



Upgrading Snap Creator

Snap Creator Framework

NetApp

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Upgrading Snap Creator

You can upgrade to the latest version of Snap Creator from various supported versions.



If you have any questions about whether you can upgrade from releases posted on the Communities site, you can submit general questions to the NetApp Communities Forum. The NetApp Communities Forum is online at: https://communities.netapp.com/community/products_and_solutions/databases_and_enterprise_apps/snapcreator

Before upgrading to the latest version of Snap Creator, check the job monitor size for the currently installed version of Snap Creator. When you upgrade Snap Creator, you must set the job monitor size equal to or greater than the previous setting to avoid data loss in the job monitor database.

In addition, when upgrading Snap Creator, you must ensure the upgrade takes place on a host that uses the same operating system environment. For example, if you are upgrading in a Windows environment, you should make sure that when you copy backed-up data you also copy the data back to a Windows environment and not UNIX-based system.



Snap Creator does not have a downgrade (revert) option. During an upgrade process, you back up several files. It is important to keep the backed-up files until you are certain that you do not need to revert to an earlier version of Snap Creator.

Related information

[Checking job monitor size](#)

Checking job monitor size

Before upgrading to the latest version of Snap Creator, you should check the job monitor size for the currently installed version of Snap Creator.

When you upgrade Snap Creator, make sure that you set the job monitor size equal to or greater than the previous setting to avoid data loss in the job monitor database. Snap Creator retrieves jobs only up to the updated job monitor size limit.

For example, if the job monitor size is 500 in Snap Creator 4.0, make sure to set the job monitor size to a number equal to or greater than 500 when upgrading to the latest Snap Creator.

1. Check the job monitor size by performing one of the following options:
 - Open the Snap Creator Server properties files (/install_path/scServer4.1.x/engine/etc/snapcreator.properties) and check the SNAPCREATOR_JOB_MONITOR_SIZE variable.
 - From the Snap Creator GUI main menu, select **Management** > **Job Monitor** and then click **Size**.

The Job Monitor Size dialog box is displayed with the current size in the top field.

Upgrading from releases earlier than Snap Creator 3.6

If you are upgrading from releases earlier than Snap Creator 3.6, you must first upgrade

to Snap Creator 3.6 one version at a time.

For example, to upgrade from Snap Creator 3.5.x, you must first upgrade from 3.5.x to 3.6. After you are running Snap Creator 3.6, you can complete the upgrade to latest version. During this upgrade process, you can install the Snap Creator Agent at the same time as you upgrade the Snap Creator Server.

Related information

[Upgrading the Snap Creator Server 3.6.x on Windows](#)

Upgrading from Snap Creator 3.6.x

When you upgrade from Snap Creator 3.6.x, the database schema is upgraded and all the configuration file passwords are updated for compatibility with the latest Snap Creator.

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](#)

Upgrading the Snap Creator Server 3.6.x on UNIX-based systems

You can upgrade directly from the Snap Creator Server 3.6.x on UNIX-based systems.

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

For example, enter the following commands:

```
/install_path/scServer3.6.x/bin/scServer stop  
/install_path/scAgent3.6.x/bin/scAgent stop
```

- You have backed up the up the following directories and all associated subdirectories and files, within the Snap Creator 3.6.x Server directory (/install_path/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.

The paths provided in the following steps refer to the default installation path. The path in the commands below might differ from your installation path.

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

- If the Snap Creator database that is upgraded contains some tasks marked as “in progress”, the state remains the same even after the upgrade process is complete.
- The default administrator in the 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 processes if you have not already done so.

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

2. Install the latest Snap Creator, but do not start the Snap Creator Server service.

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

3. Copy the backed up Snap Creator 3.6.x database directory to the latest database location (/install_path/scServer4.1.x/engine/snapcreator).
4. Copy the backed up Snap Creator 3.6.x profiles and configuration folder to the latest location (/install_path/scServer4.1.x/engine/configs).
5. Copy the backed up Snap Creator 3.6.x logs folder to the latest location (/install_path/scServer4.1.x/engine/logs).
6. Change directories to the engine subdirectory in the Snap Creator install path (/install_path/scServer4.1.x/engine).
7. 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 entering the following

command:

```
/install_path/scServer4.1.x/bin/scServer start
```

Also, delete the Snap Creator 3.6.x install directory.



