

Installation Guide

Novell® PlateSpin® Portability Suite

8.1

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About This Guide

This guide provides information to help you install or upgrade your PlateSpin® Portability Suite version 8.1 product (PlateSpin® Migrate or PlateSpin® Protect).

- ♦ [Chapter 1, “Installing Portability Suite Software,” on page 9](#)
- ♦ [Chapter 2, “Upgrading Portability Suite Software,” on page 19](#)
- ♦ [Chapter 3, “Troubleshooting Installation Problems,” on page 21](#)

Audience

This guide is intended for IT staff, such as data center administrators and operators, who use Portability Suite in their ongoing workload migration and protection projects.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation, or submit your comments through the [Novell Documentation Feedback Site \(http://www.novell.com/documentation/feedback.html\)](http://www.novell.com/documentation/feedback.html).

Documentation Updates

For the most recent version of this text, visit the [PlateSpin® Portability Suite version 8.1 Web site \(http://www.novell.com/documentation/platespin_portabilitysuite_810/\)](http://www.novell.com/documentation/platespin_portabilitysuite_810/).

Additional Documentation

This guide is part of the PlateSpin® Portability Suite documentation set. Below is a complete list of the set:

<i>Portability Suite 8.1 Release Notes</i>	Provides late-breaking information, as well as information about known issues and suggested workarounds.
<i>Portability Suite 8.1 Installation Guide</i>	Provides information about installing, upgrading, and uninstalling the product.
<i>Portability Suite 8.1 Configuration Guide</i>	Provides information about licensing your product and managing license keys, setting up your network environment, and configuring your product's default settings.
<i>Portability Suite 8.1 User Guide</i>	Provides information about using the product in your workload migration and protection projects.
<i>Portability Suite 8.1 Integrated Help</i>	All product documentation in compiled HTML help (CHM) format, integrated with the product.
<i>Portability Suite 8.1 Online Documentation</i>	All product documentation in WebHelp format for browser-based access over the Internet. This distribution should contain the latest updates at all times.

Additional Resources

We encourage you to use the following additional resources on the Web:

- ♦ [PlateSpin User Forum \(http://forum.platespin.com\)](http://forum.platespin.com): A Web-based community with a variety of discussion topics.
- ♦ [PlateSpin Knowledge Base \(http://support.platespin.com/kb2/\)](http://support.platespin.com/kb2/): A collection of in-depth technical articles.

Technical Support

- ♦ Telephone (North America): +1-877-528-3774 (1 877 PlateSpin)
- ♦ Telephone (global): +1-416-203-4799
- ♦ E-mail: support@platespin.com

You can also visit the [PlateSpin Technical Support Web site \(http://www.platespin.com/support/\)](http://www.platespin.com/support/).

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In Novell documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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Installing Portability Suite Software

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- ♦ [Section 1.1, “Installation Overview,” on page 9](#)
- ♦ [Section 1.2, “System Requirements,” on page 9](#)
- ♦ [Section 1.3, “Installation Prerequisites for Portability Suite Server Hosts,” on page 11](#)
- ♦ [Section 1.4, “Installing Portability Suite Software Components,” on page 14](#)
- ♦ [Section 1.5, “Checking for Software Updates,” on page 17](#)

1.1 Installation Overview

PlateSpin® Portability Suite provides a single installation program for both PlateSpin® Migrate and PlateSpin® Protect products. The program checks your system for the necessary prerequisites and interactively installs the required software components.

The production configuration of both PlateSpin® Migrate and PlateSpin® Protect products consists of the same set of software components:

- ♦ **A database server:** Portability Suite works with Microsoft® SQL Server® 2005. If you do not have a Microsoft SQL Server 2005 database server, you can use a Microsoft SQL Server 2005 Express Edition database server included with your Portability Suite distribution.
- ♦ **Portability Suite Server:** The runtime execution engine underlying both PlateSpin® Migrate and PlateSpin® Protect products.
- ♦ **Portability Suite Client:** Client software for user interaction with the Portability Suite Server.

These components can be either collocated on a single host or installed on separate hosts.

