

# PlateSpin<sup>®</sup> Migrate 9.3

## Installation Guide

July 31, 2013



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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 (DSSSENH)

989 Windows XP Enhanced Cryptographic Provider (RSAENH)

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

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 (DSSSENH)

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 (DSSSENH)

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.

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# About This Guide

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

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

## 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 9 Online Documentation Web Site \(http://www.netiq.com/documentation/platespin\\_migrate\\_9\)](http://www.netiq.com/documentation/platespin_migrate_9).

## Documentation Updates

The most recent version of this guide can be found at the [PlateSpin Migrate 9 Online Documentation Web Site \(http://www.netiq.com/documentation/platespin\\_migrate\\_9\)](http://www.netiq.com/documentation/platespin_migrate_9).

## 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@netiq.com](mailto:support@netiq.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)



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# 1 Installing PlateSpin Migrate

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

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

This section provides information about installing PlateSpin Migrate 9.3.

- ◆ [Section 1.1, “Preparing to Install PlateSpin Migrate,” on page 9](#)
- ◆ [Section 1.2, “Installing Prerequisite Software,” on page 12](#)
- ◆ [Section 1.3, “Installing PlateSpin Migrate Software Components,” on page 14](#)
- ◆ [Section 1.4, “Checking for Software Updates,” on page 19](#)

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**IMPORTANT:** Upgrading from previous versions has been disabled in this release. It will be re-enabled in future releases.

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## 1.1 Preparing to Install PlateSpin Migrate

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

### 1.1.1 System Requirements (PlateSpin Server)

PlateSpin Server hosts must meet the following system requirements:

Requirement	Details
Operating System	Any of the following, running on dedicated hardware or in a virtual machine: <ul style="list-style-type: none"><li>◆ Windows Server 2008, Windows Server 2008 R2</li><li>◆ Windows Server 2003, Windows Server 2003 R2</li></ul> <p><b>NOTE:</b> You must activate your Windows operating system prior to installing PlateSpin Migrate.</p>
Processor	Minimum 1 GHz  Recommended: multi-core, 2 GHz or higher

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Requirement	Details
Memory	<p>Minimum 2 GB RAM</p> <p>Recommended: 4 GB</p>
Disk Space	<p>Minimum 15 GB</p> <p>Additional space might be necessary if you plan to use the same system as a PlateSpin Image Server. The amount of additional space depends on the number and size of workload images that you intend to store on a given image server. See "<a href="#">Designating a PlateSpin Image Server</a>" in your <i>User Guide</i>.</p>
Database Server	<p>One of the following (local or remote):</p> <ul style="list-style-type: none"> <li>◆ Microsoft SQL Server 2005 Express Edition. A copy of this database software is included in your PlateSpin Migrate software distribution.</li> <li>◆ Microsoft SQL Server 2005</li> <li>◆ Microsoft SQL Server 2008 R2</li> </ul>
Windows Software Components	<ul style="list-style-type: none"> <li><input type="checkbox"/> All Windows hosts (recommended) <ul style="list-style-type: none"> <li>◆ The latest applicable OS updates (service packs, cumulative security updates, drivers, etc.)</li> </ul> </li> <li><input type="checkbox"/> For Windows Server 2003 systems: <ul style="list-style-type: none"> <li>◆ Microsoft IIS 6.0 and later (with ASP.NET)</li> <li>◆ Microsoft .NET Framework 3.5 SP1. Download a copy from the <a href="http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7">Microsoft Download Center (http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7)</a>. For more details, see <a href="#">Installing Prerequisite Software on Windows Server 2003 Systems (page 12)</a>.</li> </ul> </li> <li><input type="checkbox"/> For Windows Server 2008 systems <ul style="list-style-type: none"> <li>◆ (Windows Server 2008 R2 only) User Account Control (UAC) disabled</li> <li>◆ Microsoft .NET Framework 3.5 SP1. Download a copy from the <a href="http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7">Microsoft Download Center (http://www.microsoft.com/downloads/details.aspx?FamilyId=AB99342F-5D1A-413D-8319-81DA479AB0D7)</a>.</li> <li>◆ Microsoft IIS 7.0 For more details, see <a href="#">Installing Prerequisite Software on Windows Server 2008 Systems (page 13)</a>.</li> </ul> </li> </ul>

## 1.1.2 System Requirements (PlateSpin Migrate Client)

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

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

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

### 1.1.3 General Guidelines for Server Installation

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

**Table 1-1** Pre-Installation Checklist

Guideline	Remarks
<input type="checkbox"/> Dedicated Host	Install the PlateSpin Server on a dedicated physical or virtual machine.
<input type="checkbox"/> Credentials	Perform all installation procedures using an account with administrative privileges. For Windows Server 2008 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"> <li>◆ Your domain controller</li> <li>◆ Existing Web servers with IIS applications</li> <li>◆ A workload that you intend to migrate by using the product</li> <li>◆ Other PlateSpin software (PlateSpin Protect and PlateSpin Recon)</li> </ul>
<input type="checkbox"/> Database	If you intend to use your own Microsoft SQL Server database (instead of the Microsoft SQL Server 2005 Express Edition included in your software distribution), make sure that it is supported and conforms to the product's database requirements. See <a href="#">Knowledgebase Article 7009809</a> .
<input type="checkbox"/> UAC	(Windows Server 2008 and Windows Server 2008 R2 only) Disable the User Account Control (UAC) during installation.