Do not delete your backup copies until you are certain you do not need to revert to an older version.

You must also 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 on UNIX-based systems](#)

Upgrading Snap Creator Agent 3.6.x on Windows

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

- You have stopped Snap Creator Agent service (`snapcreatoragentservice`) before backing up the Snap Creator Agent directories to ensure that the backed up data is complete.

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

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

```
sc stop snapcreatoragentservice
```

- You have backed up the following directories, and all associated subdirectories and files, within the Snap Creator Agent directory (`C:\Program Files\NetApp\NetApp_Snap_Creator_Framework\scAgent3.6.x`):
 - `agent.conf` file (`..\config\agent.conf`)



If you have the Snap Creator Server installed on the same system, you might have already backed up this file when you upgraded the Snap Creator Server 3.6.x.

- Logs directory, if enabled (`..\logs`)
- Plug-ins directory (`..\plugins`)

Snap Creator Agent in versions prior to 4.1 used a file named `agent.conf` to list commands outside of Snap Creator that might be executed on Snap Creator Agent. In 4.1, the `allowed_commands.config` file is used.

Similarly, the `agent.conf` file listed hosts that the Snap Creator Agent was allowed to communicate with. By default, the Snap Creator Agent allowed communications with all Snap Creator Servers. However, if you chose to use this feature in previous versions of Snap Creator, the `AUTHORIZED_HOSTS` parameter in the `agent.properties` file now replaces that feature.



If you did not use these parameters, a simple installation of the new agent is all that is required.

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

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

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

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

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

3. Install the latest Snap Creator Agent.

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

4. Open the backed up copy of the agent.conf file in a text editor.

Following is an example of agent.conf:

```
host: scServer@Tampico
command: sdcli.exe
```

5. Open the new allowed_commands.config file (C:\Program Files\NetApp\Snap_Creator_Framework\scAgent4.1.x\etc\allowed_commands.config) in a text editor and copy the command line from agent.conf into the allowed_commands.config file; however, due to the enhanced security in the latest Snap Creator, make sure that the command is fully qualified.

From the previous example, the allowed_commands.config file should contain the following:

```
command: "C:\Program Files\NetApp\SnapDrive\sdcli.exe"
```



Because of the space between "Program Files", quotation marks must be included to encapsulate the command. If the command does not contain any spaces, then quotation marks are not needed.

You can add commands as needed, with each command on a separate line.

6. Save and close the file.

7. Open the agent.properties file (C:\Program

Files\NetApp\Snap_Creator_Framework\scAgent4.1.x\etc\agent.properties) in a text editor and change the default entry of AUTHORIZED_HOSTS=* to reflect the host setting in the agent.conf file.

From the previous example, the AUTHORIZED_HOSTS parameter should contain the following:

```
AUTHORIZED_HOSTS=Tampico
```

Hosts can be added as needed, using commas to separate host names. Both host names and IP addresses are supported:

```
AUTHORIZED_HOSTS=Tampico, 10.10.10.192, Fuji01
```

8. Save and close the file.
9. Start the Snap Creator Agent service by doing one of the following:
 - Use the Services snap-in and start the service.
 - From a command prompt, enter the following command: `sc start snapcreatoragentservice`

Related information

[Installing Snap Creator Agent on Windows](#)

[Uninstalling Snap Creator on Windows](#)

Upgrading the Snap Creator Agent 3.6.x on UNIX

You can upgrade directly from Snap Creator Agent 3.6.x on UNIX.

- You have stopped Snap Creator Agent before backing up the Snap Creator Agent directories to ensure that the backed up data is complete.

For example, enter the following command:

```
/install_path/scAgent3.6.x/bin/scAgent stop
```

- You have backed up the following directories, and all associated subdirectories and files, within the Snap Creator Agent directory (`/install_path/scAgent3.6.x`):
 - `agent.conf` file (`../config/agent.conf`)
 - Logs directory, if enabled (`../logs`)
 - Plug-ins directory (`../plugins`)

The Snap Creator Agent in versions prior to 4.1 used a file named `agent.conf` to list commands outside of Snap Creator that could be executed on a Snap Creator Agent. In 4.1, the `allowed_commands.config` file is used.