1.2 System Requirements

- ♦ [Section 1.2.1, “System Requirements for Portability Suite Server Hosts,” on page 10](#)
- ♦ [Section 1.2.2, “System Requirements for Portability Suite Client Hosts,” on page 11](#)

1.2.1 System Requirements for Portability Suite Server Hosts

Portability Suite Server hosts must meet the following system requirements:

Table 1-1 *Portability Suite Server Host Requirements*

Requirement	Details
Operating System	<p>Any of the following, running on dedicated hardware or in a virtual machine:</p> <ul style="list-style-type: none">♦ Microsoft Windows Server* 2008 (Standard and Enterprise editions)♦ Microsoft Windows Server 2003 (SP0, SP1, SP2), English, French, or German versions♦ Microsoft Windows Server 2003 R2
Processor	750 Mhz or higher Pentium* compatible CPU (1 GHz recommended)
Memory	Minimum 512 MB RAM (2 GB recommended)
Disk Space	<p>Minimum 10 GB</p> <p>Additional space might be necessary if you plan to use the same system as a Flexible Image Server. The amount of additional space depends on the number and size of workload images that you intend to store on a given image server. See “Designating a Flexible Image Server” in your <i>User Guide</i>.</p>
Database Server	<p>One of the following:</p> <ul style="list-style-type: none">♦ Microsoft SQL Server* 2005 Express Edition, included in your software distribution♦ Existing local or remote Microsoft SQL Server 2005 database server
Windows Software Components	<p>Windows Server 2003 systems (all editions):</p> <ul style="list-style-type: none">♦ Microsoft IIS 5.0/6.0 (with ASP.NET)♦ Microsoft .NET Framework 2.0 SP2 and later. Download a copy from the Microsoft Download Center (http://www.microsoft.com/downloads/details.aspx?familyid=5B2C0358-915B-4EB5-9B1D-10E506DA9D0F). <p>For more details, see Prerequisites for Windows Server 2003 Systems (page 12).</p> <p>Windows Server 2008 systems (all editions):</p> <ul style="list-style-type: none">♦ Microsoft .NET Framework 3.5 SP1. Download a copy from the Microsoft Download Center (http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7).♦ Web Server (IIS 7.0) <p>For more details, see Prerequisites for Windows Server 2008 Systems (page 12)</p>

1.2.2 System Requirements for Portability Suite Client Hosts

You can install the Portability Suite Client on the Portability Suite Server host or on a separate computer.

Standalone Portability Suite Client hosts must meet the following system requirements:

Table 1-2 *Portability Suite Client Host Requirements*

Requirement	Details
Operating System	Any of the following, running on dedicated hardware or in a virtual machine: <ul style="list-style-type: none">♦ Microsoft Windows Server 2008 (Standard and Enterprise editions)♦ Microsoft Windows Vista* (Business and Ultimate Editions)♦ Microsoft Windows Server 2003 (SP0, SP1, SP2), English, French, German versions♦ Windows XP (SP1 and later)
Disk Space	Minimum 3 GB
Windows Software Components	Microsoft .NET Framework 2.0 SP2 and later. Download a copy from the Microsoft Download Center (http://www.microsoft.com/downloads/details.aspx?familyid=5B2C0358-915B-4EB5-9B1D-10E506DA9D0F) .

1.3 Installation Prerequisites for Portability Suite Server Hosts

Portability Suite Server is the runtime execution engine underlying both PlateSpin® Migrate and PlateSpin® Protect products. For trouble-free operation of the Portability Suite Server, it is recommended that you install it on a dedicated physical or virtual machine. Specifically, do not install the Portability Suite Server on a machine that is:

- ♦ A potential source workload
- ♦ Your domain controller host

The following topics provide additional information about installation prerequisites for Portability Suite Server hosts.

- ♦ [Section 1.3.1, “Prerequisites for Windows Server 2003 Systems,” on page 12](#)
- ♦ [Section 1.3.2, “Prerequisites for Windows Server 2008 Systems,” on page 12](#)
- ♦ [Section 1.3.3, “Enabling Support for FIPS-Compliant Data Encryption Algorithms \(Optional\),” on page 13](#)

1.3.1 Prerequisites for Windows Server 2003 Systems

Before starting the installation of the Portability Suite Server on a Windows Server 2003 system, ensure that the following prerequisite software components are installed on the intended Portability Suite Server host, in the specified order:

1. Microsoft IIS 5.0/6.0 (with ASP.NET)
2. Microsoft .NET Framework 2.0, SP2 and later. Download a copy from the [Microsoft Download Center](http://www.microsoft.com/downloads/details.aspx?familyid=5B2C0358-915B-4EB5-9B1D-10E506DA9D0F) (<http://www.microsoft.com/downloads/details.aspx?familyid=5B2C0358-915B-4EB5-9B1D-10E506DA9D0F>).

