

PlateSpin® Protect 11.3

Installation and Upgrade Guide

June 2018

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About This Guide and the Library

The *Installation and Upgrade Guide* provides detailed planning and installation information for the PlateSpin Protect software, as well as upgrade information.

Intended Audience

This document is intended for IT administrators who are responsible for maintaining the PlateSpin Protect server and software.

Additional Documentation

For the most recent version of this guide and other PlateSpin Protect documentation resources for this release, visit the [PlateSpin Protect Documentation \(https://www.netiq.com/documentation/platespin-protect-11-3/\)](https://www.netiq.com/documentation/platespin-protect-11-3/) website.

In addition to English, online documentation is available in these national languages: Chinese Simplified, Chinese Traditional, French, German, Japanese, and Spanish.

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- ♦ Product documentation, Knowledge Base articles, and videos: <https://www.microfocus.com/support-and-services/>
- ♦ The [Micro Focus Communities](#) pages for High Availability and Disaster Recovery: <https://forums.novell.com/forumdisplay.php/1870-HIGH-AVAILABILITY-DISASTER-RECOVERY>

1 Installing PlateSpin Protect

PlateSpin Protect 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.

- ♦ [Section 1.1, “Preparing to Install PlateSpin Protect,” on page 7](#)
- ♦ [Section 1.2, “Installing Prerequisite Software,” on page 11](#)
- ♦ [Section 1.3, “Installing PlateSpin Protect Software Components,” on page 17](#)
- ♦ [Section 1.4, “Post-Installation Tasks,” on page 26](#)
- ♦ [Section 1.5, “Modifying the Password for the SQL Server Express System Administrator User,” on page 26](#)
- ♦ [Section 1.6, “Security Best Practices for PlateSpin Hosts,” on page 27](#)

1.1 Preparing to Install PlateSpin Protect

For trouble-free installation and operation of PlateSpin Protect, you should review the system requirements and plan your installation.

- ♦ [Section 1.1.1, “System Requirements,” on page 7](#)
- ♦ [Section 1.1.2, “Deployment Guidelines,” on page 9](#)

1.1.1 System Requirements

PlateSpin Server hosts must meet the system requirements in [Table 1-1](#). See also [“Deployment Guidelines” on page 9](#).

Table 1-1 *PlateSpin Server Host Requirements*

Requirement	Details
Dedicated host	Physical or virtual server
Operating System	For new installations, any of the following Windows Server versions: <ul style="list-style-type: none">♦ Windows Server 2012 R2 (64-bit)♦ Windows Server 2008 R2 SP1 (64-bit) NOTE: You must activate the Microsoft license for your Windows operating system prior to installing PlateSpin Protect.
Processor	Minimum 1 GHz Recommended: multi-core, 2 GHz or higher
Memory (RAM)	Minimum 4 GB

Requirement	Details
Disk Space	<p>Minimum 15 GB</p> <p>NOTE: Over time, space consumption will increase.</p>
Database Server	<p>A dedicated Microsoft SQL Server database instance (local or remote), running on one of the following:</p> <ul style="list-style-type: none"> ♦ New database server: Microsoft SQL Server 2014 Express Edition database server is included in your PlateSpin Protect software distribution. <p>You can install this software during the PlateSpin Protect installation on the same server, or you can install this software separately on a different server before you install the product. For more information, see "Installing Microsoft SQL Server Express Edition" on page 20.</p> <ul style="list-style-type: none"> ♦ Your existing database server: You can use your existing Microsoft SQL Server database server to host the database instance. Your existing database server resides on a different server than the PlateSpin Server. <p>Supported software versions are:</p> <ul style="list-style-type: none"> ♦ Microsoft SQL Server 2014 ♦ Microsoft SQL Server 2012 Service Pack 2 ♦ Microsoft SQL Server 2008 R2 Service Pack 2 ♦ Microsoft SQL Server 2008 Service Pack 3 ♦ Microsoft SQL Server 2005 Service Pack 4 <p>NOTE: Prior to installing the product, ensure that your existing SQL Server database server and named database instance meet the Database guidelines. For configuration information, see "Configuring Your Remote Microsoft SQL Server Database Server" on page 21.</p>

Requirement	Details
Software Prerequisites	<p>You must install the following components on the Windows server where you will install PlateSpin Protect:</p> <ul style="list-style-type: none"> ♦ For Windows Server 2012 R2 systems: <ul style="list-style-type: none"> ♦ Microsoft .NET Framework 3.5 Service Pack 1 ♦ Microsoft .NET Framework 4.5.2 ♦ Web Server (IIS 8.0), running in 32-bit mode <p>You can download .NET software from Microsoft:</p> <ul style="list-style-type: none"> ♦ .NET Framework 3.5 SP1 (https://www.microsoft.com/en-us/download/details.aspx?id=22) ♦ .NET Framework 4.5.2 (https://www.microsoft.com/en-in/download/details.aspx?id=42642) <p>For more information, see “Installing Prerequisite Software on Windows Server 2012 R2 Systems” on page 11.</p> <ul style="list-style-type: none"> ♦ For Windows Server 2008 R2 systems: <ul style="list-style-type: none"> ♦ Microsoft .NET Framework 3.5 Service Pack 1 ♦ Microsoft .NET Framework 4.5.2 ♦ Web Server (IIS 7.0), running in 32-bit mode <p>For more information, see “Installing Prerequisite Software on Windows Server 2008 R2 Systems” on page 14.</p>
TLS Protocol	PlateSpin Protect requires Transport Layer Security (TLS) 1.0 and higher to be enabled on the intended PlateSpin Server host.
National Language Support	<p>In addition to the English language, PlateSpin Protect provides National Language Support (NLS) for installation and use on machines configured for the Chinese Simplified, Chinese Traditional, French, German, and Japanese languages. Localized online documentation is available in these languages, as well as in Spanish.</p> <p>NOTE: Ensure that the OS Language setting matches the OS Locale setting on the computer. You can change the locale of the computer as per your requirement after the installation is complete.</p> <p>To use the PlateSpin Protect Web Interface and integrated help in one of these languages, see Configuring Language Settings for International Versions.</p>

1.1.2 Deployment Guidelines

Follow the pre-installation checklist in [Table 1-2](#) for trouble-free installation and operation of PlateSpin Protect.

Table 1-2 Pre-Installation Checklist

Guideline	Remarks
Dedicated Host	Install PlateSpin Protect on a dedicated physical machine or virtual machine. See also Co-location .

