiation** tab.
5. Select **Immediate**.
6. Click **Save As Script** button.
7. From **Save As Script** dialog box, specify the following:
 - o From the **Client** list, select the client on which you want to save the script.
 - o In the **Path** box, type the path and name for the .bat file to be saved e.g., E:\Install_script\input_file.bat
 - o For **Mode**, by default **Synchronous** option is selected which exits only when the operation has completed.

Select **Asynchronous** option, to submit the job to the CommServe and exit immediately; returns the control to the calling program or script.



- o Click **OK** to save the operation as a script file.

This generates a .xml file and a .bat file.

- To automatically login and install updates on the client, use the the following steps:
 - o From the command prompt, navigate to the location where the .bat and .xml files are saved and then run the .bat file.

EXAMPLE

```
E:\Scripts>\input_file.bat
```

WHERE

The .bat file contains the following commands and performs the following operation:

```
qlogin - to login to the session
qoperation execute - to execute the xml script
qlogout - to logout from the session
```

The .xml file is the script file that contains information on the options selected from the CommCell Console. This .xml file is given as input to the qcommand execute in the batch file.

- To install updates using qoperation execute command, perform the following from the command prompt:

- o Login to the CommServe using the qlogin command and CommCell credentials:

```
E:\Script\> qlogin -cs commserve_name -u user_name
```

- o Run the following execute operation using qoperation

USAGE:

```
qoperation execute -af <xml_file>
```

EXAMPLE:

```
qoperation execute -af input_file.xml
```

- To override the client name specified in the .xml file or to install the same updates to multiple clients, run the following command:

USAGE:

```
<batch_file> -<updateOption>/<clientAndClientGroups/clientName>
<client_name>
```

EXAMPLE:

```
input_file.bat -<updateOption><clientAndClientGroups/clientName>
purple.mydomain.mycompany.com
```

FOR UNIX

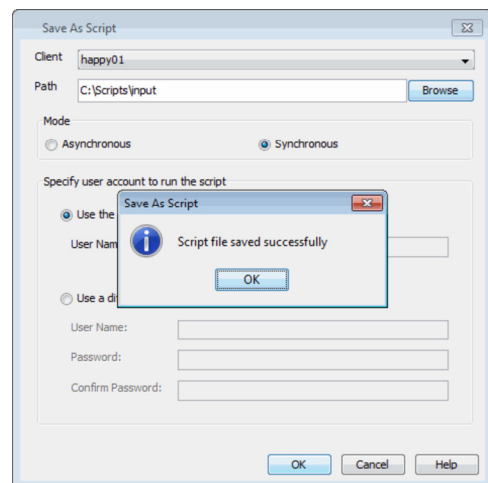
- From the CommCell Browser, click **Tools**, point to **Add/Remove Software** and then click **Install Updates**.
- Select the **Client Computer(s)** on which you want to install the updates.
- Select the **Reboot Client** check box to allow the computer to reboot after installing the updates.
- Click the **Job Initiation** tab.
- Select **Immediate**.
- Click **Save As Script** button.
- From **Save As Script** dialog box, specify the following:
 - o From the **Client** list, select the client on which you want to save the script.
 - o In the **Path** box, type the path and name for the .bat file to be saved e.g., /Install_Script/input_file
 - o For **Mode**, by default **Synchronous** option is selected which exits only when the operation has completed.

Select **Asynchronous** option, to submit the job to the CommServe and exit immediately; returns the control to the calling program or script.

- o Click **OK** to save the operation as a script file.

This generates two files input_file.xml and input_xml file.

- To login automatically and install updates on the client, perform the following:



- o From the command prompt, navigate to the location where the script files are located and then run the script file.

EXAMPLE

```
[root@localhost Scripts]# ./input_file
```

WHERE

The script file contains the following commands and performs the following operation.

- qlogin - to login to the session
- qoperation execute - to execute the xml script
- qlogout - to logout from the session

The .xml file is the script file that contains information on the options selected from the CommCell Console. This .xml file is given as input to the qcommand execute in the batch file.

9. To install updates using qoperation execute command, perform the following from the command prompt:

- o Login to the CommServe using the qlogin command and commcell credentials:

```
[root@localhost Script]# ./qlogin -cs commserve_name -u user_name
```

- o Run the following execute operation using qoperation

USAGE:

```
./qoperation execute -af <xml_file>
```

EXAMPLE:

```
./qoperation execute -af input_file.xml
```

10. To override the client name specified in the .xml file or to install the updates to multiple clients, run the following command:

USAGE:

```
./<batch_file> -<updateOption><clientAndClientGroups/clientName <client_name>
```

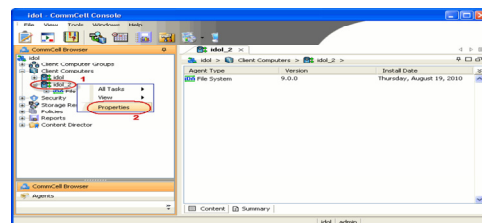
EXAMPLE:

```
./input_file -<updateOption><clientAndClientGroups/clientName purple.mydomain.mycompany.com
```

VERIFY UPGRADE ON CLIENT

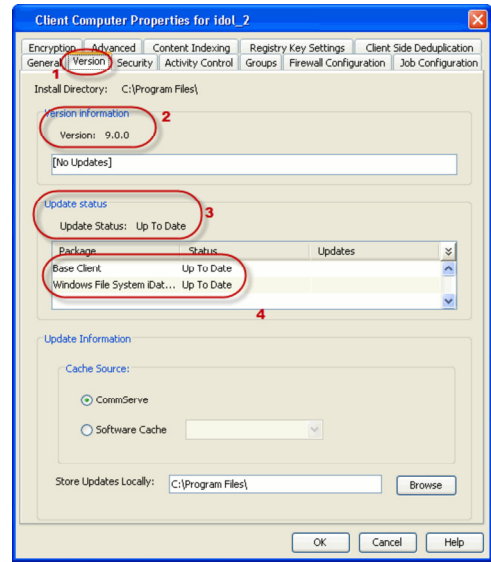
1. From the CommCell Browser, right-click on the Client computer node, and click **All Tasks -> Add/Remove Software** and then select **Properties**.

Client Computer Properties dialog will be displayed.



2. In the **Version Tab** verify that the **Version information** is updated to 9.0.0 and the **Update Status** and **Package Status** are Up To Date.

Click **OK**.



TROUBLESHOOTING

UNIX

Use the following steps to troubleshoot remote upgrade failures:

1. View the logs in the following location:
 - o If the upgrade was stopped forcefully, the logs are located in /tmp/.gxsetup
 - o Otherwise the logs are normally located at /var/log/Calypso/Log_Files/
2. Determine the problem, such as:

ISSUE	RESOLUTION
<p>CLIENT COULD NOT CONNECT TO THE COMMSERVE</p>	<p>Check the network connectivity between CommServe and the client computer.</p> <ul style="list-style-type: none"> • Login into client computer. • Navigate to /opt/Calypso/Base • Run the following command: <pre># ./cvping <CommServe_host_name> <port_number></pre> • If you are unable to connect: <ul style="list-style-type: none"> o Login to CommServe computer o Navigate to C:\WINDOWS\system32\drivers\etc folder o Add IP address and Fully Qualified Domain name of client computer in the hosts file. <p>After resolving the above issue, ensure that the client is registered in the CommCell Console. To verify the registration, see Verify Upgrade on Client.</p>
<p>IF THE CLIENT FAILED HALFWAY THROUGH AND YOU NEED TO RESTART THE UPGRADE</p>	<ul style="list-style-type: none"> • Navigate to /opt/CVPackages/9.0.0/Unix directory and launch silent install by running the following command: <pre>silent_install -upgrade Instance###</pre> • After resolving the above issue, ensure that the client is registered in the CommCell Console. To verify the registration, see Verify Upgrade on Client.
<p>CURRENT INSTALLATION HAS ISSUES AND CANNOT BE UPGRADED</p>	<ul style="list-style-type: none"> • Login into client computer • Run ./cvpgrm and uninstall the current instance. • Make sure Bull CalypsoRegistry is not available under /etc folder. • Install the Software from Commcell Console <p>After resolving the above issue, ensure that the client is registered in the CommCell Console. To verify the registration, see Verify Upgrade on Client.</p>
<p>YOU ARE UNABLE TO DETERMINE THE PROBLEM AND REQUIRE A CLEANUP</p>	<ul style="list-style-type: none"> • Delete the Bull Calypso install directory. • Delete logs directory located at /var/log • Remove registry <pre>Run rm -rf /etc/CommVaultRegistry</pre> command to remove registry. • Kill Calypso processes. For example CVD, EvMgrC and cvmoundt processes.

- Remove port allocation in /etc/services. For example, search for CVD or 8400, 8402
- Install the software. If the client hostname is not modified the client will be reinstalled or upgraded in the Console

After resolving the above issue, ensure that the client is registered in the CommCell Console. To verify the registration, see [Verify Upgrade on Client](#).

WINDOWS

CAUSE

An automatic upgrade of a client can fail for several reasons. If a client's status is listed as **Failed**, the **Reason for Job Delay** field and/or **Event Viewer** will display the reason for failure. If the reason for failure is one of the following, automatic upgrade can be rescheduled after resolving the error.

- cache directory is corrupt
- network failure
- reboot option was not selected
- client does not have the required updates
- job is pending

All other failures indicate that the upgrade must be manually completed via the client.

RESOLUTION

Go to the client, and manually resume the upgrade.

1. From the client machine, launch the Command Line Interface, and navigate to the software installation directory where the upgrade packages reside.
2. Run the following command:

QInstaller.exe /setup

3. Follow the prompts to resume the upgrade. Refer to the upgrade procedure for the particular agent for more information regarding the upgrade steps; see [Upgrades](#).

[Back to Top](#)

Interactive Upgrade - Windows Agents

TABLE OF CONTENTS

Overview

Supported Upgrade Paths

Upgrade Requirements

Before You Begin

Upgrade Procedure

Post-Upgrade Considerations

OVERVIEW

The following procedure describes the steps involved in upgrading the software, directly from the Software Installation Disc or from a network location in a non-clustered computer.

If multiple components are installed on a computer, the upgrade will automatically upgrade all the components installed on a computer.

Verify that the computer in which you wish to upgrade the software satisfies the minimum requirements specified in System Requirements.

SUPPORTED UPGRADE PATHS

The following table provides a list of supported upgrade paths for the current software version. If the version currently installed on your computer is not listed here, contact your software provider for more information.

INSTALLED VERSION	UPGRADE TO VERSION 9.0.0	INFORMATION
7.0.0	Supported	Perform a direct upgrade to Version 9.0.0.
8.0.0	Not Supported	Perform a direct upgrade to Version 10.0.0. Click here for more details.

UPGRADE REQUIREMENTS

Review the following before upgrading the software:

GENERAL

- Review the Quick Start and Upgrade Considerations before upgrading the software.
- Verify that no jobs are in progress or scheduled to occur while the software is being upgraded on the client. If jobs are scheduled, either perform the upgrade at another time or disable all jobs in the client using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console. Once the upgrade is completed, you can enable the jobs from this dialog box.
- Verify that the CommServe computer is accessible.
- Verify the following services are running on the CommServe:
 - CommServe Services.
 - BullCalypso SQL Server Service for the instance.
- Close all applications and disable any programs that run automatically, including antivirus, screen savers and system utilities. Some programs, including antivirus software, may be running as a service. Stop and disable all non-essential services before you begin. You can re-enable them after the upgrade.
 - Verify that all applications (**CommCell Console**, **Service Control Manager**) are closed.
 - The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.
- Verify that you have the Software Installation Disc that is appropriate to the destination computer's operating system.

BEFORE YOU BEGIN

Ensure that you are logged on to the computer as a local Administrator or as a member of the local Administrator group on that computer.

UPGRADE PROCEDURE

For database applications (Oracle, DB2 iDataAgent) on Windows, a reboot of a client is required when application services are running. It is recommended to upgrade when application services are not running.

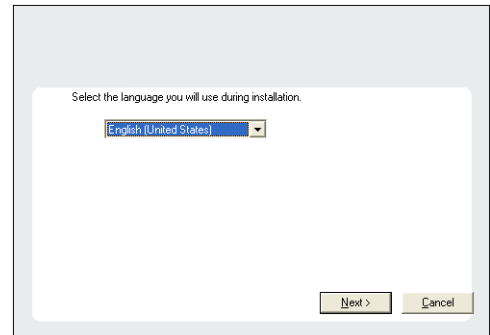
1. Place the software installation disc for the Windows platform into the disc drive.

After a few seconds, the installation program is launched.

If the installation program does not launch automatically:

- Click the **Start** button on the Windows task bar, and then click **Run**.
- Browse to the installation disc drive, select **Setup.exe**, click **Open**, then click **OK**.

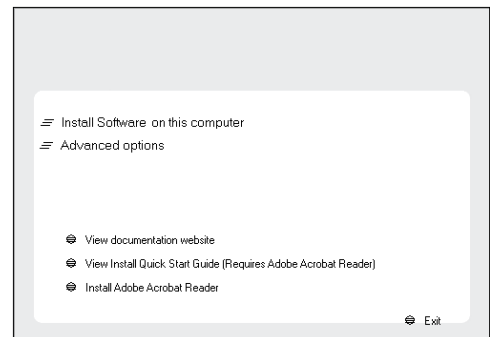
2. Choose the language you want to use during installation. Click the down arrow and select the desired language from the drop-down list, and click **Next** to continue.



3. Select the option to install software on this computer.

NOTES

- The options that appear on this screen depend on the computer in which the software is being installed.



4. Read the license agreement, then select **I accept the terms in the license agreement**.

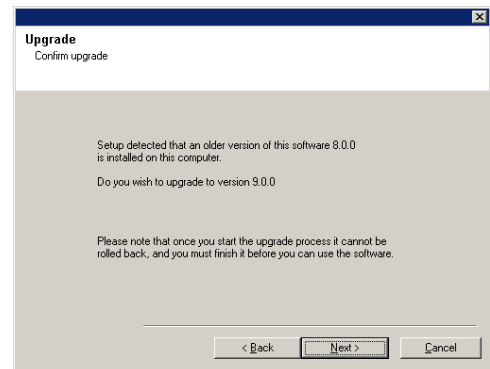
Click **Next** to continue.



5. Click **Next** to continue with the upgrade.

NOTES

- The older version number depends on the version in the computer and may look different from the example shown.



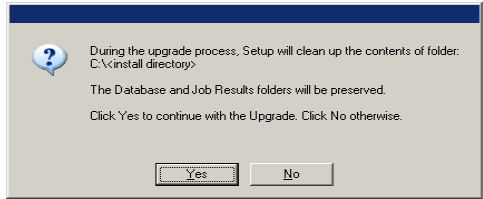
6. Click **Yes** to continue.

NOTES

- The upgrade process deletes and replaces this folder with newer files. To preserve this, move them to another location before clicking **Yes**.
- Note that the upgrade process does not save any files such as command line

scripts or folders from the <**software installation path**> folder.

- Clicking **No** will exit the upgrade program.

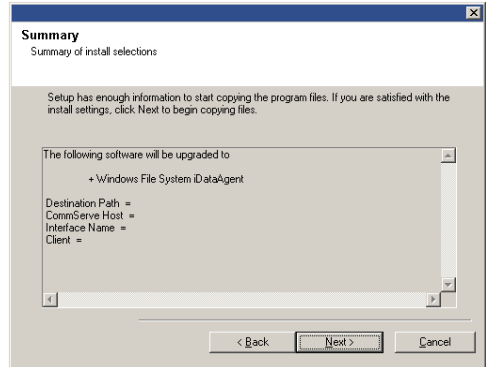


7. Verify the summary and Click **Next** to continue.

NOTES

- The **Summary** on your screen will reflect the components installed on the computer, and may look different from the example shown.

The upgrade program now starts the upgrade process. This step may take several minutes to complete.

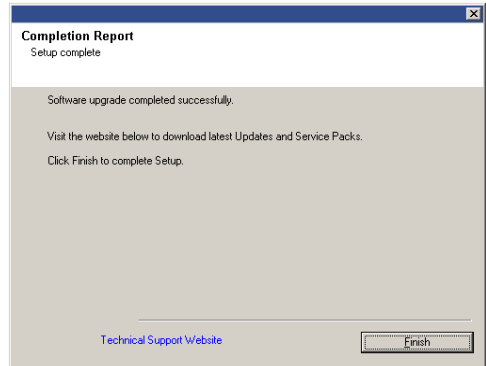


8. Click **Finish** to complete the upgrade.

NOTES

- The **Completion Report** will reflect the components upgraded on the computer, and may look different from the example shown.

The upgrade is now complete.



POST-UPGRADE CONSIDERATIONS

GENERAL

- Review Upgrade Considerations after upgrading the software.
- Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.
- If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console.

Interactive Upgrade - Windows Agents

TABLE OF CONTENTS

Overview

Supported Upgrade Paths

Upgrade Requirements

Before You Begin

Upgrade Procedure

Post-Upgrade Considerations

OVERVIEW

The following procedure describes the steps involved in upgrading the software, directly from the Software Installation Disc or from a network location in a non-clustered computer.

If multiple components are installed on a computer, the upgrade will automatically upgrade all the components installed on a computer.

Verify that the computer in which you wish to upgrade the software satisfies the minimum requirements specified in System Requirements.

SUPPORTED UPGRADE PATHS

The following table provides a list of supported upgrade paths for the current software version. If the version currently installed on your computer is not listed here, contact your software provider for more information.

INSTALLED VERSION	UPGRADE TO VERSION 9.0.0	INFORMATION
7.0.0	Supported	Perform a direct upgrade to Version 9.0.0.
8.0.0	Not Supported	Perform a direct upgrade to Version 10.0.0. Click here for more details.

UPGRADE REQUIREMENTS

Review the following before upgrading the software:

GENERAL

- Review the Quick Start and Upgrade Considerations before upgrading the software.
- Verify that no jobs are in progress or scheduled to occur while the software is being upgraded on the client. If jobs are scheduled, either perform the upgrade at another time or disable all jobs in the client using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console. Once the upgrade is completed, you can enable the jobs from this dialog box.
- Verify that the CommServe computer is accessible.
- Verify the following services are running on the CommServe:
 - CommServe Services.
 - BullCalypso SQL Server Service for the instance.
- Close all applications and disable any programs that run automatically, including antivirus, screen savers and system utilities. Some programs, including antivirus software, may be running as a service. Stop and disable all non-essential services before you begin. You can re-enable them after the upgrade.
 - Verify that all applications (**CommCell Console**, **Service Control Manager**) are closed.
 - The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.
- Verify that you have the Software Installation Disc that is appropriate to the destination computer's operating system.

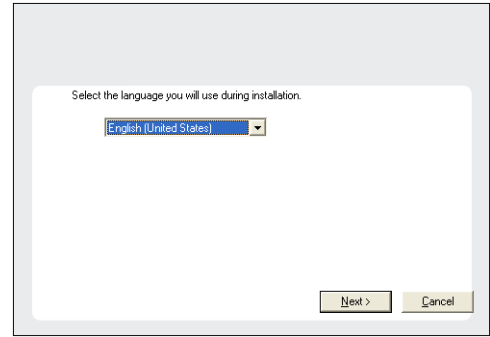
BEFORE YOU BEGIN

- Ensure that you are logged on to the computer as a local Administrator or as a member of the local Administrator group on that computer.

UPGRADE PROCEDURE

1. Place the software installation disc for the Windows platform into the disc drive.
After a few seconds, the installation program is launched.
If the installation program does not launch automatically:

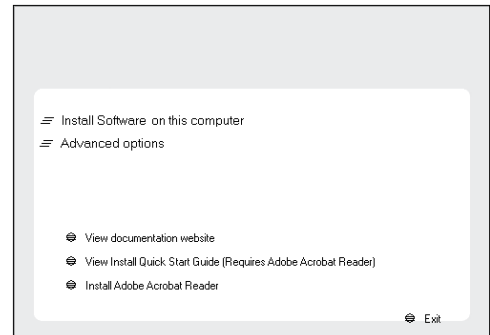
- Click the **Start** button on the Windows task bar, and then click **Run**.
 - Browse to the installation disc drive, select **Setup.exe**, click **Open**, then click **OK**.
2. Choose the language you want to use during installation. Click the down arrow and select the desired language from the drop-down list, and click **Next** to continue.



3. Select the option to install software on this computer.

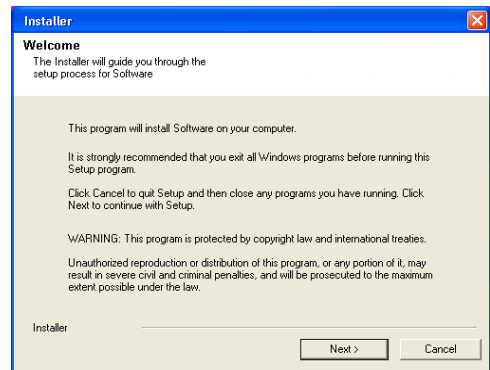
NOTES

- The options that appear on this screen depend on the computer in which the software is being installed.



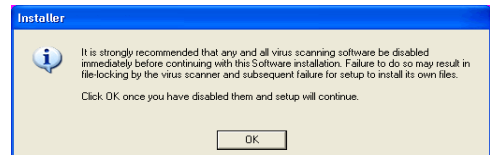
4. Read the Welcome screen.

Click **Next** to continue, if no other applications are running.



5. Read the virus scanning software warning.

Click **OK** to continue, if virus scanning software is disabled.



6. Read the license agreement, then select **I accept the terms in the license agreement**.

Click **Next** to continue.

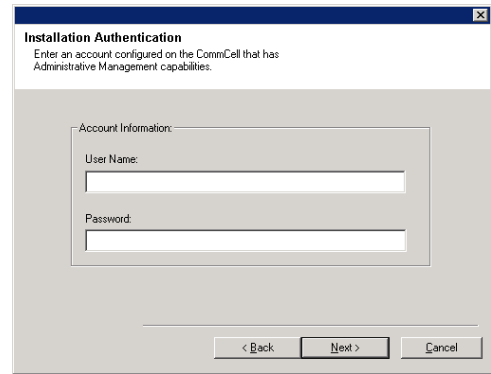


7. Enter the **username** and **password** associated with an external domain user account or a CommCell user account to authorize the installation of this agent.

NOTES

- This window will be displayed when the **Require Authentication for Agent Installation** option is selected in the **CommCell Properties**. For more information, see Authentication for Agent Installs.