Similarly, the `agent.conf` file listed hosts that the Snap Creator Agent was allowed to communicate with. By default, the Snap Creator Agent allowed communications with all Snap Creator Servers. However, if you chose to use this feature in previous versions of Snap Creator, the `AUTHORIZED_HOSTS` parameter in the `agent.properties` file now replaces that feature.



If you did not use these parameters, a simple installation of the new agent is all that is required.

The paths provided in the following steps refer to the default installation path. The paths in the commands below might differ from those in your installation path.

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

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

2. Install the latest Snap Creator Agent, but do not start the Snap Creator Agent.

For details, see the information about installing Snap Creator Agent on UNIX.

3. Open the backed up copy of the agent.conf file in a text editor.

The following is an example of agent.conf:

```
host: scServer@Lyon
command: rc_domino
```

4. Open the new allowed_commands.config file (/install_path/scAgent4.1.x/etc/allowed_commands.config) in a text editor and copy the command line from agent.conf into the allowed_commands.config file; however, due to the enhanced security in the latest Snap Creator, make sure that the command is fully qualified.

From the previous example, the allowed_commands.config file should contain the following:

```
command: /etc/init.d/rc_domino
```



If the command contains any spaces, then you must encapsulate the command within quotation marks.

You can add commands as needed, with each command on a separate line.

Save and close the file after making changes.

5. Open the agent.properties file (/install_path/scAgent4.1.x/etc/agent.properties) in a text editor and change the default entry of AUTHORIZED_HOSTS=* to reflect the host setting in the agent.conf file, then save and close the file.

From the previous example, the AUTHORIZED_HOSTS parameter should contain the following:

```
AUTHORIZED_HOSTS=Lyon
```

Hosts can be added as needed, using commas to separate host names. Both host names and IP addresses are supported:

```
AUTHORIZED_HOSTS=Lyon, 10.10.10.192, Fuji01
```

6. Start Snap Creator Agent by entering the following command:

```
/install_path/scAgent4.1.x/bin/scAgent start
```

Related information

[Installing the Snap Creator Agent on UNIX-based systems](#)

Upgrading from Snap Creator 4.0.x

When you upgrade from Snap Creator 4.0.x, the database schema is upgraded.

Upgrading Snap Creator Server 4.0.x on Windows

You can upgrade directly from Snap Creator Server 4.0.x on Windows.

- If you have any user names that contain special characters in Snap Creator, you must have renamed those users using only alphabetic characters (a through z and A through Z).
- You must 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 must have backed up the following directories, and all associated subdirectories and files, must have been backed up within the Snap Creator 4.0.x Server engine subdirectory (C:\Program Files\NetApp\Snap_Creator_Framework\scServer4.0.x\engine):
 - Snap Creator database (..\snapcreator)
 - Snap Creator Server properties (..\etc)
 - Profiles and configuration (..\configs)
 - Logs (..\logs) **Note:** You must not have deleted the Snap Creator 4.0.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 have already backed up the `agent.conf` file (C:\Program Files\NetApp\Snap_Creator_Framework\scAgent4.0.x\config\agent.conf).

The paths provided in the following steps refer to the default installation path for Windows. Path information might differ from your installation path 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 as “in progress”, the state remains the same even after the upgrade process is complete.
- The default administrator in the latest Snap Creator must be an administrator in Snap Creator 4.0.x. If the 4.0.x user is not an administrator, then the upgrade assigns an operator role to the 4.0.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 Snap Creator (for Windows) by selecting **Start > Programs > Snap Creator > Uninstall NetApp Snap Creator Framework**.

For details, see the 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 about 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 4.0.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 4.0.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 4.0.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 install 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.
- From a command prompt, enter the following command: `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](#)

Upgrading Snap Creator Server 4.0.x on UNIX-based systems

You can upgrade directly from Snap Creator Server 4.0.x on UNIX-based systems.

- If you have any user names that contain special characters in Snap Creator, you must have renamed those

users using only alphabetic characters (a through z or A through Z).

- You have stopped the Snap Creator processes before backing up the Snap Creator directories to ensure that the backed up data is complete.

