

# **Installation and Upgrade Guide**

## **PlateSpin® Migrate 9.1**

**April 20, 2012**

**Novell.**

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# About This Guide

This guide provides information to help you install or upgrade your PlateSpin Migrate product.

- ♦ [Chapter 1, “Installing PlateSpin Migrate,” on page 7](#)
- ♦ [Chapter 2, “Upgrading PlateSpin Migrate,” on page 17](#)
- ♦ [Chapter 3, “Troubleshooting Installation Problems,” on page 19](#)

## Audience

This guide is intended for IT staff, such as data center administrators and operators, who use PlateSpin Migrate in their ongoing workload migration 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).

## Additional Documentation

This guide is part of the PlateSpin Migrate documentation set. For a complete list of publications supporting this release, visit the [PlateSpin Migrate 9 Online Documentation Web Site \(http://www.novell.com/documentation/platespin\\_migrate\\_9\)](http://www.novell.com/documentation/platespin_migrate_9).

## Documentation Updates

The most recent version of this guide can be found at the [PlateSpin Migrate 9 Online Documentation Web Site \(http://www.novell.com/documentation/platespin\\_migrate\\_9\)](http://www.novell.com/documentation/platespin_migrate_9).

## Additional Resources

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

- ♦ [Novell User Forum \(http://forums.novell.com/\)](http://forums.novell.com/): A Web-based community with a variety of discussion topics.
- ♦ [Novell Support Knowledgebase \(http://www.novell.com/support/\)](http://www.novell.com/support/): A collection of in-depth technical articles.

## Technical Support

- ♦ Telephone (North America): +1-877-528-3774 (1 87 PlateSpin)
- ♦ Telephone (global): +1-416-203-4799
- ♦ E-mail: [support@platespin.com](mailto:support@platespin.com)

You can also request support through the online [Service Request Web page \(http://support.novell.com/contact/getsupport.html\)](http://support.novell.com/contact/getsupport.html).

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# 1 Installing PlateSpin Migrate

This section provides information about installing PlateSpin Migrate 9.1. For information about upgrading PlateSpin Migrate from previous versions, see [Chapter 2, “Upgrading PlateSpin Migrate,” on page 17](#).

- ♦ [Section 1.1, “PlateSpin Migrate Software Components,” on page 7](#)
- ♦ [Section 1.2, “System Requirements,” on page 7](#)
- ♦ [Section 1.3, “Installing Prerequisite Windows Software Components,” on page 9](#)
- ♦ [Section 1.4, “Installing PlateSpin Migrate Software Components,” on page 12](#)
- ♦ [Section 1.5, “Checking for Software Updates,” on page 16](#)

## 1.1 PlateSpin Migrate Software Components

A typical installation of PlateSpin Migrate requires the following set of software components:

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

You can install all three components through the PlateSpin Migrate installation program (PlateSpinMigrateSetup-9.1.0.xxxx.exe).

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 PlateSpin Migrate Server Hosts,” on page 8](#)
- ♦ [Section 1.2.2, “System Requirements for PlateSpin Migrate Client Hosts,” on page 9](#)

## 1.2.1 System Requirements for PlateSpin Migrate Server Hosts

PlateSpin Migrate Server hosts must meet the following system 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"><li>◆ Windows Server 2008, Windows Server 2008 R2</li><li>◆ Windows Server 2003, Windows Server 2003 R2</li></ul> <p><b>NOTE:</b> You must activate your Windows operating system prior to installing PlateSpin Migrate.</p>   |
| Processor                   | <p>Minimum 1 GHz</p> <p>Recommended: multi-core, 2 GHz or higher</p>   |
| Memory                      | <p>Minimum 2 GB RAM</p> <p>Recommended: 4 GB</p>   |
| Disk Space                  | <p>Minimum 15 GB</p> <p>Additional space might be necessary if you plan to use the same system as a PlateSpin 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 “<a href="#">Designating a PlateSpin Image Server</a>” in your <i>User Guide</i>.</p>   |
| Database Server             | <p>One of the following:</p> <ul style="list-style-type: none"><li>◆ Microsoft SQL Server 2005 Express Edition, included in your software distribution</li><li>◆ Existing local or remote Microsoft SQL Server 2005 database server</li></ul>  |
| Windows Software Components | <p>For Windows Server 2003 systems:</p> <ul style="list-style-type: none"><li>◆ Microsoft IIS 6.0 and later (with ASP.NET)</li><li>◆ Microsoft .NET Framework 3.5 SP1. Download a copy from the <a href="http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7">Microsoft Download Center (http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7)</a>.</li></ul> <p>For more details, see <a href="#">Prerequisites for Windows Server 2003 Systems (page 10)</a>.</p> <p>For Windows Server 2008 systems:</p> <ul style="list-style-type: none"><li>◆ Microsoft .NET Framework 3.5 SP1. Download a copy from the <a href="http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7">Microsoft Download Center (http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7)</a>.</li><li>◆ Microsoft IIS 7.0</li></ul> <p>For more details, see <a href="#">Prerequisites for Windows Server 2008 Systems (page 10)</a>.</p> |

