Upgrade Guide

"NovaStor xSP 19.1"

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NovaStor xSP Upgrade Information

The following upgrade processes use the default names of installed databases and associated components. If you have renamed any of the databases or web components, please ensure you are substituting your naming conventions during this upgrade process.

Intended Audience

This document is intended for existing administrators of NovaStor® xSP Storage Server environments running version 15.x and above who have experience in administering and trouble-shooting SQL and IIS in a Microsoft Windows Server environment.

Upgrade Paths

NovaStor xSP version 19.1 can be upgraded from NovaStor xSP version 15.x or greater.

License Keys

You will need to acquire a NovaStor xSP version 19.1 license key in order to active your new Storage Server implementation. A license key can be obtained through your NovaStor xSP sales representative.

NovaStor xSP Modules

The NovaStor xSP solution has multiple modules that can be installed. For the purpose of this document, we will be upgrading the Storage Server, the Remote Manager, and the Commerce Server. For additional modules, please see the respective installation/upgrade guides.

Preparing for the Upgrade

When preparing to perform the upgrade, make sure you perform or ensure the following tasks below are completed. If these items are not verified you may not be able to complete the upgrade process successfully.

Prepare the NovaStor xSP Storage Server

1. Obtain your NovaStor xSP Version 19.1 License Key.
2. Download the NovaStor xSP Storage Server installation file from the link provided to you by NovaStor and save this file to a location you will be able to access.
3. Close/block the incoming TCP port for the Storage Server (Default Port = 308).
4. Stop the **Backup Server** service.
5. Backup the User Data and log directories.

Prepare the Database

Note 1: If your database is not on the same server as the Storage Server, make sure you:

- Enable "Named Pipes" for all protocols in the SQL Configuration Manager
- On your firewall open/forward ports 1433 and 445.

Note 2: If you have any custom scripts, views, or functions saved as part of the Backup Server database, please remove them before attempting the upgrade.

1. Attach to the database using SQL Management Studio.
2. Make sure the SA administrator account is enabled on the database.
3. Verify the SQL Server Agent and SQL Browser services are running (can also be checked in the services.mmc).
4. Backup the Backup Server, Remote Manager, and Commerce Server databases.

Performing the Upgrade

Please read through the entire upgrade process before beginning the upgrade. It is important that you follow this process closely.

Upgrade the Storage Server

Locate and run the installation file for the Storage Server. The installer will check to ensure the prerequisites are already installed before beginning the upgrade.

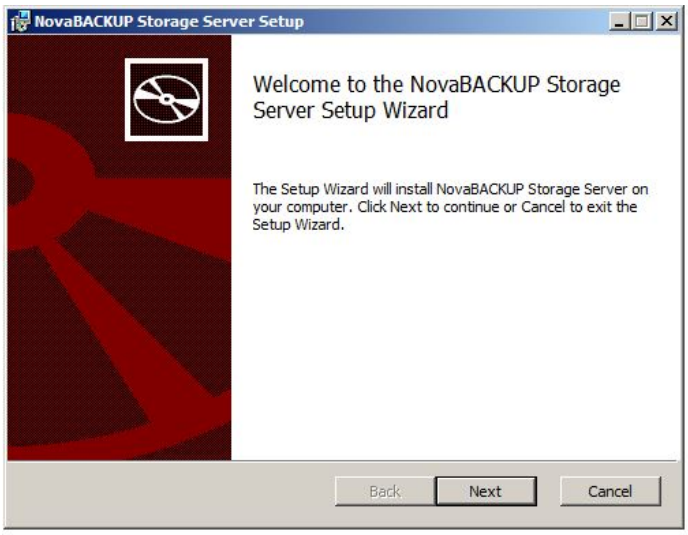
Please note that the Microsoft SQL Server 2008 prerequisite will show up as needed if it is not installed on the local machine, this is **NOT** needed and should only be installed for fresh installs where there is no existing SQL infrastructure.

Once the prerequisite components are verified, the installer will present the option to "Install" the Storage Server.

Click [**Install**].

The NovaStor Storage Server Setup Wizard will launch.

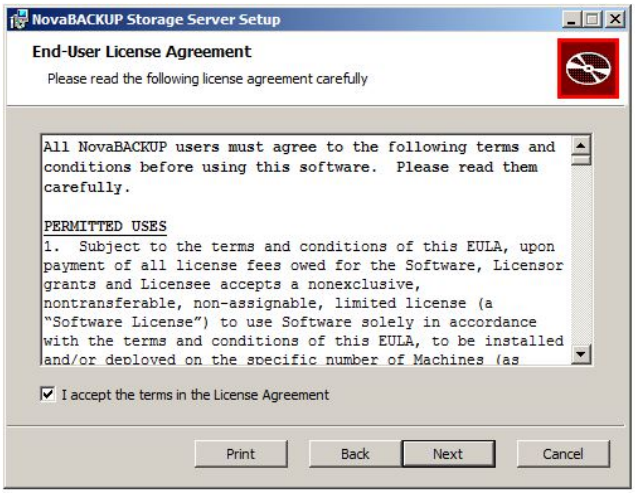
Click [**Next**].



The End-User License Agreement will be displayed.

Please review the License Agreement, and if you accept the agreement, select the check box indicating "I accept the terms in the License Agreement".

Click [**Next**] when you are ready to proceed.

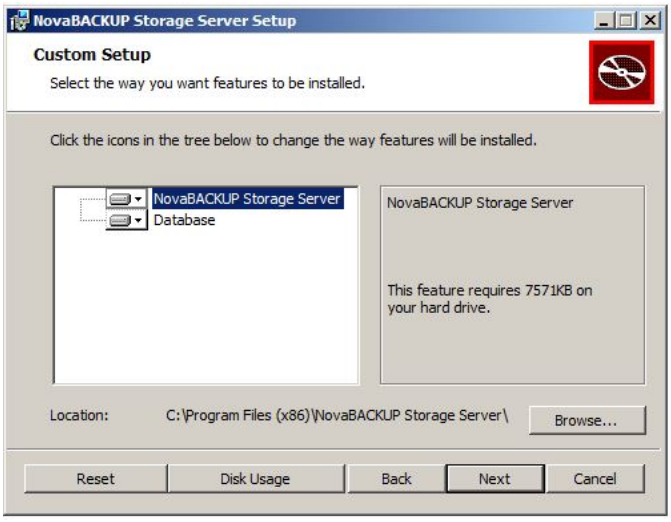


The Custom Setup screen will be displayed. Here you have the option to modify the installation.

You can choose to change the installation location from the default by clicking the [**Browse…**] button on this screen.

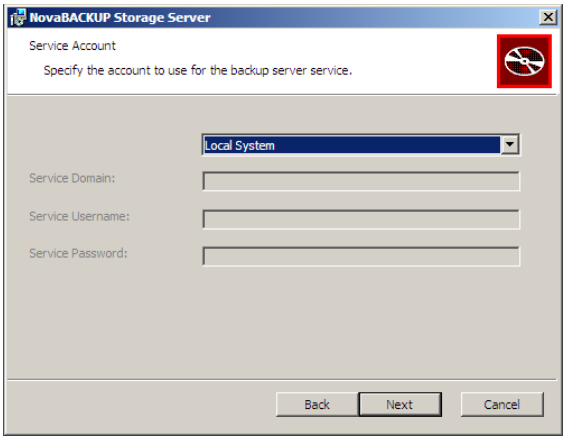
You can review the available disk space by clicking the [**Disk Usage**] button.

