



APTARE StorageConsole

Upgrade Guide



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1. Introduction

This document provides instructions for the upgrade of the APTARE StorageConsole Portal software.

This document assumes that a previous version of APTARE StorageConsole has already been installed and configured in your Enterprise. The upgrade process consists of two main steps:

- Run the upgrade utility *installer* to extract the upgrade files and utilities onto your Portal or Database server.
- Run the extracted upgrade *utility* to apply the upgrade to your system.

Separate instructions are provided as necessary for Windows and UNIX. The instructions below assume that the Portal and Database components are installed on the same server. If the Portal and Database components are installed on separate servers, please refer to *Appendix A – Upgrading on Separate Portal and Database Servers* for additional instructions.

These instructions assume you are currently running release 6.5.05 or greater.

IMPORTANT NOTE: If you are upgrading from a version prior to 6.5.05 you will need a valid license key file. Do not begin this upgrade unless you have already obtained the license key file for your system from APTARE.

If at any time during the install you encounter a problem, or if you simply want to verify a step or have a question about the upgrade, please contact the APTARE Customer Care Group which will be happy to assist you:

Customer Care Group Contact Information

Phone:	1 866-9-APTARE
Email:	support@aptare.com
Support Hours:	6:30am - 5:30pm Pacific Time

2. Running the Upgrade utility installer

This section will guide you through the instructions to install the APTARE StorageConsole upgrade utility on the APTARE StorageConsole Server. The instructions assume you either have the APTARE StorageConsole Upgrade CD which contains upgrade installer files for all platforms, or you have the specific upgrade installer file just for your platform.

Installation should be performed as user root for UNIX systems, or as an Administrator user who is a member of the ORA_DBA group for Windows systems.

2.1. Installation from the APTARE StorageConsole Upgrade CD

- 2.1.1. Note the Operating System of the server on which you want to install the upgrade utility.
- 2.1.2. Mount the APTARE StorageConsole Upgrade CD on the system you are upgrading.
 - 2.1.2.1. Navigate to the file `install.htm` in the root directory of the CD and open it in a browser.
 - 2.1.2.2. Download and save the appropriate upgrade installer file for your operating system.
 - 2.1.2.3. Alternatively if a browser is not available, simply copy the file `path_to_CD/InstData/{OS1}/VM/storageconsoleupgrade.bin` to a temporary directory on the server you are upgrading.
 - 2.1.2.4. Proceed to section 2.3 below to run the upgrade installer.

2.2. Installation from a single file specific for your OS

- 2.2.1. If you don't have an upgrade CD and for example downloaded just the single installer file specifically for your OS, simply copy that file to the server you are upgrading and then proceed to section 2.3 below to run the upgrade installer.

2.3. Running the upgrade utility installer.

- 2.3.1. Run the upgrade utility installer file as follows:
 - 2.3.1.1. On Windows from a command prompt execute:

```
storageconsoleupgrade.exe
```
 - 2.3.1.2. On UNIX:

```
sh ./storageconsoleupgrade.bin
```
- 2.3.2. Follow the installer prompts to extract the upgrade files and utilities.
- 2.3.3. When the installer completes, continue to section 3 below to complete some additional preparation steps prior to running the upgrade executable.

¹ Where OS represents the operating system of the server you are upgrading.

3. Upgrade Preparation

3.1. Ensure you have a valid system backup

Prior to executing the upgrade utility, it is recommended you have a full backup of the Portal / Database server(s) file systems. Note that a backup of the file systems containing the oracle database (typically /data01-3 on UNIX or <drive>:\oradata\scdb on Windows) is only valid if it was taken while Oracle was completely shutdown.

3.2. Enabling automatic Data Collector and Agent updates

The upgrade utility can trigger the automatic download of updated application logic to the StorageConsole Agents and Data Collectors in your enterprise. To enable this feature, you must ensure that the names of all your Data Collector servers are listed in the files /opt/aptare/datarcvrconf/reload.conf and reloadbootstrap.conf (or C:\opt\aptare\datarcvrconf\ directory for Windows) on the Portal server prior to running the upgrade. For NetBackup Master servers, you need only ensure they are listed in the reload.conf file. Any new entries you add should be in the following format:

server_name=*datestring*

where datestring can be in any format of your choice and the initial value you provide can be any date you want.

for example: nbumaster1=01092008

During the upgrade when you are prompted with the question shown below you should answer “Y” to ensure the date entries in the files are updated.

Enable Agent update? (Y(recommended)/N):(Y,N)

This will trigger a download of the latest logic. This download is required to ensure the Data Collectors and Agents are running with the latest compatible version.

4. Running the upgrade utility

The instructions that follow assume the Portal and Database components reside on the same server. If your Database is on a separate server, refer to *Appendix A – Upgrading on Separate Portal and Database Servers* for additional instructions.