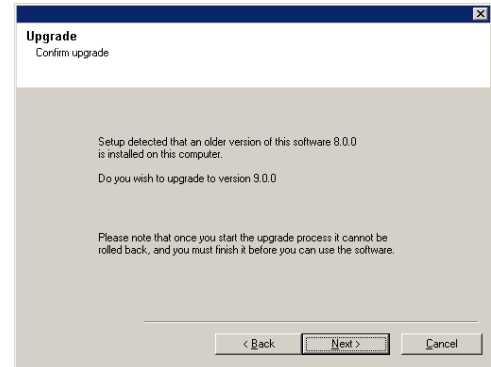
Click **Next** to continue.



8. Click **Next** to continue with the upgrade.

NOTES

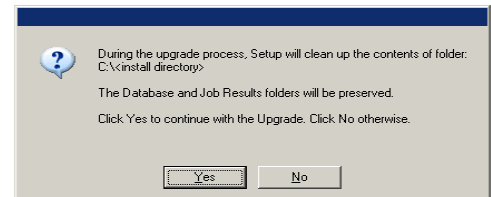
- The older version number depends on the version in the computer and may look different from the example shown.



9. Click **Yes** to continue.

NOTES

- The upgrade process deletes and replaces this folder with newer files. To preserve this, move them to another location before clicking **Yes**.
- Note that the upgrade process **does not save** any files such as command line scripts or folders from the **<software installation path>** folder.
- Clicking **No** will exit the upgrade program.

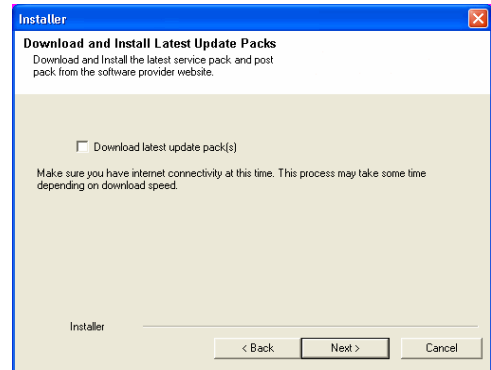


10. Select **Download Pack(s) and Install** to download and install the latest service packs and post packs from the software provider.

NOTES

- Internet connectivity is required to download updates.
- Updates are downloaded to the following directory:
<software installation>/Base/Temp/DownloadedPacks.
The downloaded updates are automatically installed after the upgrade.

Click **Next** to continue.

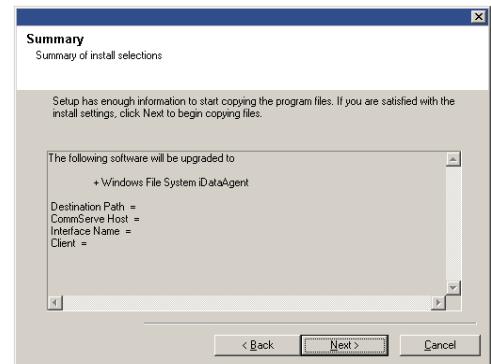


11. Verify the summary and Click **Next** to continue.

NOTES

- The **Summary** on your screen will reflect the components installed on the computer, and may look different from the example shown.

The upgrade program now starts the upgrade process. This step may take several minutes to complete.



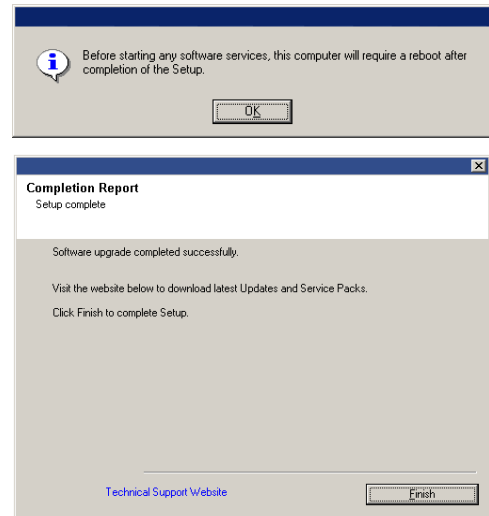
12. The System Reboot message is displayed. Click **OK** to continue.

13. Click **Finish** to complete the upgrade.

NOTES

- The **Completion Report** will reflect the components upgraded on the computer, and may look different from the example shown.

The upgrade is now complete.



POST-UPGRADE CONSIDERATIONS

GENERAL

- Review Upgrade Considerations after upgrading the software.
- Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.
- If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console.

Interactive Upgrade - Windows Agents

TABLE OF CONTENTS

Overview

Supported Upgrade Paths

Upgrade Requirements

Before You Begin

Upgrade Procedure

Post-Upgrade Considerations

OVERVIEW

The following procedure describes the steps involved in upgrading the software, directly from the Software Installation Disc or from a network location on both clustered and non-clustered environment.

If multiple components are installed on a computer, the upgrade will automatically upgrade all the components installed on a computer.

Verify that the computer in which you wish to upgrade the software satisfies the minimum requirements specified in System Requirements.

SUPPORTED UPGRADE PATHS

The following table provides a list of supported upgrade paths for the current software version. If the version currently installed on your computer is not listed here, contact your software provider for more information.

INSTALLED VERSION	UPGRADE TO VERSION 9.0.0	INFORMATION
7.0.0	Supported	Perform a direct upgrade to Version 9.0.0.
8.0.0	Not Supported	Perform a direct upgrade to Version 10.0.0. Click here for more details.

UPGRADE REQUIREMENTS

Review the following before upgrading the software:

GENERAL

- Review the Quick Start and Upgrade Considerations before upgrading the software.
- Verify that no jobs are in progress or scheduled to occur while the software is being upgraded on the client. If jobs are scheduled, either perform the upgrade at another time or disable all jobs in the client using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console. Once the upgrade is completed, you can enable the jobs from this dialog box.
- Verify that the CommServe computer is accessible.
- Verify the following services are running on the CommServe:
 - CommServe Services.
 - BullCalypso SQL Server Service for the instance.
- Close all applications and disable any programs that run automatically, including antivirus, screen savers and system utilities. Some programs, including antivirus software, may be running as a service. Stop and disable all non-essential services before you begin. You can re-enable them after the upgrade.
 - Verify that all applications (**CommCell Console**, **Service Control Manager**) are closed.
 - The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.
- Verify that you have the Software Installation Disc that is appropriate to the destination computer's operating system.

CLUSTER SPECIFIC

- The upgrade can be initiated from any one of the physical nodes. When a physical node is upgraded, virtual machine associated with that instance is automatically upgraded.
- When the software is upgraded on a physical node, the program facilitates the upgrade of the remaining physical nodes (passive nodes) in the cluster by displaying a list of all the available physical nodes. You can select the appropriate node in which the software must be upgraded, see Upgrade Remaining Cluster Nodes steps below to upgrade remaining physical nodes in a cluster.
- It is recommended that both the active and passive nodes are available during the upgrade process. If the passive nodes were not available during the upgrade you can manually upgrade the passive nodes. See Manually Upgrading the Software on a Passive Node for step-by-step instructions.

BEFORE YOU BEGIN

- Ensure that you are logged on to the computer as a local Administrator or as a member of the local Administrator group on that computer.
- On a clustered computer, ensure that you are logged on as the **Domain User** with administrative privileges to all nodes.

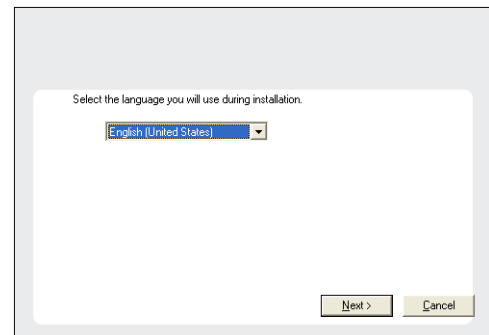
UPGRADE PROCEDURE

For database applications (Oracle, DB2 iDataAgent) on Windows, a reboot of a client is required when application services are running. It is recommended to install the updates when application services are not running.

1. Place the software installation disc for the Windows platform into the disc drive.
After a few seconds, the installation program is launched.
If the installation program does not launch automatically:
 - Click the **Start** button on the Windows task bar, and then click **Run**.
 - Browse to the installation disc drive, select **Setup.exe**, click **Open**, then click **OK**.

NOTES

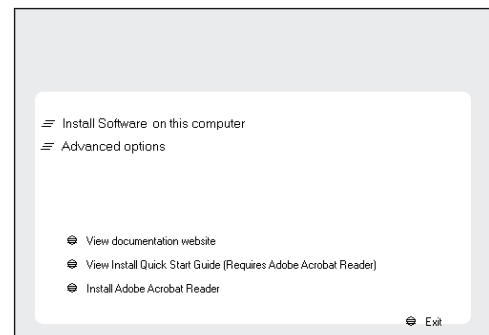
- If remotely installing to other physical nodes of the cluster, ensure you mount the software installation disc on a UNC path or a shared location (e.g., `\\machine_name\shared_directory_name`).
2. Choose the language you want to use during installation. Click the down arrow and select the desired language from the drop-down list, and click **Next** to continue.



3. Select the option to install software on this computer.

NOTES

- The options that appear on this screen depend on the computer in which the software is being installed.



4. Read the license agreement, then select **I accept the terms in the license agreement**.

Click **Next** to continue.



5. Select **Configure the Physical node**, and then click **Next**.

NOTES:

- The software will be upgraded on both physical and virtual machines.
- This window is displayed when you are upgrading the software in the clustered

environment.

6. Select the disk group in which the cluster group resides.

Click **Next** to continue.

NOTES:

- This step is not applicable if you are upgrading from 7.0 to 9.0
- This window is displayed when you are upgrading the software in the clustered environment.

7. Click **Next** to continue with the upgrade.

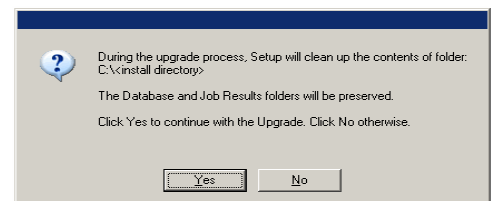
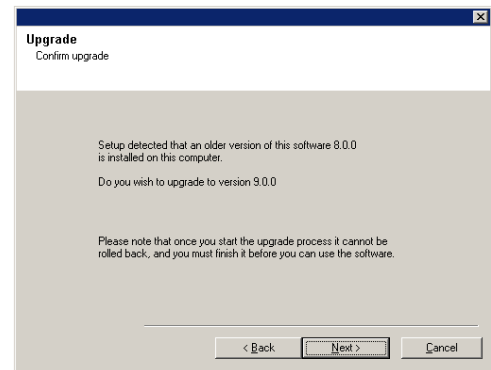
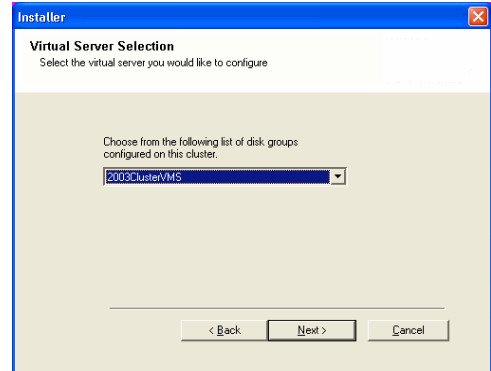
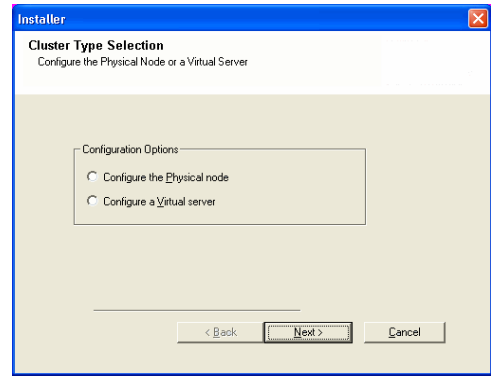
NOTES

- The older version number depends on the version in the computer and may look different from the example shown.

8. Click **Yes** to continue.

NOTES

- The upgrade process deletes and replaces this folder with newer files. To preserve this, move them to another location before clicking **Yes**.
- Note that the upgrade process does not save any files such as command line scripts or folders from the **<software installation path>** folder.
- Clicking **No** will exit the upgrade program.



EXCHANGE MAILBOX/PUBLIC FOLDER ARCHIVER AGENTS

This section is applicable if you are upgrading Exchange Mailbox/Public Folder Archiver Agents.

Skip to Upgrade Remaining Cluster Nodes if you have not selected these components.

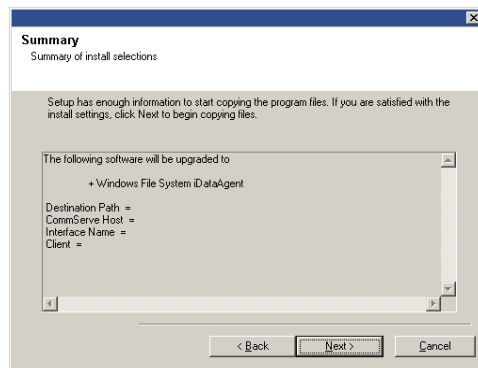
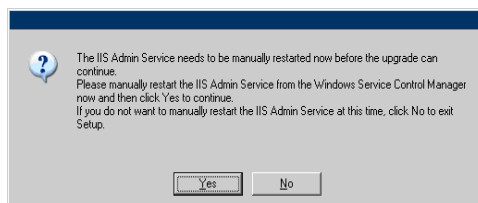
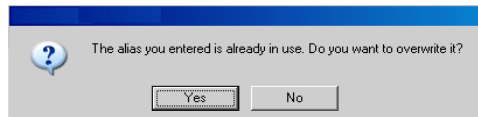
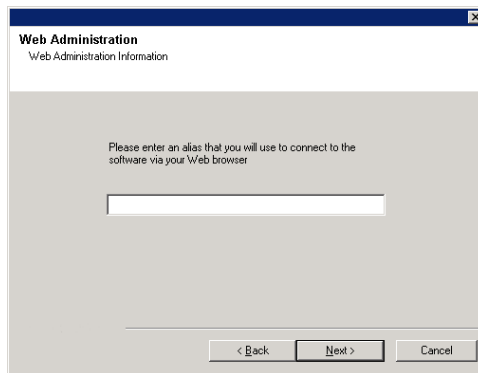
9. A dialog will ask you to enter an alias that you will use to connect to the system via your web browser, for the purpose of recovering archived messages from stubs using Outlook Web Access (OWA). Type in the desired alias, then click **Next** to continue.

10. If applicable, click **Yes** to overwrite the alias or **No** to continue without overwriting the alias.
11. Manually restart the IIS Admin Service and click **Yes** to continue.
12. Verify the summary and Click **Next** to continue.

NOTES

- The **Summary** on your screen will reflect the components installed on the computer, and may look different from the example shown.

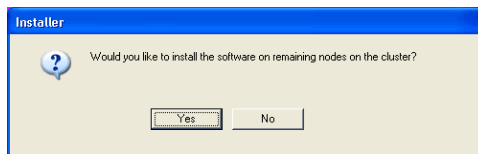
The upgrade program now starts the upgrade process. This step may take several minutes to complete.



UPGRADE REMAINING CLUSTER NODES

If you are upgrading in a clustered environment, follow the steps below to upgrade on remaining nodes of the cluster. For non-clustered environment, skip to Setup Complete.

13. To install/upgrade the software on the remaining nodes of the cluster, click **Yes**.
To complete the install for this node only, click **No**.



14. Select cluster nodes from the **Preferred Nodes** list and click the arrow button to move them to the **Selected Nodes** list.

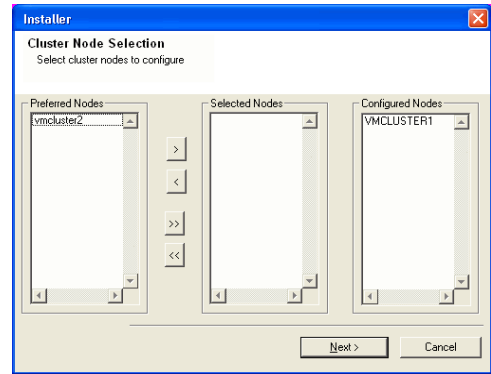
NOTES

- The list of **Preferred Nodes** displays all the nodes found in the cluster; from this list you should only select cluster nodes configured to host this cluster group server.
- Do not select nodes that already have multiple instances installed. For more information, see Multi Instancing.

When you have completed your selections, click **Next** to continue.

15. Type the **User Name** and **Password** for the Domain Administrator account, so that the installer can perform the remote install/upgrade of the cluster nodes you selected in the previous step.

Click **Next** to continue.



16. The progress of the remote upgrade for the cluster nodes is displayed; the upgrade can be interrupted if necessary.

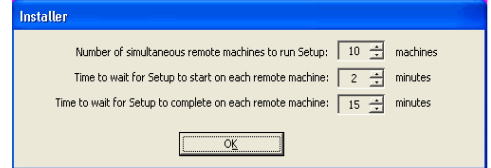
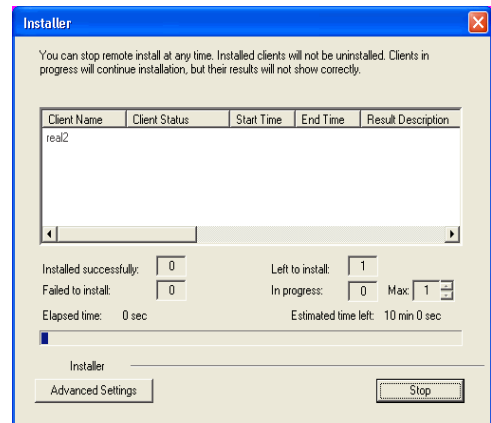
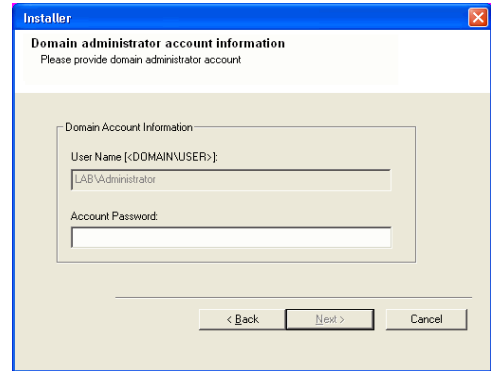
Click **Stop** to prevent upgrade to any nodes after the current ones complete.

Click **Advanced Settings** to specify any of the following:

- Maximum number of nodes on which Setup can run simultaneously.
- Time allocated for Setup to begin executing on each node, after which the upgrade attempt will fail.
- Time allocated for Setup to complete on each node, after which the upgrade attempt will fail.

NOTES

- If, during the remote upgrade of a cluster node, setup fails to complete or is interrupted, you must perform a local upgrade on that node. When you do, the upgrade begins from where it left off, or from the beginning if necessary. For procedures, see Manually Upgrading the Software on a Passive Node.

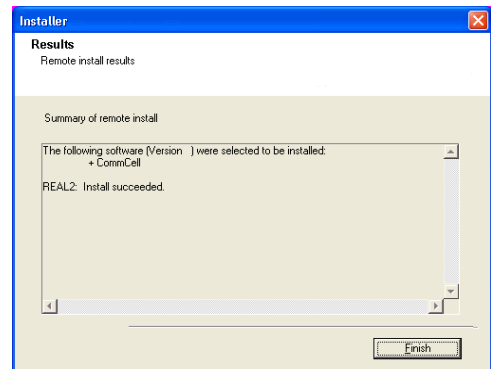


17. Read the result for the passive node upgrade to verify whether the passive node upgrade was successful.

NOTES

- If the passive node upgrade fails, you must manually upgrade the passive node once the active node upgrade is complete. (See Manually Upgrading the Software on a Passive Node for step-by-step instructions.)
- The **Result** message displayed on your screen will reflect the status of the passive node upgrade, and may look different from the example.

Click **Next** to continue.



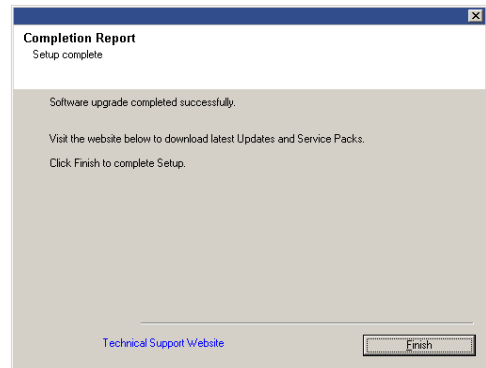
SETUP COMPLETE

18. Click **Finish** to complete the upgrade.

NOTES

- The **Completion Report** will reflect the components upgraded on the computer, and may look different from the example shown.

The upgrade is now complete.



POST-UPGRADE CONSIDERATIONS

GENERAL

- Review Upgrade Considerations after upgrading the software.
- Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.
- If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console.

Interactive Upgrade - Windows Agents

TABLE OF CONTENTS

Overview

Supported Upgrade Paths

Upgrade Requirements

Before You Begin

Upgrade Procedure

Post-Upgrade Considerations

OVERVIEW

The following procedure describes the steps involved in upgrading the software, directly from the Software Installation Disc or from a network location on both clustered and non-clustered environment.

If multiple components are installed on a computer, the upgrade will automatically upgrade all the components installed on a computer.

Verify that the computer in which you wish to upgrade the software satisfies the minimum requirements specified in System Requirements.

SUPPORTED UPGRADE PATHS

The following table provides a list of supported upgrade paths for the current software version. If the version currently installed on your computer is not listed here, contact your software provider for more information.

INSTALLED VERSION	UPGRADE TO VERSION 9.0.0	INFORMATION
7.0.0	Supported	Perform a direct upgrade to Version 9.0.0.
8.0.0	Not Supported	Perform a direct upgrade to Version 10.0.0. Click here for more details.

UPGRADE REQUIREMENTS

Review the following before upgrading the software:

GENERAL

- Review the Quick Start and Upgrade Considerations before upgrading the software.
- Verify that no jobs are in progress or scheduled to occur while the software is being upgraded on the client. If jobs are scheduled, either perform the upgrade at another time or disable all jobs in the client using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console. Once the upgrade is completed, you can enable the jobs from this dialog box.
- Verify that the CommServe computer is accessible.
- Verify the following services are running on the CommServe:
 - CommServe Services.
 - BullCalypso SQL Server Service for the instance.
- Close all applications and disable any programs that run automatically, including antivirus, screen savers and system utilities. Some programs, including antivirus software, may be running as a service. Stop and disable all non-essential services before you begin. You can re-enable them after the upgrade.
 - Verify that all applications (**CommCell Console**, **Service Control Manager**) are closed.
 - The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.
- Verify that you have the Software Installation Disc that is appropriate to the destination computer's operating system.

