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- Windows

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Upgrade Strategy

The software can be upgraded to take advantage of new features and enhancements that are available in the current version.

The upgrade process is designed to preserve the existing data and configuration being used by the system. Wherever required, additional steps that are necessary to prepare for the upgrade and post upgrade tasks are also described.

To fully understand the changes and enhancements in this version, review the product's release notes before beginning the upgrade.

Consider the following before upgrading the software:

- Use the following sequence to upgrade the software components:
 - Upgrade the CommNet Server
 - Upgrade the CommNet Agents
 - Upgrade the CommNet Browser.
- During the upgrade, if more than one component is installed in a computer, the system automatically detects and upgrades all the components in that computer. For example, if the CommNet Server computer also contains the CommNet Browser software, the upgrade program will automatically upgrade this component. In such a case, it is not necessary to follow the above-mentioned upgrade sequence. Note that the CommNet Agent is automatically upgraded during the CommServe upgrade process.
- The CommNet Server can work with following releases of the CommNet Agent software. (For more information, see the [Compatibility Matrix](#).)
 - 6.1.0
 - 7.0.0
 - 8.0.0

Also, if the CommNet Server is upgraded, the CommNet Browser must be upgraded as well. You cannot administer an upgraded CommNet Server with an older release of the CommNet Browser.

Supported Upgrade Paths

Installed Version	Upgrade to Version 8.0.0	Information
CommNet Server		
6.1.0	Supported	Upgrade directly to CommNet Server 8.0.0
7.0.0	Supported	Upgrade directly to CommNet Server 8.0.0
CommNet Agent		
6.1.0 (with 6.1.0 CommServe)	Supported	Upgrade the CommServe to 8.0.0. This will automatically upgrade the CommNet Agent to 8.0.0
7.0.0 (with 8.0.0 CommServe)	Supported	Upgrade the CommServe to 8.0.0. This will automatically upgrade the CommNet Agent to 8.0.0
CommNet Browser		
6.1.0	Supported	Upgrade directly to 8.0.0
7.0.0	Supported	Upgrade directly to 8.0.0

CommNet Server SNMP Enabler

6.1.0	Supported	Upgrade directly to 8.0.0
7.0.0	Supported	Upgrade directly to 8.0.0

Important Upgrade Considerations

- [General](#)
 - [Server Upgrades](#)
 - [Agent Upgrades](#)
 - [Browser Upgrades](#)
-

General

Consider the following for all software upgrades:

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_Calypso_Monitor_CD_resides>\<share_name>\setup.exe
```

Post Upgrade Service Pack

After upgrading the software components verify and if necessary apply the following:

- Any Service Packs that may have been released for this software version.
 - Any post Service Pack hot fixes. Such hot fixes are available on the Maintenance Advantage web site.
-

Server Upgrades

- When upgrading the CommServe, CommNet Server or SRM Server to the current release, Microsoft SQL Server is upgraded to Microsoft SQL 2005.

Hence it is important to only upgrade the CommServe(s), CommNet Server(s) or SRM Server(s) in your environment when ALL of them can be upgraded to the current release. This will prevent any software conflicts.

- The current version of the CommNet Server functions with CommServe and SRM Server versions indicated in the [Compatibility Matrix](#).

During the CommNet Server upgrade, if any of the previous unsupported versions are found, a failure message or a warning message is displayed. You must take appropriate actions as indicated in the message.

- When upgrading the CommNet Server in a clustered environment, perform the following:
 - Install the Microsoft Visual C++ 2005 SP1 Redistributable Package in all the passive nodes after upgrading the CommNet Server in the active node. This is a mandatory requirement as the CommNet Services will not start when a failover occurs.

NOTES

Microsoft Visual C++ 2005 SP1 Redistributable Package can be installed from the [Software Installation Discs](#). The package is available in the appropriate folder for each platform as follows:

- 32-bit - INTEL32\Bin\vc redistrib_x86.exe
 - X64 - AMD64\Bin\ vc redistrib_x64.exe
 - IA64 - INTEL64\Bin\ vc redistrib_IA64.exe
-

Agent Upgrades

Consider the following for CommNet Agent upgrades:

- The CommNet Agents can be upgraded using the CommServe [Software Installation Disc](#).
 - When you upgrade the CommServe to the latest release, the CommNet Agent is upgraded to the latest release as well.
 - CommNet Server can function with several CommNet Agent versions. For more information, see the [Compatibility Matrix](#).
-

Browser Upgrades

Consider the following for all CommNet Browser upgrades:

CommNet Browser Upgrades on Macintosh/Linux

CommNet Browser upgrades from earlier releases are not supported on Macintosh and Linux. To use the current release, uninstall the older version, and install the current release.

Java Runtime Environment (JRE)

Consideration for Java Runtime Environment (JRE):

- If the recommended version of JRE is not available, it will be installed during the upgrade. See [System Requirements - CommNet Browser as a Stand-Alone Application](#) for information on the supported versions of JRE. Since different versions of JRE can co-exist, other applications using JRE will not be affected.
 - If you have created or copied shortcuts for the CommNet Browser in your desktops or Start menu, you should delete these and re-copy the new shortcut which is created during the upgrade.
-

Upgrade Requirements

Select the desired topic:

- [General Requirements](#)
 - [CommNet Agent and CommNet Server Requirements](#)
-

General Requirements

The following requirements apply to all upgrades of the software:

- The computer satisfies both the general and upgrade requirements for the software component being upgraded.
- If you have multiple software components installed in the computer, refer to the requirements and issues that are applicable to the upgrade of the specific component.
- Verify that all applications (CommNet Browser, CommCell Console, Service Control Manager and Library and Drive Configuration windows) are closed.
- Verify that the SQL Server instance is running on the CommNet Server computer.
- 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.
- The files and folders on the computer being upgraded should not be opened by other applications, (e.g., Windows Explorer, FTP, etc.) on this computer or from other computers, during the upgrade.

CommNet Agent and CommNet Server Requirements

When upgrading a CommNet Server or CommNet Agent, the following requirements apply in addition to the items above:

- Verify that the CommNet Server you want to upgrade has a permanent license. Evaluation licenses cannot be upgraded.
 - Verify that CommNet services on the CommNet Server computer are running.
 - Verify that CommServe services on the CommNet Agent computer are running.
-

Compatibility Matrix

The following CommServe and QSM Server versions are supported in this release:

Version	Functions with	Notes
CommNet Server 8.0.0	CommNet Agent 6.1.0 on CommServe 6.1.0	Some CommNet Server 8.0.0 functions are not supported. Verify that the CommNet Agent updates are installed on the CommServe.
