

PlateSpin Forge® 4.0

Upgrade Guide

July 31, 2014

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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
- Access Management
- Security Management
- Systems & Application Management
- Workload Management
- Service Management

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For questions about products, pricing, and capabilities, contact your local partner. If you cannot contact your partner, contact our Sales Support team.

Worldwide:	www.netiq.com/about_netiq/officelocations.asp
United States and Canada:	1-888-323-6768
Email:	info@platespin.com
Web Site:	www.netiq.com

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For specific product issues, contact our Technical Support team.

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Web Site:	www.netiq.com/support

Contacting Documentation Support

Our goal is to provide documentation that meets your needs. The documentation for this product is available on the NetIQ Web site in HTML and PDF formats on a page that does not require you to log in. If you have suggestions for documentation improvements, click **Add Comment** at the bottom of any page in the HTML version of the documentation posted at www.netiq.com/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.

About this Book and the Library

The *Upgrade Guide* provides conceptual information about upgrading the PlateSpin Forge Appliance from version 3.1, 3.3 or 3.4 to version 4.0.

If you are seeking an upgrade from a much older version of PlateSpin Forge (for example, Forge 3.0.*x* (Appliance 1)) to Forge 4, you first need to upgrade your appliance to version 3.1 and then run the Forge 3.3 backup utility on that upgrade. Appendix A, "Upgrading Forge 3.0.x Appliance 1," on page 11 provides information for this "interim" upgrade.

Intended Audience

This book provides information for individuals responsible for upgrading PlateSpin Forge.

Other Information in the Forge Documentation Library

The library provides the following information resources:

Getting Started Guide

Provides detailed planning and installation information.

User Guide

This book also provides an overview of the user interfaces and step-by-step guidance for many administration tasks.

Help

Provides context-sensitive information and step-by-step guidance for common tasks, as well as definitions for each field on each window.

1 Upgrading from Forge 3.1, 3.3, or 3.4

When you upgrade PlateSpin Forge 3.1, 3.3, or 3.4 to Forge 4, no upgrade of the VMware ESXi appliance host or the Windows OS for the VM occurs. Only the Forge software is upgraded. All existing licenses (PlateSpin Forge, SQL Server, Windows, VMware ESXi) carry forward for the upgrade.

To perform the upgrade, you need to use the installation/upgrade utility, `PlateSpinForgeSetup-4.0.0.1231.exe`, to export and import data from your previous installation. You can download this "upgrade kit" from the NetIQ/Novell/SUSE Patch download Web site.

This section includes the following information:

- Section 1.1, "Backing Up the Forge Management VM," on page 9
- Section 1.2, "Upgrade Procedure," on page 9
- Section 1.3, "Post-Upgrade Tasks," on page 10

1.1 Backing Up the Forge Management VM

We recommend that you take a virtual machine snapshot of your Forge Management VM prior the upgrade to preserve its data in the event of a power failure or other problems. Use the VMware client to take the snapshot.

1.2 Upgrade Procedure

Use this procedure to upgrade your PlateSpin Forge product from version

1. Run `PlateSpinForgeSetup-4.0.0.1231.exe` and follow the on-screen instructions.

   Make sure that you select the **Save data** option when prompted during the server installation.

TIP: In some situations the installation program might fail to automatically re-import data that it exports during the upgrade process. If this happens, use the `PlateSpin.ImportExport.bat` utility to recover this data from the following directory on your server host:

- **Windows Server 2003 Systems:** `\Documents and Settings\All Users\Application Data\PlateSpin`

TIP: If all the jobs are in the paused state, the validation may launch the Running Jobs Detected dialog box. This is due to some jobs being aborted and not correctly detecting that condition. You need to pause all replications and wait for all operations to complete or abort the running operations. Then, in the dialog box, select **Yes - Proceed with installation**, then click **Next**.

1.3 Post-Upgrade Tasks

Use these steps after you have performed the upgrade.

1. From the Workloads page of the PlateSpin Forge Web Client, check 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.
2. Reapply the required `.config` parameters in the new `.config` files.