Guideline	Remarks
Credentials	<p>Perform all installation procedures using an account with administrative privileges.</p> <p>When you install PlateSpin Protect Server on a domain computer, you must log in to the PlateSpin Server during installation, removal, or upgrade as a domain user who is a member of the Domain Admin group and the local Admin group.</p> <p>Windows Authentication for your Microsoft SQL Server Standard Edition or Enterprise Edition database server is supported in domain environments. If you use Windows Authentication for your database server, when you perform the PlateSpin Server installation or upgrade, you must log in to the PlateSpin Server as the domain user with SQL Admin rights. This user must also have local administrator rights to the PlateSpin Server. In addition, the Service User you specify for SQL Server credentials must have local administrator rights.</p>
IP Address	Assign a static IP address to the PlateSpin Server host.
Co-location	<p>Do not co-locate the PlateSpin Server with:</p> <ul style="list-style-type: none"> ◆ Your domain controller ◆ Existing web servers with IIS applications ◆ A workload that you intend to protect by using the product ◆ Other PlateSpin software (PlateSpin Migrate and PlateSpin Recon)
Database	<p>The <i>Microsoft SQL Server 2014 Express Edition</i> that is included with PlateSpin Protect Server cannot be installed on a domain controller, in accordance with Microsoft Developer Network recommendations.</p> <p>If you intend to use your existing Microsoft SQL Server database server (instead of the Microsoft SQL Server 2014 Express Edition included in your software distribution), ensure that your system uses a supported version of SQL Server. Ensure that the configuration of the database server and database instance used by the PlateSpin Protect server conforms to the product's database requirements. See SQL Server Installation Requirements for Platespin Protect and Migrate (KB Article 7009809). During the PlateSpin Protect software installation, you need to know the name of the database server and the name of the database instance.</p> <p>While multiple PlateSpin Protect servers can use the same remote database server, each Protect Server requires a separate database instance.</p> <p>For deployment guidelines based on your operational needs, see “Database Server” in the <i>PlateSpin Protect User Guide</i>.</p> <p>The database server and database instance for the PlateSpin Server must be available and configured to work with PlateSpin Protect before you attempt to install the product. See “Installing the Database Server” on page 19.</p> <p>For more information about SQL Server settings and the firewall settings required for using a remote database server, see “Configuring Your Remote Microsoft SQL Server Database Server” on page 21.</p>
UAC	Disable the User Account Control (UAC) during the installation, removal, or upgrade.

Guideline	Remarks
Installation Workflow	<p>Install the prerequisite software in the indicated order. Below is a high-level workflow for a typical PlateSpin Protect installation:</p> <ol style="list-style-type: none"> 1. Supported operating system, followed by corresponding Windows Updates. 2. ASP.NET/IIS, followed by corresponding Windows Updates. <ol style="list-style-type: none"> a. Configure IIS to run in 32-bit mode. 3. SQL Server database, followed by applicable Microsoft updates. 4. PlateSpin Server.

1.2 Installing Prerequisite Software

Before you install PlateSpin Protect, you must install the required Web Server (Internet Information Services (IIS)), ASP.NET, .NET Framework, and related 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 R2 Systems,” on page 11](#)
- [Section 1.2.2, “Installing Prerequisite Software on Windows Server 2008 R2 Systems,” on page 14](#)

1.2.1 Installing Prerequisite Software on Windows Server 2012 R2 Systems

Use the following procedure to install [prerequisite software](#) on the Microsoft Windows Server 2012 R2 servers where you plan to install PlateSpin Protect. Before you begin, ensure that you are familiar with the [“System Requirements” on page 7](#) and [“Deployment Guidelines” on page 9](#).

To install required Microsoft software components:

- 1 Use the Local User Administrator (LUA) account to log in to your intended PlateSpin Server host.
- 2 Open Server Manager. Select **Start > All Programs > Administrative Tools > Server Manager**.
- 3 Use Server Manager to install Web Server (IIS) and other software required by PlateSpin Server:
 - 3a In the Server Manager toolbar, select **Manage > Add Roles and Features**.
 - 3b In the Add Roles and Features wizard, proceed to the Installation Type tab, then continue through the wizard:

Add Roles and Features Wizard	Action
1. Installation Type	Select Role-based or feature-based installation , then click Next .
2. Server Selection	Select your intended PlateSpin Server host, then click Next .
3. Server Roles	Select Web Server (IIS) , then click Next .
4. Pop-up prompt to Add features that are required for Web Server (IIS)	Select Include management tools , then click Add Features .
5. Features	<p>Keep the default set of features for the Web Server and add other required features along with their sub-features as shown, then click Next.</p> <ul style="list-style-type: none"> <input type="checkbox"/> .NET Framework 3.5 Features (all installed) <ul style="list-style-type: none"> ◆ .NET Framework 3.5 (includes .NET 2.0 and 3.0) ◆ HTTP Activation ◆ Non-HTTP Activation <input type="checkbox"/> .NET Framework 4.5 Features (all installed) <ul style="list-style-type: none"> ◆ .NET Framework 4.5 ◆ ASP.NET 4.5 ◆ WCF Services (5 of 5 installed) <ul style="list-style-type: none"> — HTTP Activation — Message Queuing (MSMQ) Activation — Named Pipe Activation — TCP Activation — TCP Port Sharing <input type="checkbox"/> Windows Process Activation Service (all installed) <ul style="list-style-type: none"> ◆ Process Model ◆ .NET Environment ◆ Configuration APIs <input type="checkbox"/> XPS Viewer
6. Web Server (IIS)	Read the information, then click Next .

Add Roles and Features Wizard	Action
7. Role Services	<p>Keep the default set of role services for the Web Server and add other required role services along with their sub-role services as shown, then click Next.</p> <p>Web Server (IIS) > Role Services (25 of 43 installed):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Web Server (19 of 34 installed) <ul style="list-style-type: none"> ♦ Common HTTP Features (4 of 6 installed) <ul style="list-style-type: none"> — Default Document — Directory Browsing — HTTP Errors — Static Content ♦ Health and Diagnostics (2 of 6 installed) <ul style="list-style-type: none"> — HTTP Logging — Request Monitor ♦ Performance (1 of 2 installed) <ul style="list-style-type: none"> — Static Content Compression ♦ Security (5 of 9 installed) <ul style="list-style-type: none"> — Requesting Filtering — Basic Authentication — IP and Domain Restrictions — URL Authorization — Windows Authentication ♦ Application Development (7 of 11 installed) <ul style="list-style-type: none"> — .NET Extensibility 3.5 — .NET Extensibility 4.5 — Application Initialization — ASP.NET 3.5 — ASP.NET 4.5 — ISAPI Extensions — ISAPI Filters <input type="checkbox"/> Management Tools (6 of 7 installed) <ul style="list-style-type: none"> ♦ IIS Management Console ♦ IIS 6 Management Compatibility (4 of 4 installed) <ul style="list-style-type: none"> — IIS 6 Metabase Compatibility — IIS 6 Management Console — IIS 6 Scripting Tools — IIS 6 WMI Compatibility ♦ IIS Management Scripts and Tools
8. Confirmation	Review the roles, role services, and features to be installed, then click Install .