	CommNet Agent 7.0.0 on CommServe 7.0.0	Some CommNet Server 8.0.0 functions are not supported. Verify that the CommNet Agent updates are installed on the CommServe.
	CommNet Agent 8.0.0 on CommServe 8.0.0	Includes SRM Server and Agent software Storage Resource Management (SRM), previously known as QSM, is now merged with Simpana software.
	QSM Server 6.1.0	Requires all corresponding software version updates to be applied on the CommNet and QSM Servers.
	QSM Server 7.0.0	Requires all corresponding software version updates to be applied on the CommNet and QSM Servers.

Upgrade the CommNet Server

Click on a link below to go to a specific section of the software upgrade:

- [Upgrade Requirements](#)
- [Before You Begin](#)
- [Upgrade Procedure](#)
- [Post-Upgrade Considerations](#)

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

If multiple components are installed on a computer the upgrade program automatically upgrades all the components. 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 - CommNet Server](#).

Upgrade Requirements

- Review the following:
 - [Upgrade Strategy](#)
 - [Important Upgrade Considerations](#)
 - [Upgrade Requirements](#)
- During the CommNet Server deployment, the CommNet Server Statistics Database is automatically enabled to enhance the performance of the software.
- It is strongly recommended that you backup the CommNet Server database using the Microsoft SQL *i>DataAgent* or the **SQL Enterprise Manager** before performing an upgrade.

Note that the same SQL Server instance will be used during the CommNet Server upgrade and will not be changed.
- It is strongly recommended that you run the `CnReduceDBSize` tool before performing the CommNet Server upgrade. This tool compresses the size of the CommNet Database and as a result the upgrade process will be significantly faster. Information on how to run this tool can be obtained in the **Readme** file provided with this tool. This tool/utility is included in the Resource Pack available in Maintenance Advantage Web site. Download the latest version before using the tool/utility.

The CommServe Database Engine will be upgraded to Microsoft SQL Server database instance with the appropriate service pack during the CommServe software upgrade.

Verify and ensure that Microsoft SQL Server components are not already installed on the CommServe computer. For example, Microsoft SQL Server Native Client, Microsoft SQL Server VSS Writer, etc.

If these components are installed, the CommServe upgrade will fail; uninstall these components before upgrading the CommServe software.

Before You Begin

- Log on to the computer as the local Administrator or as a member of the local Administrators group on that computer. For clustered computers, log on as Domain User with administrative privileges to all nodes in the cluster.

- If the QSM software is installed on the CommNet Server computer, using the QSM **Service Control Manager**, manually stop the QSM Services.
- If the CommNet Server upgrade fails during the following upgrade process, use the **DBUpgrade** utility from the Resource Pack to perform the upgrade. See [Upgrade the CommNet Server Using the DBUpgrade Utility](#) for more information.

Upgrade Procedure

1. Place the appropriate [Software Installation Disc](#) into the drive. After a few seconds, the installation menu is displayed.

If the installation menu does not display:

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

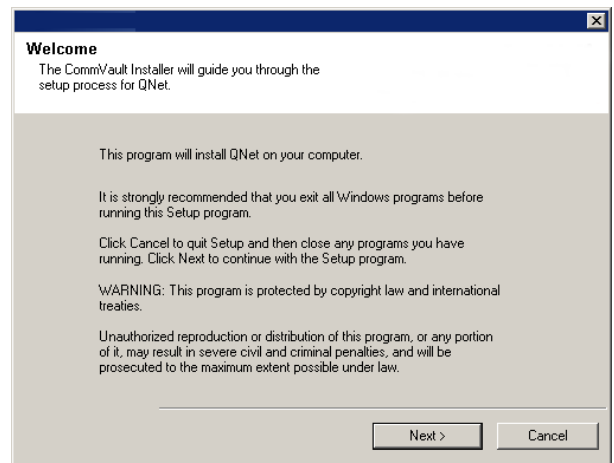
2. Select the desired language and click **Next** to continue.

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

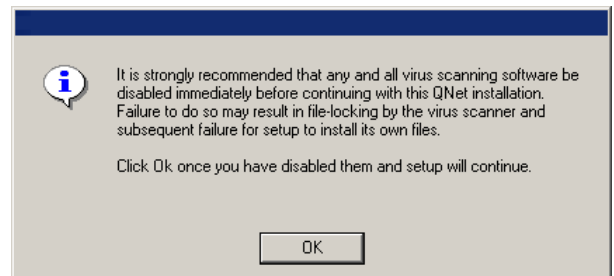
NOTES

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

4. From 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 is disabled.

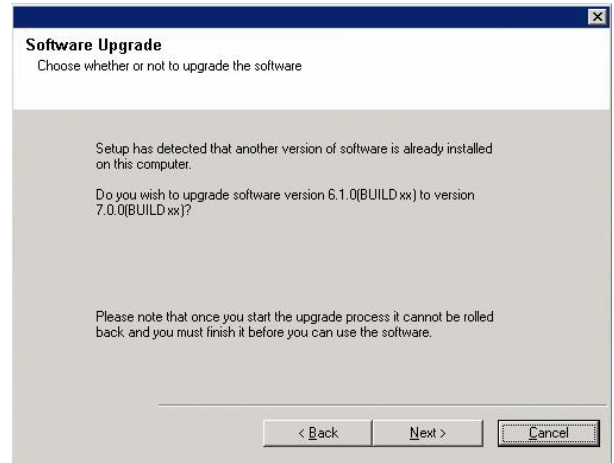


6. Read and agree to the license agreement.

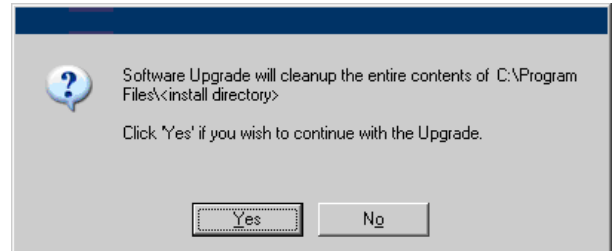
Select **I accept the terms in the license agreement** then click **Next to continue**.



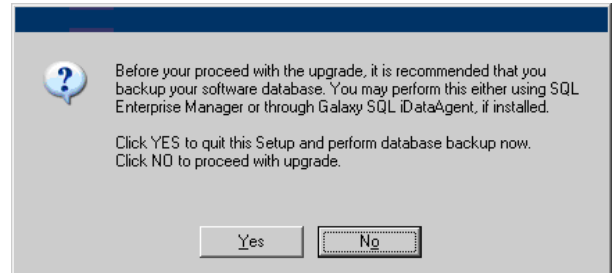
7. You are asked if you want to upgrade the software. Click **Next** to continue.



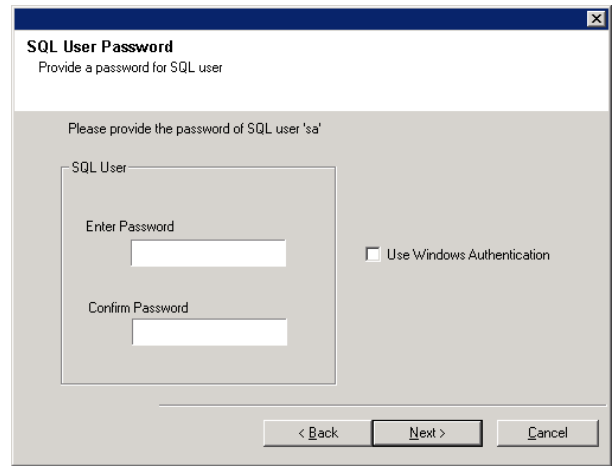
8. A warning message appears that the entire contents of the installation folder will be cleaned. Click **Yes** to continue.



9. A warning message appears to backup the CommNet Server database before upgrading the software. Click **No** to continue if your CommNet Server database has been backed up.



10. Specify a password for the SQL user **sa**.
Enter Password - Enter the password for the SQL user **sa**.