If you are installing the Portability Suite Server on a 64-bit Windows Server 2003 system, you must configure IIS to run in 32-bit mode. For details, see [Knowledge Base article 20915](http://support.platespin.com/kb2/Article.aspx?id=20915) (<http://support.platespin.com/kb2/Article.aspx?id=20915>).

1.3.2 Prerequisites for Windows Server 2008 Systems

Before starting the installation of the Portability Suite Server on a Windows Server 2008 system, ensure that the prerequisite .NET Framework and Web Server (IIS 7.0) features, roles, and services are installed on the intended Portability Suite Server host.

Download Microsoft .NET Framework 3.5 SP1 from the [Microsoft Download Center](http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7) (<http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7>).

The following procedures assume that you are installing the required items for the first time following the installation of the operating system. For detailed information, see your Windows documentation.

- ♦ “Installing Web Server (IIS 7.0) and the Required Role Services” on page 12
- ♦ “Installing .NET 3.0 Features” on page 13

Installing Web Server (IIS 7.0) and the Required Role Services

- 1 Log in to your intended Portability Suite Server host using the built-in Administrator account, also known as Local User Administrator (LUA), and launch the Server Manager (*Start > Administrative Tools > Server Manager*).
- 2 Use the Server Manager’s Add Roles Wizard to install the *Web Server (IIS 7.0)* role (in the *Server Manager (hostname)* tree in the left pane, right-click *Roles* and select *Add Roles*).
- 3 At the wizard’s prompt, select to install also the required Web Server dependencies (*Windows Process Activation Service* along with the *Process Model* and *Configuration APIs* items).
- 4 On the wizard’s Role Services page, select to install the following services:
 - ♦ In the *Web Server* group:
 - ♦ Items under the *Common HTTP Features* node: *Static Content*, *Default Document*, *Directory Browsing*, *HTTP Errors*, and *HTTP Redirection*.

- ♦ Items under the *Application Development* node: *ASP.NET*, *.NET Extensibility*, *ISAPI Extensions*, and *ISAPI Filters*.
- ♦ Items under the *Security* node: *Basic Authentication*, *Windows Authentication*, *Digest Authentication*, *Client Certificate Mapping Authentication*, *IIS Client Certificate Mapping Authentication*, *URL Authorization*, *Request Filtering*, and *IP and Domain Restrictions*.
- ♦ In the *Management Tools* group:
 - ♦ *IIS Management Console*
 - ♦ *IIS Management Scripts and Tools*
 - ♦ *Management Service*
 - ♦ Items under the *IIS 6 Management Compatibility* node: *IIS 6 Metabase Compatibility*, *IIS 6 WMI Compatibility*, *IIS 6 Scripting Tools*, *IIS 6 Management Console*

5 Review your selections and complete the installation.

Installing .NET 3.0 Features

- 1 Log in to your intended Portability Suite Server host using the built-in Administrator account, also known as Local User Administrator (LUA), and launch the Server Manager (*Start > Administrative Tools > Server Manager*).
- 2 Use the Server Manager's Add Features Wizard to install the required .NET Framework 3.0 features (in the *Server Manager (hostname)* tree in the left pane, right-click *Features* and select *Add Features*).
- 3 On the wizard's Select Features page, select the *.NET Framework 3.0 Features* item.
This automatically selects all items in that group: *.NET Framework 3.0*, *XPS Viewer*, and *WCF Activation* (along with the *HTTP Activation* and *Non-HTTP Activation* subitems).
- 4 Review your selections and complete the installation.

1.3.3 Enabling Support for FIPS-Compliant Data Encryption Algorithms (Optional)

Portability Suite supports data encryption algorithms that are compliant with FIPS (Federal Information Processing Standards, Publication 140-2).

If compliance with FIPS is required, it must be enabled on the intended Portability Suite Server host prior to the installation of the Portability Suite Server. This is because Portability Suite runs in FIPS-compliant mode only if it detects that a workload's operating system is running in FIPS-compliant mode.

NOTE: FIPS-compliant mode has a performance impact and might slow down the data transfer rate up to 30%.