Click [**Next**] when ready to proceed.



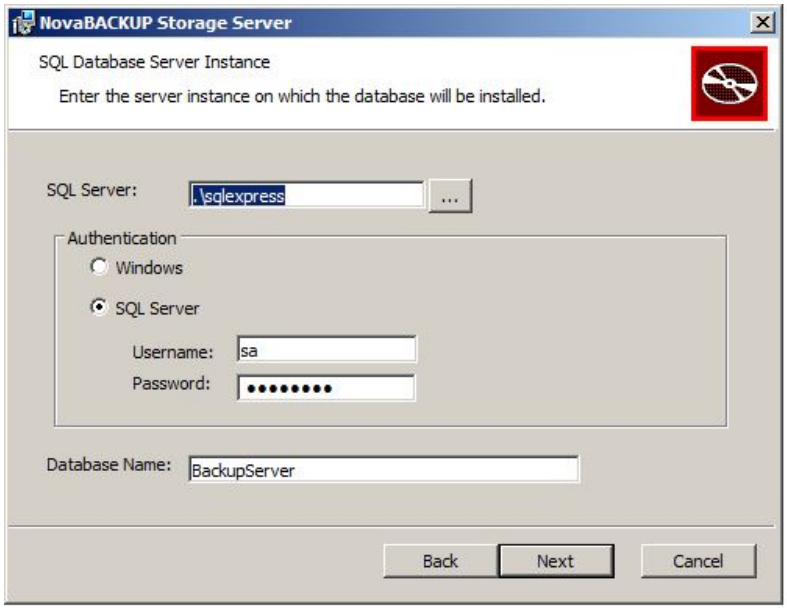
On the Service Account screen, you will choose which credentials to use for the Backup Server service. By default the choice is set to **Local System**, though you may need to modify this to fit your environment.

Click [**Next**] to proceed.



On the next screen you will be defining the SQL Database Server Instance.

- Enter the SQL Server instance name you are using for your current installation.
- Choose the authentication method for the SQL server.
- Enter the specific database name in use by your current NovaStor xSP implementation.
- Click [**Next**] to proceed.



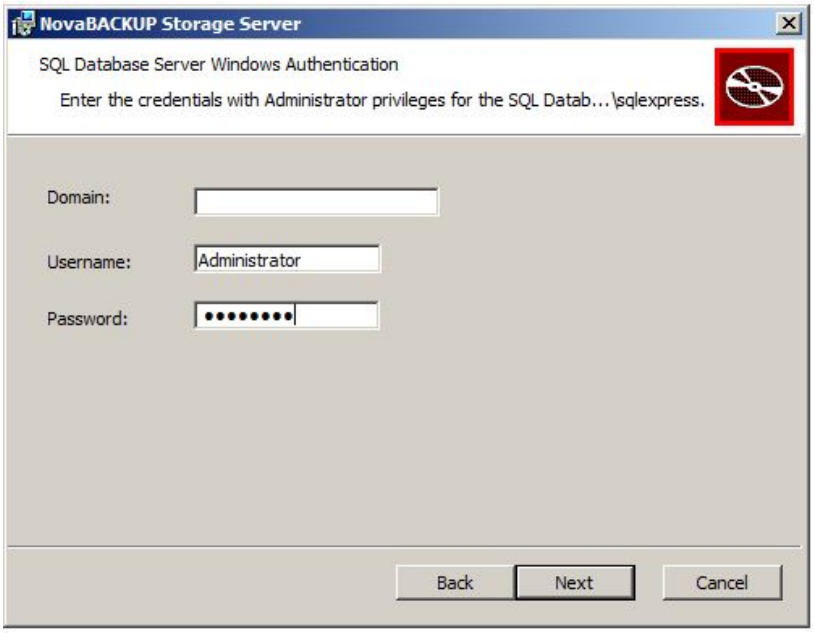
If you have chosen Windows Authentication, you will need to define the user account to be used for authentication to the SQL Server. You will be presented with the SQL Database Server Windows Authentication screen.

Enter the Domain the server is on (if it is attached to a domain).

Enter the Windows Username for the account.

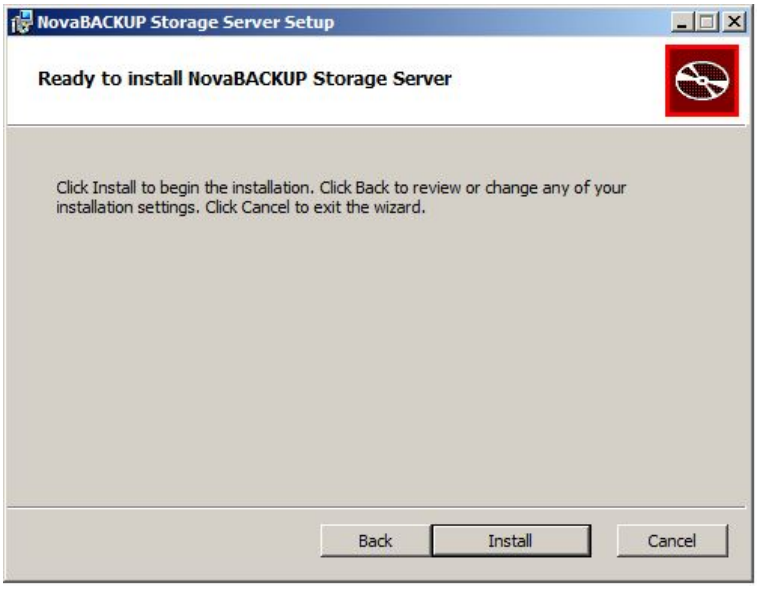
Enter the Windows Password for the account.

Click [**Next**] when you are ready to continue.



The Installer will attempt to validate the credentials that were supplied. If successful, the installer will continue and prompt for you to install the Storage Server application.

Click the [**Install**] button to continue.

