



Upgrading the Snap Creator Server 3.6.x on Windows

Snap Creator Framework

NetApp
February 12, 2021

Table of Contents

Upgrading the Snap Creator Server 3.6.x on Windows 1

Upgrading the Snap Creator Server 3.6.x on Windows

You can upgrade directly from the Snap Creator Server 3.6.x on Windows.

- If you have any Snap Create user names that contain special characters, you must have renamed those users using only alphabetic characters (a-z, A-Z) before performing the upgrade.
- You have stopped Snap Creator services (`snapcreatorserverservice` and `snapcreatoragentservice`) before backing up the Snap Creator directories to ensure that the backed up data is complete.

For example, you can use the Services snap-in to stop the services:

- a. Select **Start > Run** and enter `services.msc`.
- b. Locate and select the Snap Creator service; then, stop the service. Alternatively, you can open a command prompt and enter the following commands:

```
sc stop snapcreatorserverservice
sc stop snapcreatoragentservice
```

- You have backed up the following directories and all associated subdirectories and files, within the Snap Creator 3.6.x Server directory (C:\Program Files\NetApp\NetApp_Snap_Creator_Framework\scServer3.6.x):
 - Snap Creator database (..\gui\snapcreator)
 - Profiles and configuration files (..\configs)
 - Logs (..\logs) **Note:** Do not delete the Snap Creator 3.6.x backup copies that you created.
- (Optional) If the Snap Creator Agent is installed on the same host as the Snap Creator Server, you should backup the agent.conf file (C:\Program Files\NetApp\NetApp_Snap_Creator_Framework\scServer3.6.x\config\agent.conf)

The paths provided in the following steps refer to the default installation path for Windows. Your path information might differ if the defaults were not used.

After the upgrade process is complete, consider the following issues:

- If the Snap Creator database that is upgraded contains some tasks marked a “in progress”, the state remains the same even after the upgrade process is complete.
- The default administrator in latest Snap Creator must be an administrator in Snap Creator 3.6.x. If the 3.6.x user is not an administrator, then the upgrade assigns an operator role to the 3.6.x user.

1. Stop the Snap Creator services if you have not already done so.

For information about stopping the services, see the details provided earlier in this topic.

2. Uninstall the Snap Creator (for Windows) by selecting **Start > Programs > Snap Creator > Uninstall NetApp Snap Creator Framework**.

For details, see information about uninstalling Snap Creator on Windows.

3. Install the latest Snap Creator Server.

For details, see the information about installing the Snap Creator Server on Windows.

4. If you selected to start the Snap Creator Server as a service when you installed the latest Snap Creator Server, then stop the service.

For information on stopping the service, see the details provided earlier in this topic.

5. Delete the latest Snap Creator Server database folder (C:\Program Files\NetApp\Snap_Creator_Framework\scServer4.1.x\engine\snapcreator).

6. Copy the backed up Snap Creator 3.6.x database directory to the latest location (C:\Program Files\NetApp\Snap_Creator_Framework\scServer4.1.x\engine\snapcreator).

7. Copy the backed up Snap Creator 3.6.x profiles and configuration directory to the latest location (C:\Program Files\NetApp\Snap_Creator_Framework\scServer4.1.x\engine\configs).

8. Copy the backed up Snap Creator 3.6.x logs directory to the latest location (C:\Program Files\NetApp\Snap_Creator_Framework\scServer4.1.x\engine\logs).

9. Open a command prompt and change the directory to the engine subdirectory in the Snap Creator installation path (C:\Program Files\NetApp\Snap_Creator_Framework\scServer4.1.x\engine).

10. Upgrade Snap Creator by entering the following command: `java -jar snapcreator.jar -upgrade`

After the upgrade process is complete, start the Snap Creator Server service by doing one of the following:

- Use the Services snap-in and start the service.
- Enter the following command from a command prompt: `sc start snapcreatorserverservice`

Also, you must validate the Snap Creator Framework GUI startup by navigating to the local host on the specified port (https://IP_address:gui_port).

You must connect using HTTPS; otherwise, the connection is not automatically redirected to an HTTPS connection and the GUI will not work.

Related information

[Installing the Snap Creator Server](#)

[Uninstalling Snap Creator on Windows](#)

Copyright Information

Copyright © 2021 NetApp, Inc. All rights reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means-graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system- without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

Trademark Information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.