Use Windows Authentication - Check this box to use a Windows Administrator account with SQL System Administrator privileges in place of the **sa** account to access the SQL database. This option is deselected by default.
 Click **Next** to continue.



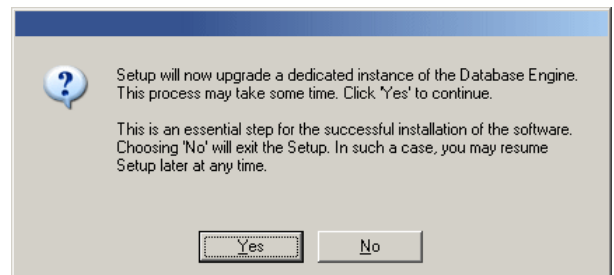
11. Click **Yes** to upgrade the CommNet Database Engine.

NOTES

- This will upgrade the CommNet Database Engine to Microsoft SQL Server (Enterprise Edition) with the appropriate service pack. See [System Requirements - CommNet Server](#) for more information.

This step may take several minutes to complete.

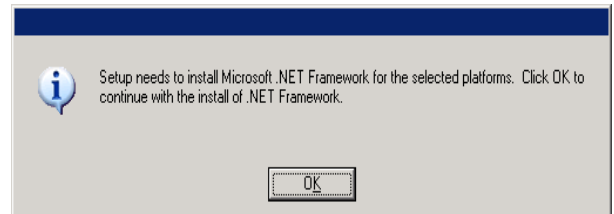
- Clicking **No** will exit the upgrade program.



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

NOTES

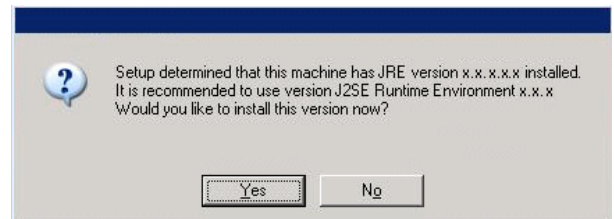
- This option will only appear if Microsoft .NET Framework has not been installed on this computer.



13. 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 when JRE version 1.5.x is available in the computer.

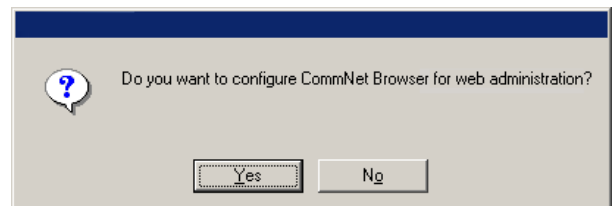


14. If the Internet Information Server (IIS) is installed on this computer, the install program asks if you want to configure the software for web-based administration.

Click **Yes** to continue.

NOTES

- If IIS is not installed then you will not receive this prompt.
- The screen to the right may look different depending upon the software selected for install or upgrade.



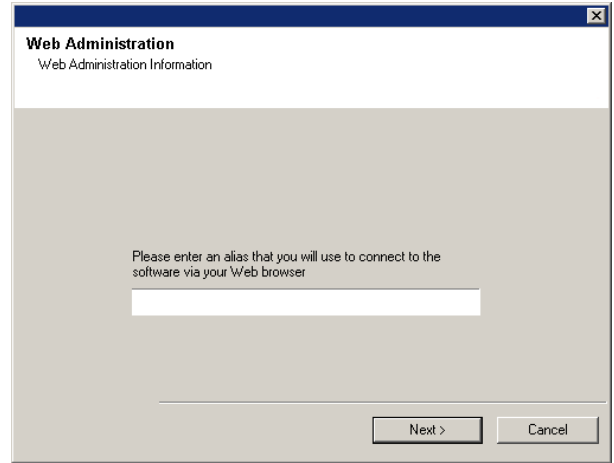
15. When prompted for an alias, type the name (or use

the default) of the Web alias that you want to use for accessing the CommNet Browser remotely.

Click **Next** to continue.

NOTES

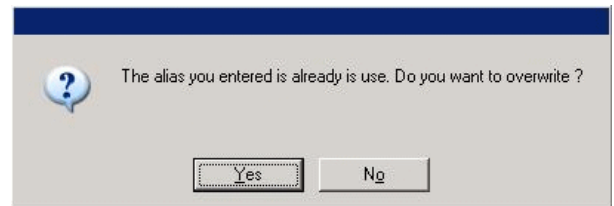
- If IIS is not installed then you will not receive this prompt.



16. Click **Yes** to continue.

NOTES

- This prompt will be displayed if you have already configured the CommNet Browser for Web Administration.

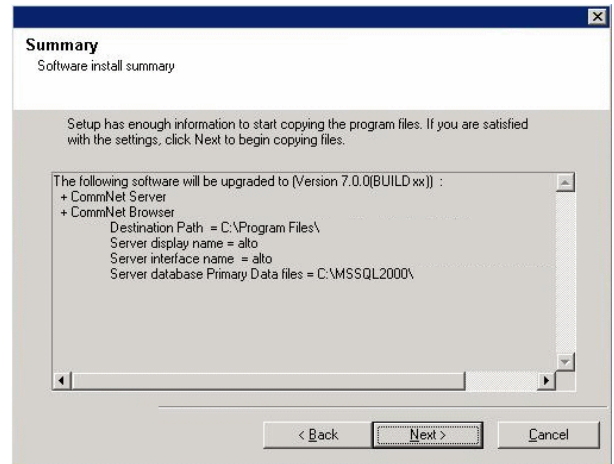


17. Verify the summary of selected components.

Click **Next** to continue.

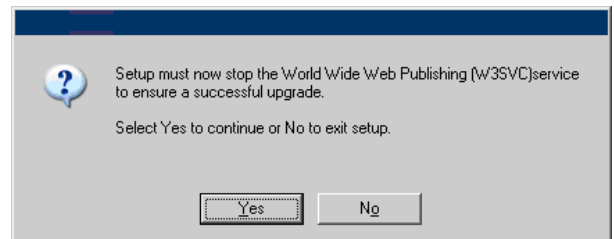
NOTES

- The Summary to the right may look different depending upon the components selected for install or upgrade.



18. In order for the CommNet Server to successfully upgrade, the web publishing service needs to be stopped.

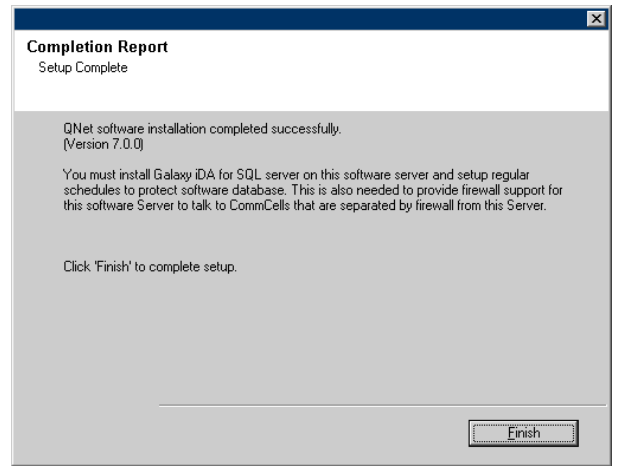
Click **Yes** to stop the service and continue the upgrade process.



19. Setup displays the successfully installed or upgraded software components. Click **Finish** to close the install program.

NOTES

- The screen to the right may look different depending upon the components selected for install or upgrade.



Post-Upgrade Considerations

- Install post-release updates or Service Packs that may have been released after the release of the software.
 - To protect the CommNet Server database against disasters, such as computer failure, application failure, etc. it is recommended that you have a Disaster Recovery strategy in place. See [Disaster Recovery](#) for more information.
 - The CommNet Services will be restarted after the upgrade. Note that you may see a higher CPU and memory utilization for some time immediately after the upgrade.
 - With the time-zone name changes implemented in Windows, it is recommended that Cell Synchronization operations for all the cells in the CommNet domain be executed at this time to update the CommNet Server with the new names. For example, (GMT-08:00) Pacific Time (US & Canada); Tijuana will become (GMT-08:00) Pacific Time (US & Canada). For more information, see [Synchronize Cells](#).
 - Running reports that include Cell-Client Group information may display errors if the time-zone of the CommNet Server is set to (GMT-08:00) Pacific Time (US & Canada), and the time-zone of the Cell-Client Group is set to (GMT-08:00) Pacific Time (US & Canada), Tijuana. To resolve this issue, set the time-zone of the Cell-Client Group to (GMT-08:00) Pacific Time (US & Canada). See [Add/Modify a Cell-Client Group](#).
-

Upgrade the CommNet Server - Clustered Environment

Click on a link below to go to a specific section of the software upgrade:

- [Upgrade Requirements](#)
 - [Before You Begin](#)
 - [Upgrade Procedure](#)
 - [Post-Upgrade Considerations](#)
-

The procedure on this page describes the steps involved in upgrading the CommNet Server on the virtual server. The upgrade must be performed in the active node. The passive nodes will be automatically upgraded.

If multiple components are installed on a computer the upgrade program automatically upgrades all the components. 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 - CommNet Server](#).

Upgrade Requirements

- Review the following:
 - [Upgrade Strategy](#)
 - [Important Upgrade Considerations](#)
 - [Upgrade Requirements](#)