3c Wait for the installation to complete, then close the Add Roles and Features wizard.

4 Use IIS Manager to configure IIS to run in 32-bit mode:

4a In the Server Manager toolbar, select **Tools > Internet Information Services (IIS) Manager**.

You can alternatively open the IIS Manager from the Windows taskbar: select **Server Manager > Administrative Tools > Internet Information Services (IIS) Manager**.

4b In the Connections pane, expand the server name, then click **Application Pools** to display the list of available application pools in the center Sites pane.

- 4c In the list, right-click **DefaultAppPool**, then click **Advanced Settings**.
 - 4d In the Advanced Settings dialog, set **Enable 32-bit Applications** to **True**, then click **OK**.
 - 4e In the Actions pane on the right, click **Set application pool defaults**.
 - 4f In the Application Pools Defaults dialog, set **Enable 32-bit Applications** to **True**, then click **OK**.
 - 4g Restart the IIS service. Select the IIS server name in the Connections pane, then click **Restart** under the Actions pane.
 - 4h Exit IIS Manager.
- 5 Exit Server Manager.

1.2.2 Installing Prerequisite Software on Windows Server 2008 R2 Systems

Use the following procedure to install [prerequisite software](#) on the Microsoft Windows Server 2008 R2 servers where you plan to install PlateSpin Protect. Before you begin, ensure that you are familiar with the [“System Requirements” on page 7](#) and [“Deployment Guidelines” on page 9](#).

To install required Microsoft software components:

- 1 Use the Local User Administrator (LUA) account to log in to your intended PlateSpin Server host.
- 2 Open Server Manager. Select **Start > All Programs > Administrative Tools > Server Manager**.

- 3 Use Server Manager to install Web Server (IIS) with components required by PlateSpin Server:
 - 3a In Server Manager, select **Roles** in the left pane, then click **Add Roles** in the Roles pane.
 - 3b In the Add Roles wizard, proceed to the Server Roles tab, then continue through the wizard:

Add Roles Wizard	Action
1. Server Roles	Select Web Server (IIS) , then click Next .
2. Web Server (IIS)	Read the information, then click Next .
3. Role Services	<p>Keep the default set of role services for the Web Server and add other required role services along with their sub-role services as shown, then click Next.</p> <p>Web Server (IIS) > Role Services:</p> <p><input type="checkbox"/> Web Server</p> <ul style="list-style-type: none"> ◆ Common HTTP Features (all installed) <ul style="list-style-type: none"> — Static Content — Default Document — Directory Browsing — HTTP Errors — HTTP Redirection — WebDAV Publishing ◆ Application Development (4 of 7 installed) <ul style="list-style-type: none"> — ASP .NET — .NET Extensibility — ISAPI Extensions — ISAPI Filters ◆ Health and Diagnostics (2 of 6 installed) <ul style="list-style-type: none"> — HTTP Logging — Request Monitor ◆ Security (all installed) <ul style="list-style-type: none"> — Basic Authentication — Windows Authentication — Digest Authentication — Client Certificate Mapping — IIS Client Certificate Mapping — URL Authorization — Requesting Filtering — IP and Domain Restrictions ◆ Performance (1 of 2 installed) <ul style="list-style-type: none"> — Static Content Compression <p><input type="checkbox"/> Management Tools (all installed)</p> <ul style="list-style-type: none"> ◆ IIS Management Console ◆ IIS Management Script and Tools ◆ Management Service ◆ IIS 6 Management Compatibility (all installed) <ul style="list-style-type: none"> — IIS 6 Metabase Compatibility — IIS 6 WMI Compatibility — IIS 6 Scripting Tools — IIS 6 Management Console

Add Roles Wizard	Action
4. Confirmation	Review the roles and role services to be installed, then click Install .

3c Wait for the installation to complete, then close the Add Roles wizard.

4 Use Server Manager to install additional software required by PlateSpin Server:

4a In Server Manager, select **Features** in the left pane, then click **Add Features** in the Features pane.

4b In the Add Features wizard, proceed to the Features tab, then continue through the wizard:

Add Features Wizard	Action
1. Features	<p>Select the following required features and their sub-features as shown, then click Next.</p> <ul style="list-style-type: none"> <input type="checkbox"/> .NET Framework (all installed) <ul style="list-style-type: none"> ◆ .NET Framework 3.5.1 ◆ WCF Activation <ul style="list-style-type: none"> — HTTP Activation — Non-HTTP Activation <input type="checkbox"/> Windows Process Activation Service (all installed) <ul style="list-style-type: none"> ◆ Process Model ◆ .NET Environment ◆ Configuration APIs <input type="checkbox"/> XPS Viewer
2. Confirmation	Review the features to be installed, then click Install .

4c Wait for the installation to complete, then close the Add Features wizard.

5 Exit Server Manager.

6 Download and install [Microsoft .NET Framework 4.5.2 \(https://www.microsoft.com/en-us/download/details.aspx?id=42642\)](https://www.microsoft.com/en-us/download/details.aspx?id=42642) on your intended PlateSpin Server host.

Wait for the installation to complete, then continue.

7 Use IIS Manager to configure IIS to run in 32-bit mode:

7a Open the IIS Manager. On the Windows taskbar, select **Start > Administrative Tools > Internet Information Services (IIS) Manager**.

7b In the Connections pane, expand the server name, then click **Application Pools** to display the list of available application pools in the center pane.

7c In the list, right-click **DefaultAppPool**, then click **Advanced Settings**.

7d In the Advanced Settings dialog, set **Enable 32-bit Applications** to **True**, then click **OK**.

7e In the Actions pane on the right, click **Set application pool defaults**.

7f In the Application Pools Defaults dialog, set **Enable 32-bit Applications** to **True**, then click **OK**.

7g Restart the IIS service. Select the IIS server name in the Connections pane, then click **Restart** under the Actions pane.

7h Exit IIS Manager.

1.3 Installing PlateSpin Protect Software Components

This section provides information on installing the required components included in the PlateSpin Protect software. In order to use a remote Microsoft SQL Server database server and environment (instead of installing the SQL Server software included with the product on the same server), you must configure settings for the SQL server and configure your environment to allow the remote connection.

- ♦ [Section 1.3.1, “Before You Install PlateSpin Protect,” on page 17](#)
- ♦ [Section 1.3.2, “Starting the Installation Launcher,” on page 17](#)
- ♦ [Section 1.3.3, “Installing the Database Server,” on page 19](#)
- ♦ [Section 1.3.4, “Installing PlateSpin Server,” on page 23](#)

1.3.1 Before You Install PlateSpin Protect

Ensure that your intended PlateSpin Server host meets the following prerequisites:

- ♦ PlateSpin Server host meets minimum system requirements. See [“System Requirements” on page 7](#).
- ♦ Pre-installation setup followed the deployment guidelines. See [“Deployment Guidelines” on page 9](#).
- ♦ Prerequisite software is installed and configured. See [“Installing Prerequisite Software” on page 11](#).
- ♦ Database server is installed and configured. See [“Installing the Database Server” on page 19](#).

