



ATTIX⁵
BACKUP PROFESSIONAL

UPGRADE PROCEDURES

USER MANUAL v5.1

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V5.1 UPGRADE PROCEDURES

The following steps are the procedures to upgrade the Backup Professional Storage Platform (SP), Desktop and Laptop Edition, and Server Edition applications from previous versions. This document is updated during each new version; please see that you follow the steps as described. Please note that this document is for Backup Professional v5.1.

Desktop and Laptop Edition v3.x/4.x backup clients cannot automatically be upgraded to version 5 due to the infrastructure change from an application to a service. It will continue to function as normal. To upgrade the DL client, you must manually uninstall the old version and then install and reconnect to the existing account – for further assistance please contact the support team.

BACKUP PROFESSIONAL STORAGE PLATFORM UPGRADE PROCEDURE

To upgrade the Attix5 Backup Professional Storage Platform from version 3.4.0 or higher to version 5.1, please follow these steps. (For older versions, please contact Attix5 support.) Note that the Storage Platform and ReportServer will be offline while you upgrade the services.

ReportServer Note: If the ReportServer is also installed, please note that you must upgrade the ReportServer at the same time. If you do not upgrade it at the same time, you could lose backup and restore data in the database. Refer to the ReportServer upgrade section for more information.

Backup Professional Licence Server: Your current activation files must be imported into the Licence Server and then upgraded before it can be used with a version 5.1 Storage Platform. Please authorise this with your service provider and then email the **Activation.txt** and **ActivationRequest.txt** files in the Storage Platform (SP) Server folder to activate@attix5.com. The default folder is C:\Program Files\Attix5 Backup Professional Server. You will receive an Activation Key, once the request is processed and you can then follow with the steps below.

- Create a backup copy of the install folder as well as the LBTables folder.
- It is also recommended make a backup copy of all user data (LBData folder) before you upgrade, if you do not mirror to another location, or if the process is out of date.
- Initiate a ReportServer data collection in the Reports section (if applicable) and once completed, stop the ReportServer service.
- Run the SP Installer. The first window prompts for the install location, with the current Storage Platform install folder automatically populated. Verify that you want to use this location and click **Next**.
- Components already installed will be identified by the SP Installer and automatically selected for upgrade. If you want to install additional components, enable the checkbox next to the component. Click **Next** to continue.
- Provide the Product Activation Key and click **Next**. You are advised to send statistical information to the LicenceServer as it enables you to view your licence settings/stats online.
- Press **Install** to begin the upgrade procedure. The SP Installer will stop the Backup Professional services, upgrade the selected components and start the services again. When the upgrade has been completed, click **Finish** to close the SP Installer.
- **If any group certificates are installed, copy the entire Certificates folder to the new Console certificates subdirectory.**

BACKUP PROFESSIONAL REPORTSERVER

Note that you need to upgrade the ReportServer and the Storage Platform at the same time, or you could lose valuable data in the database. The steps are:

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1. Initiate a data collection from the ReportServer using the Storage Platform Console.
2. Stop the ReportServer service, as well as the NameServer and FileServer.
3. Upgrade the Storage Platform and start the services
4. Upgrade the ReportServer and start the service.

To upgrade the ReportServer to version 5.1, run the A5BP-ReportServer-5.x installer again and accept the populated settings in the installation steps. Once the installation is complete, run the SchemaUpdater.exe application, found in the ReportServer install path, to update the database schema. For more information, please refer to the Backup Professional Enterprise Reports user manual.

DESKTOP AND LAPTOP EDITION UPDATE PROCESS

See note at the beginning of this chapter related to version 3/4 Backup Clients. If Auto Update is enabled, the Storage Platform verifies the Desktop and Laptop client version when it connects to the Storage Platform during the backup process. If a Backup Client is running an older (auto-update supported) version of the software, the update is made available and the Desktop and Laptop client will download and install the update automatically.

BACKUP PROFESSIONAL SERVER EDITION UPGRADE

Server Edition (from v4.1) can automatically be upgraded to the latest version by enabling the auto-update option in the Storage Platform Console. If you want to manually upgrade the SE backup clients, please follow these steps. Note that this does not update installed plug-ins – **all plug-ins must be updated** when the backup client is upgraded. **You must upgrade the Server Edition Backup Clients to at least v4.4 in order to use the Remote Management functionality available in the Storage Platform Console.**

- Close the Backup Client interface and the SE Runner (5 icon) in the system tray.
- Run the SE MSI installer and follow the on screen prompts. Note that the SE installer retrieves the install location from the backup service and should not be changed during the upgrade procedure.
- Click **Install** in the last step to continue with the upgrade procedure. The SE Installer will stop the SE service, if it is running, and upgrade the software.
- A message will prompt you whether the Backup Client should be opened after the upgrade has been completed. Click **NO** and then **Finish** to complete the upgrade.
- Now run the Plug-in Installer to manually upgrade any installed plug-ins. Existing plug-ins are marked with a blue icon and will automatically be upgraded when you click **Next**. The plug-ins can also automatically be upgraded during the next backup process.

After the upgrade, confirm that you can open the SE Backup Client and initiate a backup to the Storage Platform.

PLUG-IN AUTO-UPDATE PROCESS

During the backup process, the Storage Platform will compare the plug-in versions received from the Backup Client, with the latest versions available on the Storage Platform if auto-update is enabled. If newer versions are available, the Backup Client will be able to download the files and automatically upgrade the plug-ins.

SQL Server plug-in Note: The auto-update process is not supported in the SQL Server plug-in (for the v5.0 release) due to the infrastructure changes the v5.0 SQL Server plug-in.