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# PlateSpin® Migrate 12.0

## Installation and Upgrade Guide

July 2015

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# About This Guide

This guide provides information to help you install your PlateSpin Migrate product.

- ♦ [Chapter 1, “Installing PlateSpin Migrate,” on page 9](#)
- ♦ [Chapter 2, “Troubleshooting Installation Problems,” on page 21](#)
- ♦ [Chapter 3, “Upgrading PlateSpin Migrate,” on page 25](#)

## Audience

This guide is intended for IT staff, such as data center administrators and operators, who use PlateSpin Migrate in their ongoing workload migration projects.

## Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the **User Comments** feature at the bottom of each page of the online documentation.

## Additional Documentation

This guide is part of the PlateSpin Migrate documentation set. For a complete list of publications supporting this release, visit the [PlateSpin Migrate Online Documentation Web Site \(http://www.netiq.com/documentation/platespin-migrate\)](http://www.netiq.com/documentation/platespin-migrate).

## Documentation Updates

The most recent version of this guide can be found at the [PlateSpin Migrate 12.0. Online Documentation Web Site \(http://www.netiq.com/documentation/platespin-migrate\)](http://www.netiq.com/documentation/platespin-migrate).





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# 1 Installing PlateSpin Migrate

PlateSpin Migrate is a Windows application that runs on server operating systems. Its functionality depends on several software components, including the Microsoft Internet Information Services (IIS) Web server software along with its feature extension modules, the ASP.NET Web application framework, the Microsoft .NET Framework library and runtime, as well as a dedicated Microsoft SQL Server database instance.

For trouble-free installation and operation of PlateSpin Migrate, you should familiarize with system requirements and take time to plan your installation.

PlateSpin Migrate 12.0 introduces a Web Interface that you can use to migrate large number of workloads. The PlateSpin Migrate Web Interface is automatically installed when you install the PlateSpin Migrate Server. For more information about working with the PlateSpin Migrate Web Interface, see the *PlateSpin Migrate User Guide* on the [Documentation Website \(https://www.netiq.com/documentation/platespin-migrate/\)](https://www.netiq.com/documentation/platespin-migrate/).

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**NOTE:** In addition to the English version of PlateSpin Migrate, the product has been localized for installation and use on machines configured for the German, French, and Japanese languages.

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This section provides information about installing PlateSpin Migrate:

- ♦ [Section 1.1, “Preparing to Install PlateSpin Migrate,” on page 9](#)
- ♦ [Section 1.2, “Installing Prerequisite Software,” on page 12](#)
- ♦ [Section 1.3, “Installing PlateSpin Migrate Software Components,” on page 16](#)
- ♦ [Section 1.4, “Checking for Software Updates,” on page 19](#)

## 1.1 Preparing to Install PlateSpin Migrate

- ♦ [Section 1.1.1, “System Requirements \(PlateSpin Server\),” on page 9](#)
- ♦ [Section 1.1.2, “System Requirements \(PlateSpin Migrate Client\),” on page 10](#)
- ♦ [Section 1.1.3, “General Guidelines for Server Installation,” on page 11](#)

### 1.1.1 System Requirements (PlateSpin Server)

PlateSpin Server hosts must meet the following system requirements:

Requirement	Details
Operating System	Any of the following, running on dedicated hardware or in a virtual machine: <ul style="list-style-type: none"><li>♦ Windows Server 2012 R2</li><li>♦ Windows Server 2012</li><li>♦ Windows Server 2008 R2</li></ul> <p><b>NOTE:</b> You must activate your Windows operating system prior to installing PlateSpin Migrate.</p>