Choose the appropriate database server option:

- ♦ If you intend to use the Microsoft SQL Server Express Edition distributed with PlateSpin Protect, install it before you install the product. See [“Installing Microsoft SQL Server Express Edition” on page 20](#).
- ♦ If you intend to use an existing Microsoft SQL Server database server, configure SQL Server settings and your environment as described in [“Configuring Your Remote Microsoft SQL Server Database Server” on page 21](#) before you install the product.

1.3.2 Starting the Installation Launcher

To install or upgrade the product, you must use the Installation Launcher in the PlateSpin Protect Setup utility (PlateSpinProtectSetup-11.3.0.xxx.exe). The file is available from [Micro Focus Downloads](#) (<https://www.microfocus.com/support-and-services/download/>).

To download the PlateSpin Protect Setup utility:

- 1 Download the PlateSpinProtectSetup-11.3.0.xxxx.exe installation program from the PlateSpin Protect download page:
 - 1a Go to [Micro Focus Downloads](#) (<https://www.microfocus.com/support-and-services/download/>).
 - 1b Select PlateSpin Protect from the **Browse by Product** list, or type the product name in the **Browse by Product** field to find the product and then select it.
The Micro Focus Downloads page opens in a new tab (or window) with [PlateSpin Protect product search results](#).
 - 1c In the search results, click the name link for PlateSpin Protect 11.3.

- 1d On the Download Description page, click **proceed to download**, then log in with your customer account credentials.
 - 1e If you are prompted to acknowledge the U.S. Export Laws and Regulations, read the legal notice, then click **accept** to continue.
 - 1f On the Download page, click **download** next to the `PlateSpinProtectSetup-11.3.0.xxxx.exe` file, then save the file.
- 2 Copy the downloaded file to an accessible location on your intended PlateSpin Server host.

To start the Installation Launcher:

- 1 Log in to the server as a user with administrative privileges.
Ensure that you are logged in with sufficient rights to perform the installation or upgrade. See “[Credentials](#)” in [Table 1-2, “Pre-Installation Checklist,” on page 9](#).
- 2 Run the `PlateSpinProtectSetup-11.3.0.xxxx.exe` file.
- 3 Use the Installation Launcher to do one of the following:

Installation Launcher Option	Remarks
Install SQL Server Express	
Installs the SQL Server Express Edition included with your PlateSpin Protect Distribution	<p>A database server is required before you install the product. You can use SQL Server Express, or you can use your own Microsoft SQL Server Standard Edition or Enterprise Edition installed remotely.</p> <p>For requirements, see:</p> <ul style="list-style-type: none"> ♦ “Database Server” on page 8 ♦ Database guidelines <p>For installation and database server configuration instructions, see “Installing the Database Server” on page 19.</p> <p>If you subsequently move your PlateSpin Protect database instance or change your SQL Server password, you must reset the PlateSpin Protect database connection settings. For more information, see Knowledgebase Article 7970523 (https://www.netiq.com/support/kb/doc.php?id=7970523).</p>
Install PlateSpin Server	
Installs PlateSpin Server	<p>For requirements and guidelines, see</p> <ul style="list-style-type: none"> ♦ Table 1-1, “PlateSpin Server Host Requirements,” on page 7 ♦ Table 1-2, “Pre-Installation Checklist,” on page 9 <p>You must install and configure prerequisite software before you install the product. See “Installing Prerequisite Software” on page 11.</p> <p>For instructions, see “Installing PlateSpin Server” on page 23.</p>
Upgrades PlateSpin Server	<p>Ensure that your server meets the operating system and software prerequisites before you upgrade the product. See “Operating System” and “Software Prerequisites” in Table 1-1, “PlateSpin Server Host Requirements,” on page 7.</p> <p>For requirements and preparation for upgrade, see “Before You Upgrade PlateSpin Protect” on page 29.</p> <p>For instructions, see “Upgrade Procedure” on page 31.</p>

1.3.3 Installing the Database Server

You must set up a database server and configure a database instance before you install the product. Refer to [Table 1-3](#) to determine what tasks are needed for your preferred database server deployment.

Table 1-3 Database Server Deployment Options for PlateSpin Server

Location	Installation and Configuration	Database Connection and Credentials
Microsoft SQL Server Express Edition		
Local (default)	<p>Install SQL Server Express Edition on the intended PlateSpin Server. See “Installing Microsoft SQL Server Express Edition” on page 20.</p> <p>If the installation program detects an existing local installation of SQL Server, it disables the corresponding Install SQL Server Express option.</p>	<p>Accept the local database server and database instance when you are prompted for the database connection.</p> <p>.\PLATESPINDB</p> <p>Use SQL Authentication and accept the default database credentials presented for the SQL system administrator (sa) user in the Login ID and Password.</p>
Remote	<p>Install SQL Server Express Edition on a different server than the intended PlateSpin Server host. See “Installing Microsoft SQL Server Express Edition” on page 20.</p> <p>You must configure SQL Server for use with PlateSpin Protect and configure your network to allow a connection with PlateSpin Protect. See “Configuring Your Remote Microsoft SQL Server Database Server” on page 21.</p>	<p>Point to your remote SQL Server Express database server when you are prompted for the database connection. You need the database server name and database instance name.</p> <p><database_server>\<database_instance_name></p> <p>The port number is required if you use dynamic ports.</p> <p><database_server>\<database_instance_name>,<port_number></p> <p>Use SQL Authentication and accept the default database credentials presented for the SQL system administrator (sa) user in the Login ID and Password.</p>

Location	Installation and Configuration	Database Connection and Credentials
Microsoft SQL Server Standard Edition or Enterprise Edition		
Remote	For your existing remote SQL Server, you must configure SQL Server for use with PlateSpin Protect and configure your network to allow a connection with PlateSpin Protect. See “Configuring Your Remote Microsoft SQL Server Database Server” on page 21.	<p>Point to your external database server when you are prompted for the database connection. You need the database server name and database instance name.</p> <pre><database_server>\<database_instance_name></pre> <p>The port number is required if you use dynamic ports.</p> <pre><database_server>\<database_instance_name>,<port_number></pre> <p>NOTE: Windows Authentication is supported only in a domain environment.</p> <p>If you use Windows Authentication, you must log in as the domain user with SQL Admin rights when you upgrade or update PlateSpin Server. This user must have local administrator rights. Also, the user you specify as the database Service User must have local administrator rights.</p>

- ♦ [“Installing Microsoft SQL Server Express Edition”](#) on page 20
- ♦ [“Configuring Your Remote Microsoft SQL Server Database Server”](#) on page 21

Installing Microsoft SQL Server Express Edition

If you do not have an existing Microsoft SQL Server database server, you can install the Microsoft SQL Server Express Edition included in your PlateSpin Protect software distribution.