CLUSTER SPECIFIC

- The upgrade can be initiated from any one of the physical nodes. When a physical node is upgraded, virtual machine associated with that instance is automatically upgraded.
- When the software is upgraded on a physical node, the program facilitates the upgrade of the remaining physical nodes (passive nodes) in the cluster by displaying a list of all the available physical nodes. You can select the appropriate node in which the software must be upgraded, see Upgrade Remaining Cluster Nodes steps below to upgrade remaining physical nodes in a cluster.
- It is recommended that both the active and passive nodes are available during the upgrade process. If the passive nodes were not available during the upgrade you can manually upgrade the passive nodes. See Manually Upgrading the Software on a Passive Node for step-by-step instructions.

BEFORE YOU BEGIN

- Ensure that you are logged on to the computer as a local Administrator or as a member of the local Administrator group on that computer.
- On a clustered computer, ensure that you are logged on as the **Domain User** with administrative privileges to all nodes.

UPGRADE PROCEDURE

1. Place the software installation disc for the Windows platform into the disc drive.

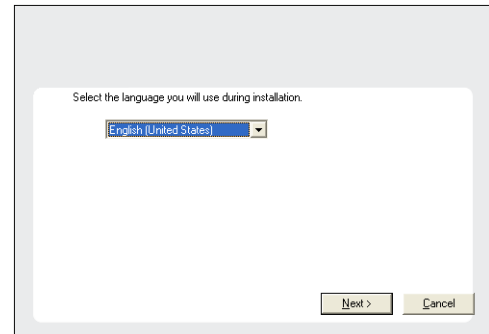
After a few seconds, the installation program is launched.

If the installation program does not launch automatically:

- Click the **Start** button on the Windows task bar, and then click **Run**.
- Browse to the installation disc drive, select **Setup.exe**, click **Open**, then click **OK**.

NOTES

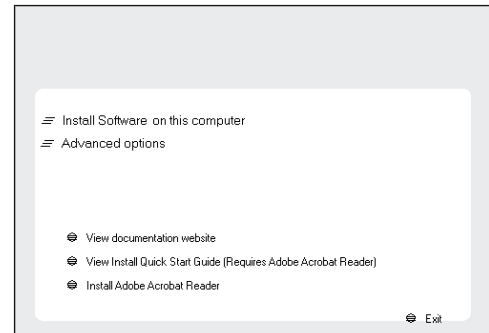
- If remotely installing to other physical nodes of the cluster, ensure you mount the software installation disc on a UNC path or a shared location (e.g., `\\machine_name\shared_directory_name`).
2. Choose the language you want to use during installation. Click the down arrow and select the desired language from the drop-down list, and click **Next** to continue.



3. Select the option to install software on this computer.

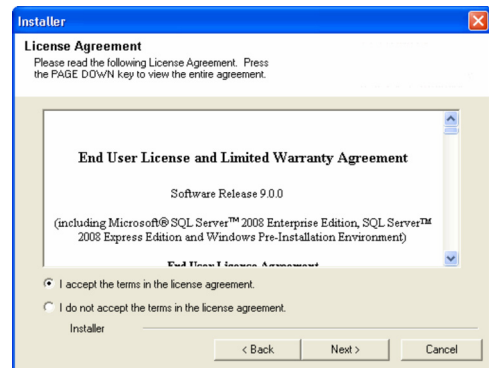
NOTES

- The options that appear on this screen depend on the computer in which the software is being installed.



4. Read the license agreement, then select **I accept the terms in the license agreement**.

Click **Next** to continue.



5. Select **Configure the Physical node**, and then click **Next**.

NOTES:

- The software will be upgraded on both physical and virtual machines.
- This window is displayed when you are upgrading the software in the clustered environment.

- Select the disk group in which the cluster group resides.
Click **Next** to continue.

NOTES:

- This step is not applicable if you are upgrading from 7.0 to 9.0
- This window is displayed when you are upgrading the software in the clustered environment.

- Click **Next** to continue with the upgrade.

NOTES

- The older version number depends on the version in the computer and may look different from the example shown.

- Click **Yes** to continue.

NOTES

- The upgrade process deletes and replaces this folder with newer files. To preserve this, move them to another location before clicking **Yes**.
- Note that the upgrade process does not save any files such as command line scripts or folders from the **<software installation path>** folder.
- Clicking **No** will exit the upgrade program.

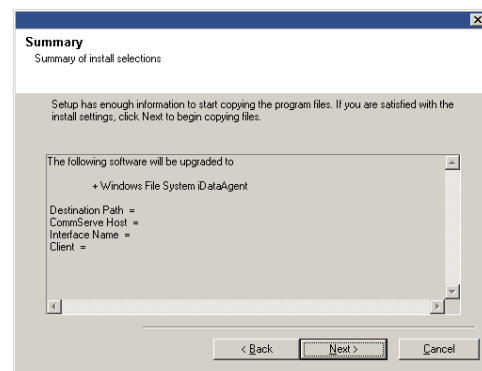
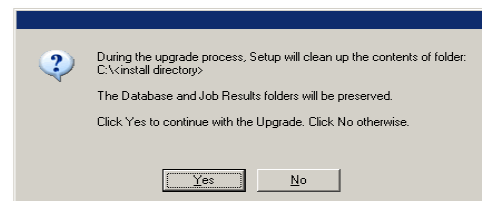
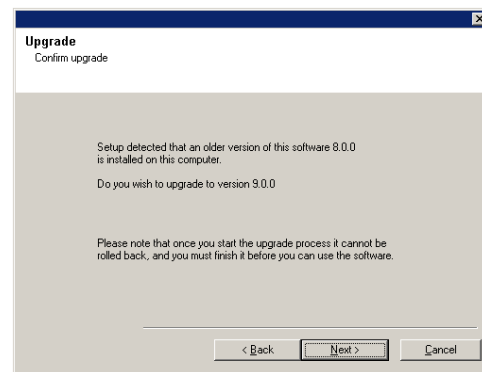
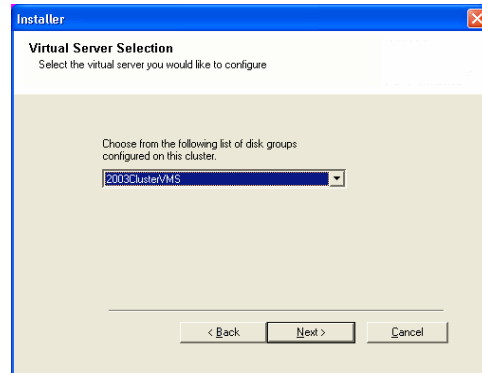
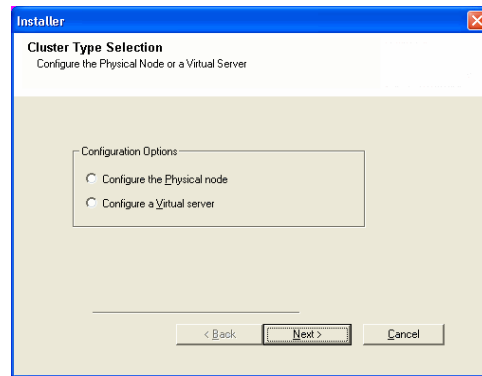
- Verify the summary and Click **Next** to continue.

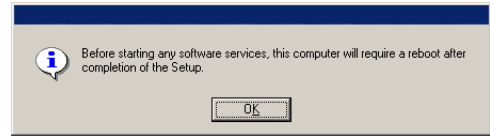
NOTES

- The **Summary** on your screen will reflect the components installed on the computer, and may look different from the example shown.

The upgrade program now starts the upgrade process. This step may take several minutes to complete.

- The System Reboot message is displayed. Click **OK** to continue.

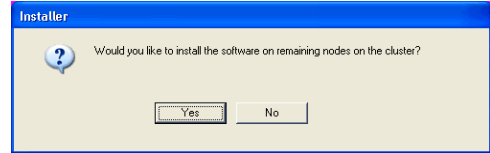




UPGRADE REMAINING CLUSTER NODES

If you are upgrading in a clustered environment, follow the steps below to upgrade on remaining nodes of the cluster. For non-clustered environment, skip to Setup Complete.

- To install/upgrade the software on the remaining nodes of the cluster, click **Yes**.
To complete the install for this node only, click **No**.

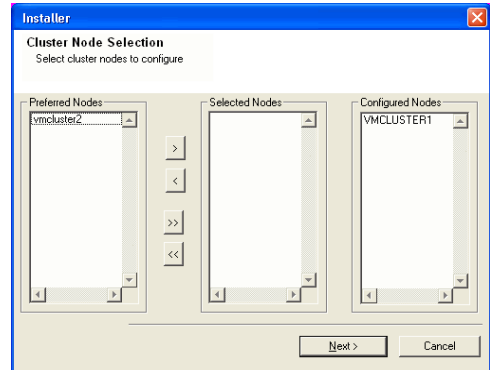


- Select cluster nodes from the **Preferred Nodes** list and click the arrow button to move them to the **Selected Nodes** list.

NOTES

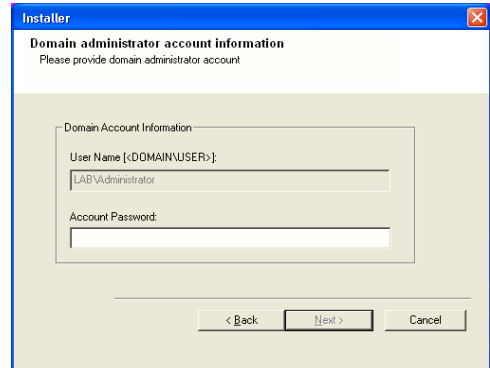
- The list of **Preferred Nodes** displays all the nodes found in the cluster; from this list you should only select cluster nodes configured to host this cluster group server.
- Do not select nodes that already have multiple instances installed. For more information, see Multi Instancing.

When you have completed your selections, click **Next** to continue.



- Type the **User Name** and **Password** for the Domain Administrator account, so that the installer can perform the remote install/upgrade of the cluster nodes you selected in the previous step.

Click **Next** to continue.



- The progress of the remote upgrade for the cluster nodes is displayed; the upgrade can be interrupted if necessary.

Click **Stop** to prevent upgrade to any nodes after the current ones complete.

Click **Advanced Settings** to specify any of the following:

- Maximum number of nodes on which Setup can run simultaneously.
- Time allocated for Setup to begin executing on each node, after which the upgrade attempt will fail.
- Time allocated for Setup to complete on each node, after which the upgrade attempt will fail.

NOTES

- If, during the remote upgrade of a cluster node, setup fails to complete or is interrupted, you must perform a local upgrade on that node. When you do, the upgrade begins from where it left off, or from the beginning if necessary. For procedures, see Manually Upgrading the Software on a Passive Node.

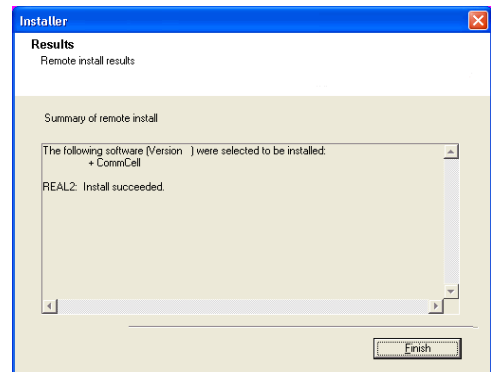
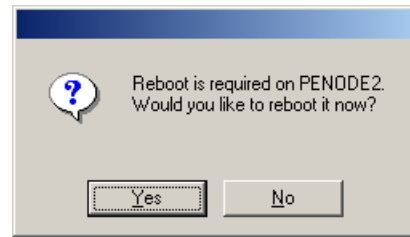
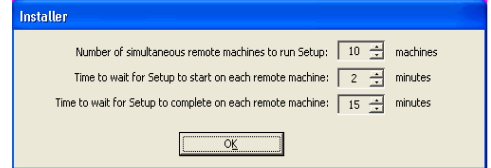
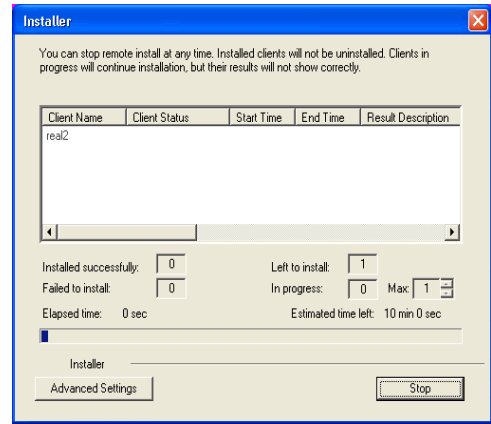
15. The System Reboot message for the node is displayed.
 - Click **Yes** to reboot now.
 - Click **No** to continue with the upgrade and reboot later.

16. Read the result for the passive node upgrade to verify whether the passive node upgrade was successful.

NOTES

- If the passive node upgrade fails, you must manually upgrade the passive node once the active node upgrade is complete. (See Manually Upgrading the Software on a Passive Node for step-by-step instructions.)
- The **Result** message displayed on your screen will reflect the status of the passive node upgrade, and may look different from the example.

Click **Next** to continue.



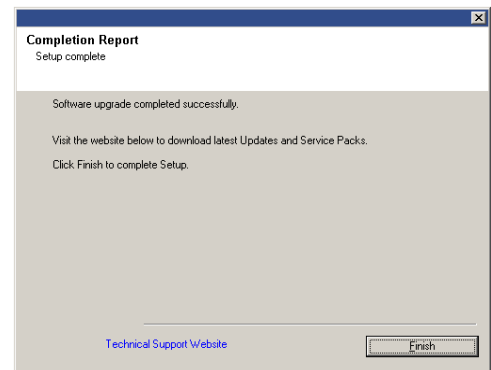
SETUP COMPLETE

17. Click **Finish** to complete the upgrade.

NOTES

- The **Completion Report** will reflect the components upgraded on the computer, and may look different from the example shown.

The upgrade is now complete.



POST-UPGRADE CONSIDERATIONS

GENERAL

- Review Upgrade Considerations after upgrading the software.
- Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.
- If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console.

Upgrade from CommCell Console

TABLE OF CONTENTS

Overview

- What Can be Upgraded
- What Cannot be Upgraded

Pre-Requisites

- Space Requirement
- General

Upgrade Procedure

- Upgrade the CommServe
- Configure Download Software
- Install Updates
- Upgrade Software on Clients

Upgrade Software on Client Using Save As Script

Verify Upgrade on Client

Troubleshooting

- Unix
- Windows

OVERVIEW

Agents and package distribution can be upgraded - both scheduled and on-demand from the CommCell Console. This process can expedite and facilitate the upgrade process from your CommCell.

WHAT CAN BE UPGRADED

To see which components are supported for Upgrade Software from the CommCell Console, see Upgrade - Support.

WHAT CANNOT BE UPGRADED

Upgrade from CommCell Console is not supported on Unix platforms for ContinuousDataReplicator and on SGI IRIX clients for File Archiver for Unix.

PRE-REQUISITES

SPACE REQUIREMENT

- On the CommServe you must have adequate space in the CommServe cache directory to host the following:
 - Software Installation Discs
 - Latest Service Pack

The total amount of space can be estimated by adding the size of each of the Software Installation Discs and the latest Service Pack that you plan to host.

- On client computers you will need the temporary disk space to upgrade the software. See System Requirement for more information on temporary disk space requirement.

GENERAL

- Verify that the computer(s) in which you wish to upgrade the software satisfies the minimum requirements specified in System Requirements.
- The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.

UPGRADE PROCEDURE

Upgrade software from CommCell Console is configured in the following sequences:

- Upgrade the CommServe to take the advantage of new features and enhancements that are available in the current version.
- Configure Download Software to download the software packages and latest updates to the CommServe Cache directory.
- Install Updates to ensure that the software is up-to-date.
- Upgrade Software on Clients to take the advantage of new features and enhancements that are available in the current version.

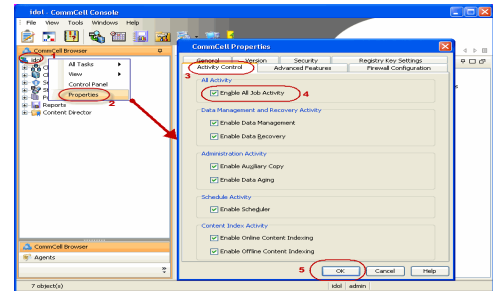
UPGRADE THE COMMSERVE

1. Upgrade the CommServe computer to the current software version.

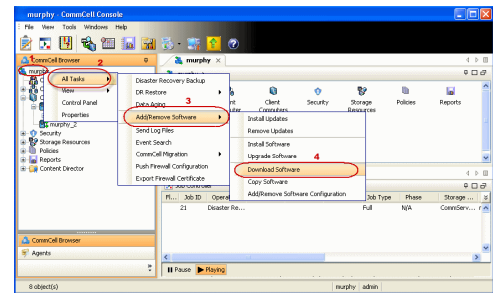
See Upgrade the CommServe for more information on upgrading the CommServe software.

CONFIGURE DOWNLOAD SOFTWARE

1. Verify that you have adequate space for the packages.
2. After CommServe Upgrade, enable the job using the **Activity Control** tab from the **CommCell Properties** dialog box in the CommCell Console.



2. From the CommCell Browser, right-click on the CommServe computer node, and click **All Tasks -> Add/Remove Software -> Download Software**.

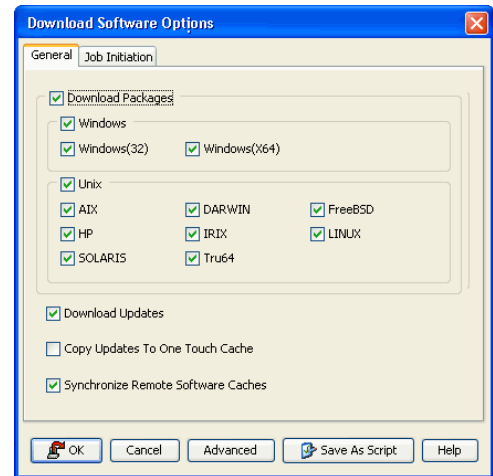


3. From the **General** tab, select the **Download Packages** option which automatically selects both **Windows** and **Unix** options.

Select **Windows** to download Windows packages for clients running Windows-based Operating Systems.

Select **Unix** to download Unix packages for clients running Unix-based operating systems.

Select **Download Updates** option to download the latest updates.

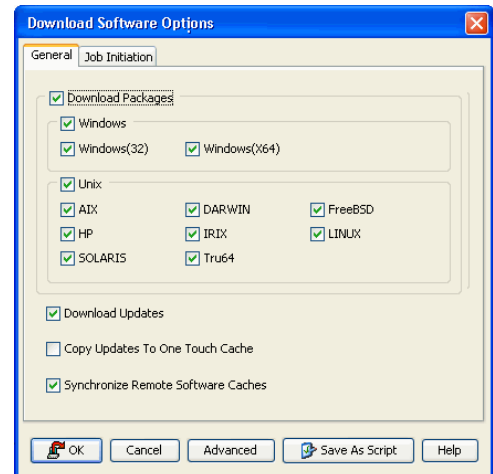


4. Configure the additional download options::

- **Copy Updates to 1-Touch Cache:** Select this option to copy updates to the configured 1-Touch cache directory. This checkbox is available when using 1-Touch Server node.

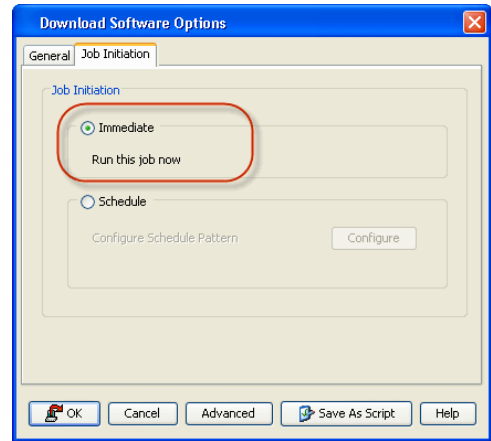
- **Synchronize Software Agents After Download:** Select this option to enable the software agents to automatically receive the updates from the CommServe update cache so that they are in sync with the CommServe update cache. If selected, the Software Agent caches will be automatically synchronized with the CommServe update cache when software/updates are downloaded to the CommServe.

Click **OK**.



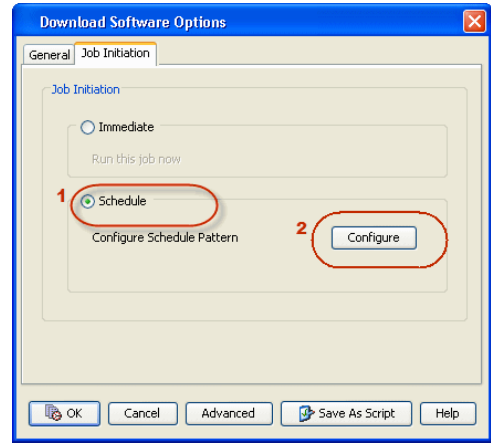
5. From the Job Initiation tab select **Immediate** to run the job now.

Click **OK** to run the job immediately.

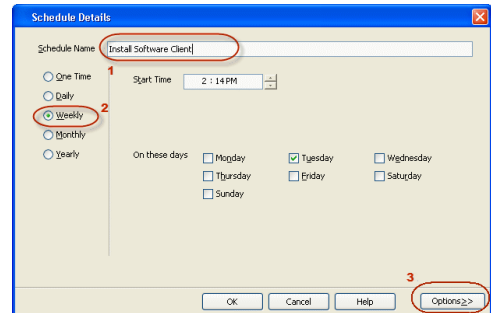


To schedule the job for a specific time, select **Schedule** option.

If you schedule the job, click **Configure**, the **Schedule Details** dialog box appears.



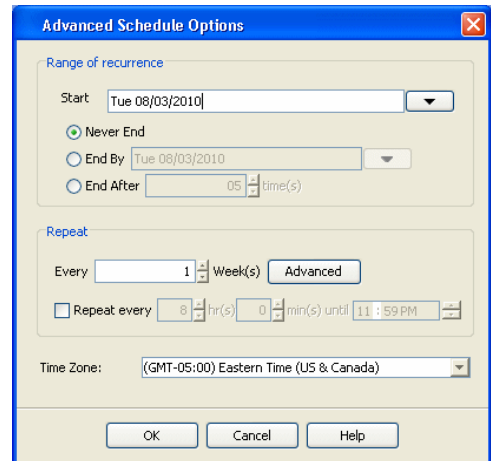
From the **Schedule Details** dialog box, specify the **Schedule Name** for the job. Click **Options** to configure the **Advanced Schedule Options**.