 - During the CommNet Server deployment, the CommNet Server Statistics Database is automatically enabled to enhance the performance of the software.
 - It is strongly recommended that you backup the CommNet Server database using the Microsoft SQL *i>DataAgent* or the **SQL Enterprise Manager** before performing an upgrade.

Note that the same SQL Server instance will be used during the CommNet Server upgrade and will not be changed.
 - It is strongly recommended that you run the `CnReduceDBSize` tool before performing the CommNet Server upgrade. This tool compresses the size of the CommNet Database and as a result the upgrade process will be significantly faster. Information on how to run this tool can be obtained in the **Readme** file provided with this tool. This tool/utility is included in the Resource Pack available in Maintenance Advantage Web site. Download the latest version before using the tool/utility.
-

Before You Begin

- Log on to the computer as the local Administrator or as a member of the local Administrators group on that computer. For clustered computers, log on as Domain User with administrative privileges to all nodes in the cluster.
 - If the QSM software is installed on the CommNet Server computer, using the QSM **Service Control Manager**, manually stop the QSM Services.
 - If the CommNet Server upgrade fails during the following upgrade process, use the **DBUpgrade** utility from the Resource Pack to perform the upgrade. See [Upgrade the CommNet Server Using the DBUpgrade Utility](#) for more information.
-

Upgrade Procedure

1. Log on to the computer as the local Administrator or as a member of the local Administrators group on that computer. For clustered computers, log on as Domain User with administrative privileges to all nodes in the cluster.

2. Upgrade the CommNet database to Microsoft SQL Server 2005 with the appropriate Service Pack. The SQL Server upgrade can be performed from the appropriate [Software Installation Discs](#) containing the Microsoft SQL Server software.

3. Place the appropriate [Software Installation Disc](#) into the drive. After a few seconds, the installation menu is displayed.

If the installation menu does not display:

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

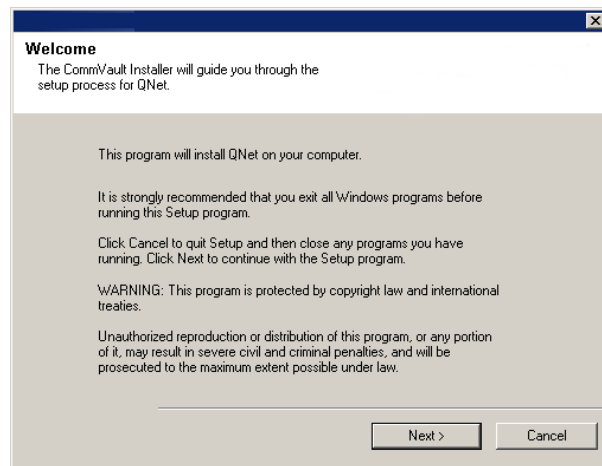
4. Select the desired language and click **Next** to continue.

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

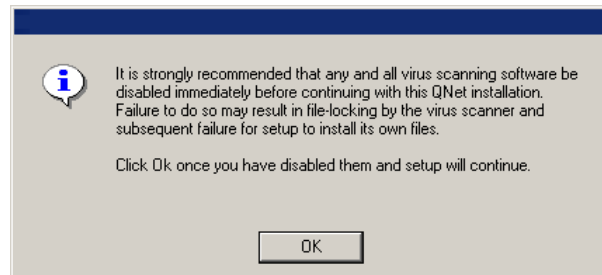
NOTES

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

6. From the Welcome screen, click **Next** to continue if no other applications are running.



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



8. Read and agree to the license agreement.
Select **I accept the terms in the license**

agreement then click **Next** to **continue**.

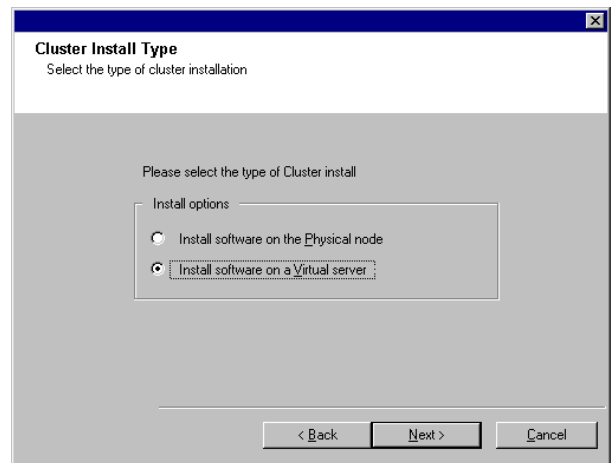


9. Select Virtual server installation.

To install or upgrade the software on a cluster, select **Install Calypso Monitor on a Virtual server** and click **next** to continue.

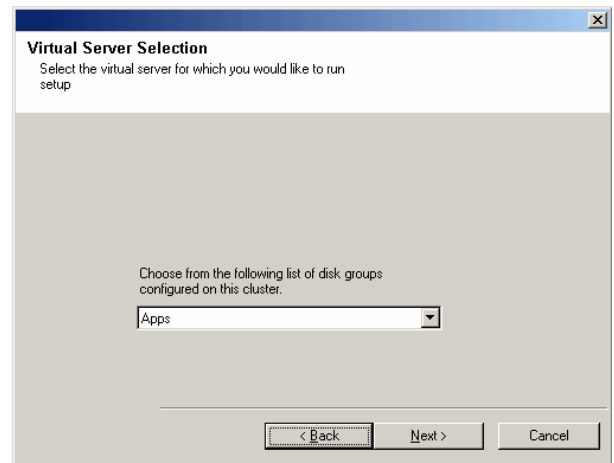
NOTES

- Installation or upgrade of the software on a cluster is not supported on a physical node.



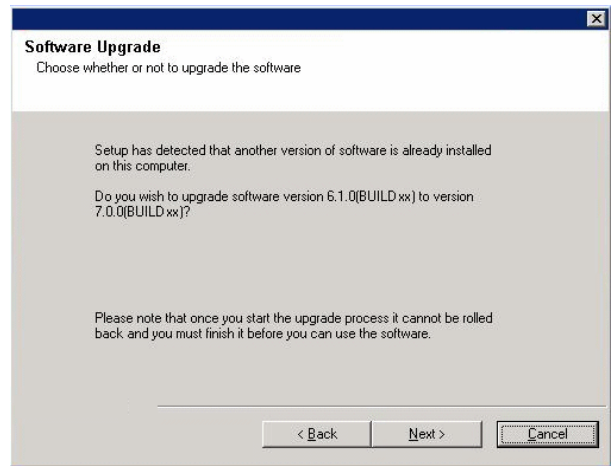
10. Select the disk group in which the virtual server resides.

Click **Next** to continue.

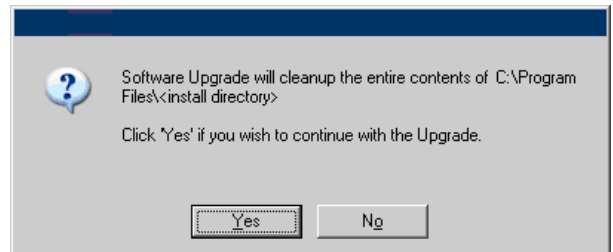


11. You are asked if you want to upgrade the software.

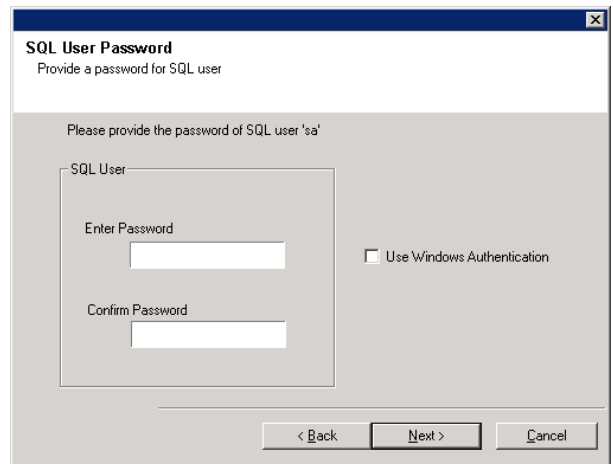
Click **Next** to continue.



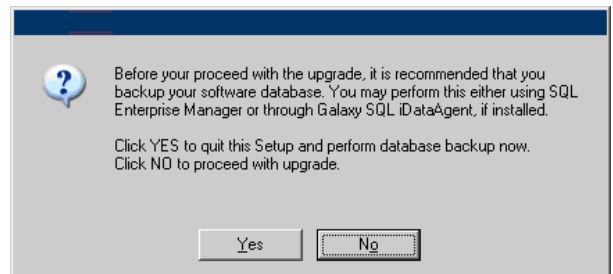
12. A warning message appears that the entire contents of the installation folder will be cleaned.
Click **Yes** to continue.



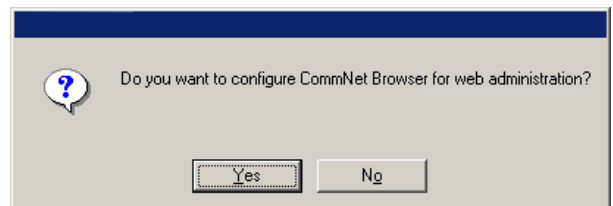
13. Specify a password for the SQL user **sa**.
Enter Password - Enter the password for the SQL user **sa**.
Use Windows Authentication - Check this box to use a Windows Administrator account with SQL System Administrator privileges in place of the **sa** account to access the SQL database. This option is deselected by default.
Click **Next** to continue.



14. A warning message appears to backup the CommNet Server database before upgrading the software.
Click **No** to continue if your CommNet Server database has been backed up.



15. If the Internet Information Server (IIS) is installed on this computer, the install program asks if you want to configure the software for web-based administration.
Click **Yes** to continue.



NOTES

- If IIS is not installed then you will not receive this prompt.
- The screen to the right may look different

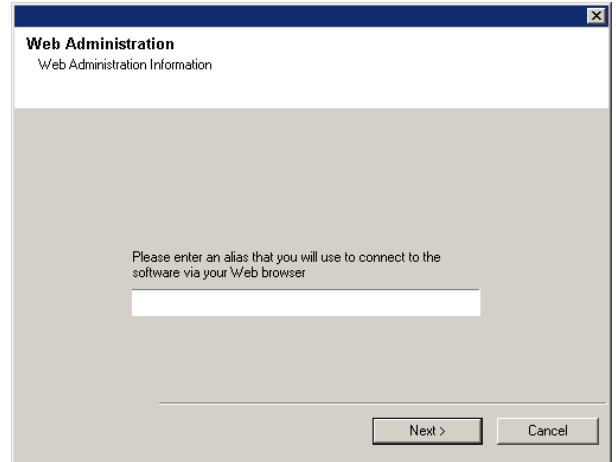
depending upon the software selected for install or upgrade.

- 16.** When prompted for an alias, type the name (or use the default) of the Web alias that you want to use for accessing the CommNet Browser remotely.

