Upgrading to Uptime Infrastructure Monitor 7.1 or earlier

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Note

This KB article only applies if you are upgrading to Uptime Infrastructure Monitor version 7.1 or earlier. If you are upgrading to Uptime Infrastructure Monitor 7.2 or later, please refer to Upgrading to Uptime Infrastructure Monitor 7.2 through 7.5

Upgrade Considerations

- If you are upgrading to Uptime Infrastructure Monitor 7.1, your monitoring station platform must be a 64-bit architecture with a 64-bit Operating System. Please refer to Supported Monitoring Station Platforms in Uptime Infrastructure Monitor for a list of officially supported platforms.
- If you are upgrading to Uptime Infrastructure Monitor 7.1 and running the Uptime Infrastructure Monitor Monitoring Station on a Windows server, please refer to Upgrading a Windows Monitoring Station in the Uptime Infrastructure Monitor Release Notes.
- If you are upgrading to Uptime Infrastructure Monitor 7.1 and using the Uptime Infrastructure Monitor Plug-in Manager, you will also need to upgrade the Plug-in Manager. Please visit the Plug-in Manager page on the Uptime Infrastructure Monitor Grid for details.
- When upgrading from 5.x to 6.x or 6.x to 7.0, you must retrieve a new license key from the license portal. When upgrading to 7.0, you must retrieve your license key prior to attempting your upgrade.
- Uptime Infrastructure Monitor Virtual Appliance upgrades are not currently supported.

Please contact IDERA Support prior to attempting an upgrade if any of the following conditions applies:

- You are attempting to upgrade to Uptime Infrastructure Monitor 6.x and your deployment utilizes an MDC configuration.
- You are attempting to upgrade to Uptime Infrastructure Monitor 6.x or 7.x and you have configured DataStore table partitioning.
- You are attempting to upgrade to Uptime Infrastructure Monitor 6.x and are using Uptime Infrastructure Monitor to monitor VMware virtual machines without also having added the corresponding ESX host(s) to Uptime Infrastructure Monitor.

Downloading Upgrade Files

The most recent Uptime Infrastructure Monitor upgrade package is available from the download section of the Support site (login required).

Ensure that you download your service pack upgrade from the Upgrade Installer section and not a full monitoring station installation package.

Please contact the IDERA Support team if you require older versions of Uptime Infrastructure Monitor service packs.

Upgrade FAQ

- Q: Do I need to upgrade my agents?
  - A: Agent updates are generally not required unless specifically noted in the version release notes.
- Q: Can I roll back an upgrade?
  - A: No, upgrades are not designed for rollback capability. Upgrade failures are rare but it is very important to stop all Uptime Infrastructure Monitor services and backup your configuration before proceeding with any upgrade.
- Q: How long will an upgrade take?
  - A: Upgrades can generally be applied in less than 30 minutes.
- Q: Do I need to install each service pack in order or do Uptime Infrastructure Monitor upgrades include all previous updates?
  - A: Upgrades include all previously released functionality; however, there is a specific list of supported upgrade paths. Please review the following section for further details on the correct order to install service packs.
- Q: Can I install a test environment prior to upgrading my production environment?
  - A: Yes, this process is recommended. To retrieve a test license key, login to the License Portal and click the Test Drive link for your deployment.

Supported Upgrade Paths

The officially supported Uptime Infrastructure Monitor upgrade paths are listed below. Please note that the general rule is that you should not skip more than one point release when applying service packs. For example, upgrading from Uptime Infrastructure Monitor 5.2 to 5.4 is possible but upgrading from Uptime Infrastructure Monitor 5.2 to 5.5 is not supported.

- 5.2 -> 5.3
- 5.2 -> 5.4
- 5.3 -> 5.4
- 5.3 -> 5.5
- 5.4 -> 5.5
- 5.4 -> 6.x
- 5.5 -> 6.x
- 6.x -> 7.0
- 7.0 -> 7.1

Applying Uptime Infrastructure Monitor Upgrades and Service Packs

1. Download the upgrade or service pack file from the Upgrade Installer section of the Support site. The current Uptime Infrastructure Monitor upgrade installer file names are listed below (please contact IDERA Support if you require an older service pack version to facilitate an interim upgrade).