Specify the following options in Advanced Schedule Options dialog:

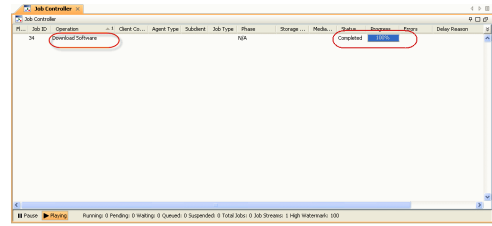
- **Range of recurrence:** Specify the date on which you want this schedule to take effect.
- **Repeat:** Select the value for which you want to run the job repeatedly on the day in which the job is scheduled to run.
Select **Advanced** button to create an exception to a weekly schedule.
- **Time Zone:** Select a specific time zone from which the job schedule time will be based.

Click **OK** once all the desired options have been configured.



6. Click **OK**.
7. Your job operation will execute according to the specified schedule. Once initiated,

you can track the progress of the job from the **Job Controller** or on **Event Viewer** window.



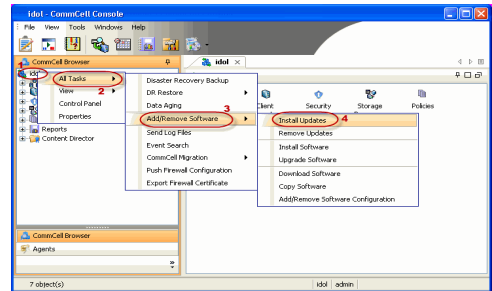
INSTALL UPDATES

1. You will need the following to complete the configuration for Upgrade Software from CommCell Console.

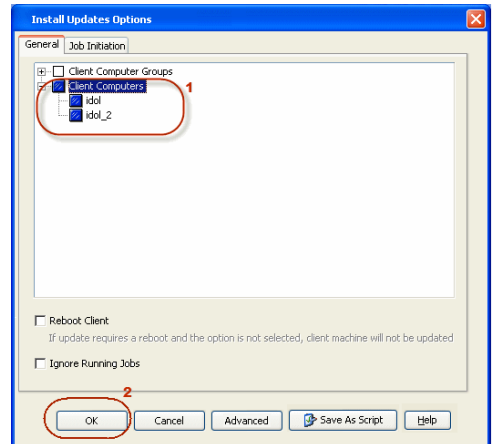
- For 8.0 Clients make sure you have the latest Service Pack.
- For 7.0 Clients, minimum requirement is Service Pack 5, Update # 1567.

Be sure to install the update(s) applicable to your clients platform environment.

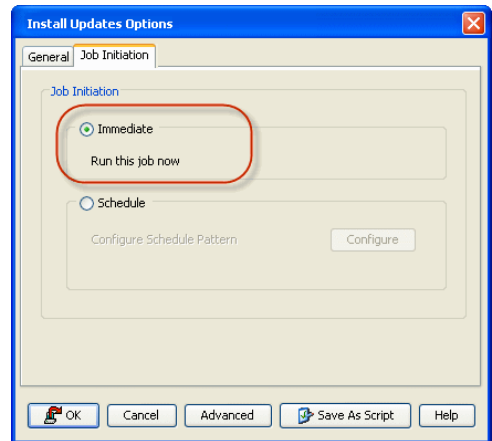
2. From the CommCell Browser, right-click on the CommServe computer node, and click **All Tasks -> Add/Remove Software -> Install Updates**.



3. **Install Updates Options** dialog will be displayed. Click the **Client Computers** or **Client Computer Groups** checkbox to install the updates on all the client machines available on the CommServe.



4. From the Job Initiation tab select **Immediate** to run the job now. Click **OK** to install updates immediately.



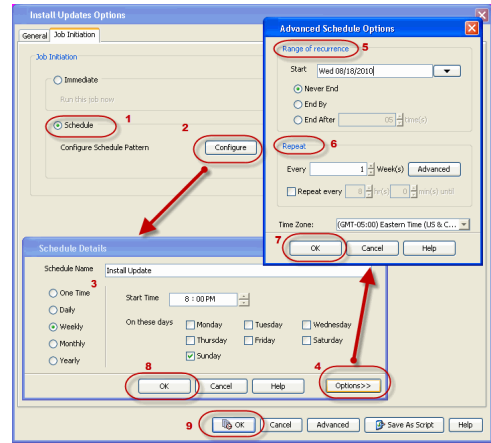
To schedule the job for a specific time, select **Schedule**, click Configure, the **Schedule Details** dialog box appears.

Specify the **Schedule Name** for the job, click **Options** to configure the **Advanced Schedule Options**. Specify the following options in Advanced Schedule Options dialog:

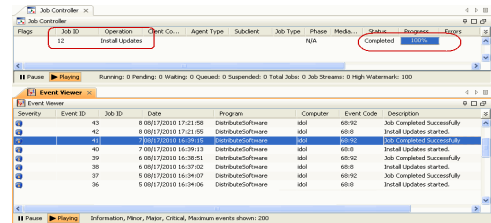
- **Range of recurrence:** Specify the date on which you want this schedule to take effect.
- **Repeat:** Select the value for which you want to run the job repeatedly on the day in which the job is scheduled to run.
Select **Advanced** button to create an exception to a weekly schedule.
- **Time Zone:** Select a specific time zone from which the job schedule time will be based.

Click **OK** once all the desired options have been configured.

Do not schedule an FTP download at the same time an Install Software job is scheduled to run.



5. Click **OK**.
6. Your Install Updates job operation will execute according to the specified schedule. Once initiated, you can track the progress of the job from the **Job Controller** or on **Event Viewer** window.

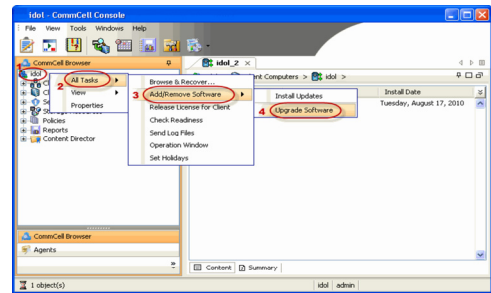


UPGRADE SOFTWARE ON CLIENTS

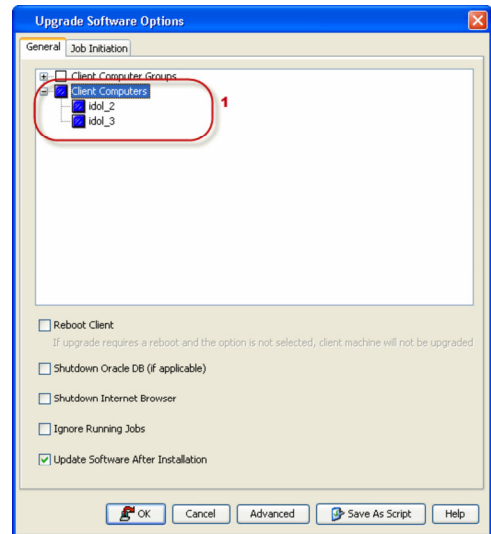
1. From the CommCell Browser, right-click on the CommServe computer node, and click **All Tasks -> Add/Remove Software** and then select **Upgrade Software**.

The **Upgrade Software Options** dialog will be displayed.

You can also right-click on a specific client/MediaAgent to access the **Upgrade Software Options**.



2. In the **General** tab, select the **Client Computers** checkbox or **Client Computer Groups** to upgrade the software on all the client machines available on the CommServe.



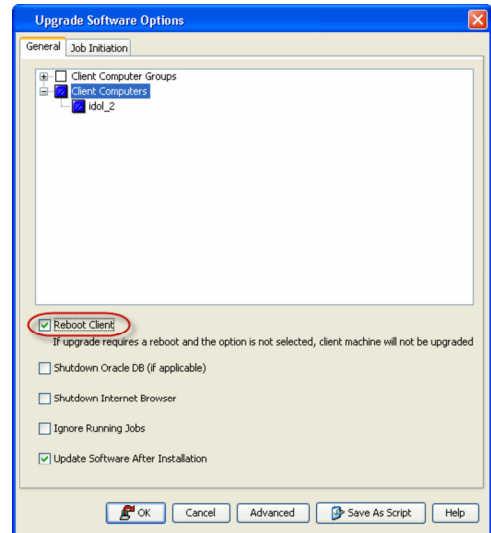
3. Select the **Reboot Client** option if you are upgrading clients/agents with driver-based platforms and database applications on Windows, to ensure successful completion of the upgrade operations.

Driver-based platforms include, but are not limited to:

- File Share Archiver
- File Archiver for Windows
- Quick Recovery
- Image Level ProxyHost
- ContinuousDataReplicator

Database Application:

- Oracle iDataAgent
- DB2 iDataAgent

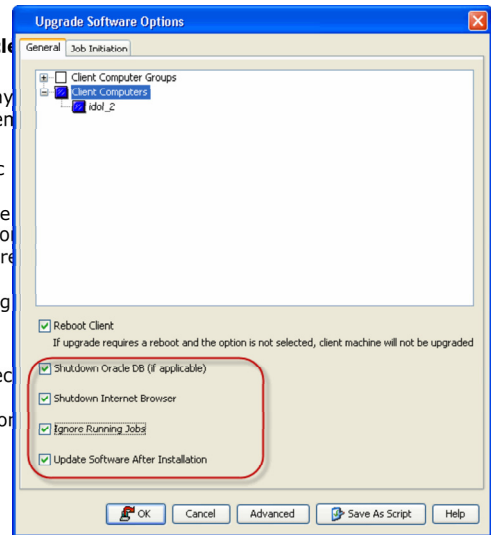


4. Check the following options if applicable to your environment:

- **Shutdown Oracle DB:** For Oracle iDataAgent on Windows, select **Shutdown Oracle DB** box, to stop the Oracle database services.
- **Shutdown Internet Browser:** If your environment requires an upgrade of JRE, any Internet Browser applications must be terminated during upgrade operations for them to complete successfully.
- **Ignore Running Jobs:** If it is necessary to run the upgrade operations at a specific time when jobs are running, the software will be upgraded on the selected client/MediaAgent as per schedule even if jobs are currently running. Services will be stopped, thereby suspending the running jobs to allow the upgrade to complete. Upon completion of the upgrade, the restartable jobs will automatically resume, if configured to do so.

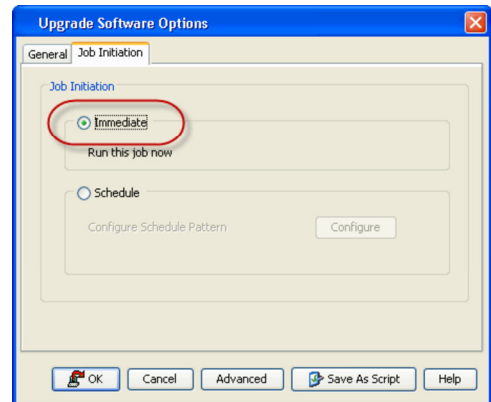
When enabled, this option temporarily stops services, thereby suspending running jobs including those that may not be restartable. Therefore, use caution if enabling this feature.

- **Update Software After Installation:** This option is enabled by default. When selected once software has been installed, the associated service packs and updates will be automatically be applied as well. The updates and services packs will be obtained from the computer's associated software cache directory.



5. From the **Job Initiation** tab select **Immediate** to run the job now.

Click **OK** to upgrade software immediately.



6. To schedule the job for a specific time, select **Schedule**, click **Configure**, the **Schedule Details** dialog box appears.

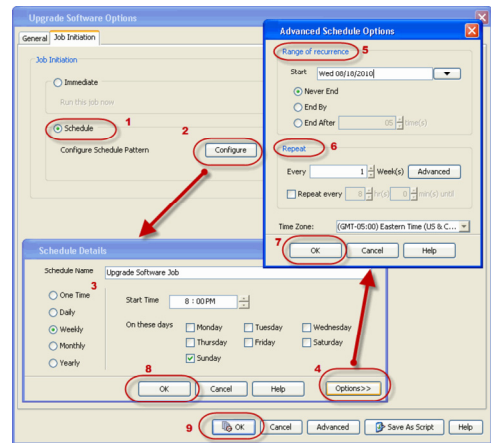
Specify the **Schedule Name** for the job, click **Options** to configure the **Advanced Schedule Options**. Specify the following options in Advanced Schedule Options dialog:

- **Range of recurrence:** Specify the date on which you want this schedule to take effect.
- **Repeat:** Select the value for which you want to run the job repeatedly on the day in which the job is scheduled to run.

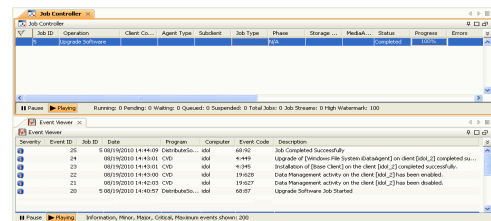
Select **Advanced** button to create an exception to a weekly schedule.

- **Time Zone:** Select a specific time zone from which the job schedule time will be based.

Click **OK** once all the desired options have been configured.



7. Click **OK**.
8. Your upgrade from Commcell Console job operation will execute according to the specified schedule. Once initiated, you can track the progress of the job from the **Job Controller** or on **Event Controller** window.



9. Review the Upgrade Considerations specific to the components that were upgraded using this procedure.

UPGRADE SOFTWARE ON CLIENT USING SAVE AS SCRIPT

Use the following steps to upgrade software on clients using Save As Script:

FOR WINDOWS

1. From the CommCell Browser, click **Tools**, point to **Add/Remove Software** and then click **Upgrade Software**.
2. Select the **Client Computer(s)** on which you want to install the updates.
3. Select the **Reboot Client** check box to allow the computer to reboot after installing the updates.

When the **Reboot Client** check box is selected, the system automatically reboots the client and/or MediaAgent computers if a reboot is required.

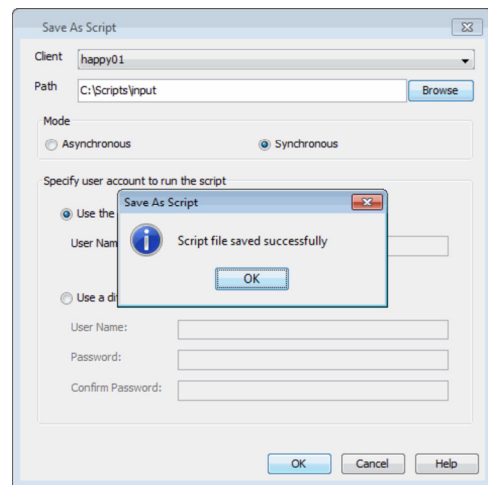
If the install update or upgrade includes a driver update, all the updates required for the computer will not be installed if this option is cleared.

Select the **Shutdown Oracle DB** check box.

When selected, the system automatically stops Oracle database services if the update requires Oracle Database services to be restarted.

4. Click the **Job Initiation** tab.
5. Select **Immediate**.
6. Click **Save As Script** button.
7. From **Save As Script** dialog box, specify the following:
 - o From the **Client** list, select the client on which you want to save the script.
 - o In the **Path** box, type the path and name for the .bat file to be saved e.g., E:\Install_script\input_file.bat
 - o For **Mode**, by default **Synchronous** option is selected which exits only when the operation has completed.

Select **Asynchronous** option, to submit the job to the CommServe and exit immediately; returns the control to the calling program or script.



- o Click **OK** to save the operation as a script file.

This generates a .xml file and a .bat file.

- To automatically login and install updates on the client, use the the following steps:
 - o From the command prompt, navigate to the location where the .bat and .xml files are saved and then run the .bat file.

EXAMPLE

```
E:\Scripts>\input_file.bat
```

WHERE

The .bat file contains the following commands and performs the following operation:

```
qlogin - to login to the session
qoperation execute - to execute the xml script
qlogout - to logout from the session
```

The .xml file is the script file that contains information on the options selected from the CommCell Console. This .xml file is given as input to the qcommand execute in the batch file.

- To install updates using qoperation execute command, perform the following from the command prompt:

- o Login to the CommServe using the qlogin command and CommCell credentials:

```
E:\Script\> qlogin -cs commserve_name -u user_name
```

- o Run the following execute operation using qoperation

USAGE:

```
qoperation execute -af <xml_file>
```

EXAMPLE:

```
qoperation execute -af input_file.xml
```

- To override the client name specified in the .xml file or to install the same updates to multiple clients, run the following command:

USAGE:

```
<batch_file> -<updateOption>/<clientAndClientGroups/clientName>
<client_name>
```

EXAMPLE:

```
input_file.bat -<updateOption><clientAndClientGroups/clientName>
purple.mydomain.mycompany.com
```

FOR UNIX

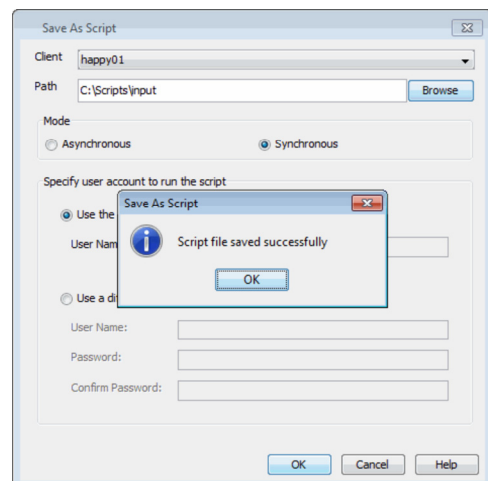
- From the CommCell Browser, click **Tools**, point to **Add/Remove Software** and then click **Install Updates**.
- Select the **Client Computer(s)** on which you want to install the updates.
- Select the **Reboot Client** check box to allow the computer to reboot after installing the updates.
- Click the **Job Initiation** tab.
- Select **Immediate**.
- Click **Save As Script** button.
- From **Save As Script** dialog box, specify the following:
 - o From the **Client** list, select the client on which you want to save the script.
 - o In the **Path** box, type the path and name for the .bat file to be saved e.g., /Install_Script/input_file
 - o For **Mode**, by default **Synchronous** option is selected which exits only when the operation has completed.

Select **Asynchronous** option, to submit the job to the CommServe and exit immediately; returns the control to the calling program or script.

- o Click **OK** to save the operation as a script file.

This generates two files input_file.xml and input_xml file.

- To login automatically and install updates on the client, perform the following:



- o From the command prompt, navigate to the location where the script files are located and then run the script file.

EXAMPLE

```
[root@localhost Scripts]# ./input_file
```

WHERE

The script file contains the following commands and performs the following operation.

qlogin - to login to the session

qoperation execute - to execute the xml script

qlogout - to logout from the session

The .xml file is the script file that contains information on the options selected from the CommCell Console. This .xml file is given as input to the qcommand execute in the batch file.

9. To install updates using qoperation execute command, perform the following from the command prompt:

- o Login to the CommServe using the qlogin command and commcell credentials:

```
[root@localhost Script]# ./qlogin -cs commserve_name -u user_name
```

- o Run the following execute operation using qoperation

USAGE:

```
./qoperation execute -af <xml_file>
```

EXAMPLE:

```
./qoperation execute -af input_file.xml
```

10. To override the client name specified in the .xml file or to install the updates to multiple clients, run the following command:

USAGE:

```
./<batch_file> -<updateOption>/<clientAndClientGroups/clientName  
<client_name>
```

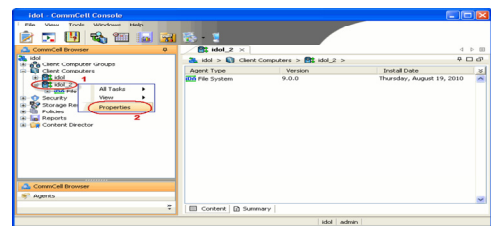
EXAMPLE:

```
./input_file -<updateOption><clientAndClientGroups/clientName  
purple.mydomain.mycompany.com
```

VERIFY UPGRADE ON CLIENT

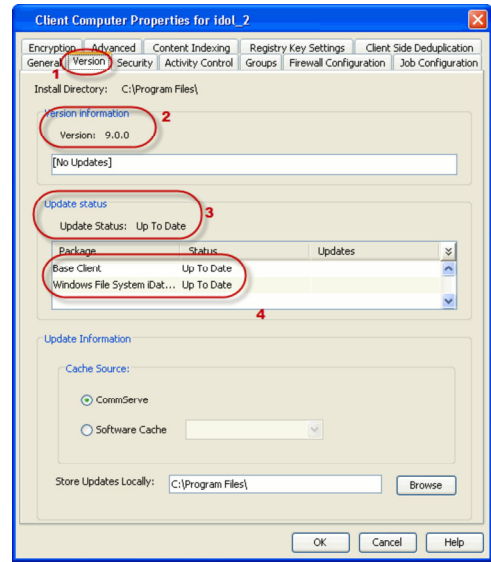
1. From the CommCell Browser, right-click on the Client computer node, and click **All Tasks -> Add/Remove Software** and then select **Properties**.

Client Computer Properties dialog will be displayed.



2. In the **Version Tab** verify that the **Version information** is updated to 9.0.0 and the **Update Status** and **Package Status** are Up To Date.

Click **OK**.



TROUBLESHOOTING

UNIX

Use the following steps to troubleshoot remote upgrade failures:

1. View the logs in the following location:
 - o If the upgrade was stopped forcefully, the logs are located in /tmp/.gxsetup
 - o Otherwise the logs are normally located at /var/log/Calypso/Log_Files/
2. Determine the problem, such as:

ISSUE	RESOLUTION
<p>CLIENT COULD NOT CONNECT TO THE COMMSERVE</p>	<p>Check the network connectivity between CommServe and the client computer.</p> <ul style="list-style-type: none"> • Login into client computer. • Navigate to /opt/Calypso/Base • Run the following command: # ./cvping <CommServe_host_name> <port_number> • If you are unable to connect: <ul style="list-style-type: none"> o Login to CommServe computer o Navigate to C:\WINDOWS\system32\drivers\etc folder o Add IP address and Fully Qualified Domain name of client computer in the hosts file. <p>After resolving the above issue, ensure that the client is registered in the CommCell Console. To verify the registration, see Verify Upgrade on Client.</p>
<p>IF THE CLIENT FAILED HALFWAY THROUGH AND YOU NEED TO RESTART THE UPGRADE</p>	<ul style="list-style-type: none"> • Navigate to /opt/CVPackages/9.0.0/Unix directory and launch silent install by running the following command: silent_install -upgrade Instance### • After resolving the above issue, ensure that the client is registered in the CommCell Console. To verify the registration, see Verify Upgrade on Client.
<p>CURRENT INSTALLATION HAS ISSUES AND CANNOT BE UPGRADED</p>	<ul style="list-style-type: none"> • Login into client computer • Run ./cvpgrm and uninstall the current instance. • Make sure Bull CalypsoRegistry is not available under /etc folder. • Install the Software from Commcell Console <p>After resolving the above issue, ensure that the client is registered in the CommCell Console. To verify the registration, see Verify Upgrade on Client.</p>
<p>YOU ARE UNABLE TO DETERMINE THE PROBLEM AND REQUIRE A CLEANUP</p>	<ul style="list-style-type: none"> • Delete the Bull Calypso install directory. • Delete logs directory located at /var/log • Remove registry Run rm -rf /etc/CommVaultRegistry command to remove registry. • Kill Calypso processes. For example CVD, EvMgrC and cvmoundt process

- Remove port allocation in /etc/services. For example, search for CVD or 8400, 8402
- Install the software. If the client hostname is not modified the client will be reinstalled or upgraded in the Console

After resolving the above issue, ensure that the client is registered in the CommCell Console. To verify the registration, see [Verify Upgrade on Client](#).