NOTE: The Microsoft SQL Server Express Edition included with PlateSpin Protect Server cannot be installed on a domain controller in accordance with [Microsoft Developer Network recommendations](http://msdn.microsoft.com/en-us/library/ms143506%28v=sql.120%29.aspx#DC_support) (http://msdn.microsoft.com/en-us/library/ms143506%28v=sql.120%29.aspx#DC_support).

To install Microsoft SQL Server Express:

- 1 Log in to the PlateSpin Server host as a user with administrative privileges.
If the computer is a domain computer, you must log in as a domain user who is a member of the Domain Admin group and the local Admin group.
- 2 On your intended database server host, start the Installation Launcher.
See [“Starting the Installation Launcher”](#) on page 17.
- 3 Click **Install SQL Server Express** and follow the on-screen instructions.
The program installs a database server and the database instance required for the operation of PlateSpin Protect.

NOTE: The SQL administrator password is generated during the installation of Microsoft SQL Server Express Edition. Keep the default `sa` credentials throughout the PlateSpin Protect Server installation.

After the installation is complete and you have activated the product, you should modify the SQL administrator password. See [Section 1.5, “Modifying the Password for the SQL Server Express System Administrator User,”](#) on page 20.

4 Do one of the following:

- ♦ **Installed on the PlateSpin Server host:** If you installed SQL Server Express locally, continue with [“Installing PlateSpin Server”](#) on page 23. This is the normal deployment.

When you are prompted for the database information during the installation, ensure that you accept the default database server (`.\PLATESPINDB`), use SQL authentication, and accept the default credentials presented.

- ♦ **Installed on a remote server:** If you installed SQL Server Express on a different server, configure the settings in your environment to allow the remote connection. See [“Configuring Your Remote Microsoft SQL Server Database Server”](#) on page 21. When you are done, continue with [“Installing PlateSpin Server”](#) on page 23.

Configuring Your Remote Microsoft SQL Server Database Server

In order for your existing Microsoft SQL Server installation to function properly with PlateSpin Protect, you must configure specific settings in your environment before you install the product. These settings allow the remote connection between your SQL Server and PlateSpin Server.

NOTE: You can use the same remote Microsoft SQL Server database server to host database instances for multiple PlateSpin Protect and PlateSpin Migrate servers. Each database instance must be uniquely named and configured separately for its associated PlateSpin Server.

To prepare your existing SQL server:

- 1 Ensure that your database server is running a supported version of Microsoft SQL Server. See [“Database Server”](#) on page 8.
- 2 Ensure that you have a dedicated, named database instance to use with your intended PlateSpin Protect server. You need the database server name and database instance name during the product installation.
3. Ensure that you configure Microsoft SQL Server to allow both TCP/IP and Named Pipe connections.
- 4 (Conditional) Windows Authentication for the database server is available in a domain environment. If you plan to use Windows Authentication to access the Microsoft SQL Server database, you must configure the following in Active Directory:
 - ♦ You must add the Microsoft SQL Server database server to the domain.
 - ♦ You need two domain user accounts for the PlateSpin Protect installation.
 - ♦ **A Domain user with the `sysadmin` role set:** This user with SQL Admin rights is required to create databases, tables, and other schema objects.
 - ♦ **PlateSpin Service user:** The service user can be a low-privileged domain user in the domain. However, the service user must be a local administrator on the PlateSpin Protect Server and should be granted that permission prior to the installation.

NOTE: If the Windows user's password changes, you must update the password for the PlateSpin Service user and for the IIS App Pool. Consider using a Windows user whose password never expires to avoid the situation.

NOTE: If you use Windows Authentication, you must log in as the domain user with SQL Admin rights when you upgrade or update your PlateSpin Server.

- 5 Open the following ports on the firewall to support authentication to the SQL Server:
- ♦ **Ports 49152-65535/TCP:** Allow traffic for RPC for LSA, SAM, Netlogon.
 - ♦ **Port 1433/TCP:** Allow traffic for Microsoft SQL Server.
 - ♦ **Custom ports:** If you configure SQL Server to use a custom TCP port, you must open that port on the firewall.
-

NOTE: If you do not use dynamic ports, you must specify the dedicated port in the **Database Server** field.

- 6 (Conditional) If you want to use dedicated ports with PlateSpin Protect, you must open the ports on the firewall:

6a On the database server, determine which ports need to be opened:

6a1 In the SQL Server Configuration Manager, expand SQL Server Network Configuration, select **Protocols for <your-database-instance-name>**, then right-click **TCP/IP** and select **Properties**.

6a2 In the TCP/IP Protocols dialog, select the **IP Addresses** tab.

6a3 Under **IPAll** (or under the desired protocol), you will see the ports used by the specified database instance of SQL Server in **TCP Dynamic Ports** for a dynamic port or **TCP Port** for a static port. If **TCP Port** or **TCP Dynamic Ports** is set to any value other than 0, open the specified ports on the firewall. These are the ports you use to connect to the SQL Server.

For example, if the **TCP Dynamic Ports** field is set to 60664, and the **TCP Port** field is set to 1555, then you must enable Port 60664 and 1555 in the firewall rules on the SQL server.

6b Open the ports on the firewall.

NOTE: If you have a value set for dynamic ports, you may not see your server in the list of SQL servers when you click **Browse**. In this case, you must specify the server manually in the **Database Server** input field of the PlateSpin Protect installation.

For example, if your server name is `MYSQLSERVER`, the database instance name is `PLATESPINDB`, and the dedicated port set for the dynamic port is 60664, you type the following text, and then select the desired authentication type:

`MYSQLSERVER\PLATESPINDB,60664`

You must open the ports on the firewall.

- 7 Continue with [“Installing PlateSpin Server” on page 23](#).

1.3.4 Installing PlateSpin Server

After you set up the target database server, you are ready to install PlateSpin Server.

- 1 Before you install PlateSpin Server, you must ensure the following requirements are met:
 - ♦ The PlateSpin Server, host meets the minimum system requirements. See [“System Requirements” on page 7](#).
 - ♦ The PlateSpin Server, host has the necessary prerequisite software installed. See [“Installing Prerequisite Software” on page 11](#).
 - ♦ A database server is available and has a dedicated database instance for PlateSpin Protect. See [“Installing the Database Server” on page 19](#).
- 2 Log in to the PlateSpin Server host as a user with administrative rights.

If the server is a domain computer, you must log in as a domain user who is a member of the Domain Admin group and the local Admin group.