## 1.2.2 System Requirements for PlateSpin Migrate Client Hosts

You can install the PlateSpin Migrate Client on the PlateSpin Migrate Server host or on a separate computer.

Standalone PlateSpin Migrate Client hosts must meet the following system 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"><li>◆ Windows 7</li><li>◆ Windows Server 2008, Windows Server 2008 R2</li><li>◆ Windows Vista (Business and Ultimate Editions)</li><li>◆ Windows Server 2003, Windows Server 2003 R2</li><li>◆ Windows XP (SP1 and later)</li></ul> <p><b>NOTE:</b> You should activate your Windows operating system prior to installing PlateSpin Migrate.</p>  |
| Disk Space                  | Minimum 3 GB  |
| Windows Software Components | <p>Microsoft .NET Framework 2 SP2 or 3.5 SP1. You can download a copy from Microsoft:</p> <ul style="list-style-type: none"><li>◆ <a href="http://www.microsoft.com/download/en/details.aspx?id=1639">.NET Framework 2 SP2 (http://www.microsoft.com/download/en/details.aspx?id=1639)</a></li><li>◆ <a href="http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7">.NET Framework 3.5 SP1 (http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7)</a></li></ul> |

## 1.3 Installing Prerequisite Windows Software Components

PlateSpin Migrate Server is the runtime execution engine underlying the PlateSpin Migrate product. For trouble-free operation of the PlateSpin Migrate Server, you should install it on a dedicated physical or virtual machine. Specifically, do not install the PlateSpin Migrate Server on a machine that is:

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

The following topics provide additional information about installation prerequisites for PlateSpin Migrate Server hosts.

- ◆ [Section 1.3.1, “Prerequisites for Windows Server 2003 Systems,” on page 10](#)
- ◆ [Section 1.3.2, “Prerequisites for Windows Server 2008 Systems,” on page 10](#)
- ◆ [Section 1.3.3, “Enabling Support for FIPS-Compliant Data Encryption Algorithms \(Optional\),” on page 11](#)

## 1.3.1 Prerequisites for Windows Server 2003 Systems

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

1. Microsoft IIS 6.0 and later (with ASP.NET)
2. Microsoft .NET Framework 3.5 SP1 (<http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7>).

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**NOTE:** If you are installing the PlateSpin Migrate Server on a 64-bit Windows Server 2003 system, you must configure IIS to run in 32-bit mode. For details, see [KB Article 7920915 \(http://www.novell.com/support/viewContent.do?externalId=7920915\)](http://www.novell.com/support/viewContent.do?externalId=7920915).

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## 1.3.2 Prerequisites for Windows Server 2008 Systems

Before starting the installation of the PlateSpin Migrate Server on a Windows Server 2008 system, ensure that the following prerequisite software components are installed on the intended PlateSpin Migrate Server host:

1. Web Server (IIS 7.0) along with the required features, roles, and services (see [“Installing Web Server \(IIS 7.0\) and the Required Role Services”](#) on page 10).
2. .NET Framework 3.5 SP1 (<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 10
- ♦ [“Installing .NET Framework Features”](#) on page 11

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**NOTE:** If you are installing the PlateSpin Migrate Server on a 64-bit Windows Server 2008 system, including Windows Server 2008 R2, you must configure the Web Server (IIS) to run in 32-bit mode. For details, see [KB Article 7920915 \(http://www.novell.com/support/viewContent.do?externalId=7920915\)](http://www.novell.com/support/viewContent.do?externalId=7920915).