Requirement	Details
Processor	<p>Minimum 1 GHz</p> <p>Recommended: multi-core, 2 GHz or higher</p>
Memory	<p>Minimum 2 GB RAM</p> <p>Recommended: 4 GB</p>
Disk Space	<p>Minimum 15 GB</p> <p>Additional space might be necessary if you plan to use the same system as a PlateSpin Image Server. The amount of additional space depends on the number and size of workload images that you intend to store on a given image server. See “<a href="#">Designating a PlateSpin Image Server</a>” in the <i>PlateSpin Migrate 12.0 User Guide</i>.</p>
Database Server	<p>One of the following (local or remote):</p> <ul style="list-style-type: none"> <li>♦ Microsoft SQL Server 2014 Express Edition. A copy of this database software is included in your PlateSpin Migrate software distribution.</li> <li>♦ Microsoft SQL Server 2014</li> <li>♦ Microsoft SQL Server 2008 R2</li> <li>♦ Microsoft SQL Server 2005</li> </ul>
Windows Software Components	<ul style="list-style-type: none"> <li><input type="checkbox"/> All Windows hosts (recommended) <ul style="list-style-type: none"> <li>♦ The latest applicable OS updates (service packs, cumulative security updates, drivers, etc.)</li> </ul> </li> <li><input type="checkbox"/> For Windows Server 2012 R2, Windows Server 2012, and Windows Server 2008 systems <ul style="list-style-type: none"> <li>♦ User Account Control (UAC) disabled.</li> <li>♦ Microsoft .NET Framework 3.5 SP1 and 4. Download a copy from the <a href="http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7">Microsoft Download Center (http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7)</a>.</li> <li>♦ Microsoft IIS 7.0</li> </ul> <p>For more details, see <a href="#">Installing Prerequisite Software on Windows Server 2008 R2 Systems</a> (page 14).</p> </li> </ul>

## 1.1.2 System Requirements (PlateSpin Migrate Client)

You can install the PlateSpin Migrate Client on the PlateSpin Server host or on a separate computer.

Standalone PlateSpin Migrate Client hosts must meet the following system requirements:

Requirement	Details
Operating System	<p>Any of the following, running on dedicated hardware or in a virtual machine:</p> <ul style="list-style-type: none"> <li>♦ Windows 8.1, 8</li> <li>♦ Windows Server 2012 and 2012 R2</li> <li>♦ Windows 7</li> <li>♦ Windows Server 2008, Windows Server 2008 R2</li> <li>♦ Windows Vista (Business and Ultimate Editions)</li> <li>♦ Windows Server 2003, Windows Server 2003 R2</li> <li>♦ Windows XP (SP1 and later)</li> </ul> <p><b>NOTE:</b> You should activate your Windows operating system prior to installing PlateSpin Migrate.</p>
Disk Space	Minimum 3 GB
Windows Software Components	<p>Microsoft .NET Framework 2 SP2 or 3.5 SP1. You can download a copy from Microsoft:</p> <ul style="list-style-type: none"> <li>♦ <a href="http://www.microsoft.com/download/en/details.aspx?id=1639">.NET Framework 2 SP2 (http://www.microsoft.com/download/en/details.aspx?id=1639)</a></li> <li>♦ <a href="http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7">.NET Framework 3.5 SP1 (http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7)</a></li> </ul>

### 1.1.3 General Guidelines for Server Installation

Follow these installation guidelines for trouble-free installation and operation of PlateSpin Migrate.

*Table 1-1 Pre-Installation Checklist*

Guideline	Remarks
<input type="checkbox"/> Dedicated Host	Install the PlateSpin Server on a dedicated physical or virtual machine.
<input type="checkbox"/> Credentials	Perform all installation procedures using an account with administrative privileges. For Windows Server 2008 R2 systems, use the built-in Administrator account.
<input type="checkbox"/> IP Address	Assign the PlateSpin Server host a static IP address.
<input type="checkbox"/> Collocation	<p>Do not collocate the PlateSpin Server with:</p> <ul style="list-style-type: none"> <li>♦ Your domain controller</li> <li>♦ Existing Web servers with IIS applications</li> <li>♦ A workload that you intend to migrate by using the product</li> <li>♦ Other PlateSpin software (PlateSpin Protect and PlateSpin Recon)</li> </ul>
<input type="checkbox"/> Database	If you intend to use your own Microsoft SQL Server database (instead of the Microsoft SQL Server 2014 Express Edition included in your software distribution), make sure that it is supported and conforms to the product's database requirements. See <a href="#">Knowledgebase Article 7009809</a> .

