



# 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.

<u>Note 2:</u> 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].

NOVABACKUP	In order to install this application you must first install these components:
X	Microsoft .NET Framework 3.5 Service Pack 1 (Installed) Windows PowerShell 1.0 (Installed) Microsoft SQL Server 2008 R2 Express Edition (Installed) NovaBACKUP Storage Server
indows Server 200	3 R2 SP1 (x64) Close

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.

All NovaBACKUP	users must agree t	to the following	ng terms and	-
conditions befo	re using this soft	ware. Please	read them	_
carefully.				
PERMITTED USES				
1. Subject to	the terms and cond	litions of this	EULA, upon	
payment of all	license fees owed	for the Softwa	are, Licensor	
grants and Lice	nsee accepts a non	exclusive,		
nontransferable	, non-assignable,	limited licen:	se (a	
	se") to use Softwa	re solely in a	accordance	
"Software Licen			ne inersiled	
"Software Licen with the terms	and conditions of	this LULA, to	be insource	-

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.

NovaBACKUP Storage	Server	<u>×</u>
Service Account Specify the account to	use for the backup server service.	$\odot$
	Local System	<b>•</b>
Service Domain:		
Service Username:		
Service Password:		
	Back Next	Cancel

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.

SQL Server:	.\sqle	xpress		
Authentica	ation			
O Win	dows			
SQL	. Server			
U	sername:	sa		
P	assword:	•••••		

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.

QL Database S	erver Windows Authentic	ation		
Enter the cre	dentials with Administrate	or privileges for th	e SQL Datab… \sqle	express.
Domain:				
Username:	Administrator	_		
Password:	•••••			
				-
		Back	Next	с

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.

NovaBACKUP Storage Server Setup	
Ready to install NovaBACKUP Storage Server	•
Click Install to begin the installation. Click Back to review of installation settings. Click Cancel to exit the wizard.	or change any of your
Back	Install Cancel

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.

•

NovaBACKUP Storage Server Setup	
Files in Use	
Some files that need to be updated are currently in use.	
The following applications are using files that need to be upo Setup Wizard close them and attempt to restart them or reb	dated by this setup. You can let oot the machine later.
Backup Server	
$\ensuremath{\bigodot}$ Close the applications and attempt to restart them.	
$\bigcirc$ Do not close applications. A reboot will be required.	
O Do not close applications. A reboot will be required.	
	OK Cancel

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.

RovaBACKUP Storage Server Setup	_ 🗆 X
Installing NovaBACKUP Storage Server	
Please wait while the Setup Wizard installs NovaBACKUP Storage Server.	
Status: Configuring the database. Please wait, this may take several mir	utes
Back Next	Cancel

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].

🙀 NovaBACKUP Storage Serv	ver Setup	- IX
S	Completed the NovaBACKUP Storag Server Setup Wizard	e
	Click the Finish button to exit the Setup Wizard.	
	☑ Start the Backup Server Service	
	Launch the Backup Server Configuration Utility Back Finish C	ancel

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.

Accounts	General	Security Direct	tories Storag
Logging	Notifications	Licensing	Active Users
ackup server li	censing		
Server li	icensing is tracked or	n a per computer basis	or on a time basis.
Server ver activati Evaluation Evaluation	sion: 18.5.926.1 on info : yes udavs: 30		<b>_</b>
server i	nfo		+
Lineare Ide			
License Ide	entification Number:		
J.			
Your name	:		
User			
-			
Your comp	any:		
Company			
Your email	address:		
user@com	ipany.com		
1			
	Acti	vate license	
	Copyright (c) 1987-2	014 NovaStor Corporati	ion. All

#### **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].

20	In order to install this application you must first install these components:
the week lines of the second s	Microsoft .NET Framework 3.5 Service Pack 1 (Installed) Windows Installer 4.5 for Windows Server 2008 (x64) (Insta Windows PowerShell 1.0 (Installed) ✓ Microsoft SQL Server 2008 Express Edition Service Pack 1 (x6 ✓ NovaNet-WEB Remote Manager
Windows Server 2008	s (x64) Install Close

The NovaStor Remote Manager 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 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	🙀 NovaNet-WEB Remote Manager	×
SQL server.	SQL Database Server Instance	
	Enter the server instance on which the database will be installed.	S
Enter the specific database name currently in		
use by your NovaStor xSP instance.		
	SQL Server: si-sq	
Click [ <b>Next</b> ] to proceed.	Authentication	
	C Windows	
	SQL Server	
	Username: sa	
	Password:	
	Database Name: Utitize 120 anote Manager	
	JVIItov12Remoteivianager	
	Back Next	Cancel

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.