For example, enter the following commands:

```
/install_path/scServer4.0.x/bin/scServer stop  
/install_path/scAgent4.0.x/bin/scAgent stop
```

- You have backed up the following directories, and all associated subdirectories and files, within the Snap Creator 4.0.x Server engine subdirectory (/install_path/scServer4.0.x/engine):
 - Snap Creator database (../snapcreator)
 - Snap Creator Server properties (../etc)
 - Profiles and configuration (../configs)
 - Logs (../logs) **Note:** You must not have deleted the Snap Creator 4.0.x backup copies that you created.

The paths provided in the following steps refer to the default installation path. The paths in the commands below might differ from your installation path.

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

- If the Snap Creator database that is upgraded contains some tasks marked as "in progress," then the state remains the same even after the upgrade process is complete.
- The default administrator in the latest Snap Creator must be an administrator in Snap Creator 4.0.x. If the 4.0.x user is not an administrator, then the upgrade assigns an operator role to the 4.0.x user.

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

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

2. Install the latest Snap Creator, but do not start the Snap Creator Server service.

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

3. Copy the backed up Snap Creator 4.0.x database directory to the latest location (/install_path/scServer4.1.x/engine/snapcreator).
4. Copy the backed up 4.0.x profiles and configuration directory to the latest location (/install_path/scServer4.1.x/engine/configs).
5. Copy the backed up 4.0.x logs directory to the latest location (/install_path/scServer4.1.x/engine/logs).
6. Change directories to the engine subdirectory in the Snap Creator install path (/install_path/scServer4.1.x/engine).
7. 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 entering the following command:

```
/install_path/scServer4.1.x/bin/scServer start
```

Also, delete the Snap Creator 4.0 installation directory.



Do not delete your backup copies until you are certain that you do not need to revert to an older version.

You must also 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 on UNIX-based systems](#)

Upgrading Snap Creator Agent 4.0.x on Windows

You can upgrade directly from Snap Creator Agent 4.0.x on Windows.

- You have stopped Snap Creator Agent service (`snapcreatoragentservice`) before backing up the Snap Creator Agent directories to ensure that the backed up data is complete.

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

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

```
sc stop snapcreatoragentservice
```

- You have backed up the following directories, and all associated subdirectories and files, within the Snap Creator Agent directory (`C:\Program Files\NetApp\NetApp_Snap_Creator_Framework\scAgent4.0.x`):
 - `agent.conf` file (`..\config\agent.conf`)



If you have Snap Creator Server installed on the same system, you might have already backed up this file when you upgraded Snap Creator Server 4.0.x.

- Logs directory, if enabled (`..\logs`)
- Plug-ins directory (`..\plugins`)

Snap Creator Agent in versions prior to 4.1 used a file named `agent.conf` to list commands outside of Snap Creator that might be executed on Snap Creator Agent. In 4.1, the `allowed_commands.config` file is used.

Similarly, the `agent.conf` file listed hosts that Snap Creator Agent was allowed to communicate with. By default, Snap Creator Agent allowed communications with all Snap Creator Servers. However, if you chose to use this feature in previous versions of Snap Creator, the `AUTHORIZED_HOSTS` parameter in the `agent.properties` file now replaces that feature.



If you did not use these parameters, a simple installation of the new agent is all that is required.

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

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

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

2. Uninstall 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 Agent.

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

4. Open the backed up copy of the agent.conf file in a text editor.

Following is an example of agent.conf:

```
host: scServer@Tampico
command: sdcli.exe
```

5. Open the new allowed_commands.config file (C:\Program

Files\NetApp\Snap_Creator_Framework\scAgent4.1.x\etc\allowed_commands.config) in a text editor and copy the command line from agent.conf into the allowed_commands.config file; however, due to the enhanced security in the latest Snap Creator, make sure that the command is fully qualified.

From the previous example, the allowed_commands.config file should contain the following:

```
command: "C:\Program Files\NetApp\SnapDrive\sdcli.exe"
```



Because of the space between "Program Files", quotation marks must be included to encapsulate the command. If the command does not contain any spaces, then quotation marks are not needed.

You can add commands as needed, with each command on a separate line.

6. Save and close the file.

7. Open the agent.properties file (C:\Program Files\NetApp\Snap_Creator_Framework\scAgent4.1.x\etc\agent.properties) in a text editor and change the default entry of AUTHORIZED_HOSTS=* to reflect the host setting in the agent.conf file.