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

- 1 Log in to your intended PlateSpin Migrate Server host by 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 also install 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 Framework Features

- 1 Log in to your intended PlateSpin Migrate Server host by 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 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 Features* item.

This automatically selects all items in that group: *.NET Framework*, *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)

PlateSpin Migrate 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 PlateSpin Migrate Server host prior to the installation of the PlateSpin Migrate Server. This is because PlateSpin Migrate runs in FIPS-compliant mode only if it detects that a workload's operating system is running in FIPS-compliant mode.

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

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To enable FIPS-compliant algorithms:

- 1 Enable FIPS-compliant algorithms in the security options of your PlateSpin Migrate host's local security policies:
  - 1a Run `secpol.msc` and browse to *Local Policies > Security Options*.
  - 1b Enable the *System cryptography: Use FIPS compliant algorithms for encryption* security option.
- 2 Configure ASP.NET for FIPS support:
  - 2a Access the `machine.config` file located in the following directory of your PlateSpin Migrate Server host:

```
.. \Windows\Microsoft.Net\Framework\vX.X.XXXXX\Config
```
  - 2b Add the following under the `<system.web>` element:

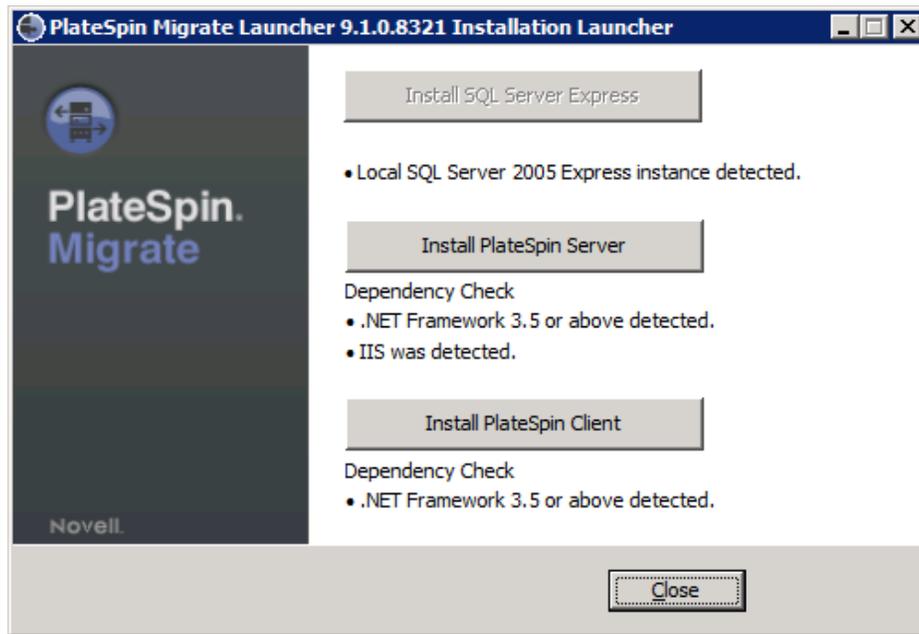
```
<machineKey validationKey="AutoGenerate,IsolateApps"
decryptionKey="AutoGenerate,IsolateApps" validation="3DES"
decryption="3DES"/>
```
- 3 Save the `machine.config` file.

## 1.4 Installing PlateSpin Migrate Software Components

- ♦ [Section 1.4.1, "Starting the PlateSpin Migrate Installation Launcher,"](#) on page 12
- ♦ [Section 1.4.2, "Installing the Database Server,"](#) on page 13
- ♦ [Section 1.4.3, "Installing the PlateSpin Migrate Server,"](#) on page 13
- ♦ [Section 1.4.4, "Installing the PlateSpin Migrate Client,"](#) on page 14

### 1.4.1 Starting the PlateSpin Migrate Installation Launcher

- 1 From [Novell Downloads \(http://download.novell.com\)](http://download.novell.com), download the `PlateSpinMigrateSetup-9.1.0.xxxx.exe` installation program and save it on your intended PlateSpin Migrate 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 PlateSpin Migrate, install it first. If you intend to use an existing SQL Server 2005 database, skip the database installation, start installing the PlateSpin Migrate Server, and point to your existing database when prompted.

## 1.4.2 Installing the Database Server

If you do not have a Microsoft SQL Server 2005 database engine, you can install Microsoft SQL Server 2005 Express Edition included in your PlateSpin Migrate software distribution.