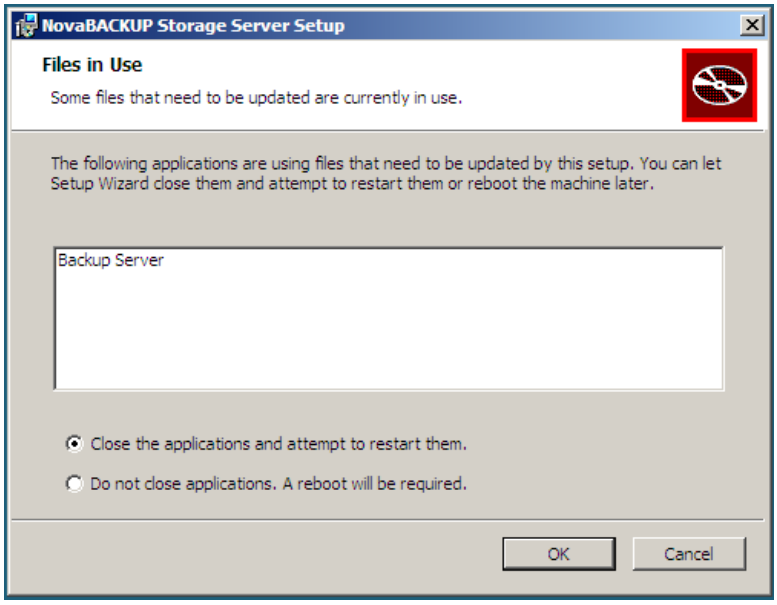


During the installation you will be presented with a status window showing you the status of the upgrade.

In the event the installer needs to close any running applications, you will be shown a dialog box indicating which files or applications need to be shut down.

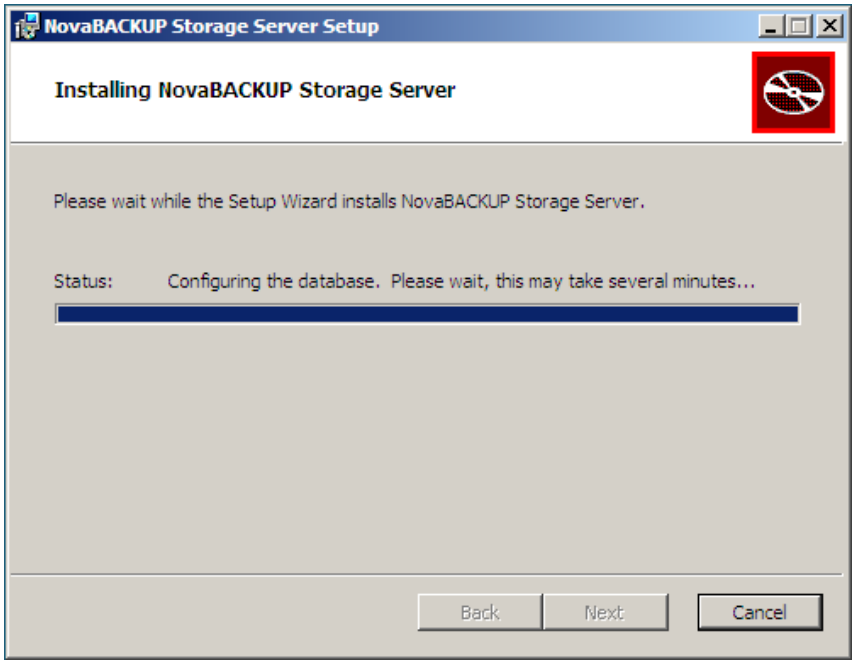
It is recommended to allow the installer to attempt to close the files in order for the installation to proceed.

-
- Click [**OK**] to continue.

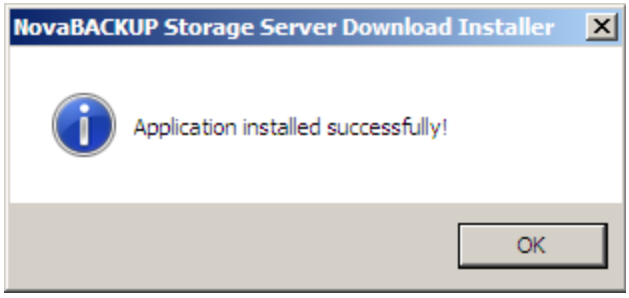


The Installer will then attempt to shut down or close any of the files previously identified. Once the installer has closed any open files, the installation will proceed.

The Installer will show the progress bar as the installation progresses. Depending on the size of the database, the database migration process may take a bit of time. You can estimate 1 hour of conversion time per Gigabyte of MDF file data.

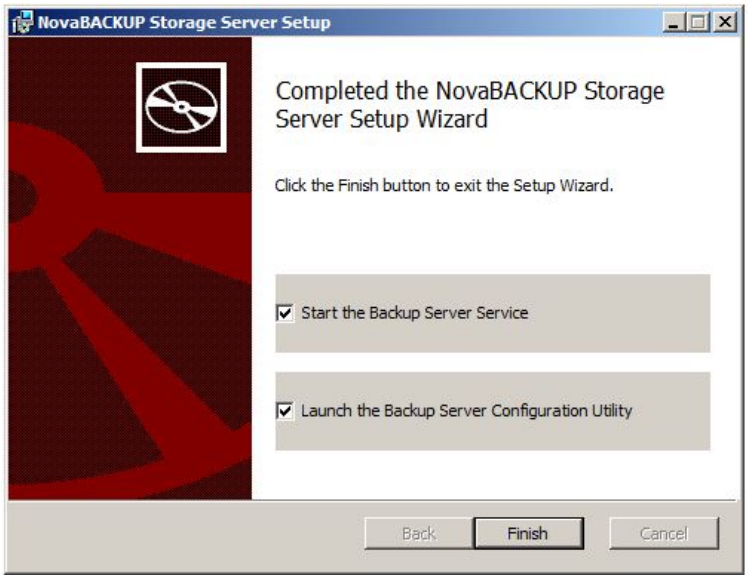


You will be notified when the installation is complete.

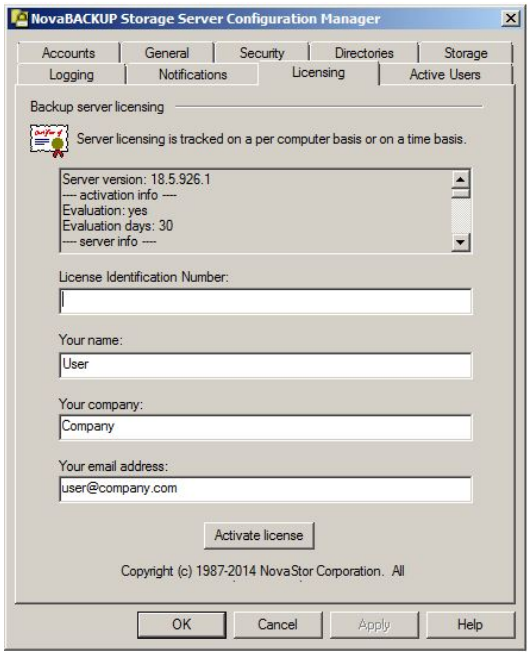


Once the installation has completed, you will be presented with the options to start the Backup Server Service and to launch the Backup Server Configuration Utility.

Click [**Finish**].



If you chose to launch the Configuration Manager, it will display with the default **Accounts** tab showing. Clicking on the **Licensing** tab will display the updated server version, at this time you should enter your Product key.



Upgrade the Remote Manager

Locate and run the installation file for the Remote Manager. The installer will check to ensure the prerequisites are already installed before beginning the upgrade.