Guideline	Remarks
<input type="checkbox"/> UAC	Disable the User Account Control (UAC).
<input type="checkbox"/> Installation Workflow	<p>Install the prerequisite software in the indicated order. Below is a high-level workflow for a typical PlateSpin Migrate installation:</p> <ol style="list-style-type: none"> <li>1. Supported operating system, followed by corresponding Windows Updates</li> <li>2. ASP.NET/IIS, followed by corresponding Windows Updates.</li> <li>3. (Optional) Enable FIPS-Compliant Data Encryption</li> <li>4. SQL Server database, followed by applicable Microsoft updates.</li> <li>5. PlateSpin Server</li> </ol>

## 1.2 Installing Prerequisite Software

This section provides information on installing the required ASP.NET, IIS, and .NET Framework software components. Because the packaging and distribution of these software components varies among different versions of the supported Windows Server platforms, procedures vary slightly. Use the indicated order of installation and setup.

- ♦ [Section 1.2.1, “Installing Prerequisite Software on Windows Server 2012 Systems,” on page 12](#)
- ♦ [Section 1.2.2, “Installing Prerequisite Software on Windows Server 2008 R2 Systems,” on page 14](#)
- ♦ [Section 1.2.3, “Enabling Support for FIPS-Compliant Data Encryption Algorithms \(Optional\),” on page 15](#)

### 1.2.1 Installing Prerequisite Software on Windows Server 2012 Systems

The following procedure applies to Microsoft Windows Server 2012 (64-bit) servers where you plan to install PlateSpin Migrate.

**To install required Microsoft software components:**

- 1 Ensure that you are familiar with the [System Requirements \(PlateSpin Server\)](#) and [General Guidelines for Server Installation](#).
- 2 Use the Local User Administrator (LUA) account to log in to your intended PlateSpin Server host.
- 3 Use Server Manager to install the Web Server (IIS) role and its role services. Keep the default set of role services for the Web Server, and add the following required role services along with their sub-role services as shown. (Select **Start > All Programs > Administrative Tools > Server Manager**, select **Manage > Add Roles and Features**, then proceed through the wizard to **Select Server Roles** and **Select Role Services** for the Web Server.)
  - ☐ Web Server (IIS) (25 of 43 installed)
    - ☐ Web Server (19 of 34 installed)
      - ☐ Common HTTP Features (4 of 6 installed)
        - ♦ Default Document
        - ♦ Directory Browsing

- ♦ HTTP Errors
  - ♦ Static Content
  - ☐ Health and Diagnostics (2 of 6 installed)
    - ♦ HTTP Logging
    - ♦ Request Monitor
  - ☐ Performance (1 of 2 installed)
    - ♦ Static Content Compression
  - ☐ Security (5 of 9 installed)
    - ♦ Requesting Filtering
    - ♦ Basic Authentication
    - ♦ IP and Domain Restrictions
    - ♦ URL Authorization
    - ♦ Windows Authentication
  - ☐ Application Development (7 of 11 installed)
    - ♦ .NET Extensibility 3.5
    - ♦ .NET Extensibility 4.5
    - ♦ Application Initialization
    - ♦ ASP.NET 3.5
    - ♦ ASP.NET 4.5
    - ♦ ISAPI Extensions
    - ♦ ISAPI Filters
  - ☐ Management Tools (6 of 7 installed)
    - ♦ IIS Management Console
    - ♦ IIS 6 Management Compatibility
      - IIS 6 Metabase Compatibility
      - IIS 6 Management Console
      - IIS 6 Scripting Tools
      - IIS 6 WMI Compatibility
    - ♦ IIS Management Scripts and Tools
- 4 Use Server Manager to install the following required features and sub-features as shown. (In **Server Manager**, select **Manage > Add Roles and Features**, then proceed through the wizard to **Select Features**.)
- ☐ .NET Framework 3.5 Features (all)
  - ☐ NET Framework 4.5 Features (all)
  - ☐ Windows Process Activation Service (all)
  - ☐ XPS Viewer

## 1.2.2 Installing Prerequisite Software on Windows Server 2008 R2 Systems

The following procedure applies to Microsoft Windows Server 2008 and Windows Server 2008 R2 servers where you plan to install PlateSpin Migrate.