Click **Next** to continue.

NOTES

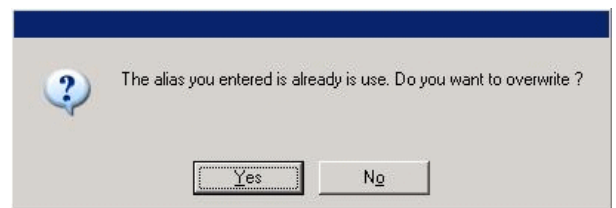
- If IIS is not installed then you will not receive this prompt.



- 17.** Click **Yes** to continue.

NOTES

- This prompt will be displayed if you have already configured the CommNet Browser for Web Administration.

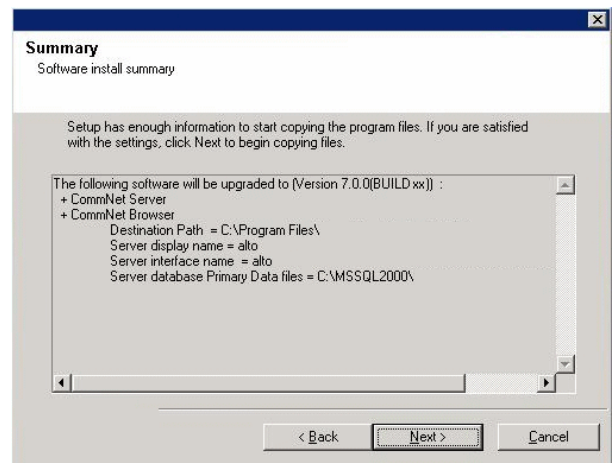


- 18.** Verify the summary of selected components.

Click **Next** to continue.

NOTES

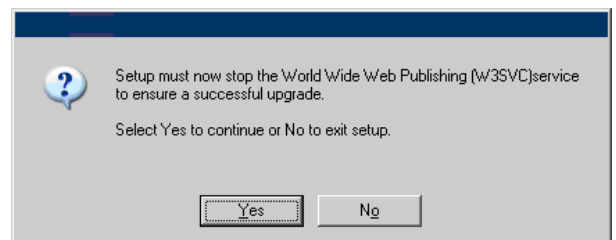
- The Summary to the right may look different depending upon the components selected for install or upgrade.



- 19.** Click **Yes** to stop the World Wide Web Publishing Service (W3SVC).

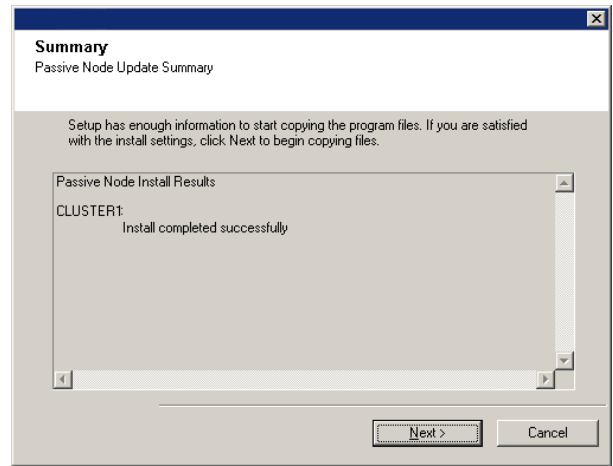
NOTES

- Clicking **No** will abort the upgrade.



- 20.** Verify that the passive nodes have been successfully installed or upgraded. If any nodes were unavailable during install/upgrade, or did not install/upgrade successfully, see [Manually install or upgrade a passive node](#).

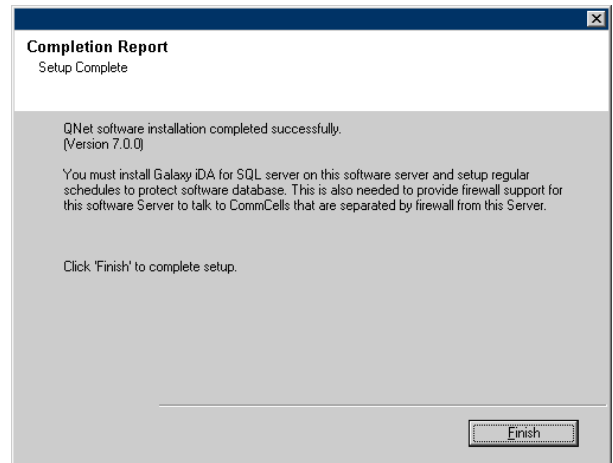
Click **Next** to continue.



- 21.** Setup displays the successfully installed or upgraded software components. Click **Finish** to close the install program.

NOTES

- The screen to the right may look different depending upon the components selected for install or upgrade.



- 22.** Install the Microsoft Visual C++ 2005 SP1 Redistributable Package in all the passive nodes after upgrading the CommNet Server in the active node. This is a mandatory requirement as the CommNet Services will not start when a failover occurs.

NOTES

Microsoft Visual C++ 2005 SP1 Redistributable Package can be installed from the [Software Installation Discs](#). The package is available in the appropriate folder for each platform as follows:

- 32-bit - INTEL32\Bin\vc redistrib_x86.exe
- X64 - AMD64\Bin\ vc redistrib_x64.exe
- IA64 - INTEL64\Bin\ vc redistrib_IA64.exe

Post-Upgrade Considerations

- Install post-release updates or Service Packs that may have been released after the release of the software.
- To protect the CommNet Server database against disasters, such as computer failure, application failure, etc. it is recommended that you have a Disaster Recovery strategy in place. See [Disaster Recovery](#) for more information.
- The CommNet Services will be restarted after the upgrade. Note that you may see a higher CPU and

memory utilization for some time immediately after the upgrade.

- With the time-zone name changes implemented in Windows, it is recommended that Cell Synchronization operations for all the cells in the CommNet domain be executed at this time to update the CommNet Server with the new names. For example, (GMT-08:00) Pacific Time (US & Canada); Tijuana will become (GMT-08:00) Pacific Time (US & Canada). For more information, see [Synchronize Cells](#).
 - Running reports that include Cell-Client Group information may display errors if the time-zone of the CommNet Server is set to (GMT-08:00) Pacific Time (US & Canada), and the time-zone of the Cell-Client Group is set to (GMT-08:00) Pacific Time (US & Canada), Tijuana. To resolve this issue, set the time-zone of the Cell-Client Group to (GMT-08:00) Pacific Time (US & Canada). See [Add/Modify a Cell-Client Group](#).
-

Upgrade the CommNet Server SNMP Enabler

The CommNet Server SNMP Enabler is automatically upgraded during the CommNet Server Upgrade.

Upgrade the CommNet Agent

The CommNet Agent is automatically upgraded during the CommServe Upgrade. (For more information, see the [Upgrade Strategy](#).)

Upgrade the CommNet Agent on a Cluster

The CommNet Agent is automatically upgraded during the CommServe Upgrade. (For more information, see the [Upgrade Strategy](#).)

Upgrade the CommNet Browser

Click on a link below to go to a specific section of the software upgrade:

- [Before You Begin](#)
 - [Upgrade Procedure](#)
 - [Post-Upgrade Considerations](#)
-

Before You Begin

- Review the following:
 - [Upgrade Strategy](#)
 - [Important Upgrade Considerations](#)
 - [Upgrade Requirements](#)
 - Verify that the computer in which you wish to install the software satisfies the minimum requirements specified in [System Requirements - CommNet Browser as a Stand-Alone Application](#).
-

Upgrade Procedure

1. Log on to the computer as the local Administrator or as a member of the local Administrators group on that computer. For clustered computers, log on as Domain User with administrative privileges to all nodes in the cluster.
-

2. Place the appropriate [Software Installation Disc](#) into the drive. After a few seconds, the installation menu is displayed.

If the installation menu does not display:

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

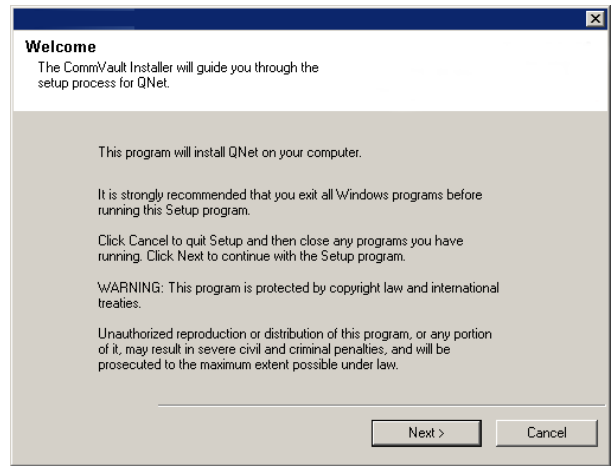
3. Select the desired language and click **Next** to continue.