WINDOWS

CAUSE

An automatic upgrade of a client can fail for several reasons. If a client's status is listed as **Failed**, the **Reason for Job Delay** field and/or **Event Viewer** will display the reason for failure. If the reason for failure is one of the following, automatic upgrade can be rescheduled after resolving the error.

- cache directory is corrupt
- network failure
- reboot option was not selected
- client does not have the required updates
- job is pending

All other failures indicate that the upgrade must be manually completed via the client.

RESOLUTION

Go to the client, and manually resume the upgrade.

1. From the client machine, launch the Command Line Interface, and navigate to the software installation directory where the upgrade packages reside.
2. Run the following command:

QInstaller.exe /setup

3. Follow the prompts to resume the upgrade. Refer to the upgrade procedure for the particular agent for more information regarding the upgrade steps; see [Upgrades](#).

[Back to Top](#)

Interactive Upgrade - Unix Agent

TABLE OF CONTENTS

Overview

Supported Upgrade Paths

Upgrade Requirements

Before You Begin

Upgrade Procedure

Post-Upgrade Considerations

OVERVIEW

The following procedure describes the steps involved in upgrading the software, directly from the Software Installation Disc or from a network location in a non-clustered computer.

If multiple components are installed on a computer, the upgrade will automatically upgrade all the components installed on a computer.

Verify that the computer in which you wish to upgrade the software satisfies the minimum requirements specified in System Requirements.

SUPPORTED UPGRADE PATHS

The following table provides a list of supported upgrade paths for the current software version. If the version currently installed on your computer is not listed here, contact your software provider for more information.

INSTALLED VERSION	UPGRADE TO VERSION 9.0.0	INFORMATION
7.0.0	Supported	Perform a direct upgrade to Version 9.0.0.
8.0.0	Not Supported	Perform a direct upgrade to Version 10.0.0. Click here for more details.

UPGRADE REQUIREMENTS

Review the following before upgrading the software:

GENERAL

- Review the Quick Start and Upgrade Considerations before upgrading the software.
- Verify that no jobs are in progress or scheduled to occur while the software is being upgraded on the client. If jobs are scheduled, either perform the upgrade at another time or disable all jobs in the client using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console. Once the upgrade is completed, you can enable the jobs from this dialog box.
- Verify that the CommServe computer is accessible.
- Verify the following services are running on the CommServe:
 - CommServe Services.
 - BullCalypso SQL Server Service for the instance.
- Close all applications and disable any programs that run automatically, including antivirus, screen savers and system utilities. Some programs, including antivirus software, may be running as a service. Stop and disable all non-essential services before you begin. You can re-enable them after the upgrade.
 - Verify that all applications (**CommCell Console**, **Service Control Manager**) are closed.
 - The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.
- Verify that you have the Software Installation Disc that is appropriate to the destination computer's operating system.

AGENT SPECIFIC

- The install package requires `super-user` permissions to execute.
- If you are installing/upgrading on a HP-UX computer, you must manually mount the installation disc as described in Mount the Software Installation Disc.
- For Macintosh, before installing/upgrading the product, log on to the client as a valid user. In the terminal window, issue the **su - root** command to substitute your user identity with that for the root user. Then enter the valid root user password.

BEFORE YOU BEGIN

- Ensure that you are logged on as **root**.

UPGRADE PROCEDURE

- Place the software installation disc for the Unix platform into the disc drive.
You can also install the product using a disc drive mounted on another computer on the network.

- On Solaris, double-click the **cvpkgadd** program from the File Manager window.
- On other Unix platforms, open the Terminal window, navigate to the software installation disc and then enter **./cvpkgadd**.

- The product banner and other information is displayed.

Press **Enter** to continue.

- Read the license agreement. Type **y** and press **Enter** to continue.

- Enter the number corresponding to the setup task you want to perform.

NOTES

- For Install data protection agents on this computer option, follow the steps described in this procedure.
- Advance options provide additional setup features such as record and play setup, creating a custom package and External Data Connector Agent software.

To create a custom package and for record and play setup, follow the steps described in Custom Package - Unix.

To install the External Data Connector Agent, follow the steps described in External Data Connector - Unix.

- Note the directives provided. Some directives will require action on your part post-upgrade.

Type **YES** and then press **Enter**.

NOTES

- The directives that are displayed may vary. Therefore, the contents of your screen may be different from what is shown here.
- Additional screens with directives may be displayed after you press **Enter**. Be sure to complete the suggested actions.

- Type the appropriate number to install the latest software scripts and press **Enter** to continue.

NOTES

- Select **Download from the software provider website** to download the latest software scripts from your software provider website.
Make sure you have internet connectivity when you are using this option.
- Select **Use the one in the installation media**, to install the software scripts from the disc or share from which the installation is performed.
- Select **Use the copy I already have by entering its unix path**, to specify the path if you have the software script in an alternate location.

- The program automatically exits after successfully upgrading the software.

NOTES

- The list of components that were upgraded depends on the components installed on the computer, and may look different from the example shown.

- This prompt is displayed only when you are upgrading on HP-UX, Linux, or Solaris computers. Enter the number corresponding to the **Exit** option and then press **Enter** to continue.

The installation is now complete.

```
Do you accept the terms of this license agreement? y
```

```
Please select a setup task you want to perform from the list below:
```

```
Advance options provide extra setup features such as creating custom package, recording/replaying user selections and installing External Data Connector software.
```

- 1) Install data protection agents on this computer
- 2) Advance options
- 3) Exit this menu

```
Your choice: [1]
```

```
We have detected old version of Calypso installation on this machine that have to be upgraded to version 9.0.0 before you can install new packages or configure new virtual machines.
```

```
Please read the following carefully before moving on.
```

```
1.If there are existing cxbf devices configured and mounted on linux machine, please make sure all of them are removed from the /etc/fstab file before reboot (after upgrade). You can mount them back after reboot by redetecting in the volume explorer first.
```

```
2. If a driver is upgraded, the machine must be rebooted after the upgrade is finished to ensure the new driver is correctly loaded.
```

```
3. If you are upgrading a subsystem (except MA) that is installed on Virtual Machine only, make sure you also install CVGxIDA (or CVGxOES for CVGxOES upgrade) on its Physical Machine.
```

```
Please type YES to indicate you read and understood the above warnings: YES
```

```
Installation Scripts Pack provides extra functions and latest support and fix performed during setup time. Please specify how you want to get this pack.
```

```
If you choose to download it from the website now, please make sure you have internet connectivity at this time. This process may take some time depending on the internet connectivity.
```

- 1) Download from the software provider website.
- 2) Use the one in the installation media
- 3) Use the copy I already have by entering its unix path

```
Your choice: [1] 2
```

```
+-----+
-+
IMPORTANT:
Now that you have successfully upgraded CVGxIDA, you must proceed upgrading other packages that depend on it (such as CVGxOrIDA, or CVGxIfIDA)!
+-----+
-+
```

```
Adjusting modes and permissions of Calypso files
```

```
Successfully installed CVGxIDA.
```

```
Certain Calypso packages can be associated with a virtual IP, or in other words, installed on a "virtual machine" belonging to some cluster. At any given time the virtual machine's services and IP address are active on only one of the cluster's servers. The virtual machine can "fail-over" from one server to another, which includes stopping services and deactivating IP address on the first server and activating the IP address/services on the other
```

server.

Currently you have Calypso installed on physical node
stone.company.com.

Now you have a choice of either adding another package to
the existing installation or configure Calypso on a
virtual machine for use in a cluster.

- 1) Add another package to stone.company.com
- 2) Install Calypso on a virtual machine
- 3) Exit

Your choice: [1]

POST-UPGRADE CONSIDERATIONS

GENERAL

- Review Upgrade Considerations after upgrading the software.
- Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.
- If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console.

Interactive Upgrade - Unix Agent

TABLE OF CONTENTS

Overview

Supported Upgrade Paths

Upgrade Requirements

Before You Begin

Upgrade Procedure

Post-Upgrade Considerations

OVERVIEW

The following procedure describes the steps involved in upgrading the software, directly from the Software Installation Disc or from a network location in a non-clustered computer.

If multiple components are installed on a computer, the upgrade will automatically upgrade all the components installed on a computer.

Verify that the computer in which you wish to upgrade the software satisfies the minimum requirements specified in System Requirements.

SUPPORTED UPGRADE PATHS

The following table provides a list of supported upgrade paths for the current software version. If the version currently installed on your computer is not listed here, contact your software provider for more information.

INSTALLED VERSION	UPGRADE TO VERSION 9.0.0	INFORMATION
7.0.0	Supported	Perform a direct upgrade to Version 9.0.0.
8.0.0	Not Supported	Perform a direct upgrade to Version 10.0.0. Click here for more details.

UPGRADE REQUIREMENTS

Review the following before upgrading the software:

GENERAL

- Review the Quick Start and Upgrade Considerations before upgrading the software.
- Verify that no jobs are in progress or scheduled to occur while the software is being upgraded on the client. If jobs are scheduled, either perform the upgrade at another time or disable all jobs in the client using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console. Once the upgrade is completed, you can enable the jobs from this dialog box.
- Verify that the CommServe computer is accessible.
- Verify the following services are running on the CommServe:
 - CommServe Services.
 - BullCalypso SQL Server Service for the instance.
- Close all applications and disable any programs that run automatically, including antivirus, screen savers and system utilities. Some programs, including antivirus software, may be running as a service. Stop and disable all non-essential services before you begin. You can re-enable them after the upgrade.
 - Verify that all applications (**CommCell Console**, **Service Control Manager**) are closed.
 - The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.
- Verify that you have the Software Installation Disc that is appropriate to the destination computer's operating system.

AGENT SPECIFIC

- The install package requires `super-user` permissions to execute.
- If you are installing/upgrading on a HP-UX computer, you must manually mount the installation disc as described in Mount the Software Installation Disc.
- For Macintosh, before installing/upgrading the product, log on to the client as a valid user. In the terminal window, issue the **su - root** command to substitute your user identity with that for the root user. Then enter the valid root user password.

BEFORE YOU BEGIN

- Ensure that you are logged on as **root**.

UPGRADE PROCEDURE

- Place the software installation disc for the Unix platform into the disc drive.
You can also install the product using a disc drive mounted on another computer on the network.
 - On Solaris, double-click the **cvpkgadd** program from the File Manager window.
 - On other Unix platforms, open the Terminal window, navigate to the software installation disc and then enter **./cvpkgadd**.
- The product banner and other information is displayed.
Press **Enter** to continue.
- Read the license agreement. Type **y** and press **Enter** to continue.
- Type **1** and press **Enter**.

- Note the directives provided. Some directives will require action on your part post-upgrade.
Type **YES** and then press **Enter**.

NOTES

- The directives that are displayed may vary. Therefore, the contents of your screen may be different from what is shown here.
- Additional screens with directives may be displayed after you press **Enter**. Be sure to complete the suggested actions.

- Type the appropriate number to install the latest software scripts and press **Enter** to continue.

NOTES

- Select **Download from the software provider website** to download the latest software scripts from your software provider website.
Make sure you have internet connectivity when you are using this option.
- Select **Use the one in the installation media**, to install the software scripts from the disc or share from which the installation is performed.
- Select **Use the copy I already have by entering its unix path**, to specify the path if you have the software script in an alternate location.

- The program automatically exits after successfully upgrading the software.

NOTES

- The list of components that were upgraded depends on the components installed on the computer, and may look different from the example shown.

- This prompt is displayed only when you are upgrading on HP-UX, Linux, or Solaris computers. Enter the number corresponding to the **Exit** option and then press **Enter** to continue.

The installation is now complete.

```
Do you accept the terms of this license agreement? y
```

```
Please select a setup task you want to perform from the list below:
```

```
Advance options provide extra setup features such as creating custom package, recording/replaying user selections and installing External Data Connector software.
```

```
1) Install data protection agents on this computer
2) Advance options
3) Exit this menu
```

```
Your choice: [1]
```

```
We have detected old version of Calypso installation on this machine that have to be upgraded to version 9.0.0 before you can install new packages or configure new virtual machines.
```

```
Please read the following carefully before moving on.
```

```
1.If there are existing cxbf devices configured and mounted on linux machine, please make sure all of them are removed from the /etc/fstab file before reboot (after upgrade). You can mount them back after reboot by redetecting in the volume explorer first.
```

```
2. If a driver is upgraded, the machine must be rebooted after the upgrade is finished to ensure the new driver is correctly loaded.
```

```
3. If you are upgrading a subsystem (except MA) that is installed on Virtual Machine only, make sure you also install CVGxIDA (or CVGxOES for CVGxOES upgrade) on its Physical Machine.
```

```
Please type YES to indicate you read and understood the above warnings: YES
```

```
Installation Scripts Pack provides extra functions and latest support and fix performed during setup time. Please specify how you want to get this pack.
```

```
If you choose to download it from the website now, please make sure you have internet connectivity at this time. This process may take some time depending on the internet connectivity.
```

```
1) Download from the software provider website.
2) Use the one in the installation media
3) Use the copy I already have by entering its unix path
```

```
Your choice: [1] 2
```

```
+-----+
+
IMPORTANT:
Now that you have successfully upgraded CVGxIDA, you must proceed upgrading other packages that depend on it (such as CVGxOrIDA, or CVGxIfIDA)!
+-----+
+

```

```
Adjusting modes and permissions of Calypso files
```

```
Successfully installed CVGxIDA.
```

```
Certain Calypso packages can be associated with a virtual IP, or in other words, installed on a "virtual machine" belonging to some cluster. At any given time the virtual machine's services and IP address are active on only one of the cluster's servers. The virtual machine can "fail-over" from one server to another, which includes stopping services and deactivating IP address on the first server and activating the IP address/services on the other server.
```

Currently you have Calypso installed on physical node
stone.company.com.

Now you have a choice of either adding another package to
the existing installation or configure Calypso on a
virtual machine for use in a cluster.

- 1) Add another package to stone.company.com
- 2) Install Calypso on a virtual machine
- 3) Exit

Your choice: [1]

9. As explained in step 5, reboot the computer to ensure that the upgraded driver is correctly loaded.

NOTES

- Due to the change of naming scheme for linux qsnap(cxbf) devices, prior to rebooting after upgrade, all qsnap devices should be removed from the `/etc/fstab` file to prevent auto-mounting of the old devices during reboot. After reboot, they should be redetected (and mounted, if needed) from the **Volume Explorer** in the **Commcell Console - Control Panel**.

POST-UPGRADE CONSIDERATIONS

GENERAL

- Review Upgrade Considerations after upgrading the software.
- Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.
- If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console.

Interactive Upgrade - Unix Agent

TABLE OF CONTENTS

Overview

Supported Upgrade Paths

Upgrade Requirements

Before You Begin

Upgrade Procedure

Post-Upgrade Considerations

OVERVIEW

The following procedure describes the steps involved in upgrading the software, directly from the Software Installation Disc or from a network location on both clustered and non-clustered environment.

If multiple components are installed on a computer, the upgrade will automatically upgrade all the components installed on a computer.

Verify that the computer in which you wish to upgrade the software satisfies the minimum requirements specified in System Requirements.

SUPPORTED UPGRADE PATHS

The following table provides a list of supported upgrade paths for the current software version. If the version currently installed on your computer is not listed here, contact your software provider for more information.

INSTALLED VERSION	UPGRADE TO VERSION 9.0.0	INFORMATION
7.0.0	Supported	Perform a direct upgrade to Version 9.0.0.
8.0.0	Not Supported	Perform a direct upgrade to Version 10.0.0. Click here for more details.

UPGRADE REQUIREMENTS

Review the following before upgrading the software:

GENERAL

- Review the Quick Start and Upgrade Considerations before upgrading the software.
- Verify that no jobs are in progress or scheduled to occur while the software is being upgraded on the client. If jobs are scheduled, either perform the upgrade at another time or disable all jobs in the client using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console. Once the upgrade is completed, you can enable the jobs from this dialog box.
- Verify that the CommServe computer is accessible.
- Verify the following services are running on the CommServe:
 - CommServe Services.
 - BullCalypso SQL Server Service for the instance.
- Close all applications and disable any programs that run automatically, including antivirus, screen savers and system utilities. Some programs, including antivirus software, may be running as a service. Stop and disable all non-essential services before you begin. You can re-enable them after the upgrade.
 - Verify that all applications (**CommCell Console**, **Service Control Manager**) are closed.
 - The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.
- Verify that you have the Software Installation Disc that is appropriate to the destination computer's operating system.

AGENT SPECIFIC

- The install package requires `super-user` permissions to execute.
- If you are installing/upgrading on a HP-UX computer, you must manually mount the installation disc as described in Mount the Software Installation Disc.

CLUSTER

- The upgrade must be initiated from active node. When a active node is upgraded, virtual node associated with that instance is automatically upgraded.
- Upgrade the active node first before upgrading the passive nodes.

- Both active node and passive nodes needs to be upgraded.

BEFORE YOU BEGIN

- Ensure that you are logged on as **root**.

UPGRADE PROCEDURE

1. Place the Software Installation Disc for the Unix platform into the disc drive.
You can also install the product using a disc drive mounted on another computer on the network.
 - On Solaris, double-click the **cvpkgadd** program from the File Manager window.
 - On other Unix platforms, open the Terminal window, navigate to the Software Installation Disc and then enter **./cvpkgadd**.
2. The product banner and other information is displayed.
Press **Enter** to continue.
3. Read the license agreement. Type **y** and press **Enter** to continue.
4. Press **Enter**.

Please select a setup task you want to perform from the list below:

Advance options provide extra setup features such as creating custom package, recording/replaying user selections and installing External Data Connector software.

- 1) Install data protection agents on this computer
- 2) Advance options
- 3) Exit this menu

Your choice: [1]

We have detected old version of Calypso installation on this machine that have to be upgraded to version 9.0.0 before you can install new packages or configure new virtual machines.

Please read the following carefully before moving on.

1.If there are existing cxbf devices configured and mounted on linux machine, please make sure all of them are removed from the /etc/fstab file before reboot (after upgrade). You can mount them back after reboot by redetecting in the volume explorer first.

2. If a driver is upgraded, the machine must be rebooted after the upgrade is finished to ensure the new driver is correctly loaded.

3. If you are upgrading a subsystem (except MA) that is installed on Virtual Machine only, make sure you also install CVGxIDA (or CVGxOES for CVGxOES upgrade) on its Physical Machine.

Please type YES to indicate you read and understood the above warnings: YES

Calypso installation on the following virtual or physical machines have to be upgrades to version 9.0.0 before you can install new packages or configure new virtual machines:

- 1) Upgrade physical machine frynode1 (frynode1.deployment.company.com)
- 2) Upgrade virtual machine fryvm2 (fryvm2.deployment.company.com)
- 3) Exit this menu

Proceeding with item number 1...

Installation Scripts Pack provides extra functions and latest support and fix performed during setup time. Please specify how you want to get this pack.

If you choose to download it from the website now, please make sure you have internet connectivity at this time. This process may take some time depending on the internet connectivity.

- 1) Download from the software provider website.
- 2) Use the one in the installation media
- 3) Use the copy I already have by entering its unix path

Your choice: [1] 2

Most of Calypso processes run with root privileges, but some are launched by databases and inherit database access

5. Type **Yes** and then press **Enter**.

NOTES

- Once you confirm the upgrade by entering **Yes**, it will upgrade the physical and virtual machine without prompting any choice for users.
- Note the directives provided. Some directives will require action on your part post-upgrade.

The directives that are displayed may vary. Therefore, the contents of your screen may be different from what is shown here.

6. The software will be upgraded on the physical machine first.

7. Type the appropriate number to install the latest software scripts and press **Enter** to continue.

NOTES

- Select **Download from the software provider website** to download the latest software scripts from your software provider website.
Make sure you have internet connectivity when you are using this option.
- Select **Use the one in the installation media**, to install the software scripts from the disc or share from which the installation is performed.
- Select **Use the copy I already have by entering its unix path**, to specify the path if you have the software script in an alternate location.

8. Indicate whether you would like to launch processes with inherent database access

rights.

Press **Enter** to assign a new group, or Type **No** and then press **Enter** to continue.

rights. To make sure that registry and log files can be written to by both kinds of processes we can either make such files world-writable or we can grant write access only to processes belonging to a particular group, e.g. a "calypso" or a "dba" group.

We highly recommend now that you create a new user group and enter its name in the next setup screen. If you choose not to assign a dedicated group to Calypso processes, all temporary and configuration files will be created with -rw-rw-rw permissions.

If you're planning to backup Oracle DB you should use "dba" group.

Would you like to assign a specific group to Calypso? [yes]

Please enter the name of the group which will be assigned to all Calypso files and on behalf of which all Calypso processes will run.

In most of the cases it's a good idea to create a dedicated "calypso" group. However, if you're planning to use Oracle iDataAgent or SAP Agent, you should enter Oracle's "dba" group here.

Group name: dba

REMINDER

If you are planning to install Calypso Informix, DB2, PostgreSQL, Sybase or Lotus Notes iDataAgent, please make sure to include Informix, DB2, etc. users into group "dba".

Press <ENTER> to continue ...

Client Group(s) is currently configured on CommServe cs.company.com. Please choose the group(s) that you want to add this client client.company.com to. The selected group(s) will be marked (X) and can be deselected if you enter the same number again. After you are finished with the selection, select "Done with the Selection".

```
[ ] 1) Unix
[ ] 2) DR
[ ] 3) DKS
```

[a=all n=none r=reverse q=quit d=done >=next <=previous ?=help]

Enter number(s)/one of "a,n,r,q,d,>,<,>?" here: 2

```
+-----+
+
IMPORTANT:
```

Now that you have successfully upgraded CVGxIDA, you must proceed upgrading other packages that depend on it (such as CVGxOrIDA, or CVGxIfIDA)!

```
+-----+
+
Adjusting modes and permissions of Calypso files
```

Successfully installed CVGxIDA.