### To install required Microsoft software components:

- 1 Ensure that you are familiar with the [System Requirements \(PlateSpin Server\)](#) and [General Guidelines for Server Installation](#).
- 2 Use the Local User Administrator (LUA) account to log in to your intended PlateSpin Server host.
- 3 Use Server Manager to add the Web Server (IIS) role and its role services. Keep the default set of role services for the Web Server, and add the following required role services along with their sub-role services as shown. (Select **Start > All Programs > Administrative Tools > Server Manager**, click **Add Roles**, then proceed through the wizard to **Select Server Roles** and **Select Role Services** for the Web Server.)

☐ Web Server (IIS)

☐ Web Server

☐ Common HTTP Features (all installed)

- ♦ Static Content
- ♦ Default Document
- ♦ Directory Browsing
- ♦ HTTP Errors
- ♦ HTTP Redirection
- ♦ WebDAV Publishing

☐ Application Development (4 of 7 installed)

- ♦ ASP .NET
- ♦ .NET Extensibility
- ♦ ISAPI Extensions
- ♦ ISAPI Filters

☐ Health and Diagnostics (2 of 6 installed)

- ♦ HTTP Logging
- ♦ Request Monitor

☐ Security (all installed)

- ♦ Basic Authentication
- ♦ Windows Authentication
- ♦ Digest Authentication
- ♦ Client Certificate Mapping
- ♦ IIS Client Certificate Mapping
- ♦ URL Authorization
- ♦ Request Filtering
- ♦ IP and Domain Restrictions

- ☐ Performance (1 of 2 installed)
    - ♦ Static Content Compression
  - ☐ Management Tools (all installed)
    - ♦ IIS Management Console
    - ♦ IIS Management Script and Tools
    - ♦ Management Service
    - ♦ IIS 6 Management Compatibility
      - IIS 6 Metabase Compatibility
      - IIS 6 WMI Compatibility
      - IIS 6 Scripting Tools
      - IIS 6 Management Console
- 4 Use Server Manager to install the following required features and sub-features as shown. (In **Server Manager**, click **Add Features**.)
- ☐ .NET Framework (all installed)
    - ☐ .NET Framework 3.5.1
    - ☐ WCF Activation
      - ☐ HTTP Activation
      - ☐ Non-HTTP Activation
  - ☐ Windows Process Activation Service (all installed)
    - ☐ Process Model
    - ☐ .NET Environment
    - ☐ Configuration APIs
  - ☐ XPS Viewer
- 5 (Conditional) On Windows Server 2008, download and install [Microsoft .NET Framework 3.5 SP1 and 4](#).
- 6 (Conditional) On Windows Server 2008 R2, download and install the [Microsoft .NET Framework 4](#) package.

### 1.2.3 Enabling Support for FIPS-Compliant Data Encryption Algorithms (Optional)

PlateSpin Migrate supports data encryption algorithms that are compliant with FIPS (*Federal Information Processing Standards*, Publication 140-2).

If compliance with FIPS is required, it must be enabled on the intended PlateSpin Server host prior to the installation of the PlateSpin Server. This is because PlateSpin Migrate runs in FIPS-compliant mode only if it detects that a workload's operating system is running in FIPS-compliant mode.

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**NOTE:** FIPS-compliant mode has a performance impact and might slow down the data transfer rate up to 30%.

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To enable FIPS-compliant algorithms:

- 1 Enable FIPS-compliant algorithms in the security options of your PlateSpin Migrate host's local security policies:
  - 1a Run `secpol.msc` and browse to **Local Policies > Security Options**.
  - 1b Enable the **System cryptography: Use FIPS compliant algorithms for encryption** security option.
- 2 Configure ASP.NET for FIPS support:
  - 2a Access the `machine.config` file located in the following directory of your PlateSpin Server host:

```
..Windows\Microsoft.Net\Framework\vX.X.XXXXX\Config
```
  - 2b Add the following under the `<system.web>` element:

```
<machineKey validationKey="AutoGenerate,IsolateApps"
decryptionKey="AutoGenerate,IsolateApps" validation="3DES"
decryption="3DES"/>
```
- 3 Save the `machine.config` file.