-

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

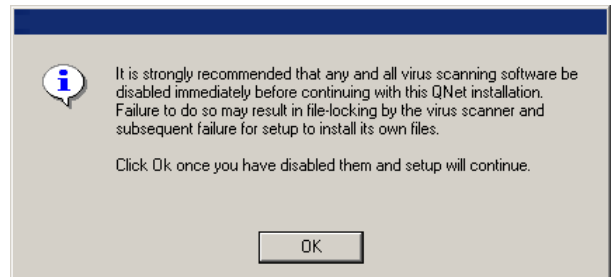
NOTES

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

5. From the Welcome screen, click **Next** to continue if no other applications are running.



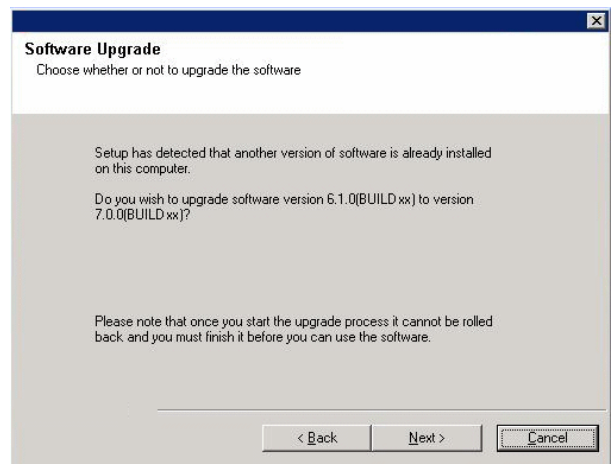
6. Read the virus scanning software warning.
Click **OK** to continue if virus scanning is disabled.



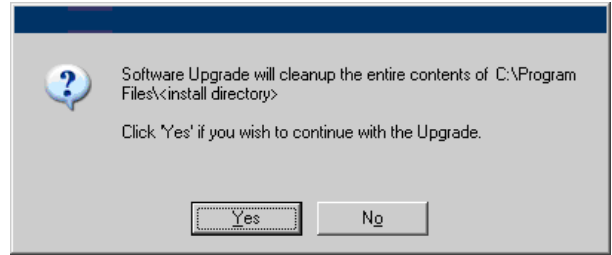
7. Read and agree to the license agreement.
Select **I accept the terms in the license agreement** then click **Next** to continue.



8. You are asked if you want to upgrade the software.
Click **Next** to continue.



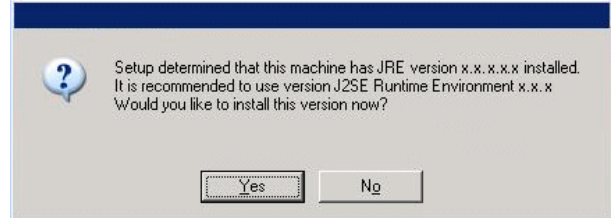
9. A warning message appears that the entire contents of the installation folder will be cleaned.
Click **Yes** to continue.



10. 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 when JRE version 1.5.x is available in the computer.

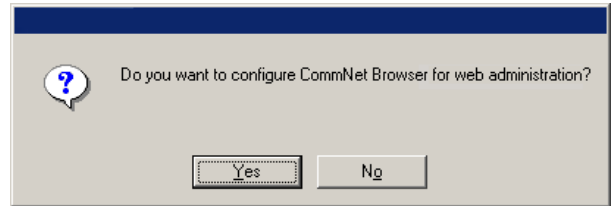


11. If the Internet Information Server (IIS) is installed on this computer, the install program asks if you want to configure the software for web-based administration.

Click **Yes** to continue.

NOTES

- If IIS is not installed then you will not receive this prompt.
- The screen to the right may look different depending upon the software selected for install or upgrade.

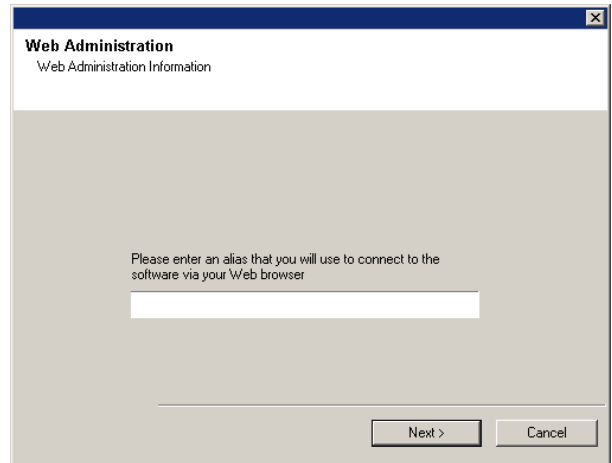


12. When prompted for an alias, type the name (or use the default) of the Web alias that you want to use for accessing the CommNet Browser remotely.

Click **Next** to continue.

NOTES

- If IIS is not installed then you will not receive this prompt.

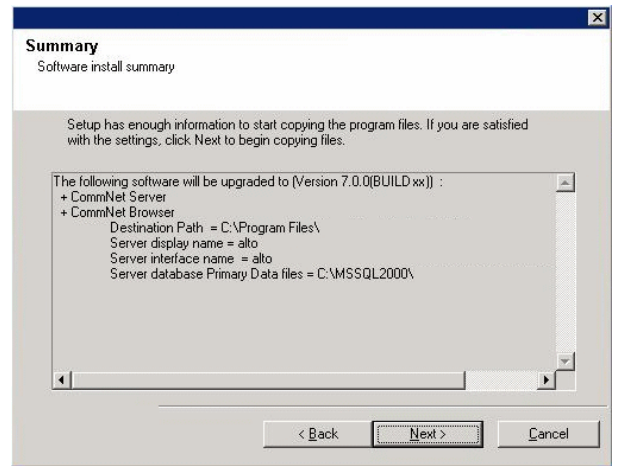


13. Verify the summary of selected components.

Click **Next** to continue.

NOTES

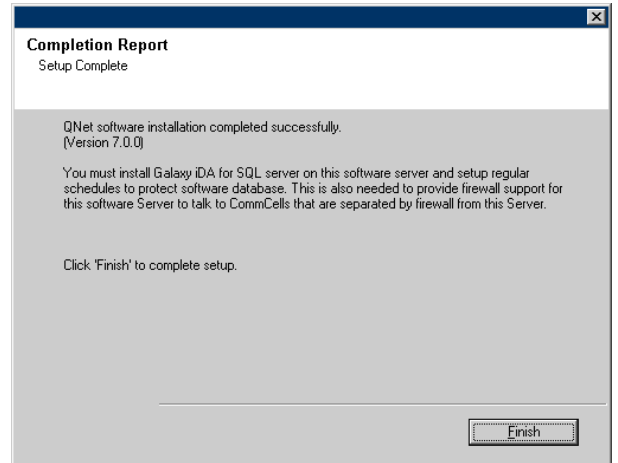
- The Summary to the right may look different depending upon the components selected for install or upgrade.



- 14.** Setup displays the successfully installed or upgraded software components. Click **Finish** to close the install program.

NOTES

- The screen to the right may look different depending upon the components selected for install or upgrade.



Post-Upgrade Considerations

- Install post-release updates or Service Packs that may have been released after the release of the software.

Upgrade the CommNet Browser on a Cluster

Click on a link below to go to a specific section of the software upgrade:

- [Before You Begin](#)
 - [Upgrade Procedure](#)
 - [Post-Upgrade Considerations](#)
-

Before You Begin

- Review the following:
 - [Upgrade Strategy](#)
 - [Important Upgrade Considerations](#)
 - [Upgrade Requirements](#)
- Verify that the computer in which you wish to install the software satisfies the minimum requirements specified in [System Requirements - CommNet Browser as a Stand-Alone Application](#).
- For cluster upgrades, ensure that you are logged on to the computer which was the original owner node. (i.e., the node from which the software was installed.) If the currently active node is not the original node, manually fail over the active node to the original node and then perform the upgrade.

To figure out whether a node is the original owner, open the Add/Remove Programs icon from the Windows Control Panel and verify whether there is an entry for the to the CommNet Agent software. The entry will be available only in the original owner node.

- For cluster upgrades, ensure that both the active and passive nodes are available during the upgrade process. (The passive node will be automatically upgraded, if it is available.)
-

Upgrade Procedure

1. Log on to the computer as the local Administrator or as a member of the local Administrators group on that computer. For clustered computers, log on as Domain User with administrative privileges to all nodes in the cluster.
2. Place the appropriate [Software Installation Disc](#) into the drive. After a few seconds, the installation menu is displayed.

If the installation menu does not display:

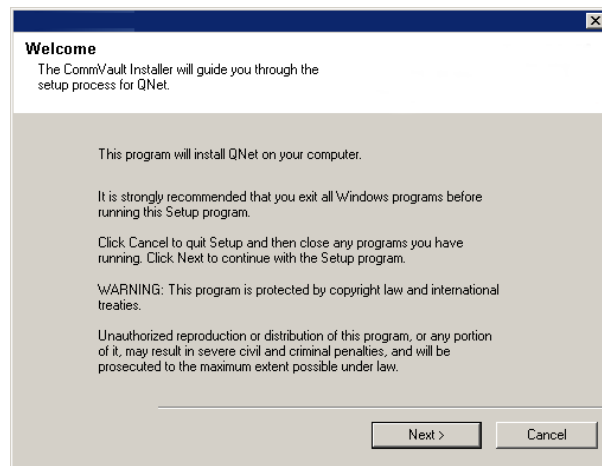
- Click the **Start** button on the Windows task bar, a then click **Run**.
 - Browse to the installation disc drive, select **setup.exe**, click Open, then click **OK**.
-

3. Select the desired language and click **Next** to continue.
4. Select the option to install software on this computer.

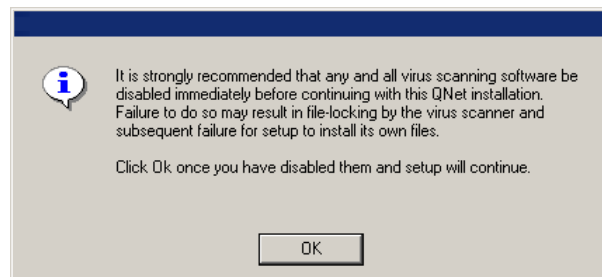
NOTES

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

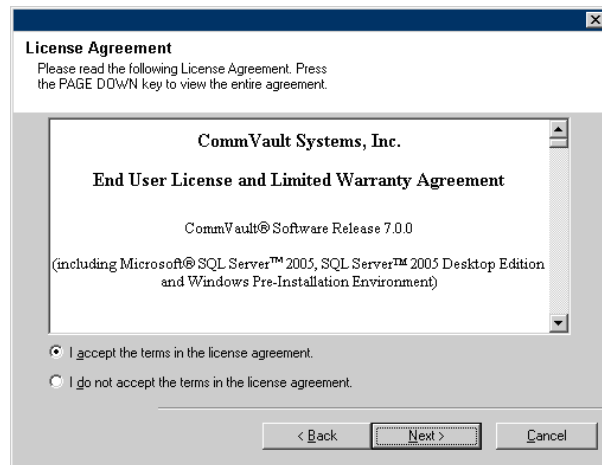
- From the Welcome screen, click **Next** to continue if no other applications are running.



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



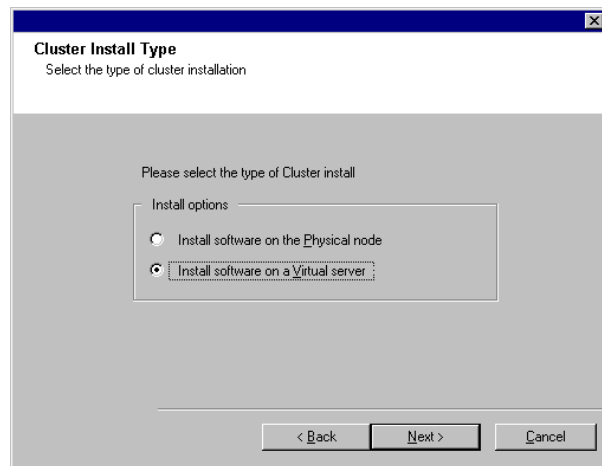