If you use Windows Authentication for your SQL Server Standard Edition or Enterprise Edition database server, you must log in as the domain user with SQL Admin rights. This user must also have local administrator rights. In addition, the Service User you specify for SQL Server credentials must have local administrator rights.
- 3 On your intended PlateSpin Server host, start the Installation Launcher. See [Section 1.3.2, “Starting the Installation Launcher,” on page 17](#).
- 4 In the PlateSpin Protect Installation Launcher, select **Install PlateSpin Server**.
- 5 Read the software license agreement, select the **I accept the terms in the license agreement** option, then click **Next**.

You must accept the software license agreement before installing the product.
- 6 Specify a location for the temporary setup files, then click **Next**.
- 7 (Database Server, Windows Authentication) If you use Windows Authentication for your existing database server (that you are using instead of SQL Server Express Edition), configure the database connection and provide appropriate credentials for the database administrator and database service user.

Installation Screen	Do the following:
Database Connection Information	<ol style="list-style-type: none">1. Click Browse to select the Database Server. <code><database_server>\<database_instance_name></code> If you use dynamic ports, you must also type the port number: <code><database_server>\<database_instance_name>,<port_number></code>2. Select Windows Authentication as the Authentication Type. Windows Authentication is supported only in a domain environment.3. Click Next.

Installation Screen	Do the following:
Database Administrative Credentials	<ol style="list-style-type: none"> Specify the credentials for the Database Administrator. For example: Down-Level Logon User: <i>CORPDOM\sqladmin</i> Password: <i><sqladminPwd></i> NOTE: You must specify the domain administrator credentials or the credentials of a domain user having sufficient administrator and database rights. Click Validate Credentials to validate the credentials. Click Next.
Database User Credentials	<ol style="list-style-type: none"> Do one of the following: <ul style="list-style-type: none"> Select Same as the Database Administrator to use the database administrator credentials to access the database service. Specify the credentials for the Database Service user. For example: Down-Level Logon User: <i>CORPDOM\sqluser1</i> Password: <i><sqluser1Pwd></i> The Service User must also have local administrator rights. Click Validate Credentials to validate the credentials. Click Next.
Confirm SQL Connection	<ol style="list-style-type: none"> Review the information. Click Back to edit the SQL connection information or click Next to continue.

- 8 (Database Server, SQL Authentication) If you use SQL Authentication for the database server, configure the database connection and provide appropriate credentials for the database administrator.

Use this option if you are using the Microsoft SQL Server Express Edition database server included in PlateSpin Protect. The Installation automatically generates a password for the SQL system administrator user (sa) and uses it during the installation.

NOTE: You should set a custom password after the PlateSpin Server installation is completed and you have activated the license. See [“Modifying the Password for the SQL Server Express System Administrator User” on page 26](#).

Installation Screen	Do the following:
Database Connection Information	<ol style="list-style-type: none">Click Browse to select the Database Server. SQL Server Express database: Leave the default selection of <code>.\PLATESPINDB</code> in the drop-down list and keep the suggested <code>sa</code> user credentials on the next screen. NOTE: If you subsequently move your PlateSpin Protect database instance or change your SQL Server password, you must reset the PlateSpin Protect database connection settings. See KB Article 7970523 (https://www.netiq.com/support/kb/doc.php?id=7970523). Existing database: Browse to select from a list of available database servers. For example: <code>.\PLATESPINDB</code> <code><database_server>\<database_instance_name></code> <code><database_server>\<database_instance_name>,<port_number></code>Select SQL Authentication as the Authentication Type.Click Next.
Database Administrative Credentials	<ol style="list-style-type: none">Specify the credentials for the Database Administrator for SQL authentication. If you use the SQL Server Express database, keep the default values: Login ID: <code>sa</code> Password: <code><generated-password-obscured></code>Click Validate Credentials to validate the credentials.Click Next.
Confirm SQL Connection	<ol style="list-style-type: none">Review the information.Click Back to edit the SQL connection information or click Next to continue.

- 9 After you specify and validate credentials for the database server, click **Next**.
- 10 On the IIS Configuration screen, specify whether you want to allow HTTP or HTTPS connections:
- ♦ If you require secured connections (HTTPS), leave the option deselected (default).

If your IIS server has a signed SSL certificate, the default communication protocol will be HTTPS; if not, your browser will display a warning about an “untrusted connection.” This is normal. For information on how to proceed, see your browser-specific documentation.

- ♦ If you require unsecured connections (HTTP), select the **Allow unsecured connections (HTTP)** option.
- 11 Click **Next**, verify the installation settings, then click **Install** and follow the on-screen instructions. The installation program installs the PlateSpin Server software and prepares it to run.

NOTE: This process might take several minutes to complete.

- 12 Continue with [Section 1.4, “Post-Installation Tasks,” on page 26](#).

1.4 Post-Installation Tasks

After completing the installation of the PlateSpin Server, activate the license and perform these recommended post-installation tasks:

- 1 Start the PlateSpin Protect Web Interface.
See [“Launching the Web Interface”](#) in your *User Guide*.
- 2 License your product and configure your environment in preparation for workload protection.
See [“Activating Your Product License”](#) in your *User Guide*.
- 3 (Optional, strongly recommended) If you installed Microsoft SQL Server Express Edition, you should set a custom strong password for the SQL Server Express system administrator user.
See [Section 1.5, “Modifying the Password for the SQL Server Express System Administrator User,” on page 26](#).
- 4 Familiarize yourself with the Web Interface.
See [“Using PlateSpin Tools”](#) in your *User Guide*.
- 5 (Optional; for international versions) Set up PlateSpin Protect and your browser for use in a specific supported language.
See [“Configuring Language Settings for International Versions”](#) in your *User Guide*.
- 6 (Optional) Set up appropriate role-based access settings as required by your organization.
See [“Configuring User Authorization and Authentication”](#) in your *User Guide*.
- 7 Configure SMTP settings and add email notification recipients.
See [“Configuring Email Notification Services for Events and Replication Reports”](#) in your *User Guide*.
- 8 Familiarize yourself with the workload protection life cycle.
See [“Basic Workflow for Workload Protection and Recovery”](#) in your *User Guide*.

1.5 Modifying the Password for the SQL Server Express System Administrator User

If you installed Microsoft SQL Server Express Edition, the installation automatically generated a password for the SQL system administrator user (sa). You can use your Windows Administrator credentials and SQL management tools to modify the password without needing to know the generated password.

NOTE: For improved security, we strongly recommend that you modify the password for the `sa` credentials after the PlateSpin Server installation is complete and you have activated the license for the product. After you set a custom password for the `sa` user, you must be able to provide the password when you apply future upgrades for PlateSpin Server software.

The Microsoft OSQL (`osql`) utility is included in the SQL Server Express software. You can use this tool to modify the SQL system administrator password for your SQL Server Express database engine. After you change the password, you must update the information for PlateSpin Server and restart the Platespin Server service.