## 1.3 Installing PlateSpin Migrate Software Components

- [Section 1.3.1, "Starting the PlateSpin Migrate Installation Launcher," on page 16](#)
- [Section 1.3.2, "Installing the Database Server," on page 17](#)
- [Section 1.3.3, "Installing the PlateSpin Server," on page 17](#)
- [Section 1.3.4, "Installing the PlateSpin Migrate Client," on page 18](#)

### 1.3.1 Starting the PlateSpin Migrate Installation Launcher

- 1 From [NetIQ Downloads \(https://dl.netiq.com/\)](https://dl.netiq.com/), download the `PlateSpinMigrateSetup-12.X.X.X.exe` installation program and save it on your intended PlateSpin Server host.
- 2 Run the installation program and click **Next** to launch the prerequisites check utility.

The prerequisites check queries the host where you intend to install the PlateSpin Server. It verifies that all of the required software is installed or enabled. If you see any cautions or omissions, you need to either enable or install the prerequisite software before you proceed with the installation.
- 3 Click **Next** to launch the installation program.

The installation program extracts the required files and opens the Installation Launcher window (if the installation program detects a local installation of Microsoft SQL Server 2005, SQL Server 2008 R2, or Microsoft SQL Server 2014 it disables the corresponding **Install SQL Server Express** option):

If you intend to use the Microsoft SQL Server 2014 Express Edition distributed with PlateSpin Migrate, install it first.

If you intend to use an existing SQL Server database, skip the database installation, start installing the PlateSpin Server, and point to your existing database when prompted.

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**IMPORTANT:** When you browse to and select an existing database, the default value for the server name is displayed, for example:



<database\_server>\<Database\_instance\_name>

You need not specify the DB instance name explicitly in this field. Specify the database server name only, and delete the instance name default. Specifying the database instance name results in a failure to validate the server.

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## 1.3.2 Installing the Database Server

If you do not have a Microsoft SQL Server 2005, SQL Server 2008 R2 database engine, or SQL Server 2014, you can install Microsoft SQL Server 2014 Express Edition included in your PlateSpin Migrate software distribution.

- 1 On your intended database server host, start the Installation Launcher.  
See [“Starting the PlateSpin Migrate Installation Launcher” on page 16](#).
- 2 Click **Install SQL Server Express** and follow the on-screen instructions.  
The program installs a database server and the database instances required for the operation of PlateSpin Migrate.

## 1.3.3 Installing the PlateSpin Server

- 1 Before you install the PlateSpin Server host, you must ensure the following requirements are met:
  - ♦ The PlateSpin Server host meets the minimum system requirements. See [“System Requirements \(PlateSpin Server\)” on page 9](#).
  - ♦ The PlateSpin Server host has the necessary prerequisite software installed. See [“Installing Prerequisite Software” on page 12](#).
- 2 On the PlateSpin Server host, launch the Installation Launcher. See [“Starting the PlateSpin Migrate Installation Launcher” on page 16](#).
- 3 Click **Install PlateSpin Server** and follow the on-screen instructions. Select the license agreement option and click **Next**.
- 4 On the Database Connection Information screen, click **Browse** to select the database server and select the authentication type.
- 5 (Conditional) If you select the **Authentication Type** as **Windows Authentication**, do the following:
  - 5a On the Database Administrative Credentials screen, specify the credentials for the database administrator.

---

**NOTE:** If you choose to connect to a remote database, then you must specify the domain administrator credentials or the credentials of a domain user having sufficient administrator and database rights.

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- 5b Click **Validate Credentials** to validate the credentials and click **Next**.
- 5c On the Database User Credentials screen, specify the credentials for the database user. However, to use the same credentials as the database administrator, select **Same as the Database Administrator**.
- 5d Click **Validate Credentials** to validate the credentials and click **Next**.
- 5e On the Confirm SQL Connection screen, review the information. Click **Back** to edit the SQL connection information or click **Next** to continue.

