

PlateSpin® Migrate 11.0

Installation Guide

March 7, 2014



Legal Notice

THIS DOCUMENT AND THE SOFTWARE DESCRIBED IN THIS DOCUMENT ARE FURNISHED UNDER AND ARE SUBJECT TO THE TERMS OF A LICENSE AGREEMENT OR A NON-DISCLOSURE AGREEMENT. EXCEPT AS EXPRESSLY SET FORTH IN SUCH LICENSE AGREEMENT OR NON-DISCLOSURE AGREEMENT, NETIQ CORPORATION PROVIDES THIS DOCUMENT AND THE SOFTWARE DESCRIBED IN THIS DOCUMENT "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES DO NOT ALLOW DISCLAIMERS OF EXPRESS OR IMPLIED WARRANTIES IN CERTAIN TRANSACTIONS; THEREFORE, THIS STATEMENT MAY NOT APPLY TO YOU.

For purposes of clarity, any module, adapter or other similar material ("Module") is licensed under the terms and conditions of the End User License Agreement for the applicable version of the NetIQ product or software to which it relates or interoperates with, and by accessing, copying or using a Module you agree to be bound by such terms. If you do not agree to the terms of the End User License Agreement you are not authorized to use, access or copy a Module and you must destroy all copies of the Module and contact NetIQ for further instructions.

This document and the software described in this document may not be lent, sold, or given away without the prior written permission of NetIQ Corporation, except as otherwise permitted by law. Except as expressly set forth in such license agreement or non-disclosure agreement, no part of this document or the software described in this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, or otherwise, without the prior written consent of NetIQ Corporation. Some companies, names, and data in this document are used for illustration purposes and may not represent real companies, individuals, or data.

This document could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein. These changes may be incorporated in new editions of this document. NetIQ Corporation may make improvements in or changes to the software described in this document at any time.

U.S. Government Restricted Rights: If the software and documentation are being acquired by or on behalf of the U.S. Government or by a U.S. Government prime contractor or subcontractor (at any tier), in accordance with 48 C.F.R. 227.7202-4 (for Department of Defense (DOD) acquisitions) and 48 C.F.R. 2.101 and 12.212 (for non-DOD acquisitions), the government's rights in the software and documentation, including its rights to use, modify, reproduce, release, perform, display or disclose the software or documentation, will be subject in all respects to the commercial license rights and restrictions provided in the license agreement.

© 2014 NetIQ Corporation and its affiliates. All Rights Reserved.

For information about NetIQ trademarks, see <https://www.netiq.com/company/legal/>.

If this product claims FIPS compliance, it is compliant by use of one or more of the Microsoft cryptographic components listed below. These components were certified by Microsoft and obtained FIPS certificates via the CMVP.

893 Windows Vista Enhanced Cryptographic Provider (RSAENH)

894 Windows Vista Enhanced DSS and Diffie-Hellman Cryptographic Provider (DSSENH)

989 Windows XP Enhanced Cryptographic Provider (RSAENH)

990 Windows XP Enhanced DSS and Diffie-Hellman Cryptographic Provider (DSSENH)

997 Microsoft Windows XP Kernel Mode Cryptographic Module (FIPS.SYS)

1000 Microsoft Windows Vista Kernel Mode Security Support Provider Interface (ksecdd.sys)

1001 Microsoft Windows Vista Cryptographic Primitives Library (bcrypt.dll)

1002 Windows Vista Enhanced Cryptographic Provider (RSAENH)

1003 Windows Vista Enhanced DSS and Diffie-Hellman Cryptographic Provider (DSSENH)

1006 Windows Server 2008 Code Integrity (ci.dll)

1007 Microsoft Windows Server 2008 Kernel Mode Security Support Provider Interface (ksecdd.sys)

1008 Microsoft Windows Server 2008

1009 Windows Server 2008 Enhanced DSS and Diffie-Hellman Cryptographic Provider (DSSENH)

1010 Windows Server 2008 Enhanced Cryptographic Provider

1012 Windows Server 2003 Enhanced Cryptographic Provider (RSAENH)

This product may also claim FIPS compliance by use of one or more of the Open SSL cryptographic components listed below. These components were certified by the Open Source Software Institute and obtained the FIPS certificates as indicated.