To change the SQL Server Express `sa` user password:

- 1 Log in to the PlateSpin Server host as the local Administrator user.
- 2 Launch the Administrator Command Prompt.
- 3 Modify the SQL system administrator password. Enter

```
osql -S .\PlateSpinDB -E -Q "ALTER LOGIN sa WITH PASSWORD = '${NewPassword}'"
```

This OSQL syntax executes the query that follows the `-Q` option, and then exits the OSQL utility.

This command uses the `ALTER LOGIN` syntax rather than the `sp_password` stored procedure as recommended by Microsoft in “[sp_password \(Transact-SQL\)](#)” in the Microsoft SQL Server documentation.

For information about syntax and commands for OSQL, see “[OSQL Utility](#)” in the Microsoft SQL Server documentation

- 4 Update PlateSpin with the new password for the SQL system administrator user. Enter

```
%PROGRAM FILES%\PlateSpin Protect  
Server\bin\PlateSpin.UpdateConnectionString.exe /instance=.\PlateSpinDB /  
username=sa /password=${NewPassword}
```

- 5 Restart the PlateSpin Server service. Enter

```
%PROGRAM FILES%\PlateSpin Protect  
Server\bin\RestartPlateSpinServer\RestartPlateSpinServer.exe
```

1.6 Security Best Practices for PlateSpin Hosts

As a security best practice, you should apply patches that address security vulnerabilities to your PlateSpin Server hosts, as you would for other Windows servers in your enterprise. Consult the Microsoft documentation for information about Windows security updates.

2 Upgrading PlateSpin Protect

To upgrade your PlateSpin Server to PlateSpin Protect 11.3, you must have an existing installation of PlateSpin Protect 11.2.1, with or without hotfixes or field patches applied. Other direct updates are not supported.

NOTE: For earlier versions of PlateSpin Protect, you must first upgrade to PlateSpin Protect 11.2.1 in order to upgrade to version 11.3. For information about how to update your PlateSpin Server, see “Upgrading PlateSpin Protect” in the following guides:

- ♦ *PlateSpin Protect 11.2.1 Installation and Upgrade Guide* (https://www.netiq.com/documentation/platespin-protect-11-2-1/protect_install/data/ch2-upgrading-ps-protect.html)
 - ♦ *PlateSpin Protect 11.2 Installation and Upgrade Guide* (https://www.netiq.com/documentation/platespin-protect-11-2/protect_install/data/ch2-upgrading-ps-protect.html)
-
- ♦ Section 2.1, “Before You Upgrade PlateSpin Protect,” on page 29
 - ♦ Section 2.2, “Upgrade Procedure,” on page 31
 - ♦ Section 2.3, “Post-Upgrade Tasks,” on page 33

2.1 Before You Upgrade PlateSpin Protect

Before you upgrade the PlateSpin Server software to PlateSpin Protect 11.3, ensure that you prepare your PlateSpin Servers and workload environments to meet prerequisites in [Table 2-1](#):

Table 2-1 Checklist for Preparing to Upgrade PlateSpin Protect

Status	Prerequisite Task	Notes
<input type="checkbox"/>	1. Pause the replication schedules for all protected workloads, and ensure that no replications are running.	See “Pausing the Replication Schedule” on page 30.
<input type="checkbox"/>	2. Make a record of any customized PlateSpin Configuration (.config) parameters that control the server’s default behavior. You will need to restore these settings after the upgrade.	
<input type="checkbox"/>	3. Back up your PlateSpin database files.	See “Backing Up Your Database Files” on page 30.
<input type="checkbox"/>	4. Back up your custom Linux blkwatch drivers. You will need to upload these drivers again after the upgrade.	See “Backing Up Your Custom Linux blkwatch Drivers Before Upgrade” on page 31.
<input type="checkbox"/>	5. Log out of the Web Interface and close the browser.	You should not attempt to manage protection workloads during the upgrade.
<input type="checkbox"/>	6. Ensure that your PlateSpin Server host meets the requirements for the upgrade version.	See Table 1-1 , “PlateSpin Server Host Requirements,” on page 7.

Status	Prerequisite Task	Notes
<input type="checkbox"/>	7. Install any newly required prerequisite software, such as Microsoft .NET Framework 4.5.2.	See “ Software Prerequisites ” on page 9 . See .NET Framework 4.5.2 (https://www.microsoft.com/en-in/download/details.aspx?id=42642) .
<input type="checkbox"/>	8. Ensure that your VM containers are running a supported version of VMware and that you have a paid license for them.	See “ Supported VM Containers ” in the PlateSpin Protect User Guide .
<input type="checkbox"/>	9. Disable the User Account Control (UAC) on the PlateSpin Server host.	See “ UAC ” on page 10 .
<input type="checkbox"/>	10. Ensure that the person performing the upgrade has sufficient administrative rights for the PlateSpin Server host and the database server in order to update the software and the database schema.	See “ Credentials ” on page 10 . NOTE: If you select Windows Authentication during the upgrade, the credentials of the logged-in user are automatically populated for the Database Administrator.
<input type="checkbox"/>	11. Download the PlateSpinProtectSetup-11.3.0.xxx.exe file and copy it to the PlateSpin Server host.	See “ Starting the Installation Launcher ” on page 17 .

2.1.1 Pausing the Replication Schedule

Before you attempt to upgrade PlateSpin Protect, use the following procedure to pause the replication schedules for the workloads protected by the PlateSpin Server and ensure that there are no running replications. You can wait for the in-progress replications to complete gracefully, or abort them.

- 1 From the PlateSpin Protect Web Interface, click **Workloads**.
- 2 On the Workloads page, click **Select All**, click **Pause Schedule**, and then click **Execute** to initiate a pause for all scheduled replications.
- 3 On the Workloads page, ensure that the Schedule state of protected workloads is **Paused**.
- 4 On the Workloads page, ensure that the Replication Status of each of the protected workloads is **Idle**. Wait for any replications that are underway to complete, or abort the running operations.

If you do not perform this task before the upgrade, the upgrade software will automatically detect the running jobs before it executes the software upgrade, and will prompt you to perform the task before you continue. You can proceed with the upgrade process only when each workload’s Replication Status is **Idle**.

2.1.2 Backing Up Your Database Files

Use the following procedure to manually back up the Microsoft SQL Server database file that resides on the same server as PlateSpin Protect. You can use the backup file if you need to roll back.

- 1 On your server host, stop Microsoft 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 Protect Server\Database`

- 3 Restart MS SQL services that you stopped in [Step 1](#).

NOTE: This procedure assumes that your Protect database is installed on the same server with your PlateSpin Protect Server. Steps for backing up an external SQL server are similar, although the paths to the *.mdf and *.ldf files are specific to your SQL server.

2.1.3 Backing Up Your Custom Linux blkwatch Drivers Before Upgrade

During the upgrade, the PlateSpin Protect installation program will overwrite custom Linux blkwatch drivers that you previously added to PlateSpin Protect. Consider saving a copy of your custom Linux blkwatch drivers prior to the upgrade.