- 4.1. Ensure that all the APTARE StorageConsole application services are up and running. Then, as user root, or as an Administrator user on Windows run the command in either section (a) or (b) and respond to the prompts accordingly.

a) You're currently running an older version of the 6.5 release and you are upgrading to the latest:

On Windows:

```
C:\opt\aptare\upgrade\upgrade.bat
```

On UNIX:

```
sh /opt/aptare/upgrade/upgrade.sh
```

b) You are in the process of upgrading from version 6.0 to the latest 6.5 release:

On Windows:

```
C:\opt\aptare\upgrade\upgrade_from60.bat
```

On UNIX:

```
sh /opt/aptare/upgrade/upgrade_from60.sh
```

- 4.2. If you believe the upgrade process encountered any errors, please save a copy of the log file for any correspondence with the APTARE Customer Care Group. The upgrade log file can be found in the following locations:

Windows: C:\opt\aptare\upgrade\logs\upgrade.log

UNIX: /opt/aptare/upgrade/logs/upgrade.log

Example of the output from an upgrade can be found in *Appendix B – Upgrade Example Output*

- 4.3. **If you are upgrading from a version prior to 6.5.05, you must now install a new 6.5 product license file to activate the application.** To install the license file, follow the License Key File Installation instructions in the Portal Installation Guide corresponding to your Portal Server operating system.

5. Appendix A – Upgrading on Separate Portal and Database Servers

The upgrade utility has been designed to support installations where the Portal and Database servers are separate physical systems. To upgrade a system with this configuration the recommended approach is as follows:

1. Shutdown the application on the Portal server (via `/opt/aptare/bin/aptare stop` for UNIX or `C:\opt\aptare\utils\stopallservices.bat` for Windows).
2. Upgrade the database server by following the instructions in section 4 above on the **database** server.
3. Upgrade the portal server by following the instructions in section 4 above on the **portal** server.

6. Appendix B – Upgrade Example Output

The session output below shows key excerpts from an upgrade performed on a Linux System where the Portal and Database components were on the same server, and only the NetBackup module was installed. The output from your upgrade will vary depending on the backup modules installed and the version you are upgrading from/to.