- Read and agree to the license agreement. Select **I accept the terms in the license agreement** then click **Next** to continue.



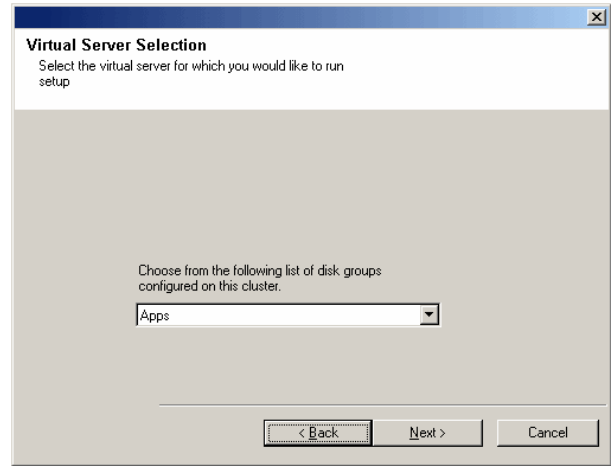
- Select Virtual server installation. To install or upgrade the software on a cluster, select **Install Calypso Monitor on a Virtual server** and click **next** to continue.

NOTES

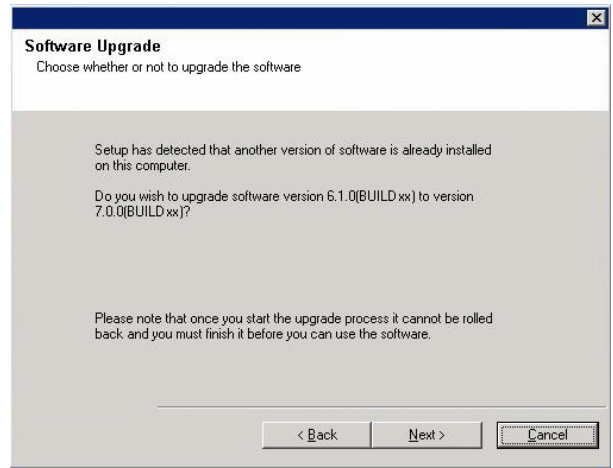
- Installation or upgrade of the software on a cluster is not supported on a physical node.



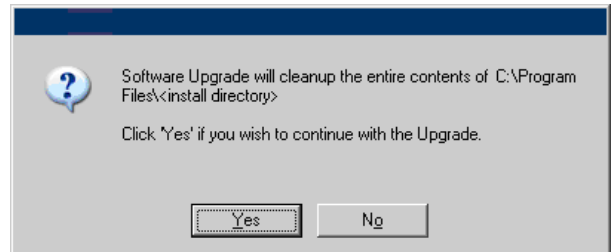
- Select the disk group in which the virtual server resides. Click **Next** to continue.



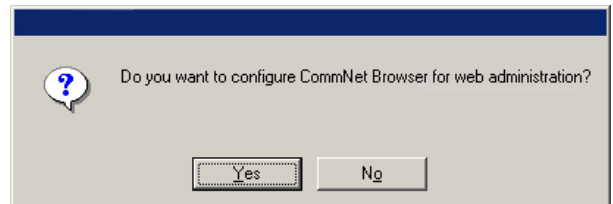
10. You are asked if you want to upgrade the software.
Click **Next** to continue.



11. A warning message appears that the entire contents of the installation folder will be cleaned.
Click **Yes** to continue.



12. If the Internet Information Server (IIS) is installed on this computer, the install program asks if you want to configure the software for web-based administration.
Click **Yes** to continue.



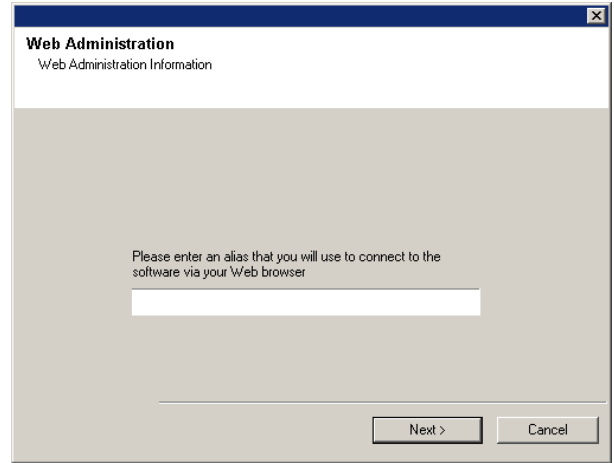
NOTES

- If IIS is not installed then you will not receive this prompt.
- The screen to the right may look different depending upon the software selected for install or upgrade.

13. When prompted for an alias, type the name (or use the default) of the Web alias that you want to use for accessing the CommNet Browser remotely.
Click **Next** to continue.

NOTES

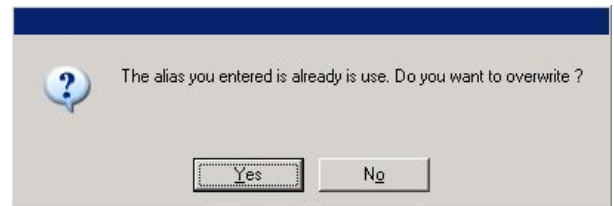
- If IIS is not installed then you will not receive this prompt.



14. Click **Yes** to continue.

NOTES

- This prompt will be displayed if you have already configured the CommNet Browser for Web Administration.

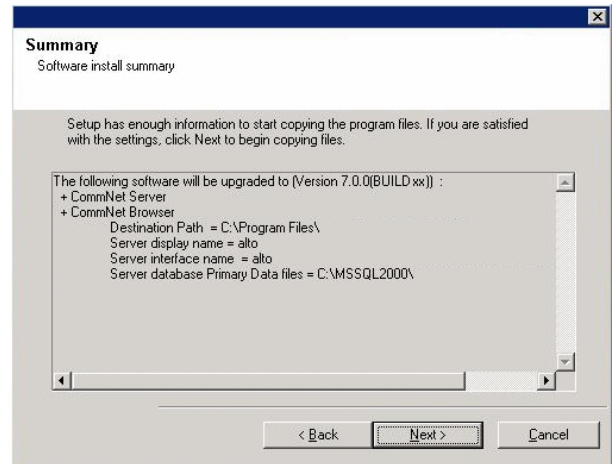


15. Verify the summary of selected components.

Click **Next** to continue.

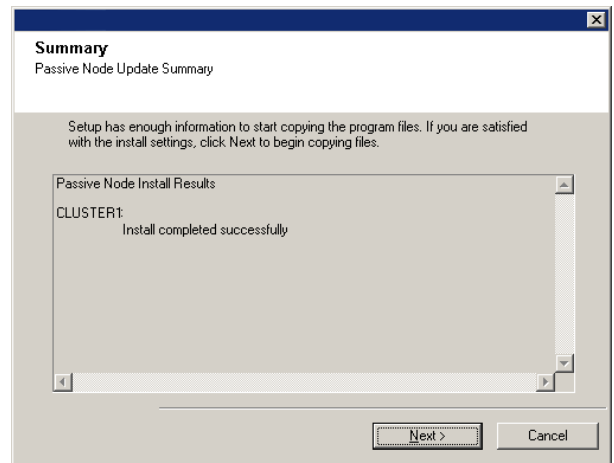
NOTES

- The Summary to the right may look different depending upon the components selected for install or upgrade.



16. Verify that the passive nodes have been successfully installed or upgraded. If any nodes were unavailable during install/upgrade, or did not install/upgrade successfully, see [Manually install or upgrade a passive node](#).

Click **Next** to continue.

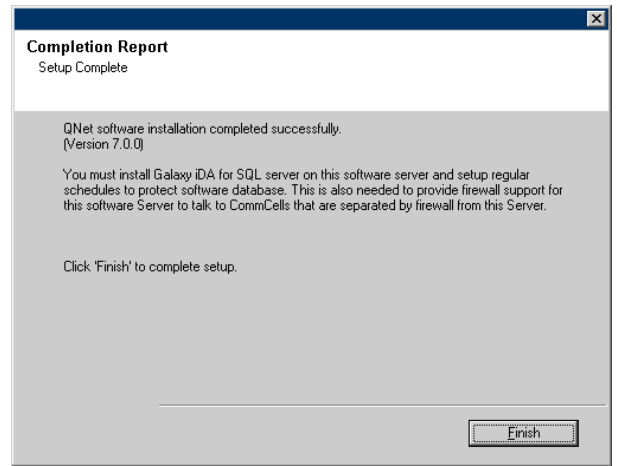


17. Setup displays the successfully installed or upgraded software components. Click **Finish** to close the install program.

NOTES

- The screen to the right may look different

depending upon the components selected for install or upgrade.



Post-Upgrade Considerations

- Install post-release updates or Service Packs that may have been released after the release of the software.
-

Upgrade the CommNet Books Online

Automatic software upgrades are not available for the Books Online software. The CommNet Browser will now connect to the Books Online documentation over the internet. See [Accessing Books Online](#) for more information.

- Upgrading Calypso Monitor software to this release does not remove the older versions of Books Online.
 - Books Online is also not automatically installed after the upgrade.
 - To remove the older versions of Books Online, use the Add/Remove Programs utility in the Windows Control Panel.
-

Backward Compatibility

Overview

Billable Entity Association for QSMCell Objects

Overview

This section identifies issues related to the backward compatibility support between the current release of CommNet and prior releases of the CommCell and [QSMCell](#) software, in cases where some existing features may not function as expected.

The CommNet software can function with both the current release and the previous release of the CommCell and QSMCell software products. For example, when the CommNet Server is upgraded to the current version, it can still recognize and interact with CommCells and QSMCells which are at the previous release version in addition to the current version.

Since the CommNet documentation is written to reflect the behavior and interaction between the most current version of all software in the product suite, any differences from expected behavior are noted in this section.

Billable Entity Association for QSMCell Objects

The costing model for the QSM Agent for Exchange is different between the current version of QSM and the prior version. In the prior version of QSM, the billable entity for the QSM Agent for Exchange was associated with Mailbox Stores and/or Public Folder Stores--whereas, in the current version of QSM, the billable entity for that agent is associated with subclients containing those stores. Keep in mind this difference in billable entity association when viewing related summaries or reports and when performing costing model calculations in CommNet for the QSM Agent for Exchange.
