

PlateSpin Forge® 11.2

Upgrade Guide

October 2015

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About this Book and the Library

The *Upgrade Guide* provides conceptual information about upgrading the PlateSpin Forge Appliance from version 11.1 to version 11.2.

Intended Audience

This document is intended for IT staff, such as data center administrators and operators, who use PlateSpin Forge in their ongoing workload protection projects.

Information in the Library

The library for this product is available in HTML and PDF formats on the PlateSpin Forge Documentation (https://www.netiq.com/documentation/platespin-forge/) website. In addition to the English language, online documentation is available in the Chinese Simplified, Chinese Traditional, French, German, Japanese, and Spanish languages.

The PlateSpin Forge library provides the following information resources:

Release Notes

Provides information about new features and enhancements in the release, as well as any known issues.

Getting Started Guide

Provides information about how to configure the appliance for your environment.

User Guide

Provides conceptual information, an overview of the user interface, and step-by-step guidance for common tasks.

Rebuild Guide

Provides information about how to rebuild and reconfigure the appliance.

Upgrade Guide

Provides information about how to upgrade the appliance software.

Additional Resources

We encourage you to use the following additional resources online:

- PlateSpin Forge Forum (https://forums.netiq.com/forumdisplay.php?56-Platespin-Forge): A web-based community of product users where you can discuss product functionality and advice with other product users.
- PlateSpin Forge Product (https://www.netiq.com/products/forge/): A web-based product brochure that provides information about features, how to buy, technical specifications, frequently asked questions, and a variety of resources such as videos and white papers.

- NetIQ User Community (https://www.netiq.com/communities/): A web-based community with a variety of discussion topics.
- NetIQ Support Knowledgebase (https://www.netiq.com/support/kb/): A collection of in-depth technical articles.
- NetIQ Support Forums (https://forums.netiq.com/forum.php): A web location where product users can discuss NetIQ product functionality and advice with other product users.
- MyNetIQ (https://www.netiq.com/f/mynetiq/): A website offering product information and services, such as access to premium white papers, webcast registrations, and product trial downloads.

About NetIQ Corporation

We are a global, enterprise software company, with a focus on the three persistent challenges in your environment: Change, complexity and risk—and how we can help you control them.

Our Viewpoint

Adapting to change and managing complexity and risk are nothing new

In fact, of all the challenges you face, these are perhaps the most prominent variables that deny you the control you need to securely measure, monitor, and manage your physical, virtual, and cloud computing environments.

Enabling critical business services, better and faster

We believe that providing as much control as possible to IT organizations is the only way to enable timelier and cost effective delivery of services. Persistent pressures like change and complexity will only continue to increase as organizations continue to change and the technologies needed to manage them become inherently more complex.

Our Philosophy

Selling intelligent solutions, not just software

In order to provide reliable control, we first make sure we understand the real-world scenarios in which IT organizations like yours operate — day in and day out. That's the only way we can develop practical, intelligent IT solutions that successfully yield proven, measurable results. And that's so much more rewarding than simply selling software.

Driving your success is our passion

We place your success at the heart of how we do business. From product inception to deployment, we understand that you need IT solutions that work well and integrate seamlessly with your existing investments; you need ongoing support and training post-deployment; and you need someone that is truly easy to work with — for a change. Ultimately, when you succeed, we all succeed.

Our Solutions

- Identity & Access Governance
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To learn more about the services and procedures of NetIQ Technical Support, see the *Technical Support Guide* (https://www.netiq.com/Support/process.asp#_Maintenance_Programs_and).

Contacting Documentation Support

Our goal is to provide documentation that meets your needs. The documentation for this product is available on the PlateSpin Forge Documentation (https://www.netiq.com/documentation/platespin-forge/) website in HTML and PDF formats.

If you have suggestions for documentation improvements, click **comment on this topic** at the bottom of any page in the HTML version of the documentation. You can also email Documentation-Feedback@netiq.com. We value your input and look forward to hearing from you.

Contacting the Online User Community

NetIQ Communities, the NetIQ online community, is a collaborative network connecting you to your peers and NetIQ experts. By providing more immediate information, useful links to helpful resources, and access to NetIQ experts, NetIQ Communities helps ensure you are mastering the knowledge you need to realize the full potential of IT investments upon which you rely. For more information, visit http://community.netiq.com.