To enable FIPS-compliant algorithms:

- 1 On your Portability Suite Server host, install the Microsoft .NET Framework security update [KB928365 released on July 10 2007](http://support.microsoft.com/kb/928365) (<http://support.microsoft.com/kb/928365>).

- 2 Enable FIPS-compliant algorithms in the security options of your Portability Suite host's local security policies:
 - 2a Run `secpol.msc` and browse to *Local Policies > Security Options*.
 - 2b Enable the *System cryptography: Use FIPS compliant algorithms for encryption* security option.
- 3 Configure ASP.NET for FIPS support:
 - 3a Access the `machine.config` file located in the following directory of your Portability Suite Server host:
`..Windows\Microsoft.Net\Framework\vX.X.XXXXX\Config`
 - 3b Add the following under the `<system.web>` element:

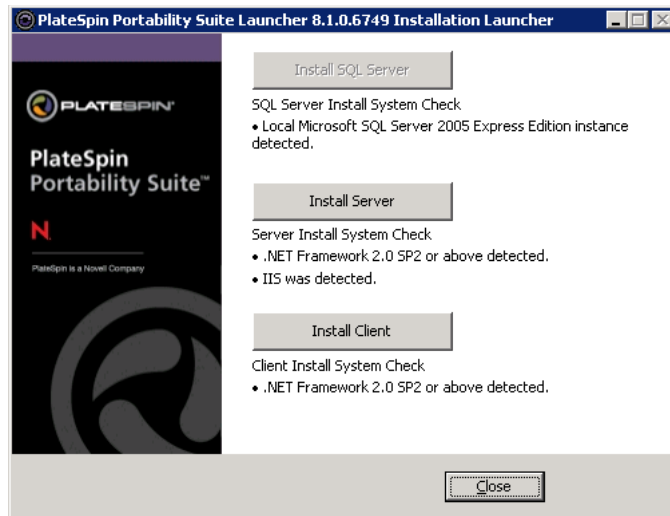
```
<machineKey validationKey="AutoGenerate, IsolateApps"
decryptionKey="AutoGenerate, IsolateApps" validation="3DES"
decryption="3DES"/>
```
- 4 Save the `machine.config` file.

1.4 Installing Portability Suite Software Components

- ♦ [Section 1.4.1, “Starting the Portability Suite Installation Launcher,” on page 14](#)
- ♦ [Section 1.4.2, “Installing the Database Server,” on page 15](#)
- ♦ [Section 1.4.3, “Installing the Portability Suite Server,” on page 15](#)
- ♦ [Section 1.4.4, “Installing the Portability Suite Client,” on page 16](#)

1.4.1 Starting the Portability Suite Installation Launcher

- 1 Download the `PortabilitySuiteSetup-8.1.0.xxxx.exe` installation program and save it on your intended Portability Suite Server host.
- 2 Run the installation program, specify a location for the temporary setup files, then click *Next*.
The installation program extracts the required files and opens the Installation Launcher window:



If you intend to use the Microsoft SQL Server 2005 Express Edition distributed with Portability Suite, install it first. If you intend to use an existing SQL Server 2005 database, skip the database installation and install the Portability Suite Server.

1.4.2 Installing the Database Server

If you do not have a Microsoft SQL Server 2005 database engine, you can install a copy of Microsoft SQL Server 2005 Express Edition included in your Portability Suite software distribution.

To install Microsoft SQL Server 2005 Express Edition:

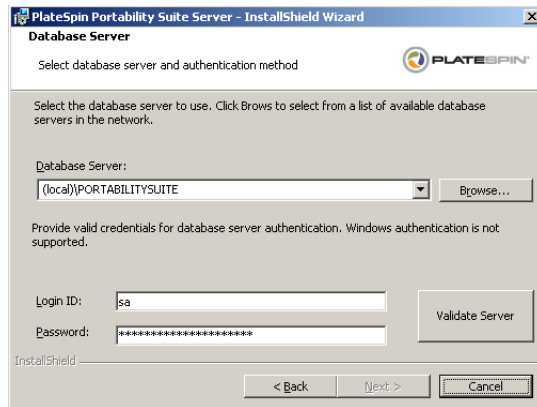
- 1 On your intended database server host, start the Portability Suite Installation Launcher. See [“Starting the Portability Suite Installation Launcher” on page 14.](#)
- 2 Click *Install SQL Server* and follow the on-screen instructions.

The program installs the database server and the database instances required for the operation of PlateSpin® Migrate or PlateSpin® Protect products.