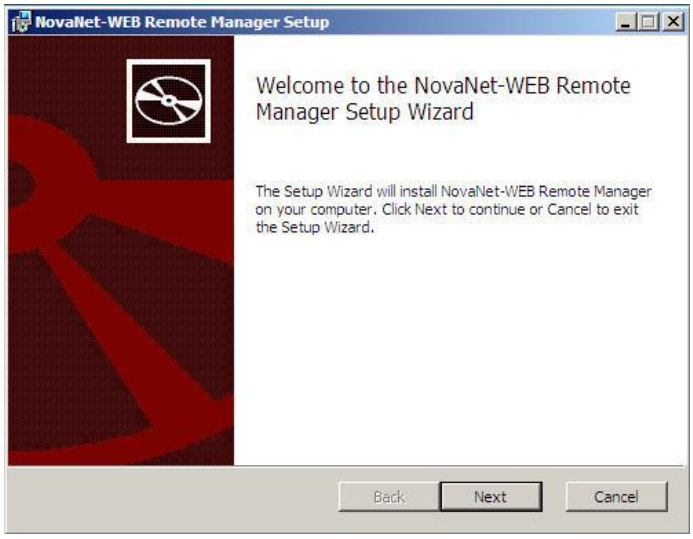
Please note that the Microsoft SQL Server 2008 prerequisite will show up as needed if it is not installed on the local machine. This is **NOT** needed and should only be installed for fresh installs where there is no existing SQL infrastructure.

Once the prerequisite components are verified, the installer will present the option to "Install" the Remote Manager.

Click [**Install**].

The NovaStor Remote Manager Setup Wizard will launch.

Click [**Next**].



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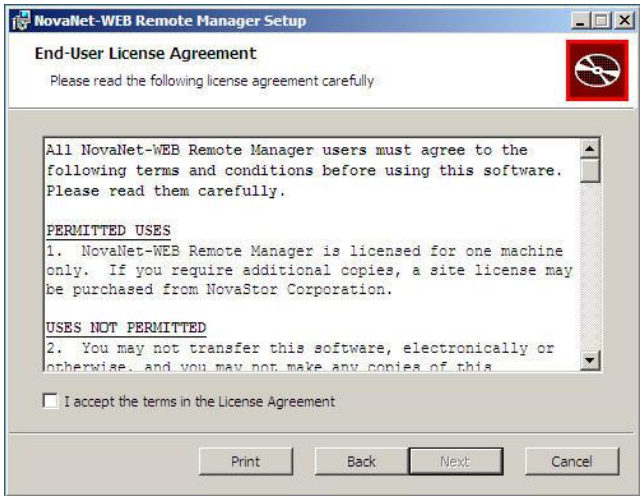
Click [**Next**] when you are ready to proceed.

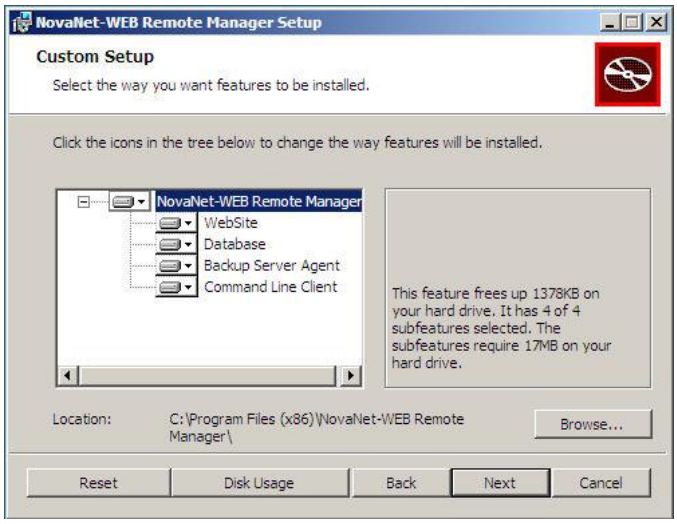


The Custom Setup screen will be displayed. Here you have the option to modify the installation.

You can choose to change the installation location from the default by clicking the [**Browse…**] button on this screen.

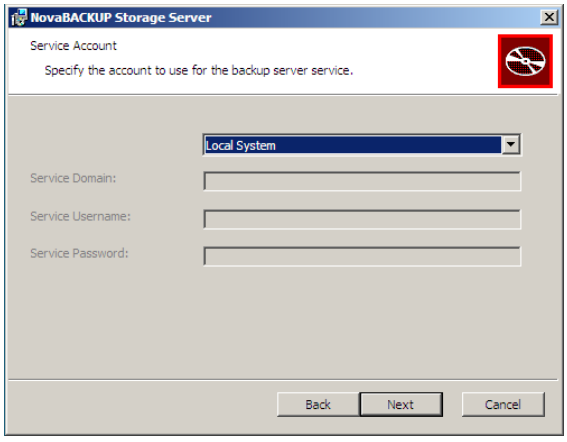
You can review the available disk space by clicking the [**Disk Usage**] button.

Click [**Next**] when ready to proceed.



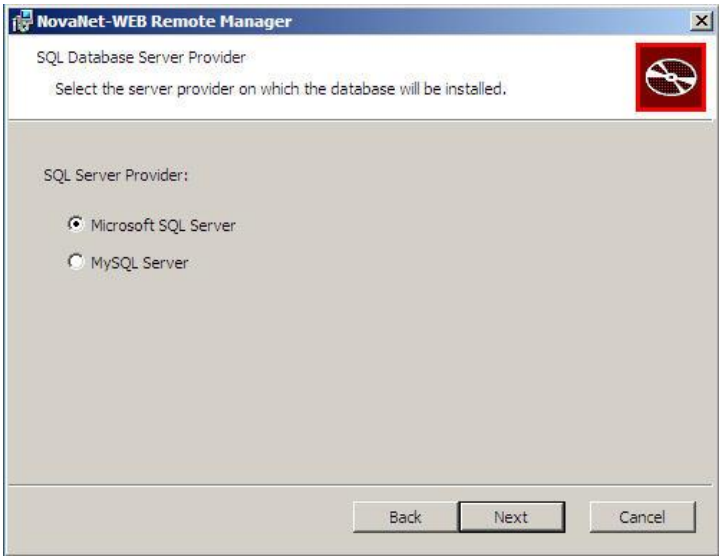
On the Service Account screen, you will choose which credentials to use for the Remote Manager Service. By default the choice is set to **Local System**, though you may need to modify this to fit your environment.

Click [**Next**] to proceed.



Next, you will select the SQL Database Server Provider for your existing installation.

Click [**Next**] when you are ready to proceed.