1 Upgrading to Forge 11.2 Appliance Version 3

To upgrade your PlateSpin Forge Server to PlateSpin Forge 11.2 Appliance Version 3, you must have an existing installation of any of the following Forge versions, with or without hotfixes or field patches applied:

- PlateSpin Forge 11.1 Appliance 3
- PlateSpin Forge 11.0 Appliance 3

NOTE: If you currently use PlateSpin Forge 4 Appliance Version 2 or earlier, you must first upgrade your system to PlateSpin Forge 11.0 Appliance Version 3 before you can upgrade to PlateSpin Forge 11.2 Appliance Version 3. See the *PlateSpin Forge 11.0 Upgrade Guide* (https://www.netiq.com/documentation/platespin-forge-11/forge_upgrade/).

Depending on the version of Forge you currently use, you might need to follow an incremental upgrade path. See "The Upgrade Paths" (https://www.netiq.com/documentation/platespin-forge-11/forge_upgrade/data/b1agcbcd.html) in the *PlateSpin Forge 11.0 Upgrade Guide*, and then follow the upgrade instructions in that guide as needed.

When you upgrade to PlateSpin Forge 11.2, no upgrade occurs for the VMware ESXi appliance host or the Windows operating system for the Forge VM. It upgrades only the Forge software. All existing licenses (PlateSpin Forge, SQL Server, Windows, and VMware ESXi) carry forward for the upgrade.

- Section 1.1, "Before You Upgrade PlateSpin Forge," on page 9
- Section 1.2, "Upgrade Procedure," on page 11
- Section 1.3, "Post-Upgrade Tasks," on page 12

1.1 Before You Upgrade PlateSpin Forge

Before you upgrade the PlateSpin Server software to PlateSpin Forge 11.2, ensure that you prepare your PlateSpin Servers and workload environments to meet the following prerequisites:

- ❒ Download and copy the `PlateSpinForgeSetup-11.2.0.200.exe` file to the Forge VM. See Section 1.1.1, "Downloading the Setup Utility," on page 10.
- ❒ Make a record of any customized `.config` parameters that control the server's default behavior. You will need to restore these settings after the upgrade.
- ❒ Pause the replication schedules for all protected workloads, and ensure that no replications are running. See Section 1.1.2, "Pausing the Replication Schedule," on page 10.
- ❒ Back up the Forge Management VM by taking a virtual machine snapshot as a restore point. See Section 1.1.3, "Backing Up the Forge Management VM," on page 10.

1.1.1 Downloading the Setup Utility

To perform the upgrade, you must use the PlateSpin Forge Setup utility (`PlateSpinForgeSetup-11.2.0.200.exe`) for installation and upgrades to export and import data from your previous installation. This utility is available in the *PlateSpin Forge 11.2 Appliance Upgrade Kit* (https://dl.netiq.com/Download?buildid=MMVC_H9YX_0~) found on the NetIQ Patch Finder website (https://dl.netiq.com/patch/finder/) website.

1. Log in with your NetIQ user credentials.
2. Select the **PlateSpin Forge** product, then click **Search**.
3. In the search results, locate and expand PlateSpin Forge 11.2, then click **PlateSpin Forge 11.2 Appliance Upgrade Kit**.
4. Click **Proceed to Download**.
5. In the component list, find the `PlateSpinForgeSetup-11.2.0.200.exe` utility, then click **Download** next to the file name.
6. Save the file to your computer.
7. Copy this file to the Forge VM when you are ready to begin the upgrade.

1.1.2 Pausing the Replication Schedule

Before you create a snapshot or start the PlateSpin Forge upgrade software, use the following procedure to pause the replication schedules for the workloads protected by the PlateSpin Server and ensure that there are no running replications. You can wait for the in-progress replications to complete gracefully, or abort them.

1. Log in to the PlateSpin Forge Web Interface.
2. Click **Workloads**, click **Select All**, click **Pause Schedule**, and then click **Execute** to initiate a pause for all scheduled replications.
3. On the Workloads page, ensure that the Schedule state of protected workloads is **Paused**.
4. On the Workloads page, ensure that the Replication Status of each of the protected workloads is **Idle**. Wait for any replications that are underway to complete, or abort the running operations.

   If you do not perform this task before the upgrade, the upgrade software will automatically detect the running jobs before it executes the software upgrade, and will prompt you to perform the task before you continue. You can proceed with the upgrade process only when each workload's Replication Status is **Idle**.

1.1.3 Backing Up the Forge Management VM

We recommend that you take a virtual machine snapshot of your Forge Management VM prior the upgrade in order to preserve its data in the event of a power failure or other problems. Use the VMware client to take the snapshot. See "Managing Snapshots of the Forge VM on the Appliance Host" in the *PlateSpin Forge User Guide*.