Calypso installation on the following virtual machine have to be upgraded to version 9.0.0 before you can install new packages or configure new virtual machines:

```
1) Upgrade virtual machine fryvm2
(fryvm2.deployment.company.com)
```

```
2) Exit this menu
```

Proceeding with item number 1...

```
+-----+
+
IMPORTANT:
```

Now that you have successfully upgraded CVGxIDA, you must proceed upgrading other packages that depend on it (such as CVGxOrIDA, or CVGxIfIDA)!

```
+-----+
+
Adjusting modes and permissions of Calypso files
```

Successfully installed CVGxIDA.

Calypso is currently configured on the following virtual/physical machines.

Now you have an option of either installing Calypso on another virtual machine or adding a new package to the existing installations.

```
1) Add a new package to PM frynode1
```

9. If you indicated **Yes** in the previous step, you will be prompted for the group name that must be used to launch processes.

Enter the group name and then press **Enter** to continue.

Press **Enter** again to continue.

10. Type the number of a Client Group and press **Enter**.

A confirmation screen will mark your choice with an "X". Type **d** for done with the selection, and press **Enter** to continue.

NOTES

- This screen will be displayed only if Client Groups are configured for the CommCell. For more information, see Client Computer Groups.

11. The program automatically exits after successfully upgrading the software.

NOTES

- The list of components that were upgraded depends on the components installed on the computer, and may look different from the example shown.

12. The software will be upgraded on the virtual node.

13. The program automatically exits after successfully upgrading the software.

NOTES

- The list of components that were upgraded depends on the components installed on the computer, and may look different from the example shown.

14. Enter the number corresponding to the **Exit** option and then press **Enter** to continue. The installation is now complete.

```
(frynodel.deployment.company.com)  
2) Add a new package to VM fryvm2  
(fryvm2.deployment.company.com)  
3) Install Calypso on a new virtual machine  
4) Exit this menu  
Your choice: [1] 4
```

POST-UPGRADE CONSIDERATIONS

GENERAL

- Review Upgrade Considerations after upgrading the software.
- Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.
- If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console.

Upgrade the SRM Server

TABLE OF CONTENTS

Supported Upgrade Path

Upgrade Requirement

SUPPORTED UPGRADE PATH

Consider the following before starting the upgrade process:

INSTALLED VERSION UPGRADE TO VERSION 9.0.0

7.0.0 Direct Upgrade Not Supported

8.0.0 Supported

INFORMATION

Perform the following steps to upgrade the QSM Server from version 7.0.0:

- First merge the QSM Server to a 8.0.0 CommServe using the steps outlined in **Migrating QSM Clients to SRM** in *8.0.0 Books Online*.
- Then upgrade the CommServe in 9.0.0. The SRM Server will be automatically upgraded during the CommServe upgrade. See CommServe - Upgrade for step-by-step procedure.

The SRM Server is automatically upgraded during the CommServe Upgrade. See CommServe - Upgrade for step-by-step procedure.

UPGRADE REQUIREMENT

The SRM Server now requires a MediaAgent. Hence during the upgrade, if a MediaAgent is not available, the system will automatically install the MediaAgent in the computer.

SRM Server - Database Upgrade

TABLE OF CONTENTS

Overview

Prerequisites

Upgrade Process

OVERVIEW

This procedure is used to upgrade the SRM Server databases on a separate computer, to ensure that the Production Server does not get disrupted during the process of upgrade.

Note that before upgrading the SRM Server database, you must perform CommServe database upgrade. See CommServe - Database Upgrade for step-by-step procedure.

The following section describe the process of upgrading a database of the SRM Server.

PREREQUISITES

- A Standby computer that can host the SRM Server database.
- Latest Software Installation Disc to perform upgrade.

UPGRADE PROCESS

1. On the production computer where the SRM server resides, perform a Disaster Recovery Backup of SRM Server database.
Make sure that the associated disaster recovery folder (`SET_XXX` folder) is saved and available in a safe location.
2. On the standby computer, install the CommServe, SRM Server software and the Database Upgrade tool.
Make sure that all the updates are installed on the standby CommServe.
3. On the standby computer, restore the disaster recovery backup of SRM server database using the Disaster Recovery Tool.

4. Upgrade the databases, using the Database upgrade tool.

NOTES:

- If the database upgrade succeeds, skip to Next step.
- If the upgrade does not succeed contact your Software Provided for assistance.

5. On the standby computer, use the SQL Server Management Studio, to backup the upgraded SRM database and create a .dmp file.
6. On the production Server, uninstall the old version and re-install the latest version of the SRM Server software.
7. On the production server, restore the SRM database using the Disaster Recovery tool.

See Starting a Disaster Recovery Backup for step-by-step instructions.

See Install the SRM Server Software for more information on installing CommServe and SRM Server software.

See Install the Database Upgrade tool for more information.

See Restore a Disaster Recovery Backup for step-by-step instructions on restoring the database.

Run the following command to upgrade for:

SRM Server database:

```
DatabaseUpgrade -PhaseName "All" -instance
"Instancexxx" -productName "SRM" -DBUpgradeDir <dir
db upgrade> -log <log folder name> -DBBackupDir <dr
backup dir>
```

where:

- *Instancexxx* - specify the Instance number to which the software is installed.
- *log folder name* - specify the path to create a log file.
- *dr backup dir* - specify the path to store a database backup before upgrading.

See the SQL Server Management Studio help for information on backing up a database.

See Uninstalling Components for more information on uninstalling CommServe software.

See Install the SRM Server Software for more information on installing CommServe software.

See Restore a Disaster Recovery Backup for step-by-step instructions.

Interactive Upgrade - CommCell Console - Windows

TABLE OF CONTENTS

Overview

Supported Upgrade Paths

Upgrade Requirements

Before You Begin

Upgrade Procedure

Post-Upgrade Considerations

OVERVIEW

The procedure on this page describes the steps involved in upgrading the stand-alone CommCell Console application on a Windows computer that has no other software components installed (e.g., CommServe, File System iDataAgent, etc.).

Note the following before continuing with this upgrade procedure:

- If the CommCell Console is installed as a stand-alone application on a computer that has another component installed (e.g., CommServe, File System iDataAgent, etc.), the CommCell Console software will be automatically upgraded when you upgrade the other components. In such cases, it is not necessary to continue with this upgrade procedure.
- If you wish to remotely access the CommCell Console, you must configure the Internet Information Server (IIS). See [Running the CommCell Console as a Remote Web-Based Application](#) for more information.

Verify that the computer in which you wish to install the software satisfies the minimum requirements specified in [System Requirements - CommCell Console as a Stand-Alone Application](#).

SUPPORTED UPGRADE PATHS

The following table provides a list of supported upgrade paths for the current software version. If the version currently installed on your computer is not listed here, contact your software provider for more information.

INSTALLED VERSION	UPGRADE TO VERSION 9.0.0	INFORMATION
7.0.0	Supported	Perform a direct upgrade to Version 9.0.0.
8.0.0	Not Supported	Perform a direct upgrade to Version 10.0.0. Click here for more details.

UPGRADE REQUIREMENTS

Review the following before upgrading the software:

GENERAL

- Review the [Quick Start](#) and [Upgrade Considerations](#) before upgrading the software.
- Verify that no jobs are in progress or scheduled to occur while the software is being upgraded on the client. If jobs are scheduled, either perform the upgrade at another time or disable all jobs in the client using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console. Once the upgrade is completed, you can enable the jobs from this dialog box.
- Verify that the CommServe computer is accessible.
- Verify the following services are running on the CommServe:
 - CommServe Services.
 - BullCalypso SQL Server Service for the instance.
- Close all applications and disable any programs that run automatically, including antivirus, screen savers and system utilities. Some programs, including antivirus software, may be running as a service. Stop and disable all non-essential services before you begin. You can re-enable them after the upgrade.
 - Verify that all applications (**CommCell Console**, **Service Control Manager**) are closed.
 - The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.
- Verify that you have the Software Installation Disc that is appropriate to the destination computer's operating system.

BEFORE YOU BEGIN

- Ensure that you are logged on to the computer as a local Administrator or as a member of the local Administrators group on that computer.

UPGRADE PROCEDURE

1. Choose the language you want to use during installation. Click the down arrow and select the desired language from the drop-down list, and click **Next** to continue.

2. Select the option to install software.

NOTES

- This screen will only appear when the `bAllow32BitInstallOn64Bit` registry key has been created and enabled on this computer.

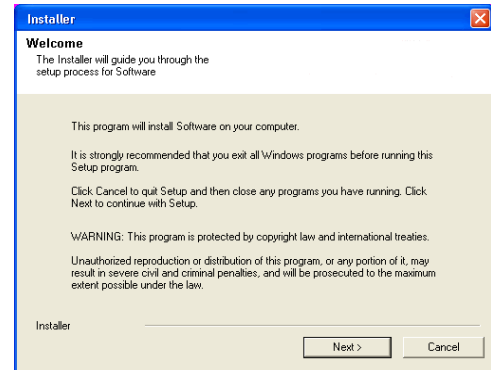
3. Select the option to install software on this computer.

NOTES

- The options that appear on this screen depend on the computer in which the software is being installed.

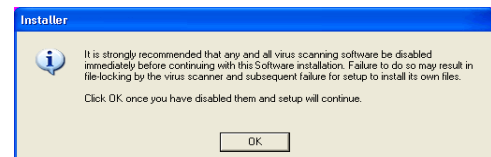
4. Read the Welcome screen.

Click **Next** to continue, if no other applications are running.



5. Read the virus scanning software warning.

Click **OK** to continue, if virus scanning software is disabled.



6. Read the license agreement, then select **I accept the terms in the license agreement**.

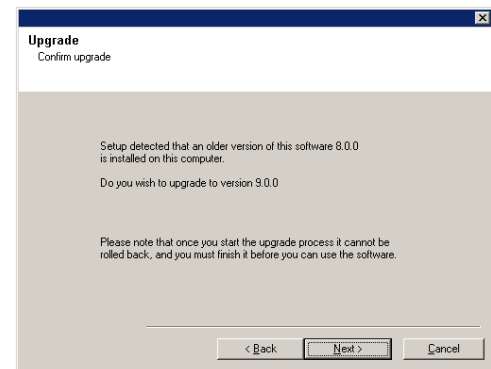
Click **Next** to continue.



7. Click **Next** to continue with the upgrade.

NOTES

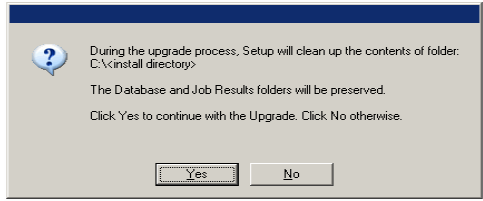
- The older version number depends on the version in the computer and may look different from the example shown.



8. Click **Yes** to continue.

NOTES

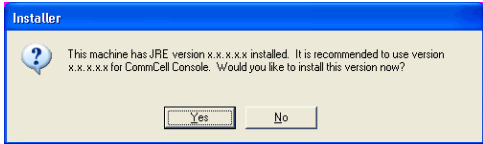
- The upgrade process deletes and replaces this folder with newer files. To preserve this, move them to another location before clicking **Yes**.
- Note that the upgrade process **does not save** any files such as command line scripts or folders from the **<software installation path>** folder.
- Clicking **No** will exit the upgrade program.



9. Click **Yes** to install the Java Runtime Environment (JRE) or click **No** if you would like to use the JRE Version already available in your computer.

NOTES

- This prompt will be displayed only if the computer is running a JRE version prior to the one supplied in this installation program or no JRE version is available at all. See System Requirements - CommCell Console as a Stand-Alone Application for more information on JRE versions.

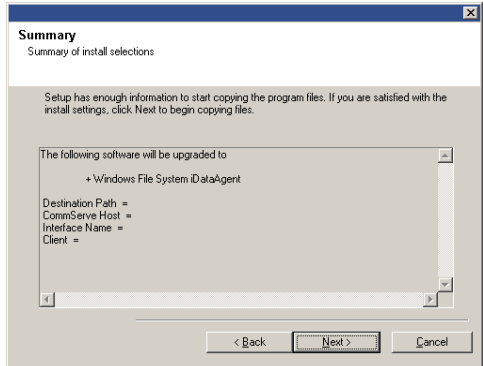


10. Verify the summary and Click **Next** to continue.

NOTES

- The **Summary** on your screen will reflect the components installed on the computer, and may look different from the example shown.

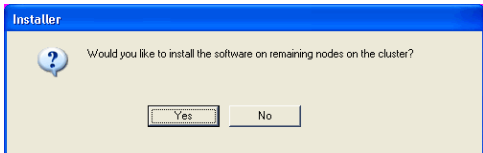
The upgrade program now starts the upgrade process. This step may take several minutes to complete.



11. If you are installing/upgrading the software on the physical node in a clustered environment, use this option to install/upgrade the software on the remaining physical nodes of the cluster.

- To install/upgrade the software on the remaining nodes of the cluster, click **Yes**.
- To complete the install/upgrade for this node only, click **No**.

See Install/Upgrade Remaining Cluster Nodes for step-by-step instructions.

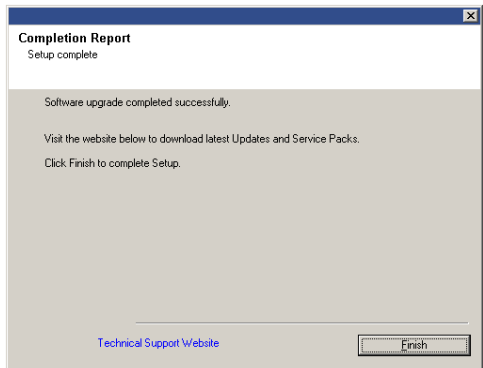


12. Click **Finish** to complete the upgrade.

NOTES

- The **Completion Report** will reflect the components upgraded on the computer, and may look different from the example shown.

The upgrade is now complete.



POST-UPGRADE CONSIDERATIONS

GENERAL

- Review Upgrade Considerations after upgrading the software.
- Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.
- If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console.

Interactive Upgrade - CommCell Console - Windows - Clustered Environment

The CommCell Console cannot be upgraded in a clustered environment.

- If you wish to upgrade the CommCell Console in a clustered environment, you must manually uninstall and reinstall the CommCell Console using the steps outlined in [Install the CommCell Console - Windows - Clustered Environment - Virtual Server](#).
- If you wish to remotely access the CommCell Console, you must configure the Internet Information Server (IIS). See [Running the CommCell Console as a Remote Web-Based Application](#) for more information.

Interactive Upgrade - CommCell Console - Macintosh

TABLE OF CONTENTS

Overview

Supported Upgrade Paths

Upgrade Requirements

Before You Begin

Upgrade Procedure

Post-Upgrade Considerations

OVERVIEW

The procedure on this page describes the steps involved in upgrading the stand-alone CommCell Console application on a Macintosh computer in a non-clustered environment:

Verify that the computer in which you wish to install the software satisfies the minimum requirements specified in System Requirements - CommCell Console as a Stand-Alone Application.

SUPPORTED UPGRADE PATHS

The following table provides a list of supported upgrade paths for the current software version. If the version currently installed on your computer is not listed here, contact your software provider for more information.

INSTALLED VERSION	UPGRADE TO VERSION 9.0.0	INFORMATION
7.0.0	Supported	Perform a direct upgrade to Version 9.0.0.
8.0.0	Not Supported	Perform a direct upgrade to Version 10.0.0. Click here for more details.

UPGRADE REQUIREMENTS

Review the following before upgrading the software:

GENERAL

- Review the Quick Start and Upgrade Considerations before upgrading the software.
- Verify that no jobs are in progress or scheduled to occur while the software is being upgraded on the client. If jobs are scheduled, either perform the upgrade at another time or disable all jobs in the client using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console. Once the upgrade is completed, you can enable the jobs from this dialog box.
- Verify that the CommServe computer is accessible.
- Verify the following services are running on the CommServe:
 - CommServe Services.
 - BullCalypso SQL Server Service for the instance.
- Close all applications and disable any programs that run automatically, including antivirus, screen savers and system utilities. Some programs, including antivirus software, may be running as a service. Stop and disable all non-essential services before you begin. You can re-enable them after the upgrade.
 - Verify that all applications (**CommCell Console**, **Service Control Manager**) are closed.
 - The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.
- Verify that you have the Software Installation Disc that is appropriate to the destination computer's operating system.

MACINTOSH

- For Macintosh, before installing/upgrading the product, log on to the client as a valid user. In the terminal window, issue the **su - root** command to substitute your user identity with that for the root user. Then enter the valid root user password.
- For Macintosh, create user groups with permissions to help with the install/upgrade as follows:
 1. From the Finder, go to the NetInfo Manager utility by selecting **Applications > Utilities > NetInfo Manager** .
 2. Select **Security > Authenticate**.
 3. In the pop-up screen, enter a user name and password with administration privileges.

4. Highlight **Groups**.
5. Select **Directory > New Subdirectory > Get "New_Directory"**.
6. Change **"New_Directory"** to a user-defined directory name.
7. Select **Directory > New Properties**.
8. Assign the property name **GID** and property value **777**.
9. Save the changes and update the copy.

BEFORE YOU BEGIN

- Ensure that you are logged on as **root**.
- The install package requires `super-user` permissions to execute.

UPGRADE PROCEDURE

1. Place the software installation disc for the Unix platform into the disc drive.
You can also install the product using a disc drive mounted on another computer on the network.

- On Solaris, double-click the **cvpkgadd** program from the File Manager window.
- On other Unix platforms, open the Terminal window, navigate to the software installation disc and then enter `./cvpkgadd`.

2. The product banner and other information is displayed.

Press **Enter** to continue.

3. Read the license agreement. Type **y** and press **Enter** to continue.

4. Note the directives provided. Some directives will require action on your part post-upgrade.

Type **YES** and then press **Enter**.

NOTES

- The directives that are displayed may vary. Therefore, the contents of your screen may be different from what is shown here.
- Additional screens with directives may be displayed after you press **Enter**. Be sure to complete the suggested actions.

5. Enter the number corresponding to the **CVGxIDA** module.

A confirmation screen will mark your choice with an "X". Type "d" for **Done**, and press **Enter** to continue.

NOTES

- To select multiple component, enter the number by adding a space.
- Your screen may look different from the example shown.
- Components that either have already been installed, or which cannot be installed, will not be shown.
- In addition, the list of modules that appear depends on the specific Unix File System in which the package is installed. (e.g., **CVGxWA** will appear only when the installation package is run on a Solaris computer.)

6. Type the number of a Client Group and press **Enter**.

A confirmation screen will mark your choice with an "X". Type **d** for done with the selection, and press **Enter** to continue.

NOTES

- This screen will be displayed only if Client Groups are configured for the CommCell. For more information, see Client Computer Groups.

```
Do you accept the terms of this license agreement? y
```

```
We have detected old version of Calypso installation on
this machine that have to be upgraded to version 9.0.0
before you can install new packages or configure new
virtual machines.
```

```
Please read the following carefully before moving on.
```

```
1.If there are existing cxbf devices configured and
mounted on linux machine, please make sure all of them are
removed from the /etc/fstab file before reboot (after
upgrade). You can mount them back after reboot by
redetecting in the volume explorer first.
```

```
2. If a driver is upgraded, the machine must be rebooted
after the upgrade is finished to ensure the new driver is
correctly loaded.
```

```
3. If you are upgrading a subsystem (except MA) that is
installed on Virtual Machine only, make sure you also
install CVGxIDA (or CVGxOES for CVGxOES upgrade) on its
Physical Machine.
```

```
Please type YES to indicate you read and understood the
above warnings: YES
```

```
Upgrade Calypso on Physical machine client.company.com
```

```
Select the Calypso module that you would like to upgrade.
```

```
Please note that you won't be able to install new packages
or configure new virtual machines until you complete the
upgrade.
```

```
1) FileSystem iDataAgent
2) Exit
```

```
Module number: [1]
```

```
Client Group(s) is currently configured on CommServe
cs.company.com. Please choose the group(s) that you want
to add this client client.company.com to. The selected
group(s) will be marked (X) and can be deselected if you
enter the same number again. After you are finished with
the selection, select "Done with the Selection".
```

```
[ ] 1) Unix
[ ] 2) DR
[ ] 3) DKS
```

```
[a=all n=none r=reverse q=quit d=done >=next <=previous ?
=help]
```

```
Enter number(s)/one of "a,n,r,q,d,>,<," here: 2
```

7. The program automatically exits after successfully upgrading the software.

NOTES

- The list of components that were upgraded depends on the components installed on the computer, and may look different from the example shown.

8. Enter the number corresponding **Exit** option to continue.

NOTES

- Your screen may look different from the example shown.
- Components that either have already been installed, or which cannot be installed, will not be shown.
- If you wish to install a module enter the number corresponding to the module and continue the upgrade process after the installation.

Press **Enter** to continue.

9. Enter **Yes** to download and install the latest service packs and post packs from the software provider.

NOTES

- Internet connectivity is required to download updates.
- This step is applicable for multi instancing.

Press **Enter** to continue.

10. This prompt is displayed only when you are upgrading on HP-UX, Linux, or Solaris computers. Enter the number corresponding to the **Exit** option and then press **Enter** to continue.

The installation is now complete.

```

+-----+
-+
IMPORTANT:
Now that you have successfully upgraded CVGxIDA, you must
proceed upgrading other packages that depend on it (such
as CVGxOrIDA, or CVGxIfIDA)!
+-----+
-+

Adjusting modes and permissions of Calypso files

Successfully installed CVGxIDA.

Install Calypso on physical machine client.company.com

Select the Calypso module that you would like to install.

1) Media Agent
2) Proxy FileSystem IDA
3) Oracle IDA
4) Oracle SAP IDA
5) SAPMAXDB IDA
6) Informix IDA
7) Sybase IDA
8) DB2 IDA
9) MySQL IDA
10) Quick Recovery Agent
11) Recovery Directory for UNIX
12) SRM File System Agent
13) Exit

Module number: [1] 14

Keep Your Install Up to Date - Latest Service Pack

Latest Service Pack provides extra functions and latest
support and fix for the packages you are going to install.
You can download the latest service pack from software
provider website.

If you decide to download it from the website now, please
make sure you have internet connectivity at this time.
This process may take some time depending on the internet
connectivity.

Do you want to download the latest service pack now? [no]
Press <ENTER> to continue ...

Certain Calypso packages can be associated with a virtual
IP, or in other words, installed on a "virtual machine"
belonging to some cluster. At any given time the virtual
machine's services and IP address are active on only one
of the cluster's servers. The virtual machine can "fail-
over" from one server to another, which includes stopping
services and deactivating IP address on the first server
and activating the IP address/services on the other
server.

Currently you have Calypso installed on physical node
stone.company.com.

Now you have a choice of either adding another package to
the existing installation or configure Calypso on a
virtual machine for use in a cluster.

1) Add another package to stone.company.com
2) Install Calypso on a virtual machine
3) Exit

Your choice: [1]

```

POST-UPGRADE CONSIDERATIONS

GENERAL

- Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.
- If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console.

