



# **Performing the software upgrade**

## **OnCommand Insight**

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# Performing the software upgrade

After you complete all prerequisite tasks, you can upgrade all of the Insight components to a new release by downloading and running the applicable installation package on each server.

## Upgrading Insight

After you complete all prerequisite tasks, you log in to the Insight server and run the installation package to complete the upgrade. The upgrade process uninstalls the existing software, installs the new software, and then reboots the server.

### Before you begin

The Insight installation package must be located on the server.

### Steps

1. Log in to the Insight server using an account that has Windows local administrator permissions.
2. Locate the Insight installation package (SANscreenServer-x64-version\_number-build\_number.msi) using Windows Explorer and double-click it.

The OnCommand InsightSetup wizard displays.

3. Move the progress window away from the center of the screen and away from the **Setup** wizard window so that any generated errors are not hidden from view.
4. Follow the setup wizard prompts.

It is a best practice to leave all the defaults selected.

### After you finish

To verify if the upgrade is successful or if errors are generated, check the upgrade log in the following location:  
<install\_directory>\SANscreen\wildfly\standalone\log.

## Upgrading Data Warehouse

After you complete all prerequisite tasks, you can log in to the Data Warehouse server and run the installation package to complete the upgrade.

### About this task

Inline upgrade is not supported by the Data Warehouse (DWH). Use the following steps to upgrade to the new version of DWH software.

When upgrading DWH, the folder containing the *securityadmin* tool vault backup is deleted. It is highly recommended to back up the vault prior to upgrading DWH. For reference, the default vault folders are as follows:



- Vault folder (vaults in use): %SANSSCREEN\_HOME%\wildfly\standalone\configuration\vault
- Vault backups: %SANSSCREEN\_HOME%\backup\vault

See [Managing security on the Data Warehouse](#) for more information.

## Steps

1. Log in to the DWH server using an account that has Windows local administrator permissions.
2. Back up the DWH DB and Reports using the DWH portal interface.
3. Back up the security configuration if the server is using a non-default security configuration.
4. Uninstall the DWH software from the server.
5. Reboot the server to remove components from memory.
6. Install the new version of DWH on the server.

The installation takes approximately 2 hours. It is a best practice to leave all the defaults selected.

7. Restore the non-default security configuration to the DWH server.
8. Restore the DWH database to the server.

## After you finish

After you upgrade, you must restore the Data Warehouse database, which can take as long or longer than the upgrade.



During an OnCommand Insight upgrade, it is not uncommon for a customer to switch to a different Insight server. If you have changed your Insight server, after you restore the data warehouse database the existing connectors will point to the previous server IP address or hostname. It is a best practice to delete the connector and create a new one, to avoid possible errors.

## Preserving custom Cognos settings during a Data Warehouse upgrade

Custom Cognos settings, such as non-default SMTP email settings, are not automatically backed up as part of a Data Warehouse upgrade. You need to manually document and then restore the custom settings following an upgrade.

Prior to upgrading Data Warehouse, prepare a checklist with any custom Cognos settings that you want to preserve, and review the list prior to upgrading the system. After the upgrade is complete, you can restore the values manually to return them to the settings in the original configuration.

## Backing up the security configuration

When your Insight environment is using a non-default security configuration, you must

back up the security configuration and then restore the security configuration after the new software is installed. The security configuration must be restored before the Data Warehouse database backup is restored.

## About this task

You use the `securityadmin` tool to create a backup of the configuration and to restore the saved configuration. For more information, search for `securityadmin` in the OnCommand Insight Documentation Center: <http://docs.netapp.com/oci-73/index.jsp>

## Upgrading remote acquisition unit servers

After you complete all prerequisite tasks, you can log in to the remote acquisition unit server and run the installation package to complete the upgrade. You must perform this task on all remote acquisition servers in your environment.

### Before you begin

- You must have upgraded OnCommand Insight.
- The OnCommand Insight installation package must be located on the server.

### Steps

1. Log in to the remote acquisition unit server using an account that has Windows local administrator permissions.
2. Locate the Insight installation package (`RAU-x64-version_number-build_number.msi`) using Windows Explorer and double-click it.

The OnCommand Insight Setup Wizard displays.

3. Move the installation wizard progress window away from the center of the screen and away from the installation wizard window so that any generated errors are not hidden from view.
4. Follow the Setup Wizard prompts.

It is a best practice to leave all the defaults selected.

### After you finish

- To verify if the upgrade is successful or if errors are generated, check the upgrade log in the following location: `<install_directory>\SANscreen\bin\log`.

- Use the `securityadmin` tool to restore the saved security

configuration. For more information, search for `securityadmin` in the OnCommand Insight

Documentation Center: <http://docs.netapp.com/oci-73/index.jsp>

- Clear your browser's cache and history to ensure that you are receiving the latest data from the server.

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