- 1 On your intended database server host, start the Installation Launcher.  
See [“Starting the PlateSpin Migrate Installation Launcher” on page 12.](#)
- 2 Click *Install SQL Server Express* and follow the on-screen instructions.  
The program installs a database server and the database instances required for the operation of PlateSpin Migrate.

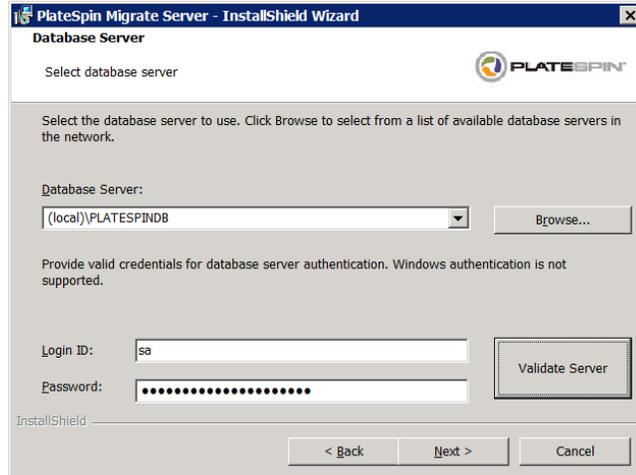
## 1.4.3 Installing the PlateSpin Migrate Server

- 1 Make sure that your intended PlateSpin Migrate Server host meets the minimum system requirements.  
See [“System Requirements for PlateSpin Migrate Server Hosts” on page 8.](#)
- 2 Make sure that your intended PlateSpin Migrate Server host has the necessary prerequisite software installed.  
See [“Installing Prerequisite Windows Software Components” on page 9.](#)
- 3 On your intended PlateSpin Migrate Server host, start the Installation Launcher.  
See [“Starting the PlateSpin Migrate Installation Launcher” on page 12.](#)
- 4 Click *Install PlateSpin Server* and follow the on-screen instructions.

The installation program starts the installation process and prompts you to accept the Novell PlateSpin Migrate software license agreement. You must accept the software license agreement before installing the product.

- 5 Accept the license agreement by selecting the corresponding option, then click *Next*.

The program continues with the installation and prompts you to specify a database server and instance:



- 6 Do one of the following:

- ◆ If you intend to install and use the local database server included in your PlateSpin Migrate software distribution (the default option), leave the default selection (local)\PLATESPINDB in the drop-down list and leave the default sa credentials. If you subsequently move your PlateSpin Migrate database instance or change your SQL Server password, you must reset the PlateSpin Migrate database connection settings. See [KB Article 7970523](http://www.novell.com/support/viewContent.do?externalId=7970523) (<http://www.novell.com/support/viewContent.do?externalId=7970523>).
- ◆ 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*

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

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

The installation program installs the PlateSpin Migrate Software and prepares it to run.

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**NOTE:** This process might take several minutes to complete.

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## 1.4.4 Installing the PlateSpin Migrate Client

You have two installation options for the PlateSpin Migrate Client:

- ◆ “[Installing the Client from within the Installation Launcher](#)” on page 15
- ◆ “[Downloading the Client from your PlateSpin Migrate Server](#)” on page 15
- ◆ “[Starting the Client and Activating the License](#)” on page 16

## Installing the Client from within the Installation Launcher

Use this option to install the Client on the same host with your PlateSpin Migrate Server immediately after the completion of the Server installation.

- 1 Complete the Server installation.  
See “[Installing the PlateSpin Migrate Server](#)” on page 13.
- 2 In the Installation Launcher window, click *Install PlateSpin Client* and follow the on-screen instructions.  
The installation program installs and configures the PlateSpin Migrate Client, preparing it to run.