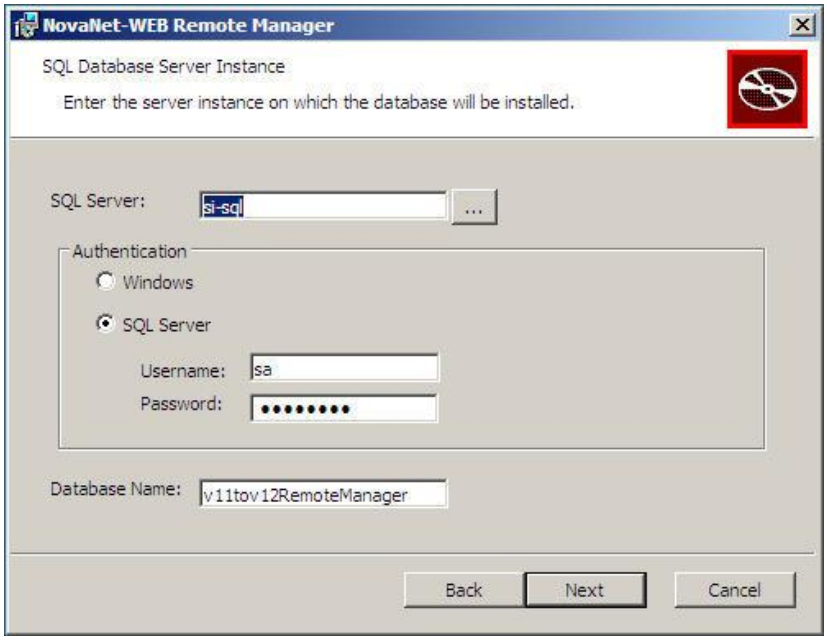


On the next screen you will be defining the SQL Database Server Instance. Enter the SQL Server instance name you are using for your current installation.

Choose the authentication method for the SQL server.

Enter the specific database name currently in use by your NovaStor xSP instance.

Click [**Next**] to proceed.



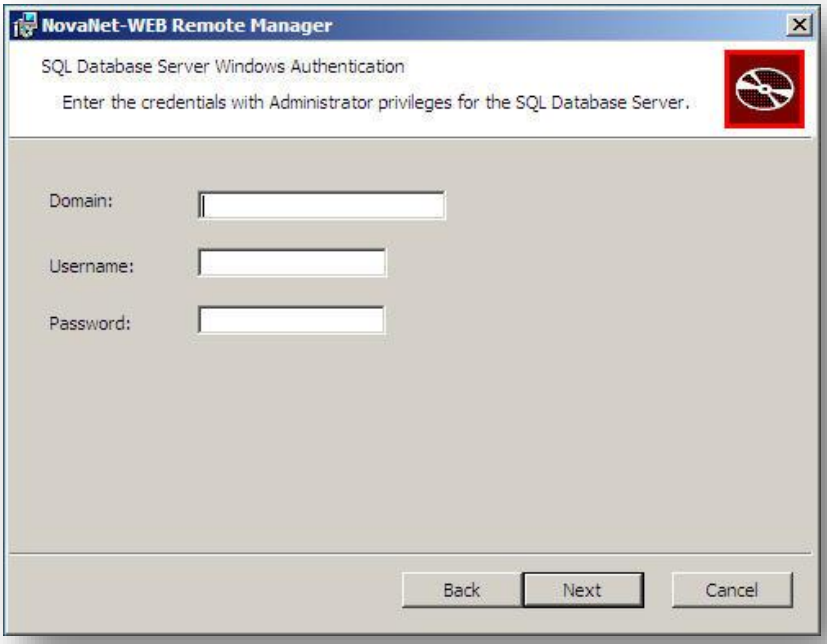
If you have chosen Windows Authentication, you will need to define the user account to be used for authentication to the SQL Server. You will be presented with the SQL Database Server Windows Authentication screen.

Enter the Domain the server is on (if it is attached to a domain).

Enter the Windows Username for the account.

Enter the Windows Password for the account.

Click [**Next**] when you are ready to continue.



The Installer will prompt you for configuration information related to your IIS Web Application.

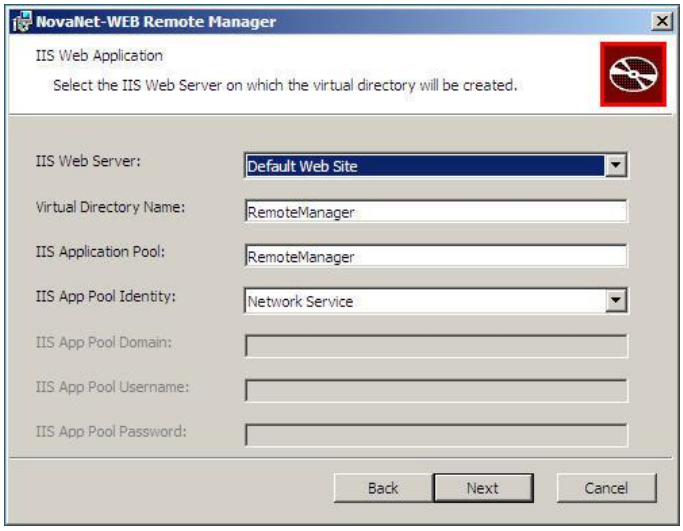
Select the desired IIS Web Server.

Define a **Virtual Directory Name** or leave the default.

Define the **IIS Application Pool** or leave the default.

Select the **IIS App Pool Identity** or leave the default.

Click [**Next**] to proceed.



Next, you will need to enter the information for your SMTP Server Instance.

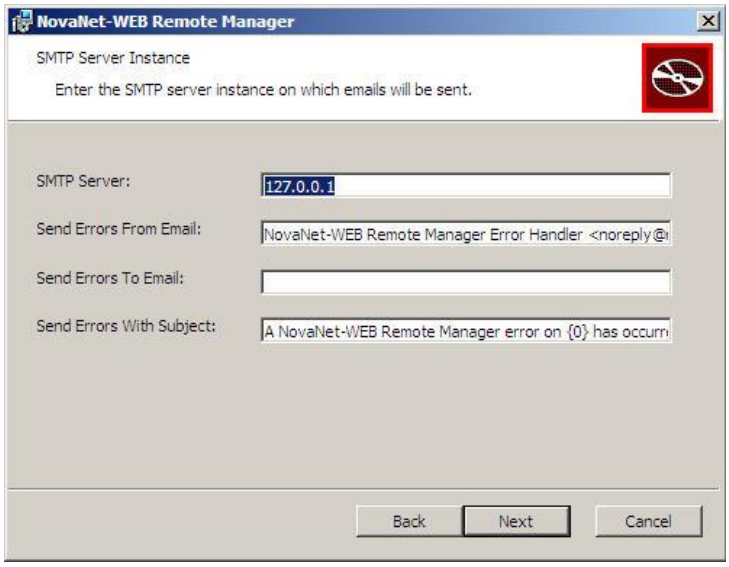
Enter the **SMTP Server** name or IP address, or leave the default.

Enter the **Send Errors From Email** address, or leave the default.

Enter the **Send Errors To Email** address, or leave the default.