- 6 (Conditional) If you select the **Authentication Type** as **SQL Authentication**, do the following:
- 6a Specify a database server and instance:
- ♦ If you intend to install and use the local database server included in your PlateSpin Migrate software distribution (the default option), leave the default selection `(local)\PLATESPINDB` in the drop-down list and leave the default `sa` credentials. If you subsequently move your PlateSpin Migrate database instance or change your SQL Server password, you must reset the PlateSpin Migrate database connection settings. See [KB Article 7970523 \(https://www.netiq.com/support/kb/doc.php?id=7970523\)](https://www.netiq.com/support/kb/doc.php?id=7970523).
  - ♦ If you are using a remote database server, click **Browse** to select from a list of available database servers in the network. Specify the database in the following format:  
`database_server\database_instance_name`
  - ♦ If the database server is running on a custom port, specify the database in the following format:  
`database_server\database_instance_name,port_number`
- 6b Specify the database credentials for the selected database server and click **Validate Credentials** to validate the credentials.
- 6c Click **Next** and review the SQL connection information. Click **Back** to edit the SQL connection information or click **Next** to continue.
- 7 On the IIS Configuration screen, specify whether you want to allow HTTP or HTTPS connections. To allow unsecured connections (HTTP), select the **Allow unsecured connections (HTTP)** option.
- If your IIS server has a signed SSL certificate, the communication protocol is HTTPS by default. Your browser might display a `untrusted connection` warning message. For information on how to proceed, see your browser-specific documentation.
- 8 Click **Next** and verify the installation settings, then click **Install** and follow the on-screen prompts.
- 
- NOTE:** This process of installing the PlateSpin Migrate server might take several minutes to complete.
- 
- 9 (Optional) Select **Start the Migrate web client** to launch the PlateSpin Migrate Web Client immediately after the installation is complete.

## 1.3.4 Installing the PlateSpin Migrate Client

You have two installation options for the PlateSpin Migrate Client:

- ♦ [“Installing the Client from within the Installation Launcher” on page 18](#)
- ♦ [“Downloading the Client from your PlateSpin Server” on page 19](#)
- ♦ [“Starting the Client and Activating the License” on page 19](#)

### Installing the Client from within the Installation Launcher

Use this option to install the Client on the same host with your PlateSpin Server immediately after the completion of the Server installation.

- 1 Complete the Server installation.  
See [“Installing the PlateSpin Server” on page 17](#).

- 2 In the Installation Launcher window, click **Install PlateSpin Client** and follow the on-screen instructions.

The installation program installs and configures the PlateSpin Migrate Client, preparing it to run.

## Downloading the Client from your PlateSpin Server

Use this option to install the Client on a remote host by using a Web browser at any time after the completion of the Server installation.

- 1 Complete the PlateSpin Server installation.  
See [“Installing the PlateSpin Server” on page 17](#).
- 2 Make sure your intended PlateSpin Migrate Client host meets the minimum system requirements.  
See [“System Requirements \(PlateSpin Migrate Client\)” on page 10](#).
- 3 On your intended PlateSpin Migrate Client host, open a Web browser and navigate to the following URL:

`http://server_host/platespinmigrate`

Replace *server\_host* with the actual name or IP address of your PlateSpin Server host. If the PlateSpin Server is installed on the local computer, replace *server\_host* with `localhost`. If SSL is enabled, use the `https` protocol in the URL.

The browser loads the PlateSpin Server’s home page:

- 4 Click the PlateSpin Migrate Client download link, download the PlateSpin Migrate Client software, and install it by following the on-screen instructions.

## Starting the Client and Activating the License

To start the client, click **Start > Programs > PlateSpin Migrate > PlateSpin Migrate Client**. When you install and launch the PlateSpin Migrate Client for the first time, the License Wizard opens and prompts you to activate your copy of the software. For help with product licensing, see [“PlateSpin Migrate Product Licensing”](#) in the *PlateSpin Migrate 12.0 User Guide*.

You can also use the PlateSpin Migrate Web Interface to activate the license. For more information, see the *PlateSpin Migrate User Guide* on the [Documentation Website \(https://www.netiq.com/documentation/platespin-migrate/\)](https://www.netiq.com/documentation/platespin-migrate/).

## 1.4 Checking for Software Updates

When the PlateSpin Migrate Client starts, it automatically checks the current version of the product and displays any available updates in the Update Availability dialog box.