918 - OpenSSL FIPS Object Module v1.1.2 - 02/29/2008 140-2 L1

1051 - OpenSSL FIPS Object Module v 1.2 - 11/17/2008 140-2 L1

1111 - OpenSSL FIPS Runtime Module v 1.2 - 4/03/2009 140-2 L1

Note: Windows FIPS algorithms used in this product may have only been tested when the FIPS mode bit was set. While the modules have valid certificates at the time of this product release, it is the user's responsibility to validate the current module status.

EXCEPT AS MAY BE EXPLICITLY SET FORTH IN THE APPLICABLE END USER LICENSE AGREEMENT, NOTHING HEREIN SHALL CONSTITUTE A WARRANTY AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OR CONDITION OF FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW AND ARE EXPRESSLY DISCLAIMED BY NETIQ, ITS SUPPLIERS AND LICENSORS.

License Grant

Licenses for PlateSpin Migrate 11.0 cannot be used for prior versions of PlateSpin Migrate.

Third-Party Software

Please refer to the [PlateSpin Third-Party License Usage and Copyright \(https://www.netiq.com/documentation/platespin_licensing/platespin_licensing_qs/data/platespin_licensing_qs.html\)](https://www.netiq.com/documentation/platespin_licensing/platespin_licensing_qs/data/platespin_licensing_qs.html) page for information about third party software used in PlateSpin Migrate.

Contents

| | |
|---|-----------|
| About NetIQ Corporation | 7 |
| About This Guide | 9 |
| | |
| 1 Installing PlateSpin Migrate | 11 |
| 1.1 Preparing to Install PlateSpin Migrate | 11 |
| 1.1.1 System Requirements (PlateSpin Server) | 11 |
| 1.1.2 System Requirements (PlateSpin Migrate Client) | 12 |
| 1.1.3 General Guidelines for Server Installation | 13 |
| 1.2 Installing Prerequisite Software | 14 |
| 1.2.1 Installing Prerequisite Software on Windows Server 2003 Systems | 14 |
| 1.2.2 Installing Prerequisite Software on Windows Server 2008 Systems | 15 |
| 1.2.3 Enabling Support for FIPS-Compliant Data Encryption Algorithms (Optional) | 15 |
| 1.3 Installing PlateSpin Migrate Software Components | 16 |
| 1.3.1 Starting the PlateSpin Migrate Installation Launcher | 16 |
| 1.3.2 Installing the Database Server | 17 |
| 1.3.3 Installing the PlateSpin Server | 17 |
| 1.3.4 Installing the PlateSpin Migrate Client | 19 |
| 1.4 Checking for Software Updates | 21 |
| | |
| 2 Upgrading PlateSpin Migrate | 23 |
| 2.1 Backing Up Your Database Files | 23 |
| 2.2 Upgrade Procedure | 23 |
| | |
| 3 Troubleshooting Installation Problems | 25 |
| 3.1 Common Installation Issues and Solutions | 25 |
| 3.2 Knowledgebase Articles about Installation Troubleshooting | 26 |
| 3.3 Removing PlateSpin Software | 26 |

About NetIQ Corporation

NetIQ, an Attachmate business, is a global leader in systems and security management. With more than 12,000 customers in over 60 countries, NetIQ solutions maximize technology investments and enable IT process improvements to achieve measurable cost savings. The company's portfolio includes award-winning management products for IT Process Automation, Systems Management, Security Management, Configuration Audit and Control, Enterprise Administration, and Unified Communications Management. For more information, please visit www.netiq.com.

Contacting Sales Support

For questions about products, pricing, and capabilities, please contact your local partner. If you cannot contact your partner, please contact our Sales Support team.

Worldwide: www.netiq.com/about_netiq/officelocations.asp
United States and Canada: 888-323-6768
Email: info@netiq.com
Web Site: www.netiq.com

Contacting Technical Support

For specific product issues, please contact our Technical Support team.

Worldwide: www.netiq.com/Support/contactinfo.asp
North and South America: 1-713-418-5555
Europe, Middle East, and Africa: +353 (0) 91-782 677
Email: support@platespin.com
Web Site: www.netiq.com/support

Contacting Documentation Support

Our goal is to provide documentation that meets your needs. If you have suggestions for improvements, click **Add Comment** at the bottom of any page in the HTML versions of the documentation posted at www.netiq.com/documentation. You can also email Documentation-Feedback@netiq.com. We value your input and look forward to hearing from you.