1.4.3 Installing the Portability Suite Server

- 1 Make sure that your intended Portability Suite Server host meets the minimum system requirements. See [“System Requirements for Portability Suite Server Hosts” on page 10.](#)
- 2 Make sure that your intended Portability Suite Server host has the necessary prerequisite software installed. See [“Installation Prerequisites for Portability Suite Server Hosts” on page 11.](#)
- 3 On your intended Portability Suite Server host, start the Portability Suite Installation Launcher. See [“Starting the Portability Suite Installation Launcher” on page 14.](#)
- 4 Click *Install Server* and following the on-screen instructions.

The installation program starts the installation process and prompts you to specify a database server and instance:



5 Do one of the following:

- ♦ (Conditional) If you are using a local database server included in your Portability Suite software distribution (default option), leave the default selection *(local)\PORTABILITYSUITE* in the drop-down list and leave the default *sa* credentials. If you subsequently move your Portability Suite database instance or change your SQL Server password, you must reset the Portability Suite database connection settings. See [Knowledge Base article Q21119 \(http://support.platespin.com/kb2/article.aspx?id=21119\)](http://support.platespin.com/kb2/article.aspx?id=21119).
- ♦ (Conditional) If you are using a remote database server, click *Browse* to select from a list of available database servers in the network. Specify the database in the following format:
database_server\database_instance_name

6 Click *Validate Server* to validate your database credentials for the selected database server.

7 Click *Next* and follow the on-screen instructions.

The installation program installs and prepares the Portability Suite Server software to run.

NOTE: This process might take several minutes to complete.

1.4.4 Installing the Portability Suite Client

You have two installation options for the Portability Suite Client:

- ♦ **Installing the Client from within the Installation Launcher:** Use this option to install the Client on the same host with your Portability Suite Server immediately after the completion of the Server installation.
- or
- ♦ **Downloading the Client from your Portability Suite Server:** Use this option to install the Client on a remote host using a Web browser at any time after the completion of the Server installation.

To install the Portability Suite Client from within the Installation Launcher:

- 1** Complete the Server installation. See [“Installing the Portability Suite Server” on page 15](#).
- 2** In the Installation Launcher window, click *Install Client* and follow the on-screen instructions.
The installation program installs and configures the Portability Suite Client, preparing it to run.

To install the Client by downloading it from your Portability Suite Server:

- 1 Complete the Portability Suite Server installation. See “[Installing the Portability Suite Server](#)” on page 15.
- 2 Make sure your intended Portability Suite Client host meets the minimum system requirements. See “[System Requirements for Portability Suite Client Hosts](#)” on page 11.
- 3 On your intended Portability Suite Client host, open a Web browser and navigate to the following URL:

`http://server_host/PortabilitySuite`

Replace *server_host* with the actual name or IP address of your Portability Suite Server host. If the Portability Suite Server is installed on the local computer, replace *server_host* with `localhost`. If SSL is enabled, use the `https` protocol in the URL.

The browser loads the Portability Suite Server’s home page:



- 4 Click the Portability Suite Client download link, download the Portability Suite Client software, and install it by following the on-screen instructions.

To start the client, click *Start > Programs > PlateSpin > Portability Suite*. When you install and launch the Portability Suite Client for the first time, the License Wizard opens and prompts you to activate your copy of the software. For help with product licensing, see “[Portability Suite Product Licensing](#)” in your *Configuration Guide*.

1.5 Checking for Software Updates

When the Portability Suite Client starts, it automatically checks the current version of the product and displays any available updates in the Update Availability dialog box.

To prevent the system from automatically checking for updates every time:

- 1 In the Update Availability dialog box, select the *Do not check for update at startup* option.
- 2 Click *OK*.

To re-enable automatic software update checks:

- 1 In the Portability Suite Client, click *Tools > Options*.
- 2 In the General tab, select *Restore Defaults*.
- 3 Click *OK*.

To manually check for version updates:

- 1 In the Portability Suite Client, click *Help > Check for Update*.

The system checks the current version of the product and shows updates if they are available.
To download a specific software update or hotfix, follow the provided URL.