To prevent the system from automatically checking for updates every time:

- 1 In the Update Availability dialog box, select the **Do not check for update at startup** option.
- 2 Click **OK**.

To re-enable automatic software update checks:

- 1 In the PlateSpin Migrate Client, click **Tools > Options**.
- 2 In the **General** tab, select **Restore Defaults**.
- 3 Click **OK**.

To manually check for version updates:

- 1 In the PlateSpin Migrate Client, click **Help > Check for Update**.

The system checks the current version of the product and shows updates if they are available.  
To download a specific software update or hotfix, follow the provided URL.

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# 2 Troubleshooting Installation Problems

- ♦ [Section 2.1, “Common Installation Issues and Solutions,” on page 21](#)
- ♦ [Section 2.2, “Knowledgebase Articles about Installation Troubleshooting,” on page 22](#)
- ♦ [Section 2.3, “Removing PlateSpin Software,” on page 22](#)

## 2.1 Common Installation Issues and Solutions

Problems or Messages	Solutions
An unexpected error occurs when trying to install the PlateSpin Server to a non-default location	<p>When you install the PlateSpin Server in a non-default directory, you must also grant the ASP.NET user account full access to that directory. For example, if you want to install the server in <code>D:\PM_9</code>, you must make sure that the ASP.NET user account has full access to <code>D:\PM_9</code>.</p>
HTTP 403 Error	<p>PlateSpin Migrate uses ASP.NET for its Web services. If ASP.NET is not installed on the server, the Web services do not function correctly, and the installation fails with this error.</p> <p>ASP.NET is included as part of the .NET Framework. When you install the .NET Framework, IIS must already be installed on the server for ASP.NET to be configured. If the .NET Framework was installed prior to IIS, simply uninstall and reinstall the .NET Framework.</p>
Cannot connect to IIS with http or https...	<p>During installation, an error message appears indicating that PlateSpin Migrate cannot connect to IIS with HTTP or HTTPS, when Setup attempted to connect with the existing IIS Server. The cause of this error generally indicates a problem with the IIS Server.</p> <ul style="list-style-type: none"><li>♦ Ensure that IIS and ASP.NET are installed properly. See <a href="https://www.netiq.com/support/kb/doc.php?id=7920595">KB Article 7920595 (https://www.netiq.com/support/kb/doc.php?id=7920595)</a>.</li><li>♦ To ensure that ASP.NET is properly registered with IIS, run the following command: <pre>"C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe" -i</pre></li></ul> <p>If the above steps do not resolve the issue, refer to the detailed instructions for reinstalling IIS and configuring IIS for isolation mode in <a href="https://www.netiq.com/support/kb/doc.php?id=7920710">KB Article 7920710 (https://www.netiq.com/support/kb/doc.php?id=7920710)</a>.</p>

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Problems or Messages	Solutions
Installing PlateSpin Migrate on a computer that has other applications running on IIS	This can cause problems during and after installation. If possible, avoid installing the product on a computer that has other applications running on IIS.

## 2.2 Knowledgebase Articles about Installation Troubleshooting

ID	Description
<a href="https://www.netiq.com/support/kb/doc.php?id=7920710">7920710 (https://www.netiq.com/support/kb/doc.php?id=7920710)</a>	ERRMSG: Install Error: Cannot connect to IIS with http or https...
<a href="https://www.netiq.com/support/kb/doc.php?id=7920718">7920718 (https://www.netiq.com/support/kb/doc.php?id=7920718)</a>	INFO: IIS and NTFS Permissions requirements for PlateSpin Migrate
<a href="https://www.netiq.com/support/kb/doc.php?id=7920595">7920595 (https://www.netiq.com/support/kb/doc.php?id=7920595)</a>	INFO: Installing IIS and ASP.NET v2.0

## 2.3 Removing PlateSpin Software

The procedure below outlines the required steps for uninstalling the software components of PlateSpin Migrate and performing an optional manual cleanup. This might be necessary when upgrading or recovering from problems with a previous installation.

For information on a post-migration cleanup of source workloads, see “[Post-migration Cleanup of Source Workloads](#)” in the *PlateSpin Migrate 12.0 User Guide*.