From the previous example, the AUTHORIZED_HOSTS parameter should contain the following:

```
AUTHORIZED_HOSTS=Tampico
```

Hosts can be added as needed, using commas to separate host names. Both host names and IP addresses are supported:

```
AUTHORIZED_HOSTS=Tampico, 10.10.10.192, Fuji01
```

8. Save and close the file.
9. Start the Snap Creator Agent service by doing one of the following:
 - Use the Services snap-in and start the service.
 - From a command prompt, enter the following command: `sc start snapcreatoragentservice`
Note: Any changes to the `allowed_commands.config` or `agent.properties` files require restarting Snap Creator Agent if it is running when the changes are made.

Related information

[Installing Snap Creator Agent on Windows](#)

[Uninstalling Snap Creator on Windows](#)

Upgrading the Snap Creator Agent 4.0.x on UNIX

You can upgrade directly from Snap Creator Agent 4.0.x on UNIX.

- You have stopped Snap Creator Agent before backing up the Snap Creator Agent directories to ensure that the backed up data is complete.

For example, enter the following command:

```
/install_path/scAgent4.0.x/bin/scAgent stop
```

- You have backed up the following directories, and all associated subdirectories and files, within the Snap Creator Agent directory (`/install_path/scAgent4.0.x`):
 - `agent.conf` file (`../config/agent.conf`)
 - Logs directory, if enabled (`../logs`)
 - Plug-ins directory (`../plugins`)

Snap Creator Agent in versions prior to 4.1 used a file named `agent.conf` to list commands outside of Snap Creator that might be executed on Snap Creator Agent. In 4.1, the `allowed_commands.config` file is used.

Similarly, the `agent.conf` file listed hosts that Snap Creator Agent was allowed to communicate with. By default, Snap Creator Agent allowed communications with all Snap Creator Servers. However, if you chose to use this feature in previous versions of Snap Creator, the `AUTHORIZED_HOSTS` parameter in the `agent.properties` file replaces that feature.



If you did not use these parameters, a simple installation of the new agent is all that is required.

The paths provided in the following steps refer to the default installation path. The paths in the commands below might differ from your installation path.

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

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

2. Install the latest Snap Creator Agent, but do not start the Snap Creator Agent.

For details, see the information about installing Snap Creator Agent on UNIX.

3. Open the backed up copy of the agent.conf file in a text editor.

The following is an example of the agent.conf file:

```
host: scServer@Lyon
command: rc_domino
```

4. Open the new allowed_commands.config file (/install_path/scAgent4.1.x/etc/allowed_commands.config) in a text editor and copy the command line from agent.conf to the allowed_commands.config file; however, due to the enhanced security in the latest Snap Creator, make sure that the command is fully qualified.

From the previous example, the allowed_commands.config file should contain the following:

```
command: /etc/init.d/rc_domino
```



If the command contains any spaces, then you must encapsulate the command within quotation marks.

You can add commands as needed, with each command on a separate line.

Save and close the file after making changes.

5. Open the agent.properties file (/install_path/scAgent4.1.x/etc/agent.properties) in a text editor and change the default entry of AUTHORIZED_HOSTS=* to reflect the host setting in the agent.conf file.

From the previous example, the AUTHORIZED_HOSTS parameter should contain the following:

```
AUTHORIZED_HOSTS=Lyon
```

Hosts can be added as needed, using commas to separate host names. Both host names and IP addresses are supported:

```
AUTHORIZED_HOSTS=Lyon, 10.10.10.192, Fuji01
```

Save and close the file after making changes.

6. Start Snap Creator Agent by entering the following command:

```
/install_path/scAgent4.1.x/bin/scAgent start
```



Any changes to the allowed_commands.config or agent.properties files require restarting the Snap Creator Agent if it is running when the changes are made.

Related information

[Installing the Snap Creator Agent on UNIX-based systems](#)

Upgrading from Snap Creator 4.1.x

You can upgrade from Snap Creator 4.1.x, including all currently available patch levels.

Upgrading Snap Creator Server 4.1.x on Windows

You can upgrade from Snap Creator Server 4.1.x on Windows.