Enter the cre	dentials with Adm	ninistrator privile	eges for the S	QL Database S	Server.
Domain:	[				
Username:	Γ				
Password:					
		1	Back	Nevt	Cancel
			Васк	Next	Cancel

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.

Select the IIS Web Serve	r on which the virtual directory will be created.	B
IS Web Server:	Default Web Site	•
/irtual Directory Name:	RemoteManager	
IS Application Pool:	RemoteManager	
IS App Pool Identity:	Network Service	•
IS App Pool Domain:		
IS App Pool Username:		
IS App Pool Password:		_

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.

SMTP Server:	127.0.0.1
end Errors From Email:	NovaNet-WEB Remote Manager Error Handler <noreply@< td=""></noreply@<>
end Errors To Email:	
Send Errors With Subject:	A NovaNet-WEB Remote Manager error on {0} has occurn

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.

NovaNet-WEB Remote Manager !	5etup		_ 🗆 🗙
Ready to install NovaNet-WEB	Remote Mana	ger	$\odot$
Click Install to begin the installation installation settings. Click Cancel to	. Click Back to revie exit the wizard.	w or change any of y	'our
	F		

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.

Click the [Install] button to continue.

iles in Use		
Some files that need to	be updated are currently in use.	
The following applicatio Setup Wizard close the	ns are using files that need to be upo m and attempt to restart them or reb	lated by this setup. You can l oot the machine later.
Backup Server Remote	: Management	
1		
<ul> <li>Close the applicat</li> </ul>	ions and attempt to restart them.	

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.

etup		
te Manager		C
talls NovaNet-WEB Re	mote Manager.	
	te Manager talls NovaNet-WEB Re	te Manager talls NovaNet-WEB Remote Manager.

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].

GE	COMMERCE	In order to install this application you must first install these components:
P STORA		Microsoft .NET Framework 3.5 Service Pack 1 (Installed) Microsoft .NET Framework 3.5 Family Update (x64) Windows Installer 4.5 for Windows Server 2008 (x64) (In Windows PowerShell 1.0 (Installed)
BACKU		Microsoft SQL Server 2008 Express Edition Service Pack 1 Backup Storage Commerce Server
Wind	dows Server 2008 (	x64) Close

The NovaStor Commerce 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.

iscom secup			6
Select the way you	u want features to be insta	alled.	
Click the icons in th	ne tree below to change th	e way features will be ins	talled.
	ackup Storage Commerce S • WebSite	erv	
	J → Database		
		This feature requ	ires 512bytes on
		your hard drive	thas 2 of 2
		subfeatures selec	ted. The
		subfeatures select subfeatures required hard drive.	ted. The ire 11MB on your
4		subfeatures select subfeatures required hard drive.	ted. The ire 11MB on your
Location:	C:\Program Files (x86)\Bac Server\	subfeatures select subfeatures requinard drive.	ted. The ire 11MB on your Browse

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 in use by your current NovaStor xSP implementation. Click

[Next] to proceed.

SQL Serv	ver: si-so			
Authe	entication	7-3	 	
0	Windows			
œ	SQL Server			
	Username:	sa		
	Password:			
0				

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.

Backup Stora	ge Commerce Server	
SQL Database S Enter the cre	erver Windows Authentication dentials with Administrator privileges for the S	GQL Database Server.
Domain:		
Username:	Administrator	
Password:	•••••	
	Back	Next Cancel

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.

Select the IIS Web Serve	r on which the virtual directory will be created.	3
IIS Web Server:	Default Web Site	
Virtual Directory Name:	backup_storage_commerce_server	
IIS Application Pool:	backup_storage_commerce_server	
IIS App Pool Identity:	Network Service	
IIS App Pool Domain:		
IIS App Pool Username:		
IIS App Pool Password:		

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.



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

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.

васкир эт	orage Commerce Serve	r Setup		
Installing	g Backup Storage Cor	nmerce Server		۲
Please wait	t while the Setup Wizard ins	talls Backup Storage	e Commerce Serve	r.
Status:	Configuring the databas	e. Please wait, this	may take several	minutes

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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SD201802047V1BGI