Upgrading to Uptime Infrastructure Monitor 7.2 through 7.5

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Upgrade Considerations

Icon

- Verify your monitoring station can access the following page so will be able to get new plugins and upgrade existing ones: http://the-grid.uptimesoftware.com/extension.json

Upgrade Considerations

- If you are upgrading from Uptime Infrastructure Monitor 7.4 or later, please refer to the Upgrading to Uptime Infrastructure Monitor 7.6 and Later knowledge base article.
- If you are upgrading from Uptime Infrastructure Monitor 7.0, the Monitoring Station may not be a 64-bit platform. Please refer to Supported Monitoring Station Platforms in Uptime Infrastructure Monitor for a list of officially supported platforms. If you are upgrading from Uptime Infrastructure Monitor 7.1, you are already on a 64-bit platform.
- If you are upgrading from Uptime Infrastructure Monitor 7.0, 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 7.1 Release Notes.
- Uptime Infrastructure Monitor Virtual Appliance upgrades are currently not supported.

Downloading Installer Files

The most recent Uptime Infrastructure Monitor Installer packages are available from the Downloads page on the Uptime Infrastructure Monitor Support site (login required). Note, that Uptime Infrastructure Monitor 7.2 or later releases use the same package for both new installations and upgrades.

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, Installers 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 Uptime Infrastructure Monitor Installer in order or do they include all previous updates?
    - A: Upgrades include all previously released functionality; however, there is a specific list of supported upgrade paths. Please review the Supported Upgrade Paths section below for further details on the correct order to install Uptime Infrastructure Monitor packages.
  - Q: Can I install a test environment prior to upgrading my production environment?
    - A: Yes, this process is recommended. Please contact Uptime Infrastructure Monitor Support to request a test license key.

Supported Upgrade Paths

The officially supported Uptime Infrastructure Monitor upgrade paths are listed below:

Current Version	Upgrade Version
7.1	7.2
	7.3
7.2	7.3
	7.4
7.3	7.4
	7.5
7.4	7.5

If you are running an earlier version of Uptime Infrastructure Monitor, please refer to Upgrading to Uptime Infrastructure Monitor 7.1 or earlier and complete your upgrade to Uptime Infrastructure Monitor 7.1 before proceeding.

Version-Specific Upgrade Advisories

Uptime Infrastructure Monitor 7.0 and Windows: If you are running Uptime Infrastructure Monitor 7.0 on a Windows Monitoring Station platform, you will need to perform several upgrade steps related to the Uptime Infrastructure Monitor 64-bit architecture. Please refer to Upgrading a Windows Monitoring Station in the Uptime Infrastructure Monitor 7.1 release notes.

Uptime Infrastructure Monitor 7.0 and Red Hat Enterprise Linux 5.8: Uptime Infrastructure Monitor 7.0 was not officially supported on Red Hat Enterprise Linux 5.8. However, it is possible that you manually added 64-bit libraries to the RHEL 5.8 Monitoring Station to establish compatibility. If this scenario applies to you, do not attempt to upgrade directly from version 7.0 to 7.2; instead first upgrade to Uptime Infrastructure Monitor 7.1 before proceeding.

Uptime Infrastructure Monitor 7.3 and the 'Enhanced Alert Profile Variables': As part of the new features added in Uptime Infrastructure Monitor 7.3, the 'Enhanced Alert Profile Variables' plugin is no longer needed, and will need to be removed after the Upgrade. See the Uptime Infrastructure Monitor 7.3 Release Note - Upgrade Notices for more details

Uptime Infrastructure Monitor 7.4 and emails: If email alerts and reports fail to send after upgrading to Uptime Infrastructure Monitor 7.4, likely the SMTP Configuration field is not set. To resolve, see this KB: Email Not Working After Upgrading to Uptime Infrastructure Monitor 7.4 and later.