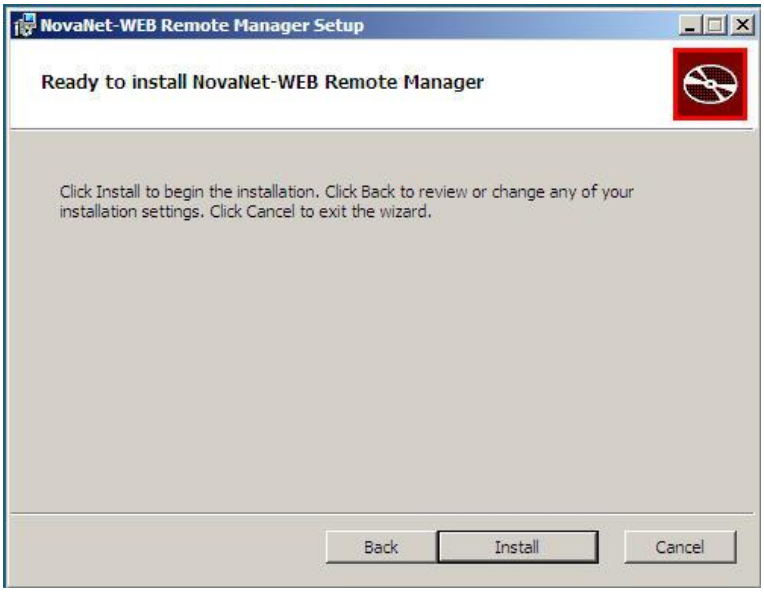
Enter the **Send Errors With Subject**, or leave the default.

Click [**Next**] to continue.



The Installer will attempt to validate the information and authentication credentials that were supplied. If successful, the installer will continue, and prompt you to install the Remote Manager application.

Click the [**Install**] button to continue.

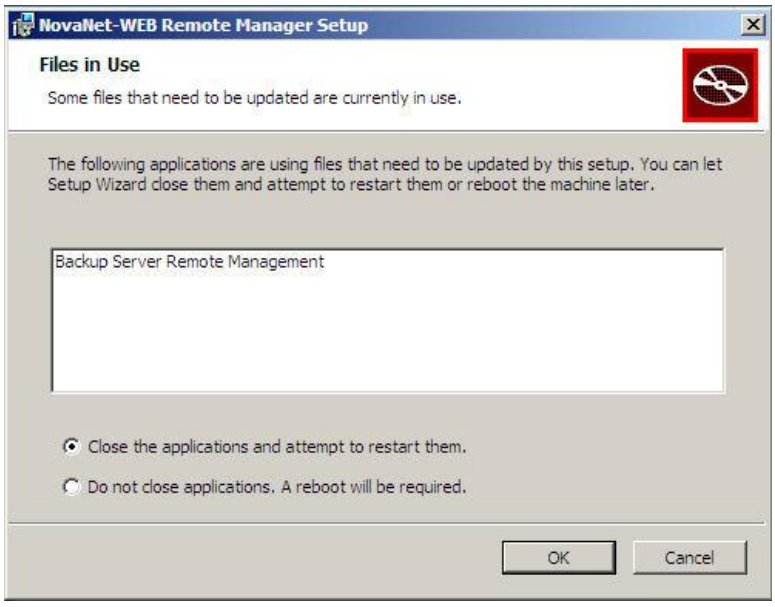


During the installation you will be presented with a status window showing you the status of the installation.

In the event the installer needs to close any running applications, you will be shown a dialog box indicating which files or applications need to be shut down.

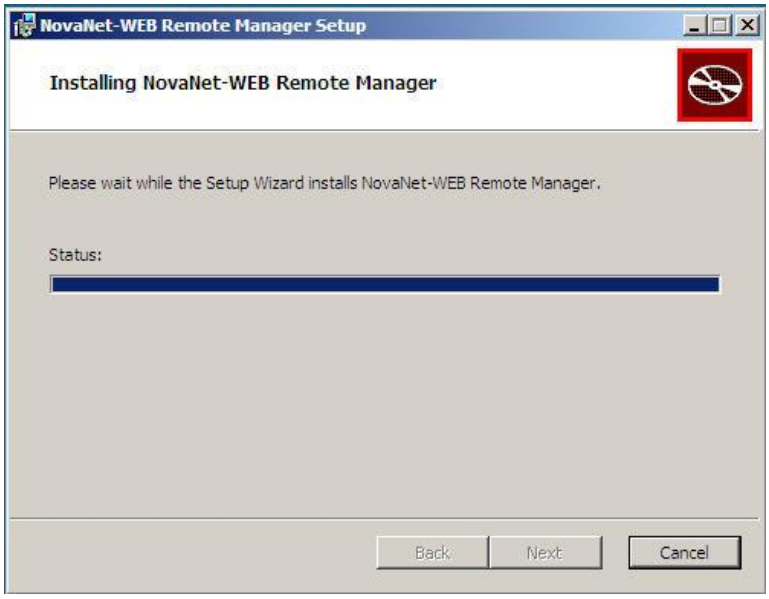
It is recommended to allow the installer to attempt to close the files in order for the installation to proceed.

Click [**OK**] to continue.



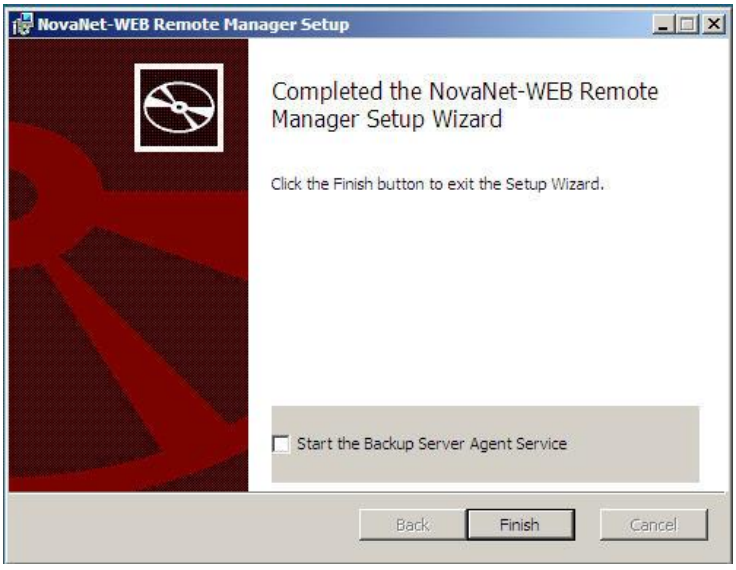
The Installer will then attempt to shut down or close any of the files previously identified. Once the installer has closed any open files, the installation will proceed.

The Installer will show the progress bar as the installation progresses. Depending on the size of the database, the database migration process may take a bit of time.



You will be notified when the installation is complete.

If you wish to start the Remote Manager Agent Service, select that option and click [**Finish**].



Upgrade the Commerce Server

Locate and run the installation file for the Commerce Server. The installer will check to ensure the prerequisites are already installed before beginning the upgrade. If you are running version 12.0 or 12.1, you should not need to install any additional components.