- You must 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 and then stop the service. Alternatively, you can open a command prompt and enter the following commands:

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

- You must have backed up the following directories, and all associated subdirectories and files, within the Snap Creator 4.1.x Server engine subdirectory (C:\Program Files\NetApp\Snap_Creator_Framework\scServer4.1.x\engine):
 - Snap Creator database (..\\snapcreator)
 - Snap Creator Server properties (..\\etc)
 - Configuration files (..\\configs)
 - Logs (..\\logs)
 - Plug-in repository, if enabled (..\\snapcreatorPlugin)
- (Optional) If the Snap Creator Agent is installed on the same host as the Snap Creator Server, you should back up the following directories and all associated subdirectories and files within the Snap Creator Agent directory (C:\Program Files\NetApp\Snap_Creator_Framework\scAgent4.1.x):
 - Snap Creator Agent properties (..\\etc), which contains the allowed_commands.config and agent.properties files
 - Logs (..\\logs)
 - Plug-ins (..\\plugins)
- If Snap Creator was manually started from a command prompt, you must close the command prompt and stop it.



If Snap Creator was started from a service, the uninstaller stops the service as part of the uninstall process.

The paths provided in the following steps refer to the default installation path for Windows. Path information might differ from your installation path 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 as “in progress”, the state remains the same even after the upgrade process is complete.
- The default administrator in the latest Snap Creator must be an administrator in Snap Creator 4.1.

If the 4.1.x user is not an administrator, then the upgrade assigns an operator role to the 4.1.x user.

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

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

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

For details, see the 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 chose to start the Snap Creator Server as a service when you installed the latest Snap Creator Server, then stop the service.

For information about stopping the service, refer to the details provided earlier in this topic.

5. Delete the latest Snap Creator Server database folder at C:\Program Files\NetApp\Snap_Creator_Framework\scServer4.1.x\engine\snapcreator).
6. Copy the backed-up Snap Creator 4.1 database directory to the latest location at C:\Program Files\NetApp\Snap_Creator_Framework\scServer4.1.x\engine\snapcreator).
7. Copy the backed-up Snap Creator 4.1 configuration directory to the latest location at C:\Program Files\NetApp\Snap_Creator_Framework\scServer4.1.x\engine\configs).
8. Copy the backed-up Snap Creator 4.1 logs directory to the latest location at 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 install path at 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.
- From a command prompt, enter the following command:

```
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.

Upgrading Snap Creator Server 4.1.x on UNIX-based systems

You can upgrade from Snap Creator Server 4.1.x on UNIX-based systems.

- You have stopped the Snap Creator processes before backing up the Snap Creator directories to ensure that the backed-up data is complete.

For example, enter the following commands:

```
/install_path/scServer4.1.0/bin/scServer stop  
/install_path/scAgent4.1.0/bin/scAgent stop
```

- You have backed up the following directories, and all associated subdirectories and files, within the Snap Creator 4.1.x Server engine subdirectory (/install_path/scServer4.1.x/engine):
 - Snap Creator database (./snapcreator)
 - Snap Creator Server properties (./etc)
 - Configuration files (./configs)
 - Logs (./logs)
 - Plug-in repository, if enabled (./snapcreatorPlugin) **Note:** You must not delete the Snap Creator 4.1.x backup copies that you created.

The paths provided in the following steps refer to the default installation path. Path information might differ from your installation path if the defaults were not used.

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

- If the Snap Creator database that is upgraded contains some tasks marked as “in progress”, the state remains the same even after the upgrade process is complete.
- The default administrator in the latest Snap Creator must be an administrator in Snap Creator 4.1.x.

If the 4.1.x user is not an administrator, then the upgrade assigns an operator role to the 4.1.x user.

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

For information about stopping the processes, refer to the details provided earlier in this topic.

2. Install the latest version of Snap Creator, but do not start Snap Creator Server.

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

3. Copy the backed-up Snap Creator 4.1.x database directory to the latest location at /install_path/scServer4.1.x/engine/snapcreator.
4. Copy the backed-up 4.1.x configuration directory to the latest location at /install_path/scServer4.1.x/engine/configs).
5. Copy the backed-up 4.1.x logs directory to the latest location at /install_path/scServer4.1.x/engine/logs.
6. Change directories to the engine subdirectory in the Snap Creator install path at /install_path/scServer4.1.x/engine.
7. Upgrade Snap Creator by entering the following command: java -jar snapcreator.jar -upgrade

After the upgrade process is complete, start Snap Creator Server by entering the following command:

```
/install_path/scServer4.1.x/bin/scServer start
```

Also, delete the Snap Creator 4.1.x installation directory.



Do not delete your backup copies until you are certain that you do not need to revert to an older version.

You must also 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.

Upgrading Snap Creator Agent 4.1.x on Windows

You can upgrade from Snap Creator Agent 4.1.x on Windows.

- You have stopped Snap Creator Agent service (snapcreatoragentservice) before backing up the Snap Creator Agent directories to ensure that the backed up data is complete.

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

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

```
sc stop snapcreatoragentservice
```

- You have backed up the following directories, and all associated subdirectories and files, within the Snap Creator Agent directory (C:\Program Files\NetApp\NetApp_Snap_Creator_Framework\scAgent4.1.x):
 - Snap Creator Agent properties (..\etc), which contains the `allowed_commands.config` and `agent.properties` files
 - Logs (..\logs)
 - Plug-ins (..\plugins) **Note:** Do not delete the Snap Creator 4.1.x backup copies that you created.

The paths provided in the following steps refer to the default installation path for Windows. Path information

might differ from your installation path if the defaults were not used.

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

For information about stopping the service, refer to the details provided earlier in this topic.

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

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

3. Install the latest Snap Creator Agent.

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

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

For information about stopping the service, refer to the details provided earlier in this topic.

5. Copy the backed-up Snap Creator 4.1.x logs directory to the latest location (C:\Program Files\NetApp\Snap_Creator_Framework\scAgent4.1.x\logs).

6. Copy the backed-up Snap Creator 4.1.x plug-ins directory to the latest location (C:\Program Files\NetApp\Snap_Creator_Framework\scAgent4.1.x\plugins).

7. Copy the backed-up Snap Creator 4.1.x agent properties directory to the latest location (C:\Program Files\NetApp\Snap_Creator_Framework\scAgent4.1.x\etc).

8. Start the Snap Creator Agent service by doing one of the following:

- Use the Services snap-in and start the service.

- Enter the following at the command prompt:

```
sc start snapcreatoragentservice
```



Any changes to the allowed_commands.config or agent.properties files require restarting Snap Creator Agent if it is running when the changes are made.

Upgrading Snap Creator Agent 4.1.x on UNIX-based systems

You can upgrade from Snap Creator Agent 4.1.x on UNIX-based systems.

- You have stopped Snap Creator Agent before backing up the Snap Creator Agent directories to ensure that the backed-up data is complete.

For example, enter the following command:

```
/install_path/scAgent4.1.0/bin/scAgent stop
```

- You have backed up the following directories, and all associated subdirectories and files, within the Snap Creator Agent directory (/install_path/scAgent4.1.x):

- Snap Creator Agent properties (./etc), which contains the allowed_commands.config and agent.properties files
- Logs (./logs)
- Plug-ins (./plugins) **Note:** Do not delete the Snap Creator 4.1.x backup copies that you created.

The paths provided in the following steps refer to the default installation path. Path information might differ from your installation path if the defaults were not used.

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

For information, refer to the details provided earlier in this topic.

2. Install the latest Snap Creator Agent, but do not start the Snap Creator Agent.

For details, see the information about installing Snap Creator Agent on UNIX.

3. Copy the backed-up Snap Creator 4.1.x logs directory to the latest location at /install_path/scAgent4.1.x/logs).
4. Copy the backed-up Snap Creator 4.1.x plug-ins directory to the latest location at /install_path/scAgent4.1.x/plugins).
5. Copy the backed-up Snap Creator 4.1.x agent properties directory to the latest location at /install_path/scAgent4.1.x/etc).
6. Start Snap Creator Agent by entering the following command:

```
/install_path/scAgent4.1.x/bin/scAgent start
```



Any changes to the allowed_commands.config or agent.properties files require you to restart the Snap Creator Agent if it is running when the changes are made.

Upgrading from Snap Creator 4.3.x

You can upgrade from Snap Creator 4.3.x, including all currently available patch releases.

The upgrade procedure is the same for Snap Creator Framework 4.1.x and 4.3.x.



If you upgrade Snap Creator Framework 4.3.1 to a 4.3.1 patch release, you must omit the final step of running the java -jar snapcreator.jar -upgrade command.

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