- 1 Log in to the PlateSpin Server host machine as the Administrator user.
- 2 Navigate to the PlateSpin application's installation directory, such as `C:\Program Files\PlateSpin Protect Server\`.
- 3 Open the `.\Packages\9D470BFF-E30F-4015-83D8-4D308A8C8B1B\` folder and copy the `1.package` file out of this folder to a temporary directory.
- 4 Rename `1.package` with the `.zip` file extension (`1.zip`), then extract the contents of the file to this temporary directory.
- 5 Save your `CustomKernel*` content to another temporary location.

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

After the upgrade, you should upload again any custom Linux blkwatch drivers you need for future migrations. See [KB Article 7005873 \(https://www.netiq.com/support/kb/doc.php?id=7005873\)](https://www.netiq.com/support/kb/doc.php?id=7005873).

2.2 Upgrade Procedure

During the upgrade process, the installation program automatically exports and then re-imports data from your previous installation.

To upgrade your PlateSpin Protect product:

- 1 Before you begin the upgrade, prepare for the software upgrade by performing the tasks in [Section 2.1, “Before You Upgrade PlateSpin Protect,” on page 29](#).
- 2 Log in to the PlateSpin Server host as an administrative user.

If the server is in a domain, you must log in as a domain user who is a member of the Domain Admin group and the local Admin group.

If you use Windows Authentication for the database server, you must log in as the domain user with SQL Admin rights. This user must have local administrator rights to the PlateSpin Server.
- 3 Run the PlateSpin Protect Setup executable as the Administrator user, then follow the on-screen instructions.
 - ♦ Ensure that you select the **Save data** option when you are prompted during the server installation.

NOTE: If replication jobs are still running, the validation might launch the Running Jobs Detected dialog. This prompt might also occur if some jobs were aborted and the condition is not correctly detected. You must wait for all operations to complete, or abort the running operations. After each workload's Replication Status is **Idle**, in the installation dialog, select **Yes - Proceed with installation**, then click **Next**.

- 4 When you are prompted to specify a database instance, point the installation program to your existing database instance and provide the appropriate authentication type and credentials.
 - ♦ For Windows Authentication to the database server, ensure that the logged in user has local administrator rights and has system administrator rights in the database server in order to upgrade the schema of the database. The user you specify as the Service User must also have local administrator rights.
 - ♦ For SQL Authentication to the SQL Server Express Edition database server, the SQL system administrator (**sa**) user and the default generated password (created when you installed SQL Server Express) is automatically completed for database administrator Login ID and Password. If you previously set a custom password for the **sa** user, type the custom password before you click **Validate Credentials**.
- 5 Verify that the PlateSpin Protect software was upgraded to version 11.3:
 - 5a Log in to the PlateSpin Protect Web Interface.

If you cannot access the log in, the upgrade might have failed. Verify that the PlateSpin Server host is up, the PlateSpin Server running, and the network connections are working, then try again to log in. If you still cannot access the login, the upgrade process failed. Jump to [Step 7](#).
 - 5b Click **About** to view the version number. On the About page, the **Software Version** should be 11.3.0.xxxx, where xxxx represents the build number.

If the version number displays the earlier version, it could be a browser cache issue. Clear the browser cache, close and restart the browser, then try again. If the version is still old, the upgrade failed. Jump to [Step 7](#).
- 6 Verify that the protected workload data was re-imported successfully after the upgrade. In the PlateSpin Web Interface, click **Workloads**, then visually confirm that the expected workloads are present.

If the protected workloads are not present, part or all of the upgrade process failed.

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 `ImportExportAll.bat` utility to recover this data from the `\ProgramData\PlateSpin` directory on your server host. This folder is hidden by default.

In order to import or export when you use Windows Authentication for database access, the following conditions must be met:

 - ♦ The user must be logged in as the **domain user** with SQL Admin rights to access the database. This user is specified during the installation. See [Step 4](#) in “[Configuring Your Remote Microsoft SQL Server Database Server](#)” on page 21.
 - ♦ As is required by the installation, the **domain user** with SQL Admin rights to access the database must be a member of the local Administrators group.
 - ♦ The process that runs the `ImportExportAll.bat` utility must have elevated privileges. This is most easily accomplished by starting a command window using the **Run as administrator** context menu option.
- 7 If the software upgrade failed according to the tests in [Step 5](#), or if you were unable to re-import the data in [Step 6](#), then try the upgrade again.
- 8 After the upgrade has successfully completed, continue with “[Post-Upgrade Tasks](#)” on page 33.

2.3 Post-Upgrade Tasks

After you upgrade the PlateSpin Protect software, you must perform the following tasks to resume normal operations of the PlateSpin Server:

- 1 Log in to the PlateSpin Protect Web Interface.
- 2 Click **Workloads**, then check the Workloads page for any paused replication schedules. In particular, look for *Tasks* (special workload protection events with optional commands) generated for automatically upgrading protection contracts that were using a legacy block-based component from earlier versions of the product. This requires a reboot of the protected workload.
- 3 Reapply the required configuration settings in PlateSpin Configuration at https://Your_PlateSpin_Server/platespinconfiguration/
- 4 Verify that the upgraded PlateSpin Server has a pre-compiled `blkwatch` driver for your workloads. See “[Linux Distributions Supported by Protect](#)” in your *User Guide*.
You should upload again any custom Linux `blkwatch` drivers you need for future migrations that you backed up before the upgrade in “[Backing Up Your Custom Linux blkwatch Drivers Before Upgrade](#)” on page 24.
If a pre-compiled driver is not available, you can create a custom `blkwatch` driver by following the steps found in the [Knowledgebase Article 7005873](https://www.netiq.com/support/kb/doc.php?id=7005873) (<https://www.netiq.com/support/kb/doc.php?id=7005873>).
- 5 From the PlateSpin Protect Web Interface, click **Workloads**, click **Select All**, click **Resume Schedule**, then click **Execute** to resume all scheduled replications.
- 6 Verify that your PlateSpin Server and replications are working properly.
- 7 (Optional, recommended) If you have not previously set a custom password for the SQL system administrator user (`sa`), consider setting a secure password at this time.
See “[Modifying the Password for the SQL Server Express System Administrator User](#)” on page 26.

A

Documentation Updates

This section contains information on documentation content changes that were made in this *Installation and Upgrade Guide* after the initial release of PlateSpin Protect 11.3.0.

NOTE: This updated information does not appear in localized versions of the *Installation and Upgrade Guide*.

- ♦ [Section A.1, “June 2018,” on page 35](#)

A.1 June 2018

Location	Update
“TLS Protocol” in Table 1-1, “PlateSpin Server Host Requirements,” on page 7	PlateSpin Protect requires Transport Layer Security (TLS) 1.0 and higher to be enabled on the intended PlateSpin Server host.