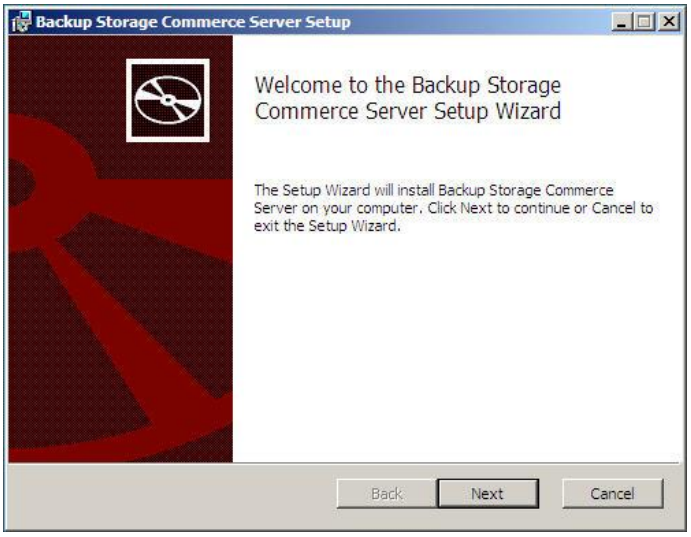
Please note that the Microsoft SQL Server 2008 prerequisite will show up as needed if it is not installed on the local machine. This is **NOT** needed and should only be installed for fresh installs where there is no existing SQL infrastructure.

Once the prerequisite components are verified, the installer will present the option to "Install" the Commerce Server.

Click [**Install**].

The NovaStor Commerce Server Setup Wizard will launch.

Click [**Next**].



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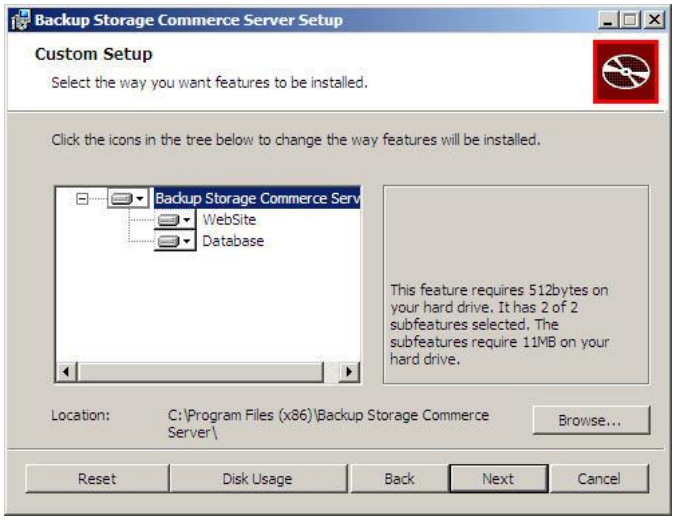
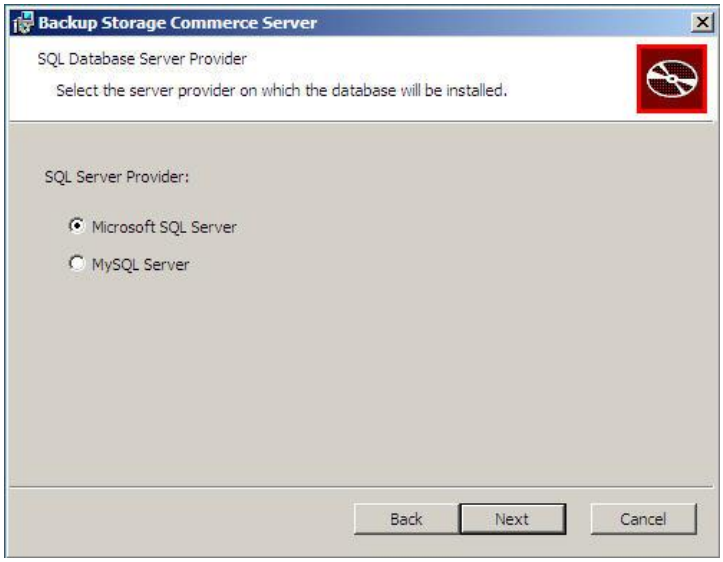
Click [**Next**] when ready to proceed.



Next, you will select the SQL Database Server Provider for your existing installation.

Click [**Next**] when you are ready to proceed.



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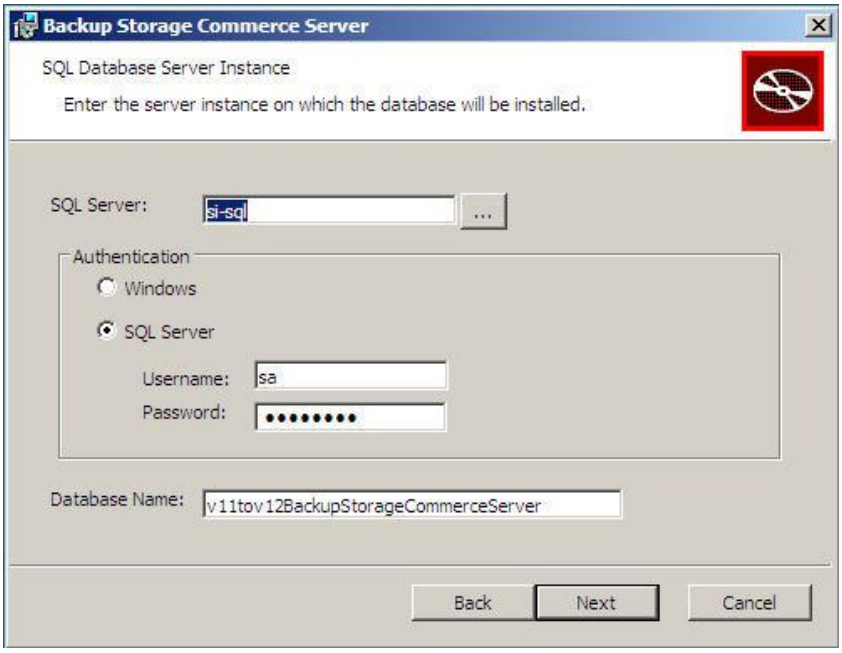
Enter the SQL Server instance name you are using for your current installation.

Choose the authentication method for the SQL server.

Enter the specific database name in use by your current NovaStor xSP implementation. Click

[**Next**] to proceed.



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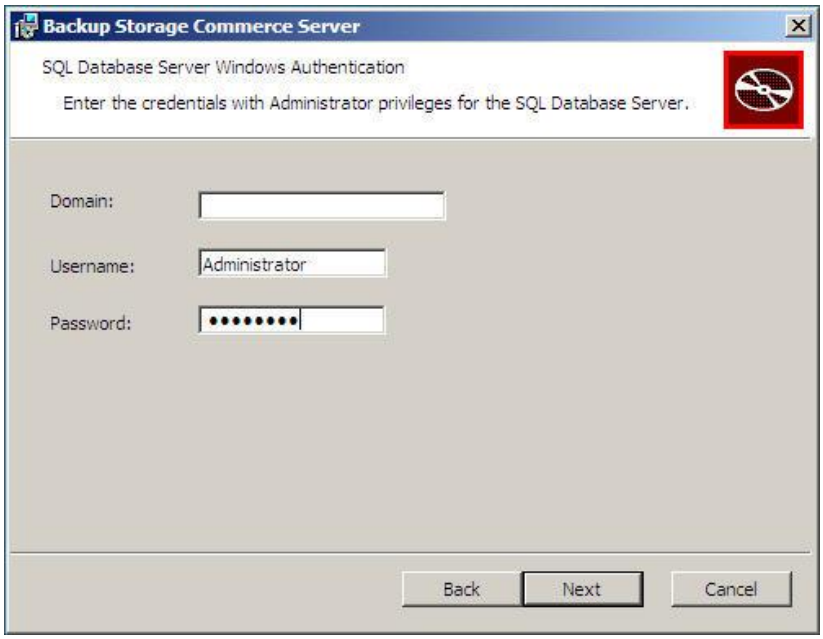
Enter the Windows Username for the account.