User input is highlighted in **bold underlined** text.

```
# sh /opt/aptare/upgrade/upgrade.sh
Welcome to the APTARE StorageConsole Upgrade Utility.
This utility will guide you through the upgrade of your StorageConsole system.
Current installed version --> 5.2.06; Upgrading to Version --> 6.0.07
You are about to upgrade your StorageConsole system to version 6.0.07.
Are you sure you want to continue? (Y,N):
Y
Buildfile: /opt/aptare/upgrade/ant/6.0.00_upgrade.xml
[echo] Operating System is Linux

unix-init:

determine-components:
  [input] Enter components running on this server: Portal (1), Database (2), or Both
  (3):(1,2,3)
3

copy-updatefiles:
  [mkdir] Created dir: /opt/aptare/releases
  [copy] Copying 4 files to /opt/aptare/releases

portal-unzip:
  [gunzip] Expanding /opt/aptare/releases/aptarecharts_release_6007.tar.gz to
/opt/aptare/releases/aptarecharts_release_6007.tar
  [untar] Expanding: /opt/aptare/releases/aptarecharts_release_6007.tar into /opt/aptare
  [gunzip] Expanding /opt/aptare/releases/portal_release_6007.tar.gz to
/opt/aptare/releases/portal_release_6007.tar
  [untar] Expanding: /opt/aptare/releases/portal_release_6007.tar into /opt/aptare

database-unzip:
  [gunzip] Expanding /opt/aptare/releases/database_release_6007.tar.gz to
/opt/aptare/releases/database_release_6007.tar
  [untar] Expanding: /opt/aptare/releases/database_release_6007.tar into /opt/aptare/database

unix-shutdown-services:
  [exec] Stopping Agent Service... OK
  [exec] Stopping Portal Service... OK
  [exec] Stopping Policy Engine... OK
  [exec] Stopping XML Reporter Engine... OK
  [exec] Stopping Notify Service... OK
  [exec] Stopping Charting Service... OK

unix-base:
  [echo] Deactivating any pending Oracle jobs...

  [exec] SQL*Plus: Release 10.2.0.1.0 - Production on Tue Nov 28 15:38:46 2006

  [exec] Copyright (c) 1982, 2005, Oracle. All rights reserved.

  [exec] Connected to:
  [exec] Oracle Database 10g Release 10.2.0.1.0 - Production

  [exec] Session altered.

  [exec] PL/SQL procedure successfully completed.

  [exec] No errors.
  [exec] Disconnected from Oracle Database 10g Release 10.2.0.1.0 - Production
  [echo] Terminating any currently running Oracle jobs...
```

```
[exec] SQL*Plus: Release 10.2.0.1.0 - Production on Mon Sep 11 17:13:46 2006

[exec] Copyright (c) 1982, 2005, Oracle. All rights reserved.

[exec] Connected to:
[exec] Oracle Database 10g Release 10.2.0.1.0 - Production

[exec] PL/SQL procedure successfully completed.

[exec] No errors.
[exec] Disconnected from Oracle Database 10g Release 10.2.0.1.0 - Production

[exec] SQL*Plus: Release 10.2.0.1.0 - Production on Mon Sep 11 17:13:47 2006

[exec] Copyright (c) 1982, 2005, Oracle. All rights reserved.

[exec] Connected to:
[exec] Oracle Database 10g Release 10.2.0.1.0 - Production

[exec] PL/SQL procedure successfully completed.

[exec] No errors.
[exec] Disconnected from Oracle Database 10g Release 10.2.0.1.0 - Production
[echo] Upgrading database to latest schema...

[exec] SQL*Plus: Release 10.2.0.1.0 - Production on Mon Sep 11 17:13:48 2006

[exec] Copyright (c) 1982, 2005, Oracle. All rights reserved.

[exec] Connected to:
[exec] Oracle Database 10g Release 10.2.0.1.0 - Production

[exec] Upgrading the database to version 6.0.07, please be patient, this upgrade may take 3-
5 minutes ...
[exec] No errors.
[exec] No errors.
[exec] Dropping indexes prior to recreating them ...
[exec] Dropping index ptl_user_pk2

... etc.

[exec] No errors.
[exec] Updating the client product type table
[exec] Updating the last client job table
[exec] Successfully completed installation of the 6.0.07 database upgrade script
[exec] SQL> Disconnected from Oracle Database 10g Release 10.2.0.1.0 - Production

[echo] Applying base packages...

[exec] SQL*Plus: Release 10.2.0.1.0 - Production on Mon Sep 11 17:14:04 2006

[exec] Copyright (c) 1982, 2005, Oracle. All rights reserved.

[exec] Connected to:
[exec] Oracle Database 10g Release 10.2.0.1.0 - Production

[exec] Creating apt_v_server view
[exec] Creating apt_v_group view
[exec] Creating apt_v_group_member view
[exec] Creating apt_v_product_message view

... etc

[exec] No errors.
[exec] load_menu_items
```

```
[exec] Insert menu item rows
[exec] Successfully updated all base packages
[exec] SQL> Disconnected from Oracle Database 10g Release 10.2.0.1.0 - Production

unix-nbu:
[echo] Applying NBU packages...

[exec] SQL*Plus: Release 10.2.0.1.0 - Production on Mon Sep 11 17:14:56 2006

[exec] Copyright (c) 1982, 2005, Oracle. All rights reserved.

[exec] Connected to:
[exec] Oracle Database 10g Release 10.2.0.1.0 - Production

[exec] Creating apt_v_nbu_job view
[exec] Creating apt_v_nbu_job_detail view

... etc.

[exec] Inserting baseline rows into apt_nbu_ret_level_log ...
[exec] SQL> Disconnected from Oracle Database 10g Release 10.2.0.1.0 - Production

unix-tsm:

unix-validate:
[echo] Validating all packages...

[exec] SQL*Plus: Release 10.2.0.1.0 - Production on Mon Sep 11 17:15:46 2006

[exec] Copyright (c) 1982, 2005, Oracle. All rights reserved.

[exec] Connected to:
[exec] Oracle Database 10g Release 10.2.0.1.0 - Production

[exec] Validating PACKAGE ADAPTOR_PACKAGE

... etc.

[exec] Successfully validated ALL Packages.

[exec] PL/SQL procedure successfully completed.

[exec] SQL> Disconnected from Oracle Database 10g Release 10.2.0.1.0 - Production
[echo] Re-activating Oracle jobs...

[exec] SQL*Plus: Release 10.2.0.1.0 - Production on Mon Sep 11 17:16:15 2006

[exec] Copyright (c) 1982, 2005, Oracle. All rights reserved.

[exec] Connected to:
[exec] Oracle Database 10g Release 10.2.0.1.0 - Production

[exec] PL/SQL procedure successfully completed.

[exec] No errors.
[exec] Disconnected from Oracle Database 10g Release 10.2.0.1.0 - Production

unix-database:
[echo] Changing optimizer_mode to RULE...

updateconf:
[echo] The upgrade utility can trigger a download of the latest Agent update file
[echo] from the portal server to the master servers.
[input] Enable Agent update? (Y(recommended)/N):(Y,N)

Y
[updateconf] Modifying file: /opt/aptare/datarcvrconf/reload.conf
[updateconf] Following master servers are scheduled for automatic updates:
```

```
[updateconf] APTAREDEV1

unix-startup-services:
  [exec] Starting Agent Service...      OK
  [exec] Starting Portal Service...     OK
  [exec] Starting Policy Engine...      OK
  [exec] Starting XML Reporter Engine... OK
  [exec] Starting Notify Service...     OK
  [exec] Starting Charting Service...   OK

unix-all:

Total time: 8 minutes 57 seconds
Upgrade execution complete. A detailed log of the upgrade can be found in
/opt/aptare/upgrade/logs/upgrade.log.
#
```