A Upgrading Forge 3.0.*x* Appliance 1

If you are upgrading Forge 3.0.*x* (Appliance 1) to Forge 4, you first need to upgrade your appliance to version 3.1 and then run the Forge 3.3 backup utility on that upgrade. This section provides information for this interim upgrade.

- Section A.1, "Before You Start the Upgrade," on page 11
- Section A.2, "Forge Upgrade Procedure," on page 11

A.1 Before You Start the Upgrade

Before starting the upgrade, make sure that you have the following prerequisites:

- The Forge setup installation executable (Called `PlateSpinForgeSetup-3.1.0.3050.exe` (extracted from the *Forge 4.0 Upgrade Kit*)
- IP addresses and appropriate credentials for:
  - The Forge appliance (used for the Forge Web Client Interface and the Forge Management VM)
  - The Forge Appliance Host (VMware ESX server)
- The VMware client program. See "Downloading the VMware Client Program" in the *PlateSpin Forge 4.0 User Guide*.

A.2 Forge Upgrade Procedure

This phase involves pausing all scheduled replications of protected workloads and waiting for running replications to complete.

1. From the PlateSpin Forge Web Client, click **Pause Schedule** to pause all scheduled replications. Wait for any replications that are underway to complete. Ensure that the replication status of protected workloads is **idle** in the Replication Status column.

   See "Launching the PlateSpin Forge Web Interface" in the *PlateSpin Forge 4.0 User Guide*.
2. Power off the Forge Management VM. See "Starting and Shutting Down the Forge Management VM" in the *PlateSpin Forge 4.0 User Guide*.
3. Back up the Forge Management VM by creating a snapshot. See "Managing Forge Snapshots on the Appliance Host" in the *PlateSpin Forge 4.0 User Guide*.
4. For Forge Appliance 1 versions, disable Independent mode for VM Hard Disk 2:

   4a In the Inventory panel at the left, right-click the Forge Management VM and select **Edit Settings**.

   The Virtual Machine Properties window is displayed.

4b On the **Hardware** tab, click **Hard Disk 2**.

4c At the right, deselect the **Independent** check box.

5 Power on the Forge Management VM, access it with the VMware client program, and do the following:

5a Install the latest Microsoft .NET Framework software. Forge 3 requires Microsoft .NET Framework 3.5, SP1 (http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7).

5b Update Windows, applying any available security updates.

5c Reboot the Forge Management VM.

6 Run `PlateSpinForgeSetup-3.1.0.3050.exe` within the Forge Management VM and follow the on-screen instructions.

6a Testing has shown that this version of the upgrade program launches the Running Jobs Detected dialog box. In this dialog box, select **Yes - Proceed with installation**, then click **Next**.

IMPORTANT: In some situations, the installation program might fail to automatically re-import data that it exports during the upgrade process. If this happens, use the `PlateSpin.ImportExport.exe` utility to recover this data from your server host's `\Documents and Settings\<user_profile>\Application Data\PlateSpin` directory. See KB Article 7921084 (https://www.netiq.com/support/kb/doc.php?id=7921084).

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7 From the PlateSpin Forge Web Client, click **Resume Schedule** to resume all scheduled replications.

8 Use the VMware client program to remove the snapshot created in Step 3.

IMPORTANT: Drivers that were uploaded to the PlateSpin Forge driver database for failback are not preserved. Any such drivers need to be uploaded again after the upgrade.

B Documentation Updates

This section contains information on documentation content changes that were made in this U*ser Guide* after the initial release of NetIQ PlateSpin Forge 4.0. The changes are listed according to the date they were published.

The documentation for this product is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the changes listed in this section.

If you need to know whether a copy of the PDF documentation that you are using is the most recent, the PDF document includes a publication date on the title page.

The documentation was updated on the following dates:

- Section B.1, "July 31, 2014," on page 13

B.1 July 31, 2014

Updates were made to the following sections:

Location	Update
Appendix B, "Documentation Updates," on page 13	Added this appendix for Forge users who want to upgrade from Forge 3.0.*x* to Forge 4.