Contacting the Online User Community

Qmunity, the NetIQ online community, is a collaborative network connecting you to your peers and NetIQ experts. By providing more immediate information, useful links to helpful resources, and access to NetIQ experts, Qmunity helps ensure you are mastering the knowledge you need to realize the full potential of IT investments upon which you rely. For more information, please visit <http://community.netiq.com>.

About This Guide

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

- ♦ [Chapter 1, “Installing PlateSpin Migrate,” on page 11](#)
- ♦ [Chapter 2, “Upgrading PlateSpin Migrate,” on page 23](#)
- ♦ [Chapter 3, “Troubleshooting Installation Problems,” 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 11 Online Documentation Web Site \(http://www.netiq.com/documentation/platespin_migrate_11\)](http://www.netiq.com/documentation/platespin_migrate_11).

Documentation Updates

The most recent version of this guide can be found at the [PlateSpin Migrate 11 Online Documentation Web Site \(http://www.netiq.com/documentation/platespin_migrate_11\)](http://www.netiq.com/documentation/platespin_migrate_11).

Additional Resources

We encourage you to use the following additional resources on the Web:

- ♦ [NetIQ User Community \(https://www.netiq.com/communities/\)](https://www.netiq.com/communities/): A Web-based community with a variety of discussion topics.
- ♦ [NetIQ Support Knowledgebase \(https://www.netiq.com/support/kb/\)](https://www.netiq.com/support/kb/): A collection of in-depth technical articles.
- ♦ [NetIQ Support Forums \(https://forums.netiq.com/forum.php\)](https://forums.netiq.com/forum.php): A Web location where product users can discuss NetIQ product functionality and advice with other product users.
- ♦ [MyNetIQ \(https://www.netiq.com/f/mynetiq/\)](https://www.netiq.com/f/mynetiq/): A Web site offering PlateSpin product information and services, such as access to premium white papers, webcast registrations, and product trial downloads.

Technical Support

You can learn more about the policies and procedures of NetIQ Technical Support by accessing its [Technical Support Guide \(https://www.netiq.com/Support/process.asp#_Maintenance_Programs_and\)](https://www.netiq.com/Support/process.asp#_Maintenance_Programs_and).

Use these resources for support specific to PlateSpin Migrate:

- ♦ Telephone in Canada and the United States: 1-800-858-4000
- ♦ Telephone outside the United States: 1-801-861-4000
- ♦ E-mail: support@platespin.com
- ♦ Product specific information: [PlateSpin Migrate Support \(https://www.netiq.com/support/kb/product.php?id=SG_XPLATESPINMIGRATE_1_2\)](https://www.netiq.com/support/kb/product.php?id=SG_XPLATESPINMIGRATE_1_2)

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.

NOTE: In addition to the English version of PlateSpin Migrate 11.0, the product has been localized for installation and use on machines configured for the German, French, and Japanese languages.

This section provides information about installing PlateSpin Migrate 11.0.

- ♦ [Section 1.1, “Preparing to Install PlateSpin Migrate,” on page 11](#)
- ♦ [Section 1.2, “Installing Prerequisite Software,” on page 14](#)
- ♦ [Section 1.3, “Installing PlateSpin Migrate Software Components,” on page 16](#)
- ♦ [Section 1.4, “Checking for Software Updates,” on page 21](#)

1.1 Preparing to Install PlateSpin Migrate

- ♦ [Section 1.1.1, “System Requirements \(PlateSpin Server\),” on page 11](#)
- ♦ [Section 1.1.2, “System Requirements \(PlateSpin Migrate Client\),” on page 12](#)
- ♦ [Section 1.1.3, “General Guidelines for Server Installation,” on page 13](#)