Service Pack	Platform & Filename
7.1	Windows: up.time-7.1.0-windows.exe a. Red Hat: up.time-7.1.0-rhes-upgrade.bin.gz b. SuSE: up.time-7.1.0-sles-upgrade.bin.gz c. Solaris: up.time-7.1.0-solaris-sparc-upgrade.bin.gz

2. Copy the upgrade installer file to your monitoring station. If using FTP, ensure you use binary mode.
3. Review the version release notes for any specific upgrade instructions.
4. **If you are upgrading to a new major release version (e.g. from 5.x to 6.x or from 6.x to 7.0), you will need to retrieve a new license key from the License Portal (login required). To complete this process, login to the License Portal, identify the Deployment that you plan to upgrade, select the "Upgrade my Deployment link" and follow the instructions.**
5. Back up your current Uptime Infrastructure Monitor deployment. We recommend at least the following steps, which will back up the configuration information but not the historical performance data. Please review Backing up and Recovering Uptime Infrastructure Monitor for additional backup suggestions.
   a. Generate a Problem Report by navigating to the Config -> Problem Reporting tab. This will generate a copy of your configuration.
   b. Copy <install_dir>/wrapper.conf (Windows systems only)
   c. Copy <install_dir>/uptime.conf
   d. Copy <install_dir>/uptime.lax (all non-Windows systems)
   e. Copy <install_dir>/mysql/my.ini (if running on the default MySQL DataStore)
   f. Copy <install_dir>/apache/conf/httpd.conf
   g. Copy <install_dir>/apache/conf/php.ini
   h. Back up any scripting files related to plug-in monitors, custom actions, custom alerts or custom monitors.

   > **Note**
   >
   > To guarantee full retention of historical performance data, perform a full database backup prior to upgrading.

6. Log out of the Uptime Infrastructure Monitor User Interface before proceeding with the upgrade. Note that if this step is not followed, you may receive a Database is Not Responding error when attempting to restart Uptime Infrastructure Monitor after the upgrade.
7. Stop the Uptime Infrastructure Monitor services before executing the Service Pack.
8. For Red Hat, SUSE, and Solaris installations, run the following:

```
# /etc/init.d/uptime_httpd stop
# /etc/init.d/uptime_core stop
# /etc/init.d/uptime_datastore stop
```

For Windows installations, run the following:

```
> net stop "up.time Web Server"
> net stop "up.time Data Collector"
> net stop "up.time Data Store"
```

9. Continue to apply the Uptime Infrastructure Monitor upgrade.
    a. For Red Hat, SUSE and Solaris installations, run the following commands.

       Note that this example assumes a 7.1 Red Hat upgrade so substitute your file name as appropriate.

       ```
       # cd /to/your/upgrade/file/path
       # gunzip -d up.time-7.1.0-rhes-upgrade.bin.gz
       # chmod +x up.time-7.1.0-rhes-upgrade-bin
       # ./up.time-7.1.0-rhes-upgrade.bin
       ```

       Follow the directions presented during the upgrade script.
    b. Windows installations; double click on the service pack upgrade executable and follow the instructions on screen.
10. Depending on your specific environment you may need to reapply certain changes to the httpd.conf, wrapper.conf, php.ini and/or uptime.conf files. Confirm that these files are correct by comparing to your backup copies.
11. Note that after upgrading to Uptime Infrastructure Monitor 7.0, users should update the global SNMP settings found on the Config panel (please refer to the Release Notes for further details).
12. Note that several new parameters were added or moved to the uptime.conf file in the 5.5 release to simplify and facilitate tuning of performance parameters. If these parameters were previously modified in your wrapper.conf or uptime.lax file, you will need to reapply those changes to the uptime.conf file after upgrading to the 5.5 (or later) release.
13. If any custom files have been removed, copy them back to their respective folders (e.g. plug-in monitors reside in the Uptime Infrastructure Monitor core folder). Ensure that any custom monitors, custom alerts, custom actions, or plug-in service monitors are compatible with the new service pack.