## Downloading the Client from your PlateSpin Migrate Server

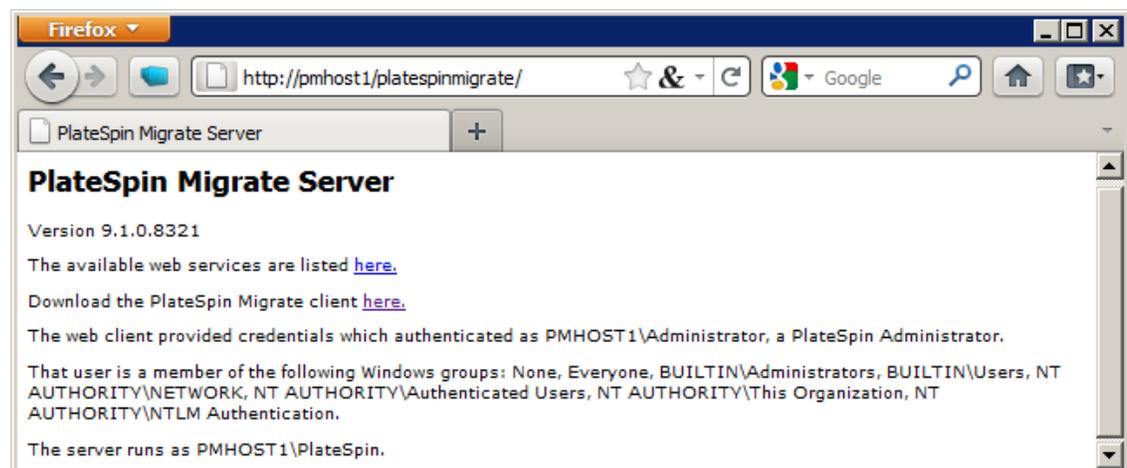
Use this option to install the Client on a remote host by using a Web browser at any time after the completion of the Server installation.

- 1 Complete the PlateSpin Migrate Server installation.  
See “[Installing the PlateSpin Migrate Server](#)” on page 13.
- 2 Make sure your intended PlateSpin Migrate Client host meets the minimum system requirements.  
See “[System Requirements for PlateSpin Migrate Client Hosts](#)” on page 9.
- 3 On your intended PlateSpin Migrate Client host, open a Web browser and navigate to the following URL:

`http://server_host/platespinmigrate`

Replace *server\_host* with the actual name or IP address of your PlateSpin Migrate Server host. If the PlateSpin Migrate 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 PlateSpin Migrate Server’s home page:



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

## Starting the Client and Activating the License

To start the client, click *Start > Programs > PlateSpin Migrate > PlateSpin Migrate Client*. When you install and launch the PlateSpin Migrate 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 “[PlateSpin Migrate Product Licensing](#)” in your *User Guide*.

## 1.5 Checking for Software Updates

When the PlateSpin Migrate 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 PlateSpin Migrate Client, click *Tools > Options*.
- 2 In the *General* tab, select *Restore Defaults*.
- 3 Click *OK*.

To manually check for version updates:

- 1 In the PlateSpin Migrate 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.

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# 2 Upgrading PlateSpin Migrate

You can use your PlateSpin Migrate 9.1 installation program to upgrade the following product versions:

- ◆ PlateSpin Portability Suite (PlateSpin Migrate edition) version 8.1.3
- ◆ Any PlateSpin Migrate 9.x.x distribution

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

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**NOTE:** Starting from PlateSpin Migrate 9.0, PlateSpin Migrate and PlateSpin Protect are separate products, no longer packaged as editions of PlateSpin Portability Suite, and cannot be collocated on the same host. For information about the parallel release of PlateSpin Protect, see the [PlateSpin Protect 10 Documentation Web Site \(http://www.novell.com/documentation/platespin\\_protect\\_10\)](http://www.novell.com/documentation/platespin_protect_10).

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- ◆ [Section 2.1, “Backing Up Your Database Files,” on page 17](#)
- ◆ [Section 2.2, “Upgrade Procedure,” on page 17](#)

## 2.1 Backing Up Your Database Files

- 1 On your 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 to a location outside the product installation directory. The default location of these files is:

```
\Program Files\PlateSpin Migrate Server\Database
```
- 3 Restart MS SQL services that you stopped in [Step 1](#).

Proceed with the upgrade, as detailed in [“Upgrade Procedure” on page 17](#).

## 2.2 Upgrade Procedure

- 1 Back up your data.  
See [“Backing Up Your Database Files” on page 17](#).
- 2 Use the Windows Control Panel to uninstall your client application, the PlateSpin Migrate Client.
- 3 On your server host, start the `PlateSpinMigrateSetup-9.1.0.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 database instance.
- 5 Install the current version of the PlateSpin Migrate Client.  
See [“Installing the PlateSpin Migrate Client” on page 14](#).