1.1.1 System Requirements (PlateSpin Server)

PlateSpin Server 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">♦ Windows Server 2008 (32-bit), Windows Server 2008 R2 <p>NOTE: Windows Server 2008 (64-bit) is not currently supported as a Migrate Server host.</p> <ul style="list-style-type: none">♦ Windows Server 2003, Windows Server 2003 R2 <p>NOTE: 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 “Designating a PlateSpin Image Server” in the <i>PlateSpin Migrate 11.0 User Guide</i>.</p> |
| Database Server | <p>One of the following (local or remote):</p> <ul style="list-style-type: none"> ♦ Microsoft SQL Server 2005 Express Edition. A copy of this database software is included in your PlateSpin Migrate software distribution. ♦ Microsoft SQL Server 2005 ♦ Microsoft SQL Server 2008 R2 |
| Windows Software Components | <ul style="list-style-type: none"> <input type="checkbox"/> All Windows hosts (recommended) <ul style="list-style-type: none"> ♦ The latest applicable OS updates (service packs, cumulative security updates, drivers, etc.) <input type="checkbox"/> For Windows Server 2003 systems: <ul style="list-style-type: none"> ♦ Microsoft IIS 6.0 and later (with ASP.NET) ♦ Microsoft .NET Framework 3.5 SP1. Download a copy from the Microsoft Download Center (http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7). <input type="checkbox"/> For Windows Server 2008 systems <ul style="list-style-type: none"> ♦ (Windows Server 2008 and Windows Server 2008 R2 only) User Account Control (UAC) disabled. ♦ Microsoft .NET Framework 3.5 SP1. Download a copy from the Microsoft Download Center (http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7). ♦ Microsoft IIS 7.0 <p>For more details, see Installing Prerequisite Software on Windows Server 2008 Systems (page 15).</p> |

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"> ♦ Windows 7 ♦ Windows Server 2008, Windows Server 2008 R2 ♦ Windows Vista (Business and Ultimate Editions) ♦ Windows Server 2003, Windows Server 2003 R2 ♦ Windows XP (SP1 and later) <p>NOTE: 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"> ♦ .NET Framework 2 SP2 (http://www.microsoft.com/download/en/details.aspx?id=1639) ♦ .NET Framework 3.5 SP1 (http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7) |

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 and 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"> ♦ Your domain controller ♦ Existing Web servers with IIS applications ♦ A workload that you intend to migrate by using the product ♦ Other PlateSpin software (PlateSpin Protect and PlateSpin Recon) |
| <input type="checkbox"/> Database | If you intend to use your own Microsoft SQL Server database (instead of the Microsoft SQL Server 2005 Express Edition included in your software distribution), make sure that it is supported and conforms to the product's database requirements. See Knowledgebase Article 7009809 . |
| <input type="checkbox"/> UAC | (Windows Server 2008 and Windows Server 2008 R2 only) Disable the User Account Control (UAC). |

| Guideline | Remarks |
|--|--|
| <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"> 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. (Conditional) On 64-bit hosts, configure IIS to run in 32-bit mode 3. (Optional) Enable FIPS-Compliant Data Encryption 4. SQL Server database, followed by applicable Microsoft updates. 5. PlateSpin Server |

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 slightly. Use the indicated order of installation and setup.

- ♦ [Section 1.2.1, “Installing Prerequisite Software on Windows Server 2003 Systems,” on page 14](#)
- ♦ [Section 1.2.2, “Installing Prerequisite Software on Windows Server 2008 Systems,” on page 15](#)
- ♦ [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 2003 Systems

These procedures apply to Windows Server 2003 (32-bit, 64-bit) and Windows Server 2003 R2 (32-bit, 64-bit) systems. Differences, where applicable, are called out inline.

- 1 Familiarize with system requirements and general guidelines (see [Preparing to Install PlateSpin Migrate](#)).
- 2 Use an account with administrative privileges to log in to your intended PlateSpin Server host, then add the following Windows Components (*Start > Run > appwiz.cpl > Add/Remove Windows Components*):
 - ♦ **Windows Server 2003:** *Application Server* along with the *ASP.NET* and *Internet Information Server (IIS)* subcomponents.
 - ♦ **Windows Server 2003 R2:** *Application Server* along with the *Internet Information Server (IIS)* subcomponent only.
- 3 Download and install the [Microsoft .NET Framework 3.5 SP1](#) package.
 - 3a (Conditional) On Windows Server 2003 R2 systems, ensure that ASP.NET is properly registered with IIS by executing the following command at the command prompt:

```
"C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe" -i
```
- 4 (Conditional) On all 64-bit hosts, ensure that IIS is configured to run in 32-bit mode. See [Knowledgebase Article 20915](#).

1.2.2 Installing Prerequisite Software on Windows Server 2008 Systems

These procedures apply to Windows Server 2008 (32-bit) and Windows Server 2008 R2 systems. Differences, where applicable, are called out inline.