Upgrading Portability Suite Software

2

- ♦ [Section 2.1, “Portability Suite Products Upgradable to 8.1,” on page 19](#)
- ♦ [Section 2.2, “Before Upgrading Portability Suite Software,” on page 19](#)
- ♦ [Section 2.3, “Upgrade Procedure,” on page 20](#)

2.1 Portability Suite Products Upgradable to 8.1

You can use your PlateSpin® Portability Suite version 8.1 installation program to upgrade:

- ♦ PlateSpin® Portability Suite products (PlateSpin® Migrate and PlateSpin® Protect), versions 8.0 and later
- ♦ PlateSpin® PowerConvert®, versions 7.0 and later

2.2 Before Upgrading Portability Suite Software

- ♦ [Section 2.2.1, “Backing Up the Portability Suite Database Files,” on page 19](#)
- ♦ [Section 2.2.2, “Minimizing the Disruption of Existing Workload Protection Contracts,” on page 20](#)

2.2.1 Backing Up the Portability Suite Database Files

During an upgrade, the Portability Suite installation program transparently exports data from the existing Portability Suite database and reimports it into a new database instance as required. However, as an additional measure of precaution, consider backing up your Portability Suite data prior to the upgrade.

You can back up your data by either making copies of your SQL Server database files or by exporting your data from the Portability Suite Server to a temporary location.

- ♦ [“Making Copies of your SQL Server Database Files” on page 19](#)
- ♦ [“Exporting Data from the Portability Suite Server Database” on page 20](#)

Making Copies of your SQL Server Database Files

- 1 On your Portability Suite Server host, stop MS SQL services:
 - 1a On the Start menu, click *Run*, type `services.msc`, then click *OK*.
 - 1b In the Services window, right-click the *SQL Server* items, then select *Stop*.
- 2 Copy all *.mdf and *.ldf files located in your `..\Program Files\PlateSpin Portability Suite Server\Database` directory to a location outside the product installation directory.
- 3 Restart MS SQL services that you stopped in [Step 1](#).

Proceed with the upgrade, as detailed in [“Upgrade Procedure” on page 20](#).

Exporting Data from the Portability Suite Server Database

- 1 In your Portability Suite Server's bin directory (`..\PlateSpin Portability Suite Server\bin`), execute the following command:

```
PortabilitySuite.ImportExport.exe /export /forceall /dir=c:\temp
```

Depending on the amount of data, this might take several minutes to complete.

- 2 (Optional) If you have more than one Portability Suite Network to recover, run the command for each Portability Suite Network. Use the following syntax:

```
PortabilitySuite.ImportExport.exe /export /forceall /network=network_name  
/dir=c:\temp\network_name
```

2.2.2 Minimizing the Disruption of Existing Workload Protection Contracts

The Block-based Transfer Component included in Portability Suite version 8.1 is incompatible with the component's earlier versions, which were distributed with Portability Suite version 8.0.0 and earlier, including the former PowerConvert product.

During the Portability Suite Server upgrade process, existing workload protection contracts (ongoing workload synchronizations of Protect jobs) that are configured to use the Block-based Transfer Component are suspended until the component on your protected (source) workloads is upgraded, too. After the upgrade, source workloads are rebooted.

To minimize the disruption of existing workload protection contracts that use the Block-based Transfer Component, perform the product upgrade during a planned maintenance window. After the product upgrade is complete, upgrade the Block-based Transfer Component and resume synchronization schedules. See [“Manually Installing and Uninstalling Block-Based Components”](#) in your *User Guide*.

2.3 Upgrade Procedure

- 1 (Optional) Back up your database files. See [“Before Upgrading Portability Suite Software”](#) on [page 19](#).
- 2 Use the Windows Control Panel to uninstall your Portability Suite Client. Do not uninstall your Portability Suite Server.
- 3 On your Portability Suite Server host, start the `PortabilitySuiteSetup-8.1.0.xxxx.exe` installation program.
- 4 Click *Install Server* and follow the on-screen instructions. When you are prompted to specify a database instance, point the installation program to your existing Portability Suite Server database instance.
- 5 Install the current version of the Portability Suite Client. See [“Installing the Portability Suite Client”](#) on [page 16](#).