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**NOTE:** In some situations the installation program might fail to automatically re-import data that it exports during the upgrade process. If this happens, use the `PlateSpin.ImportExport.exe` utility to recover this data from your server host's `\Documents and Settings\\Application Data\PlateSpin` directory.

See [KB Article 7921084](http://www.novell.com/support/viewContent.do?externalId=7921084) (<http://www.novell.com/support/viewContent.do?externalId=7921084>).

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# 3 Troubleshooting Installation Problems

- ♦ [Section 3.1, “Common Installation Issues and Solutions,”](#) on page 19
- ♦ [Section 3.2, “Knowledgebase Articles about Installation Troubleshooting,”](#) on page 20
- ♦ [Section 3.3, “Removing PlateSpin Software,”](#) on page 20

## 3.1 Common Installation Issues and Solutions

| Problems or Messages   | Solutions  |
|--|--|
| An unexpected error occurs when trying to install the PlateSpin Migrate Server to a non-default location | When you install the PlateSpin Migrate Server in a non-default directory, you must also grant the ASP.NET user account full access to that directory. For example, if you want to install the server in <code>D:\PM_9</code> , you must make sure that the ASP.NET user account has full access to <code>D:\PM_9</code> .  |
| HTTP 403 Error   | <p>PlateSpin Migrate 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 PlateSpin Migrate 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> <ul style="list-style-type: none"><li>♦ Ensure that IIS and ASP.NET are installed properly. See <a href="http://www.novell.com/support/viewContent.do?externalId=7920595">KB Article 7920595</a> (<a href="http://www.novell.com/support/viewContent.do?externalId=7920595">http://www.novell.com/support/viewContent.do?externalId=7920595</a>).</li><li>♦ To ensure that ASP.NET is properly registered with IIS, run the following command:<br/><pre>"C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe" -i</pre></li></ul> <p>If the above steps do not resolve the issue, refer to the detailed instructions for reinstalling IIS and configuring IIS for isolation mode in <a href="http://www.novell.com/support/viewContent.do?externalId=7920710">KB Article 7920710</a> (<a href="http://www.novell.com/support/viewContent.do?externalId=7920710">http://www.novell.com/support/viewContent.do?externalId=7920710</a>).</p> |

| Problems or Messages  | Solutions  |
|---|--|
| Installing PlateSpin Migrate 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 Knowledgebase Articles about Installation Troubleshooting

| ID  | Description  |
|---|--|
| <a href="http://www.novell.com/support/viewContent.do?externalId=7920710">7920710 (http://www.novell.com/support/viewContent.do?externalId=7920710)</a> | ERRMSG: Install Error: Cannot connect to IIS with http or https... |
| <a href="http://www.novell.com/support/viewContent.do?externalId=7920718">7920718 (http://www.novell.com/support/viewContent.do?externalId=7920718)</a> | INFO: IIS and NTFS Permissions requirements for PlateSpin Migrate  |
| <a href="http://www.novell.com/support/viewContent.do?externalId=7920595">7920595 (http://www.novell.com/support/viewContent.do?externalId=7920595)</a> | INFO: Installing IIS and ASP.NET v2.0                              |

## 3.3 Removing PlateSpin Software

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

For information on a post-migration cleanup of source workloads, see “[Post-migration Cleanup of Source Workloads](#)” in your *User Guide*.

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

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- 1 Use the Windows Control Panel to uninstall the PlateSpin Migrate Client.
- 2 Use the Windows Control Panel to uninstall the PlateSpin Migrate Server.
- 3 (Optional) If you opted to install the local database server from within the PlateSpin Migrate installation program and if you no longer need it, use the Windows Control Panel to uninstall Microsoft SQL Server 2005 Express Edition.
- 4 Ensure that the program directories of PlateSpin Migrate components were removed:
  - 4a Make sure the PlateSpin Migrate Server home directory was removed:  
`..\PlateSpin Migrate Server`
  - 4b Make sure the PlateSpin Migrate Client home directory was removed:  
`..\PlateSpin Migrate Client`
  - 4c (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`

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**WARNING:** Do not delete the SQL directory if you have another SQL server installed on the PlateSpin Migrate server host.

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- 5** Open IIS Manager and ensure that the `ofxweb` and `PlateSpinMigrate` virtual directories are deleted.
- 6** Reboot the host.