- 1 Familiarize with system requirements and general guidelines (see [Preparing to Install PlateSpin Migrate](#)).
- 2 Use the Local User Administrator (LUA) account to log in to your intended PlateSpin Server host, then add the *Web Server (IIS)* Role along with the following role services and their sub-roles (*Server Manager > Roles > Add Role*):
 - *Common HTTP Features*
 - *ASP .NET*
 - *.NET Extensibility*
 - *ISAPI Extensions*
 - *ISAPI Filters*
 - *Security*
 - *Management Tools*
- 3 (Conditional, Windows Server 2008 only) Download and install [Microsoft .NET Framework 3.5 SP1](#).
- 4 Add these *.NET Framework Features* along with all sub-items (*Server Manager > Features > Add: Feature*):
 - *.NET Framework*
 - *XPS Viewer*
 - *WCF Activation* along with its *HTTP Activation* and *Non-HTTP Activation* sub-items.
- 5 On 64-bit hosts (Windows Server 2008 R2), ensure that IIS is configured to run in 32-bit mode. See [Knowledgebase Article 20915](#).

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.

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

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"/>
```

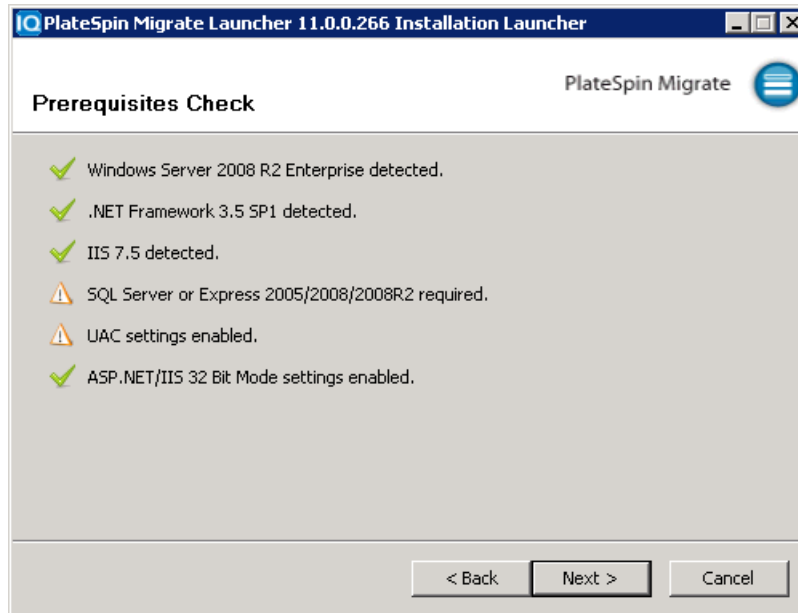
- 3** Save the `machine.config` file.

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 19](#)

1.3.1 Starting the PlateSpin Migrate Installation Launcher

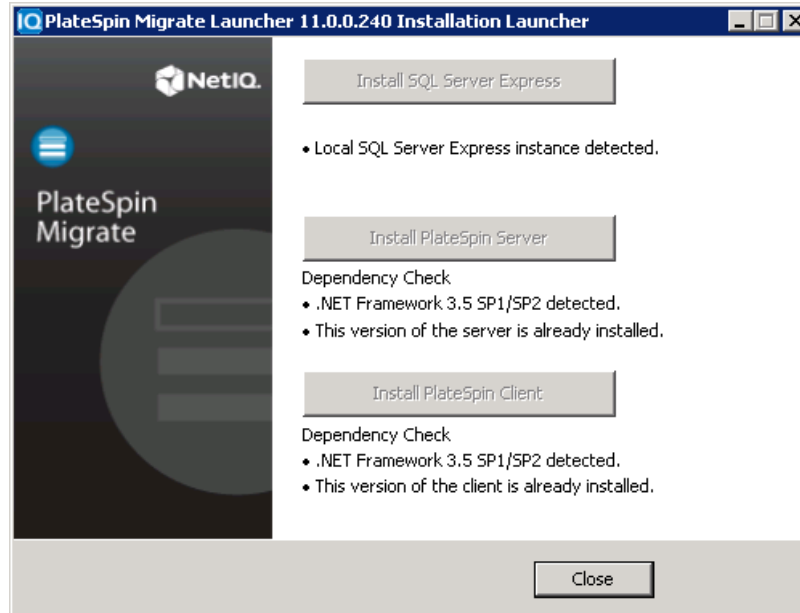
- 1 From [NetIQ Downloads \(https://dl.netiq.com/\)](https://dl.netiq.com/), download the `PlateSpinMigrateSetup-11.0.0.270.exe` installation program and save it on your intended PlateSpin Server host.
- 2 Run the installation program and click *Next* to launch the prerequisites check utility.



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 or SQL Server 2008 R2, it disables the corresponding *Install SQL Server Express* option):



If you intend to use the Microsoft SQL Server 2005 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.

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.

1.3.2 Installing the Database Server

If you do not have a Microsoft SQL Server 2005 or SQL Server 2008 R2 database engine, you can install Microsoft SQL Server 2005 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 Make sure that your intended PlateSpin Server host meets the minimum system requirements.

See “System Requirements (PlateSpin Server)” on page 11.