Upgrade the 32-bit Components installed on Microsoft Windows x64 Platform

TABLE OF CONTENTS

Overview

Before you Begin

Upgrade Procedure

Post Upgrade Consideration

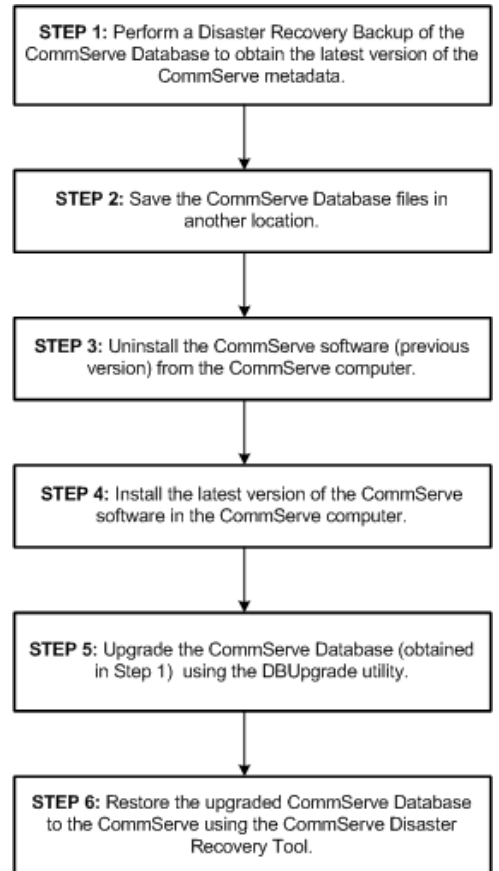
OVERVIEW

In previous releases, you may have installed 32-bit binaries on a 64-bit computer, when 64-bit binaries were not supported.

In the current release of the software most components support the 64-bit version of the binaries available. (See System Requirements for a list of supported platforms.)

During upgrade, all components except the CommServe, automatically gets detected and installed with the appropriate version of the binaries.

The following sections describe the process of upgrading a 32-bit (installed on x64 bit version) CommServe software to the current version. During this upgrade process both the binaries and the CommServe Database Engine will be upgraded to x64 bit version.



BEFORE YOU BEGIN

- Kill any running jobs in the CommCell Console.
- Disable activity by going to the Activity Control tab of the CommCell properties and selecting disable data protection and data recovery operations.
- If the CommServe is also a MediaAgent:
 - Unload all tapes from the drives of any attached libraries.
 - Stop the Galaxy services using the Services Control Manager.

UPGRADE PROCEDURE

1. Perform a Disaster Recovery Backup on the CommServe (old version) to obtain the latest version of the CommServe Database Engine.
2. Save the CommServe Database files in another location.
3. Uninstall all components (previous version) from the CommServe computer.

For step-by-step instructions, see Start a Disaster Recovery Backup.

For information on the list of files see Export Phase - Disaster Recovery Backup to Disk.

See Uninstalling Components for more information on uninstalling Agents.

- | | |
|---|---|
| <p>4. Install the current version of the CommServe software. This will automatically install the 64-bit version, both binaries and CommServe Database Engine.</p> <p>5. Upgrade the CommServe Database saved in another location (step 2) using the Database Upgrade tool.</p> <p>6. Restore the Disaster Recovery Backup which includes the upgraded Database (step 5) in the CommServe.</p> <p>7. If the Media Agent was installed perform the following:</p> <ul style="list-style-type: none">• Verify that all libraries and drives are properly detected by the operating system.• From the CommCell Console open the Library and Drive Configuration window and make sure that libraries and drives are configured. | <p>See Install the CommServe Software for more information on installing CommServe software.</p> <p>See Upgrade the CommServe Using the Database Upgrade Tool for instruction.</p> <p>For step-by-step instructions, see Restore a Disaster Recovery Backup.</p> <p>See Driver Configurations for more information on detecting drives from the operating system.</p> <p>See Library and Drive Configuration for more information on configuring libraries and drives.</p> <p>See Installation for more information on installing components.</p> |
| <p>8. If you have other components, like the File System /DataAgent, install them now.</p> | <p>See Installation for more information on installing components.</p> |

POST-UPGRADE CONSIDERATIONS

GENERAL

- Install post-release updates or Service Packs that may have been released after the release of the software. If you are installing a Service Pack, verify and ensure that it is the same version as the one installed in the CommServe computer. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.
- If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console.
- Some existing features may not function as expected when the CommServe is upgraded and the Clients/MediaAgents remain in a older version of the software. See Backwards Compatibility Issues for more information on such features.
- See also Post Upgrade Considerations section for CommServe in the Upgrade Considerations.

Gradual Upgrade of a CommCell

TABLE OF CONTENTS

Overview

Pre-Requisites

Upgrade Process

OVERVIEW

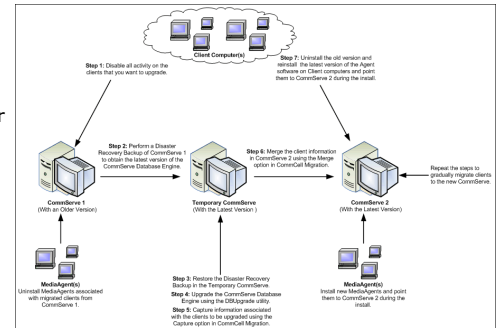
The following sections outline the process of gradually upgrading one or more CommCells to the latest version of the software to take advantage of new features and enhancements that are available in that version.

This method can be used to upgrade CommCell(s) in a phased manner. The phased upgrade will allow for continuous data protection to occur with out interruptions. It will also allow for a limited number of MediaAgents and clients to be upgraded in a given timeframe. The number of MediaAgents and clients to be upgraded can be increased or decreased based on the requirements of the specific environment.

PRE-REQUISITES

Build the following CommServe computers to host the following:

- A temporary CommServe computer with the latest version of the software.
- A new CommServe computer with the latest version of the software.



UPGRADE PROCESS

1. Disable all activities in the client computers that you plan to upgrade.
2. Perform a Disaster Recovery Backup on the CommServe (old version) to obtain the latest version of the CommServe Database Engine.
3. Restore the Disaster Recovery Backup in the temporary CommServe.
4. In the temporary CommServe, upgrade the CommServe Database using the Database Upgrade tool.
5. In the temporary CommServe, capture the information associated with the clients to be upgraded using the export command in CommCell Migration.
6. In the new CommServe, merge the exported client information using the import wizard in CommCell Migration.
7. In the client computers that you plan to upgrade, uninstall the old version and re-install the latest version on the Agent software.
During the installation make sure to point the client to New CommServe.

For step-by-step instructions, see [Enable or Disable Operations](#).

For step-by-step instructions, see [Start a Disaster Recovery Backup](#).

For step-by-step instructions, see [Restore a Disaster Recovery Backup](#).

See [Install the Database Upgrade Tool](#) for more information.

See [Temporary Migration](#) for more information.

See [How to Migrate](#) for more information.

See [Uninstalling Components](#) for more information on uninstalling Agents.

See [Installation](#) for more information on Installing components.

[Back to Top](#)

Upgrade the Agent - Non-Microsoft Clustered Environment on Windows

TABLE OF CONTENTS

Supported Upgrade Paths

Upgrade Requirements

Before You Begin

Upgrade Procedure

Post-Upgrade Considerations

OVERVIEW

The procedure on this page describes the steps involved in upgrading a CommCell component in a non-Microsoft Clustered environment.

This procedure covers upgrade for both VERITAS and HP Scalable NAS/PolyServe Clustered environments. See Clustering Support - Support for more information on component supported on these platforms.

If multiple components are installed on a computer, then ensure that all applicable components are selected for upgrade. In such a situation, the upgrade sequence may vary. Refer to the appropriate procedures for upgrade requirements and steps specific to the component.

IF YOU ARE UPGRADING THE SOFTWARE FROM 7.0.0 TO 9.0.0

- The upgrade can be initiated from any one of the physical nodes. When a physical node is upgraded, all the virtual installations associated with that instance are automatically upgraded. (Virtual nodes need not be upgraded separately.)
- When the software is upgraded on a physical node, the upgrade program facilitates the upgrade of the remaining physical nodes in the cluster by displaying a list of all the available physical nodes. You can select the appropriate nodes in which the software must be upgraded. See the Windows File System iDataAgent - to upgrade in Physical Node.

SUPPORTED UPGRADE PATHS

The following table provides a list of supported upgrade paths for the current software version. If the version currently installed on your computer is not listed here, contact your software provider for more information.

INSTALLED VERSION	UPGRADE TO VERSION 9.0.0	INFORMATION
7.0.0	Supported	Perform a direct upgrade to Version 9.0.0.
8.0.0	Not Supported	Perform a direct upgrade to Version 10.0.0. Click here for more details.

UPGRADE REQUIREMENTS

Review the following before upgrading the software:

GENERAL

- Review the Quick Start and Upgrade Considerations before upgrading the software.
- Verify that no jobs are in progress or scheduled to occur while the software is being upgraded on the client. If jobs are scheduled, either perform the upgrade at another time or disable all jobs in the client using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console. Once the upgrade is completed, you can enable the jobs from this dialog box.
- Verify that the CommServe computer is accessible.
- Verify the following services are running on the CommServe:
 - CommServe Services.
 - BullCalypso SQL Server Service for the instance.
- Close all applications and disable any programs that run automatically, including antivirus, screen savers and system utilities. Some programs, including antivirus software, may be running as a service. Stop and disable all non-essential services before you begin. You can re-enable them after the upgrade.
 - Verify that all applications (**CommCell Console**, **Service Control Manager**) are closed.
 - The files and folders associated with CommCell components should not be opened by other applications (for example, Windows Explorer, FTP, etc.) on this computer or from other computers during the upgrade.
- Verify that you have the Software Installation Disc that is appropriate to the destination computer's operating system.

CLUSTER SPECIFIC

- Verify or ensure that `bIgnoreClusterVMCheck` registry key with a value of 1 is available on the node in which the upgrade is performed.

BEFORE YOU BEGIN

- On a clustered computer, ensure that you are logged on as the **Domain User** with administrative privileges to all nodes.

UPGRADE PROCEDURE

The Windows File System *iDataAgent* must be first upgraded onto all of the physical nodes of the cluster. To upgrade the physical node, see *Windows File System iDataAgent - Clustered Environment - Physical Node*.

UPGRADE THE VIRTUAL NODE

1. Choose the language you want to use during installation. Click the down arrow and select the desired language from the drop-down list, and click **Next** to continue.

2. Select the option to install software.

NOTES

- This screen will only appear when the `bAllow32BitInstallOn64Bit` registry key has been created and enabled on this computer.

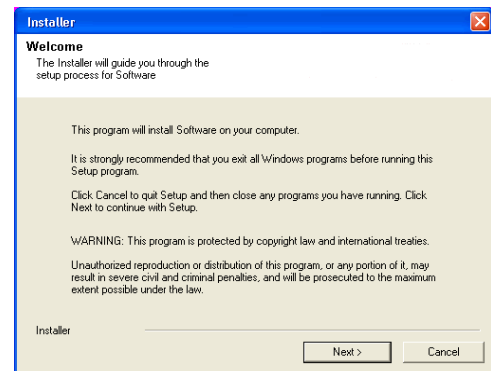
3. Select the option to install software on this computer.

NOTES

- The options that appear on this screen depend on the computer in which the software is being installed.

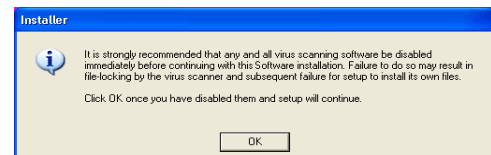
4. Read the Welcome screen.

Click **Next** to continue, if no other applications are running.



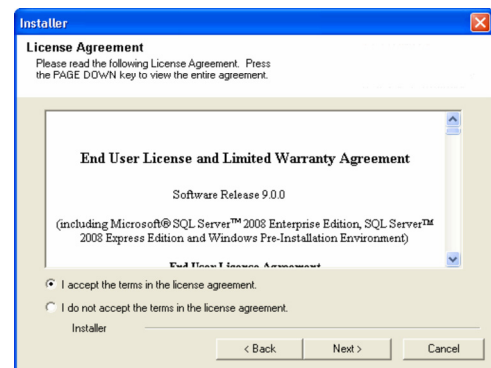
5. Read the virus scanning software warning.

Click **OK** to continue, if virus scanning software is disabled.



6. Read the license agreement, then select **I accept the terms in the license agreement**.

Click **Next** to continue.



7. Select **Configure a Virtual Server**.

Click **Next** to continue.

8. Click **yes** if it is the active node.

NOTES

- If you click **No**, the program will perform the passive install/upgrade. Follow the steps described in Manually Upgrading the Software on a Passive Node.
- This screen may look different from the example shown.

9. Click **Next** to continue with the upgrade.

NOTES

- The older version number depends on the version in the computer and may look different from the example shown.

10. Click **Yes** to continue.

NOTES

- The upgrade process deletes and replaces this folder with newer files. To preserve this, move them to another location before clicking **Yes**.
- Note that the upgrade process does not save any files such as command line scripts or folders from the **<software installation path>** folder.
- Clicking **No** will exit the upgrade program.

11. Verify and ensure that the cluster resources are offline and then click **OK** to continue.

NOTES

- Ensure that all services are offline, on all nodes in the cluster. See Stop Services on Windows for step-by-step instructions.

12. Select **Download Pack(s) and Install** to download and install the latest service packs and post packs from the software provider.

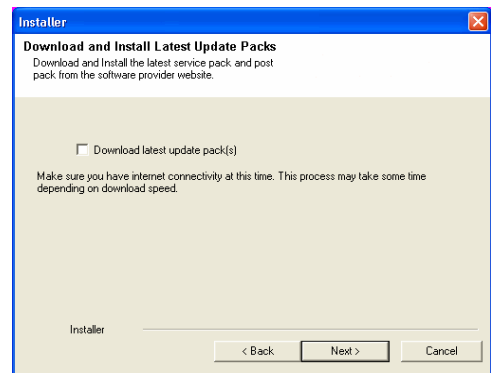
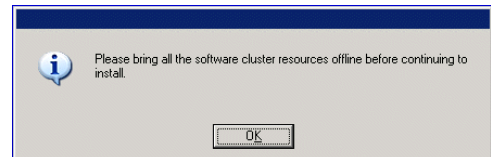
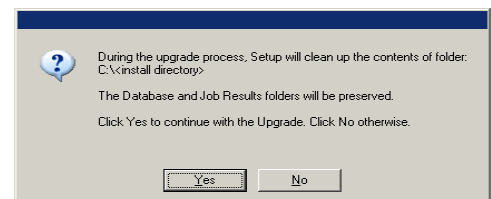
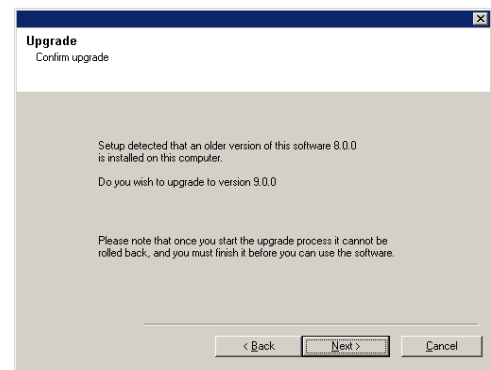
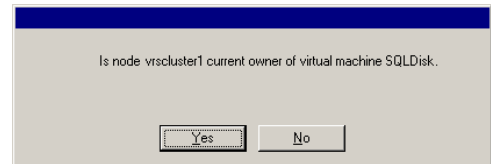
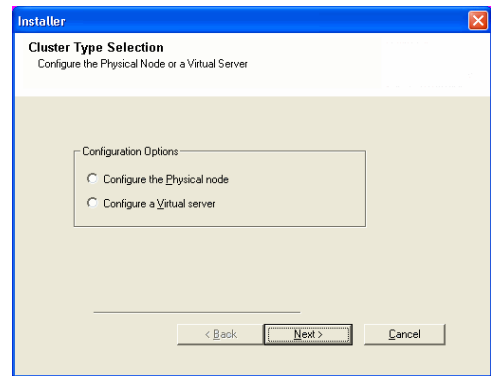
NOTES

- Internet connectivity is required to download updates.
- Updates are downloaded to the following directory:
 <software installation>/Base/Temp/DownloadedPacks.
 The downloaded updates are automatically installed after the upgrade.

Click **Next** to continue.

13. Verify the summary and Click **Next** to continue.

NOTES



- The **Summary** on your screen will reflect the components installed on the computer, and may look different from the example shown.

The upgrade program now starts the upgrade process. This step may take several minutes to complete.

14. Click **OK** and manually configure the cluster resources.

NOTES

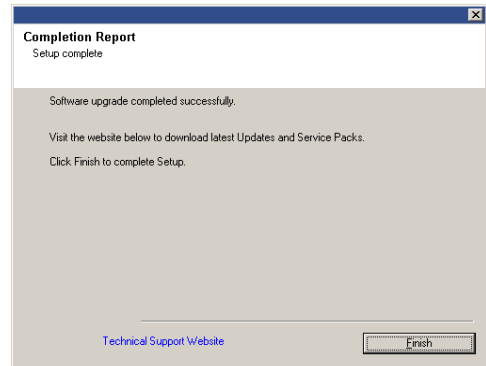
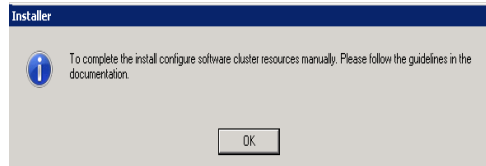
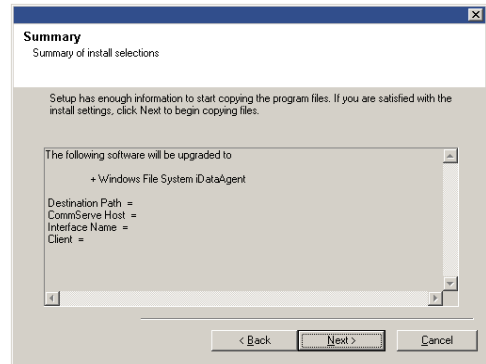
- For more information on configuring the cluster resources, see the following:
 - Configuring the VERITAS Cluster Resources
 - Configuring the HP Scalable NAS/PolyServe Cluster Resources

15. Click **Finish** to complete the upgrade.

NOTES

- The **Completion Report** will reflect the components upgraded on the computer, and may look different from the example shown.

The upgrade is now complete.



POST-UPGRADE CONSIDERATIONS

ALL AGENTS

- Review the Post-Upgrade Considerations specific to the components that were upgraded using this procedure. (See Upgrade Considerations for a list of all Upgrade procedures.)

GENERAL

- Install post-release updates or Service Packs that may have been released after the release of the software. When you are installing a Service Pack, ensure that it is the same version as the one installed in the CommServe Server. Alternatively, you can enable Automatic Updates for quick and easy installation of updates in the CommCell component.
- If Activity Control was disabled on the client prior to the upgrade, enable it after the upgrade using the **Activity Control** tab from the **Client Computer Properties** dialog box in the CommCell Console.

CLUSTER

- If the passive node was not available while installing/upgrading the software, you must manually install/upgrade the software on the passive node now. (See Manually Upgrading the Software on a Passive Node for step-by-step instructions.)
- By default, a failure of MediaAgent or Agent software on the active node in a Windows, Veritas, or HP Scalable NAS/PolyServe Cluster will *not* cause a failover to be initiated. For information on how to change this default behavior, see Clustering Support - Failovers.
- You may have to update the cluster plug-in resource with the new service names.
- To uninstall, start, and stop windows services on a local computer, use the `instsvc` utility. For more information, see List of Tools and Utilities.

CONFIGURING VERITAS CLUSTER RESOURCES

In case of VERITAS Cluster you must manually install/upgrade the software on all the available Nodes.

For installs/upgrades on the VERITAS Cluster, complete the following procedures for the agent. These procedures can be completed using the VERITAS Cluster

Administrator.

CREATE THE CLUSTER RESOURCES FOR SERVICES

Once the physical nodes and the virtual machine are installed/upgraded, services should be added as generic services. Also, you may want to designate the services as "critical" if you want to cause the virtual machine to fail over if the associated service stops.

1. In Windows Services, locate the services for each installed/upgraded cluster (e.g., Bull Calypso Cluster Plugin (penodevn1_netwo) (instance001)) right-click and select Properties, and locate the service name in the General tab (e.g., GxClusPlugin (penodevn1_netwo) (Instance001))

The service name is case- and space-sensitive, so record it exactly as it appears.

2. In Cluster Administrator, navigate to the appropriate Cluster group. Create a generic service resource for the cluster plugin service.
3. If you want an automatic failover to occur, mark the resource as **Critical and Enabled**.
4. Repeat this procedure for each client installed on the cluster.

CREATE SERVICE DEPENDENCIES

1. In Cluster Administrator, click **Resources**.
2. Click **Link** and make the Cluster plugin resource dependent upon the Mount resource and the Lanman service.

ASSOCIATE SERVICES WITH THE CURRENT ACTIVE NODE

1. In Cluster Administrator, navigate to the appropriate GenericService group.
2. Right-click the cluster plugin resource. From the short-cut menu, click **Online** and the name of the current active node.

IMPORTANT CONSIDERATIONS

• WINDOWS FILE SYSTEM:

Backups of local physical node volumes from virtual nodes are not recommended. Set the virtual node default subclient content to the shared disk resource (s) instead of using auto detection (/), or create a subclient to use for backups with the shared disk resource(s).

• IMAGE LEVEL

For Non-Microsoft cluster, create the file <JobResults Directory>\CVClusterVolumes.txt with a list of drives in it. For example, the file can contain "D: E: F:".

CONFIGURING HP SCALABLE NAS/POLYSERVE CLUSTER RESOURCES

For installs/upgrades on the HP Scalable NAS/PolyServe Cluster, complete the following procedures for the agent.