1. From the Workloads page of PlateSpin Forge Web Interface, pause your replication schedules and ensure that there are no running replications. See Section 1.1.2, "Pausing the Replication Schedule," on page 10.

   This ensures there are no incomplete replications saved with the snapshot.
2. Use the vSphere Client to access the appliance host.
3. Use the standard Windows procedure to shut down the VM (**Start > Shut Down**).

Allow the server to shut down gracefully.

4 In the inventory panel at the left, right-click the **PlateSpin Forge Management VM** item and select **Snapshot > Take Snapshot**.

5 Type a name and a description for the snapshot, then click **OK**.

6 After the snapshot is complete, power on the Forge Management VM.

The snapshot of the Forge Management VM preserves your Forge management data as well as the Microsoft SQL Server database file that resides on the PlateSpin Forge Server. You can use the snapshot if you need to roll back.

1.2 Upgrade Procedure

During the upgrade process, the installation program automatically exports and then re-imports data from your previous installation.

To upgrade your PlateSpin Forge product:

1 Prepare for the software upgrade by performing the tasks in Section 1.1, “Before You Upgrade PlateSpin Forge,” on page 9.

2 On the PlateSpin Forge Management VM, run `PlateSpinForgeSetup-11.2.0.200.exe` as the Administrator user, then follow the on-screen instructions.

NOTE: If replication jobs are still running, the validation might launch the Running Jobs Detected dialog. This prompt might also occur if some jobs were aborted and the condition is not correctly detected. You must wait for all operations to complete, or abort the running operations. After all replication jobs are idle, in the installation dialog, select **Yes - Proceed with installation**, then click **Next**.

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3 Verify that the PlateSpin Forge software was upgraded to version 11.2:

3a Log in to the PlateSpin Forge Web Interface.

If you cannot access the log in, the upgrade might have failed. Verify that the Forge Management VM is powered on, the PlateSpin Server running, and the network connections are working, then try again to log in. If you still cannot access the login, the upgrade process failed. Jump to Step 5.

3b Click **About** to view the version number. On the About page, the **Software Version** should be `11.2.0.xxx`, where `xxx` represents the build number of the installed version.

If the version number displays the earlier version, it could be a browser cache issue. Clear the browser cache, close and restart the browser, then try again. If the version is still old, the upgrade failed. Jump to Step 5.

4 Verify that the protected workload data was re-imported successfully after the upgrade. In the PlateSpin Forge Web Interface, click **Workloads**, then visually confirm that the expected workloads are present.

If the protected workloads are not present, part or all of the upgrade process failed.

5 If the software upgrade failed according to the tests in Step 3, or if you were unable to re-import the data in Step 4, return to your backup snapshot of the Forge Management VM, then try the upgrade again.

6 After a successful software upgrade, continue with Section 1.3, “Post-Upgrade Tasks,” on page 12.

1.3 Post-Upgrade Tasks

After you upgrade the PlateSpin Forge software, you must perform the following tasks resume normal operations of the PlateSpin Server:

1. Log in to the PlateSpin Forge Web Interface.
2. Click **Workloads**, then check the Workloads page for any paused replication schedules. In particular, look for *Tasks* (special workload protection events with optional commands) generated for automatically upgrading protection contracts that were using a legacy block-based component from earlier versions of the product. This requires a reboot of the protected workload.
3. Reapply the required `.config` parameters in the new `.config` files.

   See "Configuring PlateSpin Server Behavior through XML Configuration Parameters" in your *User Guide*.
4. Verify that the upgraded PlateSpin Server has a pre-compiled `blkwatch` driver for your workloads. See Linux Distributions Supported by Forge in your *User Guide*.

   If a pre-compiled driver is not available, you can create a custom `blkwatch` driver by following the steps found in the Knowledgebase Article 7005873 (https://www.netiq.com/support/kb/doc.php?id=7005873).
5. From the PlateSpin Forge Web Interface, click **Select All**, click **Resume Schedule**, then click **Execute** to resume all scheduled replications.
6. Verify that your PlateSpin Server and replications are working properly.
7. (Optional) Use the VMware client program to remove the snapshot that represents the recovery point for the PlateSpin Forge 11.2 This is the snapshot that you created in Section 1.1.3, "Backing Up the Forge Management VM," on page 10.

   7a In the inventory panel at the left, right-click the **PlateSpin Forge Management VM** item and select **Snapshot > Snapshot Manager**.

   7b In the tree representation of the VM states, select a snapshot, then click **Remove**.