- 2 Make sure that your intended PlateSpin Server host has the necessary prerequisite software installed.

See “Installing Prerequisite Software” on page 14.

- 3 On your intended PlateSpin Server host, start the Installation Launcher.

See “Starting the PlateSpin Migrate Installation Launcher” on page 16.

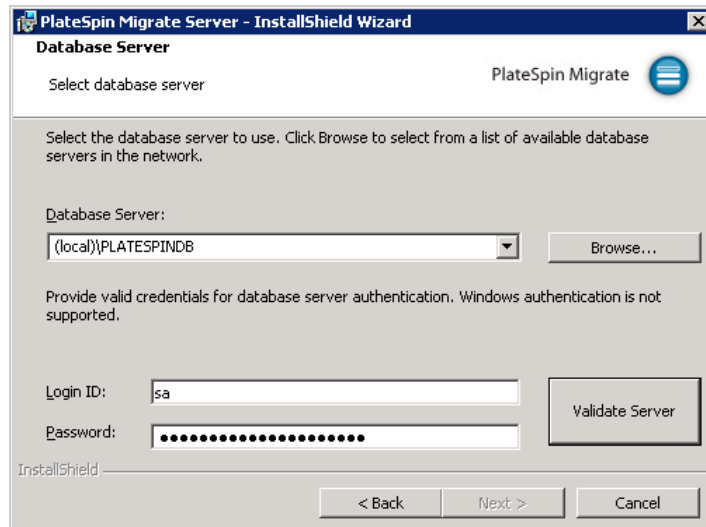
- 4 In the PlateSpin Migrate Installation Launcher, click *Install PlateSpin Server* and follow the on-screen instructions.

The program starts the installation process and prompts you to accept the PlateSpin Migrate software license agreement.

You must accept the software agreement before installing the product.

- 5 Select the *I accept the terms in the license agreement* option, then click *Next*.

The program continues with the installation and prompts you to specify a database server and instance:



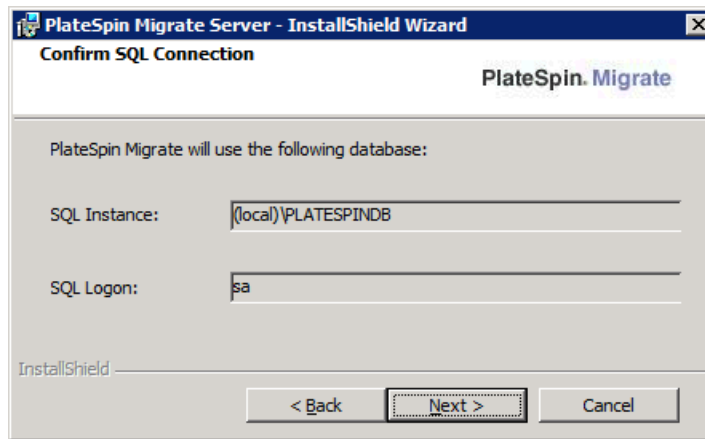
- 6 Do one of the following:

- ♦ 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`

- 7 Click *Validate Server* to validate your database credentials for the selected database server.

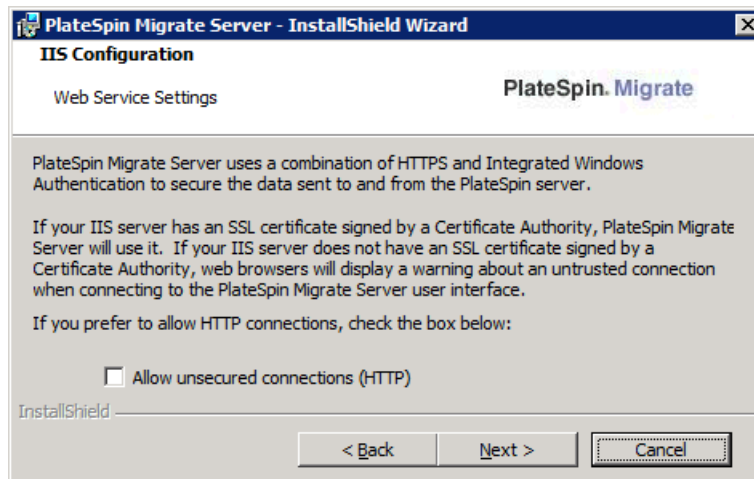
- 8 Click *Next* and verify your *SQL Instance* and *SQL Logon* selections.

(The default settings are *SQL Instance*: (local) PLATESPINDB and *SQL Logon*: sa):



9 Click *Next*.

The installation program prompts you to specify whether you want to allow HTTP or HTTPS:



If you require unsecured connections (HTTP), select the *Allow unsecured connections (HTTP)* option; 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 documentation.

10 Click *Next*, verify the installation settings, 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.

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 20](#)
- ♦ [“Downloading the Client from your PlateSpin Server” on page 20](#)
- ♦ [“Starting the Client and Activating the License” on page 20](#)

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

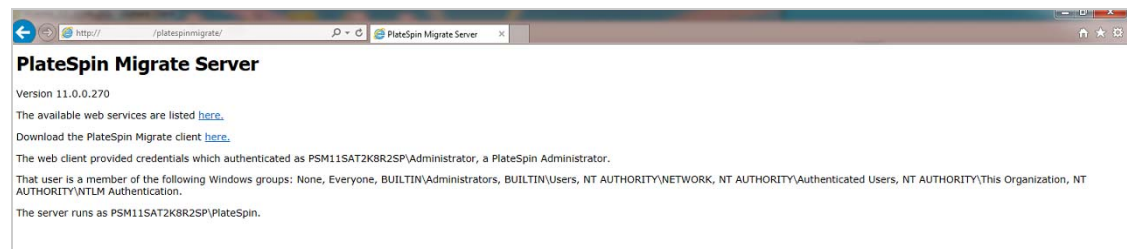
Use this option to install the Client on a remote host by using a Web browser at any time after the completion of the Server installation.

- 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 12](#).
- 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 11.0 User Guide*.

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.

2 Upgrading PlateSpin Migrate