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**NOTE:** This procedure does not remove license information from the server.

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- 1 Use the Windows Control Panel to uninstall the PlateSpin Migrate Client.
- 2 Use the Windows Control Panel to uninstall the PlateSpin Server.
- 3 (Optional) If you opted to install the local database server from within the PlateSpin Migrate installation program and if you no longer need it, use the Windows Control Panel to uninstall Microsoft SQL Server 2005 Express Edition.
- 4 Ensure that the program directories of PlateSpin Migrate components were removed:
  - 4a Make sure the PlateSpin Server home directory was removed:  
`..\PlateSpin Migrate Server`
  - 4b Make sure the PlateSpin Migrate Client home directory was removed:  
`..\PlateSpin Migrate Client`
  - 4c (Optional) If you installed a local Microsoft SQL Server 2005 Express Edition database server and if you chose to uninstall it, remove the directory:  
`..\Program Files\Microsoft SQL Server`

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**WARNING:** Do not delete the SQL directory if you have another SQL server installed on the PlateSpin Migrate server host.

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- 5 Open IIS Manager and ensure that the `ofxweb` and `PlateSpinMigrate` virtual directories are deleted.
- 6 Reboot the host.





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# 3 Upgrading PlateSpin Migrate

You can use your PlateSpin Migrate 12.0 installation program to upgrade the following product versions:

- ♦ PlateSpin Migrate 11.1
- ♦ PlateSpin Migrate 11.0

During the upgrade, the PlateSpin Migrate installation program transparently exports data from your existing database and re-imports it into a new database instance as required. However, as an additional measure of precaution, consider backing up your data prior to the upgrade.

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**NOTE:** Starting from PlateSpin Migrate 9.0, PlateSpin Migrate and PlateSpin Protect are separate products, no longer packaged as editions of PlateSpin Portability Suite, and cannot be collocated on the same host. For information about the PlateSpin Protect product, see its documentation at the [NetIQ Documentation \(http://www.netiq.com/documentation\)](http://www.netiq.com/documentation) Web site.

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- ♦ [Section 3.1, “Backing Up Your Database Files,” on page 25](#)
- ♦ [Section 3.2, “Upgrade Procedure,” on page 25](#)

## 3.1 Backing Up Your Database Files

- 1 On your server host, stop MS SQL services:
  - 1a On the Start menu, click **Run**, type `services.msc`, then click **OK**.
  - 1b In the Services window, right-click the **SQL Server** items, then select **Stop**.
- 2 Copy all `*.mdf` and `*.ldf` files to a location outside the product installation directory. The default location of these files is:

```
\Program Files\PlateSpin Migrate Server\Database
```
- 3 Restart MS SQL services that you stopped in [Step 1](#).

Proceed with the upgrade, as detailed in [“Upgrade Procedure” on page 25](#).

## 3.2 Upgrade Procedure

- 1 Back up your data.  
See [“Backing Up Your Database Files” on page 25](#).
- 2 Use the Windows Control Panel to uninstall your client application, the PlateSpin Migrate Client.
- 3 On your server host, start the `PlateSpinMigrateSetup-12.X.X.X.exe` installation program.
- 4 Click **Install Server** and follow the on-screen instructions. When you are prompted to specify a database instance, point the installation program to your existing database instance.
- 5 Install the current version of the PlateSpin Migrate Client.  
See [“Installing the PlateSpin Migrate Client” on page 18](#).
- 6 (Optional) Manually update any remote hosts running PlateSpin Image Server software.

See [KB Article 7010799 \(https://www.netiq.com/support/kb/doc.php?id=7010799\)](https://www.netiq.com/support/kb/doc.php?id=7010799).

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#### NOTE

In some situations the installation program might fail to automatically re-import data that it exports during the upgrade process. If this happens, use the `PlateSpin.ImportExport.bat` utility to recover this data from the following directory on your server host:

- ♦ **Windows Server 2008 Systems:** `\ProgramData\PlateSpin` (this is a hidden folder by default)

See [KB Article 7921084 \(https://www.netiq.com/support/kb/doc.php?id=7921084\)](https://www.netiq.com/support/kb/doc.php?id=7921084).

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