Applying Uptime Infrastructure Monitor Installers

1. Download the Installer file from the Uptime Infrastructure Monitor 7.6 Monitoring Station Installer Files (includes up.time Controller) section of the Support site. The current names of the Uptime Infrastructure Monitor Installer files are listed below

Uptime Infrastructure Monitor Version	Platform & Installer Files
7.5	Windows: up.time-7.5.0-windows.exe Linux: up.time-7.5.0-linux.bin

2. Copy the 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. 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.
   - Generate a Problem Report with full configuration data.
       a. From within the Uptime Infrastructure Monitor web gui, navigate to the Config tab & select 'Problem Reporting' from the left side menu
       b. Make sure the box for "Include configuration and service monitor status history for the past" is checked.
       c. Change the default option of 3 months of configuration data to 120 months.
       d. Click 'Generate Report' and wait for the Problem Report to complete
       e. Download and make a copy of the resulting .zip file somewhere other than the Monitoring Station.
   - The problem report will make a copy of all the various config files & configuration data used by Uptime Infrastructure Monitor. But you should also make a back-up of the following files/directories as these maybe overwritten during the upgrade process
       ○ Any Scripts/Plugin Monitors configured on the Monitoring Station. Typically located in subdirectories in the <uptime_dir>/scripts/ directory. (i.e. <uptime_dir>/scripts/MonitorLogScanner etc etc)
       ○ Any custom Dashboards downloaded from 'The Grid' typically located as sub-directories in the <uptime_dir>/GUI/ directory. (i.e. <uptime_dir>/GUI/mobile or <uptime_dir>/GUI/world_map etc)
       ○ If you made any customization's to the <uptime_dir>/logging.conf, this will needed to be backed up, as this file has been revised in the new release.

5. 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.
6. Stop the Uptime Infrastructure Monitor services before executing the Installer: Starting (or restarting) and Stopping Uptime Infrastructure Monitor.
7. If you've previously installed the separate "up.time Controller" while running Uptime Infrastructure Monitor 7.1, you will need to manually un-install this before proceeding as the up.time Controller is now integrated into Uptime Infrastructure Monitor 7.2 and later Installer packages.
   Uninstalling the up.time Controller on Windows:
       a. Open the Programs and Features Control Panel
       b. Select the up.time Controller.
       c. Click Uninstall.
       d. Follow the on-screen prompts.

   Uninstalling the up.time Controller on Linux:

       a. Navigate to the /controller/uninstaller directory (The default Uptime Infrastructure Monitor install directory is /usr/local/uptime/)
       b. Run the uninstaller.sh shell script.
8. Continue to apply the Uptime Infrastructure Monitor upgrade.
   - For Linux installations, run the following commands.

```
# cd /to/your/upgrade/file/path
# chmod +x up.time-7.5.0-linux.bin
# ./up.time-7.5.0-linux.bin
```

Follow the directions presented during the upgrade script.
- Windows installations; Right click on the installer, and click on **'Run As Administrator'**, this will ensure that the installer runs as a local administrator account and has the permissions needed.

9. Depending on your specific environment you may need to re-apply certain changes to the config files that were backed up as part of Step #4. **Do not** directly re-apply the backed up copies though, as there are various changes to these config files between versions. If you are unsure of what changes to do after the upgrade, please contact Uptime Infrastructure Monitor Support directly, and provide the PR taken before the upgrade.
10. If any custom files have been removed, copy them back to their respective folders (e.g. plug-in monitors reside in the uptime scripts folder). **Do not** overwrite any files that already exist within the scripts directory after the upgrade. Because like the config files, there are intended changes to these files between Uptime Infrastructure Monitor versions. If you are unsure of what scripts to re-apply after the upgrade, please contact Uptime Infrastructure Monitor Support directly, and provide of the PR taken before the upgrade. (ex. SSL lines in httpd.conf will need to be readded after an upgrade.)
11. If your Uptime Infrastructure Monitor deployment includes a UI instance, please review the additional steps required for Gadgets/Dashboards to work correctly across both instances as outlined in the Release Notes here.