You can use your PlateSpin Migrate 11.0 installation program to upgrade the following product versions:

- ♦ PlateSpin Migrate 9.3
- ♦ PlateSpin Migrate 9.2

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.

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.

- ♦ [Section 2.1, “Backing Up Your Database Files,” on page 23](#)
- ♦ [Section 2.2, “Upgrade Procedure,” on page 23](#)

2.1 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 23](#).

2.2 Upgrade Procedure

- 1 Back up your data.
See [“Backing Up Your Database Files” on page 23](#).
- 2 Use the Windows Control Panel to uninstall your client application, the PlateSpin Migrate Client.
- 3 On your server host, start the `PlateSpinMigrateSetup-11.0.0.270.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 19.

- 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).

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 2003 Systems:** \Documents and Settings\All Users\Application Data\PlateSpin
- ♦ **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).

3 Troubleshooting Installation Problems

- ♦ [Section 3.1, “Common Installation Issues and Solutions,” on page 25](#)
- ♦ [Section 3.2, “Knowledgebase Articles about Installation Troubleshooting,” on page 26](#)
- ♦ [Section 3.3, “Removing PlateSpin Software,” on page 26](#)

3.1 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 | 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 D:\PM_9, you must make sure that the ASP.NET user account has full access to D:\PM_9. |
| 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">♦ Ensure that IIS and ASP.NET are installed properly. See KB Article 7920595 (https://www.netiq.com/support/kb/doc.php?id=7920595).♦ 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> <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 KB Article 7920710 (https://www.netiq.com/support/kb/doc.php?id=7920710).</p> |

| 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. |

3.2 Knowledgebase Articles about Installation Troubleshooting

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

3.3 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 11.0 User Guide*.

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

- 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`

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

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