CREATE AND USE SCRIPTS TO ADMINISTER VIRTUAL MACHINE SERVICES

You should create and use three scripts to administer virtual machine services:

- Probe script is used to reveal the state of the specified services. This is done using the GxSCMcmd.exe utility.
- Start script is used to start services.
- Stop script is used to stop services.

Create a probe script to have the status of both the Bull Calypso Communications Service (GxCVD) and the Bull Calypso Event Manager Service (GxEvMgrC) checked. In the probe script, include the GxSCMcmd.exe utility by name in the appropriate command. (This utility is available from the Resource Pack. See Tools and Utilities for more information.) Create a folder (e.g., m:\GxSCMcmd) on a shared disk that the virtual host you created has access to. Copy the GxSCMcmd.exe utility and the script files you created (probe.bat, start.bat, stop.bat) to this folder. The utility will return the state of the specified services: '0' if the services are running or '1' if services are stopped. For an error condition, '-1' is returned. Note that the service name includes the name of the client and the name of the instance. To avoid error in providing the vhost name and instance name in the path of scripts, copy the key name from here: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\GxClusPlugIn (vhostname) (Instance00x)

These examples provide sample script names, locations and virtual host name as suggested names not requirements.

The command syntax is:

```
GxSCMcmd.exe -IsRunning <list of service name>
```

For example, your probe script (e.g., m:\GxSCMcmd\gxprobe.bat) may appear as follows:

```
@echo off
```

```
if '%MX_ACTIVE_STATE%'=='INACTIVE' exit 0
```

```
m:\GxSCMcmd\GxSCMcmd.exe -IsRunning "GxClusPlugIn (virtualpolyserve) (Instance001)"
if ERRORLEVEL 0 exit 0
exit 1
```

Be sure to copy the GxSCMcmd.exe utility to the shared disk resource. Also, be sure to include the probe script on the shared disk.

The stop and start scripts must also contain the registry entry for the virtual machine service names. Your start script (e.g., m:\GxSCMcmd\gxstart.bat) may appear as follows:

```
@echo off
C:\WINDOWS\system32\net.exe start "GxClusPlugIn (virtualpolyserve) (Instance001)"
exit 0
```

Your stop script (e.g., m:\GxSCMcmd\gxstart.bat) may appear as follows:

```
@echo off
C:\WINDOWS\system32\net.exe stop GxClusPlugIn (virtualpolyserve) (Instance001)
exit 0
```

ADD THE CUSTOMER SERVICE MONITOR

Add the custom service monitor to the virtual host configuration in the PolyServe Matrix Server console.

1. Ensure that the virtual host name <virtualpolyserve> is online.
2. From the Services MMC snap-in, verify or manually start the cluster plugin service, "Bull Calypso Cluster Plugin (virtualpolyserve) (Instance00x)", on the active primary node for the Vhost virtualpolyserve
3. From the PolyServe Matrix Server, click the **Virtual Hosts** tab.
4. Right click **Virtual Host <virtualpolyserve>** and then **Add Service Monitor**.
5. For the **Monitor Type** field in the Add Service Monitor dialog box, click **CUSTOM**.
6. Assign a name to the service monitor by typing the name in the **Name** field.
7. In the **User probe script** field, type the path to the probe script that calls the GxSCMcmd.exe command (on the share disk)
8. Click **Advanced**.
9. From the Advanced Service Configuration dialog box, click the **Scripts** tab.
10. In the **Script pathname: Start** field, type the path to the start script (shared disk). In the corresponding **Timeout (seconds)** field, type a timeout value greater than 60 seconds.
11. In the **Script pathname: Stop** field, type the path to the stop script (shared disk). In the corresponding **Timeout (seconds)** field, type a timeout value greater than 60 seconds.
12. Click **OK** once, then again.

The monitor should now start, and the primary node should now be active. Failover will occur if services are disabled on the primary node, and services in such a case will move to a secondary node.

Troubleshooting Upgrades

The following sections provide information on some of the error messages that may be displayed during an upgrade.

COMMSERVE DATABASE PATH

EXPLANATION

The CommServe database files are located in the *<Software Install>* folder.

ACTION

1. Click **OK** in the prompt. This will abort the upgrade program.
2. Stop the services on the CommServe computer. (See Stop Services on Windows for step-by-step instructions.)
3. Open **SQL Server Management Studio** and detach the database using the following steps:
 - o Right click the **Commserv** database.
 - o Select **All tasks** and then select **Detach Database**.
4. Create a new directory in another location and copy the database files.
5. In **SQL Server Management Studio** attach the database to this new location using the following steps:
 - o Right click the **Commserv** database.
 - o Select **All Tasks** and then **Attach Database**.
 - o Select **sqladmin_cv** as the owner of database.
6. Start the services. (See Start Services on Windows for step-by-step instructions.)
7. Resume the upgrade by running **Setup.exe**. The upgrade program will automatically resume from the point it was aborted.



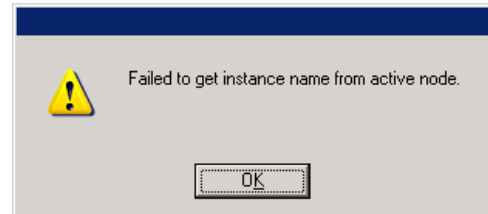
CLUSTER

EXPLANATION

A passive node upgrade is performed before upgrading the active node.

ACTION

1. Perform the upgrade on the active node first.
2. The upgrade program provides the option to automatically upgrade the passive nodes when the active node is upgraded. You can choose the option to automatically upgrade the passive nodes or manually upgrade the passive nodes after upgrading the active node.



FILE ARCHIVER ON SOLARIS: FAILURE TO REMOVE CXFS MOUNTPOINTS DURING THE UPGRADE

EXPLANATION

This error message can appear during the upgrade of File Archiver on Solaris. If the *cxfs* mount point is busy, this error message appears. The upgrade installation will complete successfully and at the end of installation, the old and new drivers will appear loaded. You can unmount the old *cxfs* mountpoints at any time. However, the CXHSM Service will not monitor the old mountpoints. This will appear as an error in the logs.

ACTION

1. Unmount the old *cxfs* mount points.
2. Run *cxfs_upgrade* tool located in the Base directory. This will upgrade the old *cxfs* stubs to the new stub format. Use the following command:

```
cxfs_upgrade -c <cache_root> -l <log_file> <fs_dir>
```

where:

<cache_root> is the location of the stub cache

<log_file> is the location of the Calypso logfile

<fs_dir> is name of the volume for which you want to upgrade the stubs

```
Detecting and removing cxfs mounts from the system ...
FAILED
*** We were unable to unmount the following cxfs
mountpoints:
*** /zfs/space/fsdm/test/test123
*** /space/fsdm/test123
*** Please make sure that any applications accessing
*** these mountpoints are stopped and then unmount them
manually, before
*** starting services.
*** Unmounting cxfs FS /zfs/space/fsdm/test/test123 ...
umount:
*** /zfs/space/fsdm/test/test123 busy
*** FAILED.
*** Unmounting cxfs FS /space/fsdm/MR-43577 ...
umount: /space/fsdm/test123
*** busy
```

After the upgrade, when you run the archive job, the `cxfs_upgrade` tool will run automatically.

Note: Stubs created by the previous version of the software will still be recalled correctly even before `cxfs_upgrade` is run for the mountpoint. The `cxfs_upgrade` tool corrects the sizes of the stubs.

*** FAILED

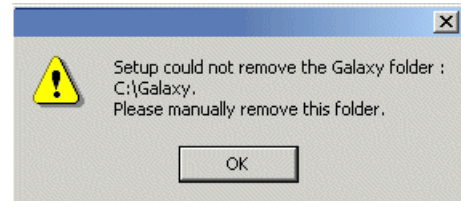
ERROR REMOVING <SOFTWARE INSTALLATION PATH> FOLDER

EXPLANATION

One of the files within the <Software Install> folder may be open.

ACTION

1. Click **OK** in the prompt. This will abort the upgrade program.
2. Navigate to the <Software Install> folder and delete the folder.
3. Resume the upgrade by running the **Setup.exe**. The upgrade program will automatically resume from the point it was aborted.



INSUFFICIENT DISK SPACE

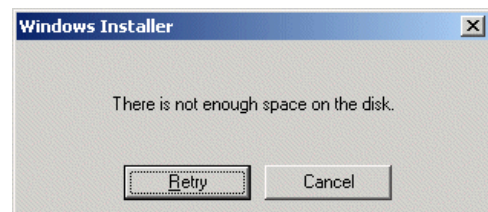
EXPLANATION

The error message may be displayed if there is insufficient disk space in the following locations:

- The location hosting the Operating Systems' temp directory.
- The location in which the <Software Install> is located.

ACTION

1. Click **Cancel** to abort the upgrade.
2. Make sure that you have sufficient disk space on the volumes in which the Operating Systems' temp directory resides and the < Software Install> directory. Disk space requirements are listed in System Requirements.
3. Re-run the upgrade.



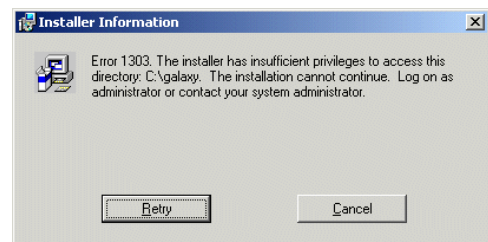
INSUFFICIENT PRIVILEGES

EXPLANATION

The error message may be displayed if there are any programs or services such as IIS running in the background.

ACTION

1. Close all applications and disable any programs that run automatically, including antivirus, screen savers and system utilities. Some programs, including antivirus software, may be running as a service. Stop and disable all non-essential services. You can re-enable them after the upgrade.
2. Click **Retry**.



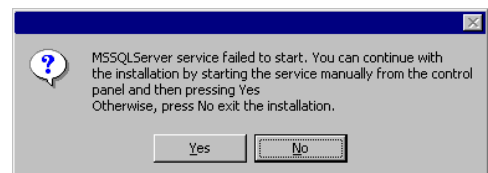
MSSQL SERVER SERVICES FAILS TO START

EXPLANATION

When you reboot the system, after applying MSSQL Service Pack, you may see the above message, if the MSSQL Service fails to start or is in the process of getting started.

ACTION

1. Click **Yes** to continue, once the MSSQL Server services are up and running.
2. If the MSSQL Server services fails to start, manually start the services and then click **Yes** to continue with the upgrade.



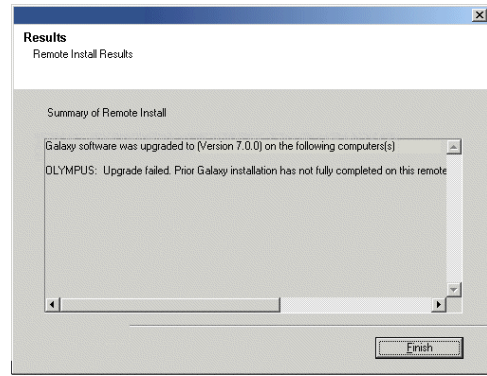
DETECTING PRIOR SOFTWARE INSTALLATION DURING A REMOTE UPGRADE

EXPLANATION

This message will be displayed if the remote upgrade detects pending rename keys as a result of a failed installation of a component.

ACTION

1. Click **Finish** on this dialog box.
2. If you know the component that could not be successfully installed, uninstall the component from the **Add/Remove Programs** from the Windows **Control Panel**.
3. If you do not know the component that could not be successfully installed, contact Customer Support.



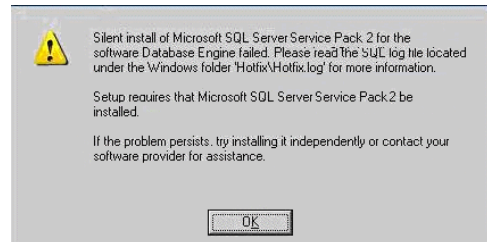
SQL SERVER SERVICE PACK UPGRADE

EXPLANATION

This message will be displayed if the SQL Server Service Pack upgrade fails.

ACTION

1. Click **OK** and exit the upgrade.
2. Resume the upgrade process.



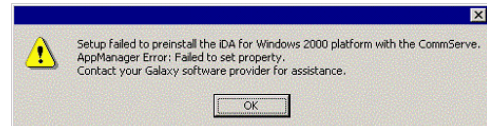
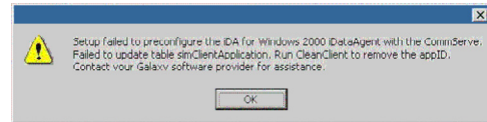
PRE CONFIGURING AGENTS (COMMSERVE UPGRADE)

EXPLANATION

This message may be displayed during CommServe upgrade if one or more agents are installed on the CommServe.

ACTION

1. Click **OK** and exit the upgrade.
2. Resume the upgrade process.



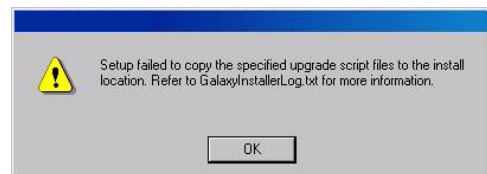
PERFORMING UPGRADES FROM MAPPED NETWORK DRIVES

EXPLANATION

The software upgrade will fail with this error message if the upgrade process is performed using a mapped network drive and the computer was rebooted during the upgrade process. Subsequently, when the upgrade was resumed, the mapped network drive was different than the drive that was used prior to the reboot.

ACTION

1. Remap the network drive to the drive letter originally used by the software upgrade program.
2. Resume the upgrade process.



VC++ RUNTIME LIBRARIES

EXPLANATION

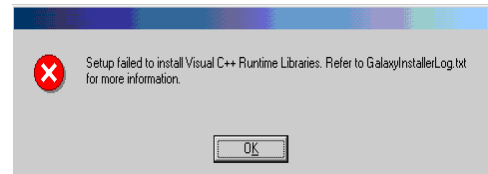
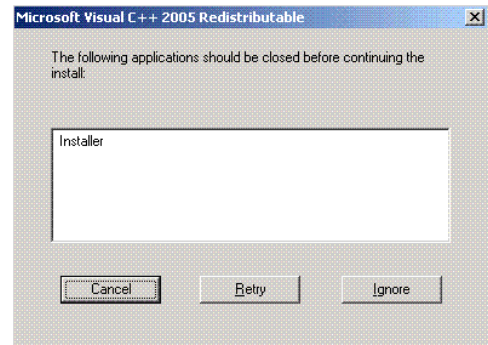
This message will be displayed if the upgrade program detects an earlier version of Microsoft VC++ Redistributables.

ACTION

1. Click **Ignore** and continue. The upgrade program will then error out saying it failed to

upgrade Visual C++ Redistributables. Click **OK**.

2. Reboot the machine.
3. Resume the upgrade process.



SQL SERVER UPGRADE FAILS DUE TO SECURITY POLICY SETTINGS

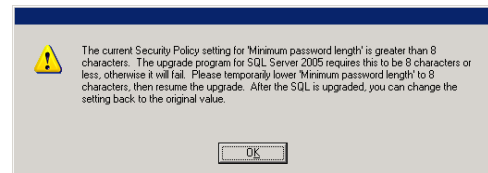
EXPLANATION

This error message may be displayed if the CommCell Server local security policy settings does not comply with MS SQL upgrades.

This error may occur if the local security policy of the CommCell Server has been changed to restrict the passwords to more than 8 characters only. (SQL server upgrade uses internal password of 8 characters.)

ACTION

1. Click **OK** to quit the upgrade.
2. Change the Local Security settings to allow passwords of 8 characters or less.
3. Restart the upgrade software and continue with the upgrade.



DOWNLOAD OF DBUPGRADE SCRIPTS FROM THE MAINTENANCE ADVANTAGE SITE FAILS.

EXPLANATION

If download of DBUpgrade Scripts from the Maintenance Advantage site fails during DBUpgrade Process, clear the option "Do not save encrypted pages to disk".

ACTION

1. On Internet Explorer, click Tools - Internet Options.
2. Internet Options Dialogue Box is prompted.
3. Click Advanced Tab.
4. Clear the option "Do not save encrypted pages to disk".

COMMSERVE UPGRADE FAILS.

EXPLANATION

CommServe upgrade might fail if the `commserv_capture` and/or the `commserv_merge` databases created during CommCell Migration are present in the CommServe computer.

ACTION

1. Open **SQL Server Management Studio**.
2. Locate the `commserv_capture` and/or the `commserv_merge` databases and delete them manually.
3. Perform the CommServe upgrade.

PERFORMING UPGRADES USING TERMINAL SERVER

When using Terminal Server to perform an upgrade, use a UNC path to initiate the `Setup.exe` for the upgrade program. For example:

```
Start > Run > <computer_where_software_installation_disc_resides>\<sharename>\Setup.exe
```

SENDING THE DISASTER RECOVERY BACKUP DATA TO CUSTOMER SUPPORT

In order to protect and validate data in the CommServe database, a recent copy of the Disaster Recovery Backup is required to be posted to a FTP site.

Disaster Recovery Backups are saved in the CommServe DR folder. The CommServe DR folder can be viewed from the `CommCell Console`, using the `DR Backup` dialog box available from the `Control Panel`. Each Disaster Recovery Backup has a distinct folder containing the Disaster Recovery Backup files. All the files available in the folder containing the most recent Disaster Recovery backup must be posted to the FTP site.

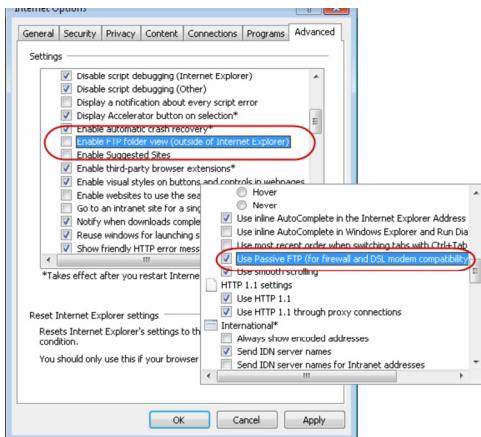
The following sections describe three different ways to upload the disaster recovery backup to the FTP site.

USING INTERNET EXPLORER

1. Zip the folder containing the latest Disaster Recovery data.
2. Display Internet Explorer (or any other browser) and ensure that the Passive FTP Mode is enabled.

For example: in IE you can enable Passive FTP Mode as follows:

1. From the **Tools** menu, click **Internet Options** and then click the **Advanced** tab.
2. Disable the option **Enable folder view for FTP sites**.
3. Enable the **Use Passive FTP** option and click **OK**.



3. Type the following address in the address bar:
`ftp://qnftp01.commvault.com/incoming/<CommCellID>>`
 where
 <CommCell ID> is the 5 character CommCell Identifier. (All CAPS)
4. From the **File** menu, click **Login As**.
5. Enter the following login ID and password:
 Login: `ccust01`
 Password: `qu1ckR5f`
 This will display the `incoming/<CommCell ID>` folder.
6. Drag and drop the zip file containing the latest Disaster Recovery Backup to the site and notify support.

FROM THE COMMAND LINE

1. Navigate to the folder containing the zipped file and then type the following:
`ftp qnftp01.commvault.com`
 For USER type: `ccust01`
 For PASSWORD type: `qu1ckR5f`
2. After successful login, type the following:
`quote pasv`

The following message will be displayed:

```
227 Entering Passive Mode (208,253,164,61,46,91)
```

3. Navigate to the incoming\<<CommCell ID> folder using the `cd` command.

For example: `cd F8888`, assuming that the CommCell ID is F88888.

Note that these folders are hidden folders and therefore you will not be able to see them.

4. Type `bin` to convert to binary mode.
5. Copy the Zip file containing the latest Disaster Recovery Backup using the following command:

```
put <zip_filename>
```

FROM AN FTP CLIENT UTILITY

Historically, most FTP clients default to passive mode.

1. Point the client to `gnftp01.commvault.com`.
Set login= `ccust01`
Set passwd= `quickR5f`
2. Set the initial folder to point to the incoming/CommCell ID folder. (*i.e.*, set the initial folder to `incoming/F8888`)
3. Set the client for binary mode transfers.
4. Upload the Zip file containing latest Disaster Recovery Backup.

REBOOT OR LOG OFF REQUIREMENTS

During the course of the upgrade, you may be asked to reboot or log off the computer. The following section describes each of these prompts and suitable action that must be taken in each situation:

REBOOT NOW

If this option is displayed without the `Skip Reboot` option, the upgrade program has found files required by the software that are in use and need to be replaced. Perform the following steps:

- Click `Restart Now` to restart the computer.
- When the computer restarts, use the same user account to log on to the computer.

The upgrade program will automatically resume when you log back on.

After the restart, if the prompt shown in the example is displayed, click `Yes` to continue the upgrade.

LOG OFF

If this option is displayed without the `Reboot Now` option, the upgrade program may have assigned the required rights that are necessary for performing the upgrade, to your account. Log off and log back on using the same user account. The upgrade program will automatically resume.

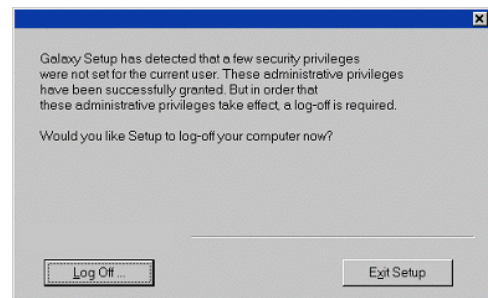
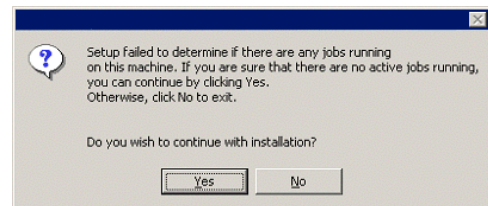
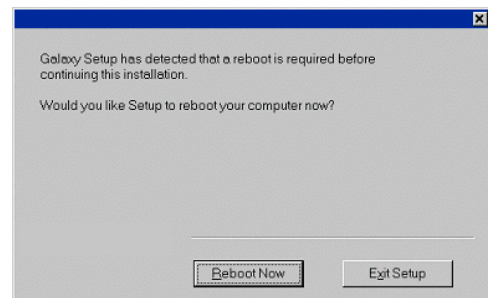
The following rights are necessary for performing the upgrade:

- Right to increase quotas
- Right to act as part of the operating system
- Right to replace a process level token

LOGOFF WITH REBOOT NOW

If `Logoff` option is displayed with the `Reboot Now` option, the upgrade program may have assigned the required rights that are necessary for performing the upgrade, to your account and also found files that need to be replaced.

It is recommended that you reboot the computer at this point. The upgrade program will



automatically resume after the reboot.