Enter the Windows Password for the account.

Click [**Next**] when you are ready to continue.



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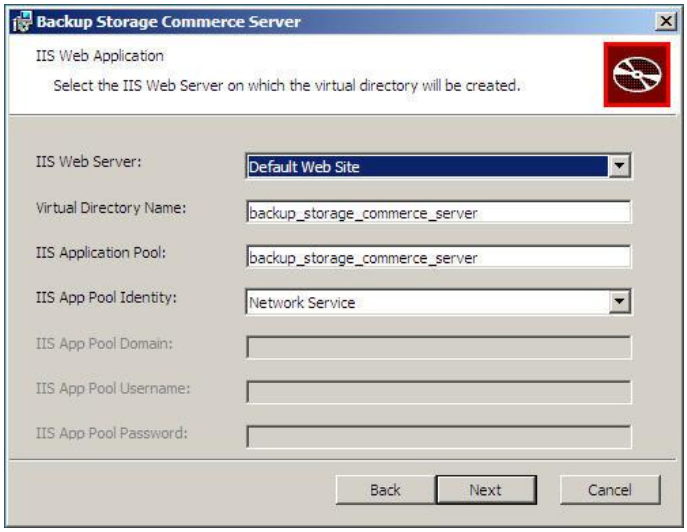
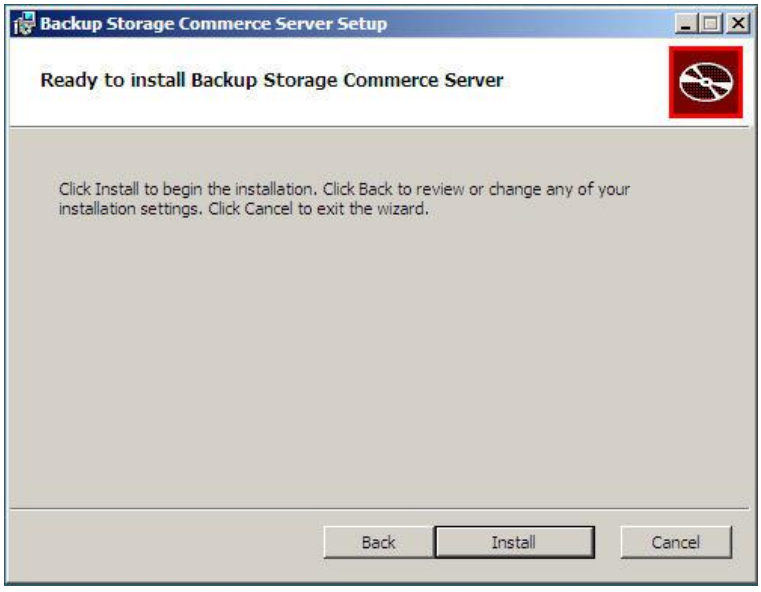


The Installer will attempt to validate the information and authentication credentials that were supplied. If successful, the installer will continue, and prompt for you to now install the Commerce Server application.

Click the [**Install**] button to continue.



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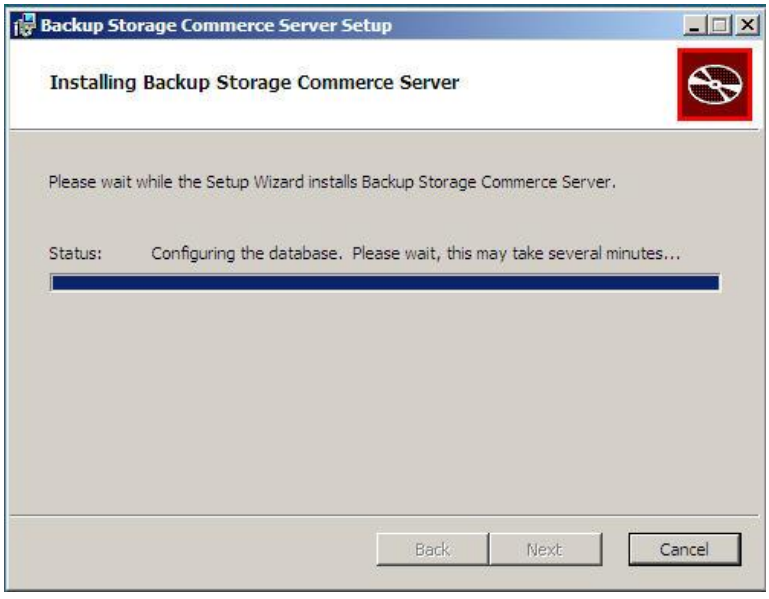
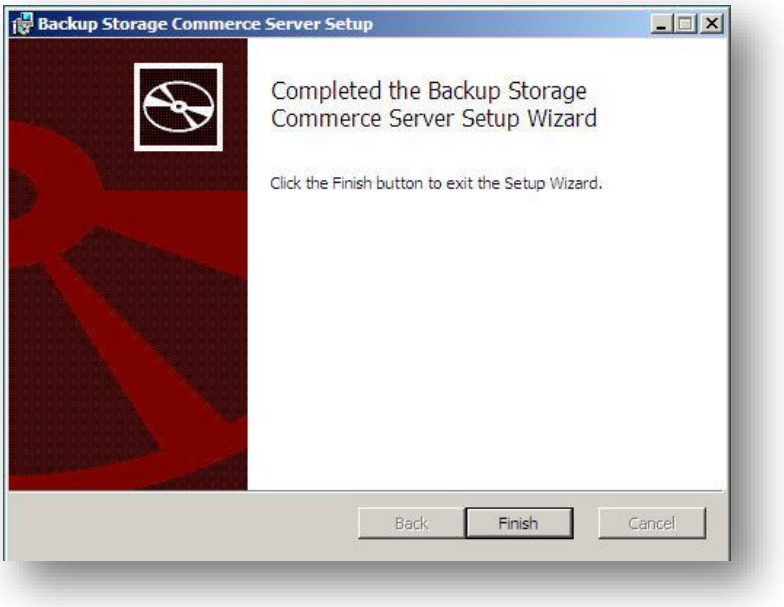


You will be notified when the installation is complete.

If you wish to start the Commerce Server Agent Service, select that option and click [**Finish**].



Congratulations! You have now finished upgrading all the components for NovaStor xSP for version 19 of the software. Please double check that everything is working properly.

Contact Us

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