Troubleshooting Installation Problems

3

- ♦ Section 3.1, “Common Installation Issues and Solutions,” on page 21
- ♦ Section 3.2, “Knowledge Base Articles about Installation Troubleshooting,” on page 22
- ♦ Section 3.3, “Uninstalling Portability Suite Software Components and Performing a Cleanup,” on page 22

3.1 Common Installation Issues and Solutions

Table 3-1 *Common Installation Issues and Solutions*

Problems or Messages	Solutions
An unexpected error occurs when trying to install the Portability Suite Server to a non-default location	When you install the Portability Suite Server in a non-default directory, you must also grant ASP.NET user account full access to that directory. For example, if you want to install the server in D:\PPS_810, you must make sure that the ASP.NET user account has full access to D:\PPS_810.
HTTP 403 Error	<p>Portability Suite uses ASP.NET for its Web services. If ASP.NET is not installed on the server, the Web services do not function correctly, and the installation fails with this error.</p> <p>ASP.NET is included as part of the .NET Framework. When you install the .NET Framework, IIS must already be installed on the server for ASP.NET to be configured. If the .NET Framework was installed prior to IIS, simply uninstall and reinstall the .NET Framework.</p>
Cannot connect to IIS with http or https...	<p>During installation, an error message appears indicating that Portability Suite cannot connect to IIS with HTTP or HTTPS (when Setup attempted to connect with the existing IIS Server). The cause of this error generally indicates a problem with the IIS Server.</p> <ol style="list-style-type: none">1. Ensure that IIS and ASP.NET are installed properly. See Knowledge Base article Q20595 (http://support.platespin.com/kb2/article.aspx?id=20595).2. To ensure that ASP.NET is properly registered with IIS, run the following command: <pre>"C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe" -i</pre> <p>If the above steps do not resolve the issue, refer to the detailed instructions for reinstalling IIS and configuring IIS for IIS 5.0 isolation mode in Knowledge Base article Q20710 (http://support.platespin.com/kb2/article.aspx?id=20710).</p>

Problems or Messages	Solutions
Installing Portability Suite on a computer that has other applications running on IIS	This can cause problems during and after installation. If possible, avoid installing the product on a computer that has other applications running on IIS.

3.2 Knowledge Base Articles about Installation Troubleshooting

Table 3-2 Knowledge Base Articles Related to Installation Troubleshooting

ID	Description
Q20710 (http://support.platespin.com/kb2/article.aspx?id=20710)	ERRMSG: Install Error: Cannot connect to IIS with http or https...
Q20329 (http://support.platespin.com/kb2/article.aspx?id=20329)	ERRMSG: Portability Suite installation fails with HTTP status 405: Method not allowed
Q20149 (http://support.platespin.com/kb2/article.aspx?id=20149)	ERRMSG: System.InvalidOperationException error when installing Portability Suite
Q20718 (http://support.platespin.com/kb2/article.aspx?id=20718)	INFO: IIS and NTFS Permissions requirements for Portability Suite
Q20595 (http://support.platespin.com/kb2/article.aspx?id=20595)	INFO: Installing IIS and ASP.NET v2.0

3.3 Uninstalling Portability Suite Software Components and Performing a Cleanup

The procedure below outlines the required steps for uninstalling the software components of PlateSpin® Portability Suite and performing an optional manual cleanup. This might be necessary when upgrading or recovering from problems with a previous installation.

NOTE: This procedure does not remove license information from the server.

- 1** Use the Windows Control Panel to uninstall the Portability Suite Client.
- 2** Use the Windows Control Panel to uninstall the Portability Suite Server.
- 3** (Optional) If you opted to install the local database server from within the Portability Suite installation program and if you no longer need it, use the Windows Control Panel to uninstall Microsoft SQL Server 2005 Express Edition.
- 4** Make sure that there are no Operations Framework Controller references in the Windows Registry:
 - 4a** Go to `HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services` and delete the `OfxController` key if it still exists.
 - 4b** Go to `HKEY_LOCAL_MACHINE\SOFTWARE\PlateSpin\` and delete the `OperationsFramework` key.

5 Ensure that the program directories of Portability Suite components were removed:

5a Make sure the Portability Suite Server home directory was removed:

`..\PlateSpin Portability Suite Server`

5b Make sure the Portability Suite Client home directory was removed:

`..\PlateSpin Portability Suite Client`

5c (Optional) If you installed a local Microsoft SQL Server 2005 Express Edition database server and if you chose to uninstall it, remove the directory:

`..\Program Files\Microsoft SQL Server`

WARNING: Do not delete the SQL directory if you have another SQL server installed on the Portability Suite server host.

6 Open IIS Manager and ensure that the `ofxweb` and `PortabilitySuite` virtual directories are deleted.

7 Reboot the machine.