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"> <li>1. Supported operating system, followed by corresponding Windows Updates</li> <li>2. ASP.NET/IIS, followed by corresponding Windows Updates.             <ol style="list-style-type: none"> <li>a. (Conditional) On 64-bit hosts, configure IIS to run in 32-bit mode</li> </ol> </li> <li>3. (Optional) Enable FIPS-Compliant Data Encryption</li> <li>4. SQL Server database, followed by applicable Microsoft updates.</li> <li>5. PlateSpin Server</li> </ol>

## 1.2 Installing Prerequisite Software

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

- ♦ [Section 1.2.1, “Installing Prerequisite Software on Windows Server 2003 Systems,”](#) on page 12
- ♦ [Section 1.2.2, “Installing Prerequisite Software on Windows Server 2008 Systems,”](#) on page 13
- ♦ [Section 1.2.3, “Enabling Support for FIPS-Compliant Data Encryption Algorithms \(Optional\),”](#) on page 13

### 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.
- 4 (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
```
- 5 (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, 64-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 x64 and 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.

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

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To enable FIPS-compliant algorithms:

- 1 Enable FIPS-compliant algorithms in the security options of your PlateSpin Migrate host's local security policies:
  - 1a Run `secpol.msc` and browse to *Local Policies > Security Options*.
  - 1b Enable the *System cryptography: Use FIPS compliant algorithms for encryption* security option.

2 Configure ASP.NET for FIPS support:

2a Access the `machine.config` file located in the following directory of your PlateSpin Server host:

```
.. \Windows\Microsoft.Net\Framework\vX.X.XXXXX\Config
```

2b Add the following under the `<system.web>` element:

```
<machineKey validationKey="AutoGenerate,IsolateApps"
decryptionKey="AutoGenerate,IsolateApps" validation="3DES"
decryption="3DES"/>
```

3 Save the `machine.config` file.

## 1.3 Installing PlateSpin Migrate Software Components

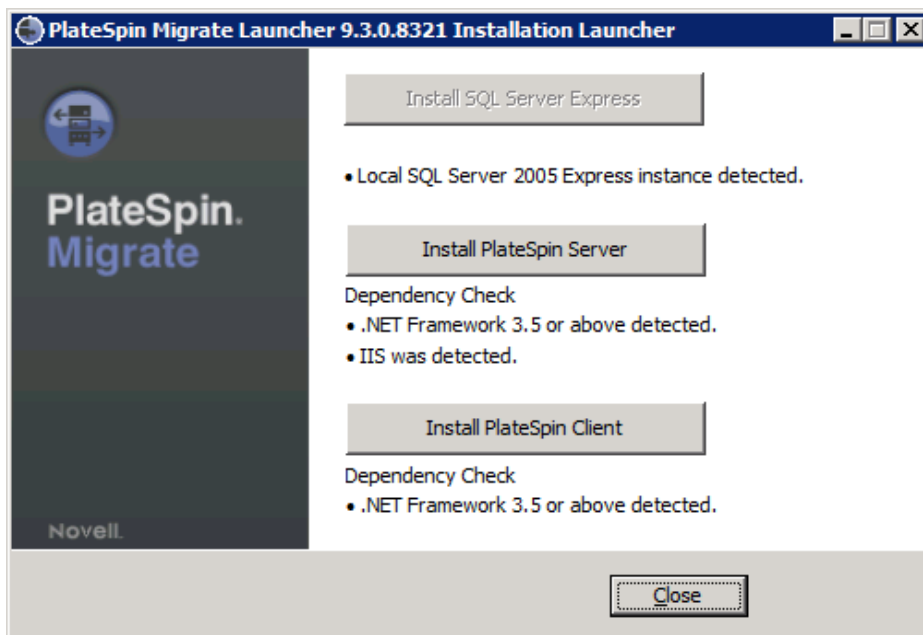
- Section 1.3.1, “Starting the PlateSpin Migrate Installation Launcher,” on page 14
- Section 1.3.2, “Installing the Database Server,” on page 15
- Section 1.3.3, “Installing the PlateSpin Server,” on page 15
- Section 1.3.4, “Installing the PlateSpin Migrate Client,” on page 18

### 1.3.1 Starting the PlateSpin Migrate Installation Launcher

1 From [Novell Downloads \(http://download.novell.com\)](http://download.novell.com), download the `PlateSpinMigrateSetup-9.3.0.xxxx.exe` installation program and save it on your intended PlateSpin Server host.

2 Run the installation program, specify a location for the temporary setup files, then click *Next*.

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.

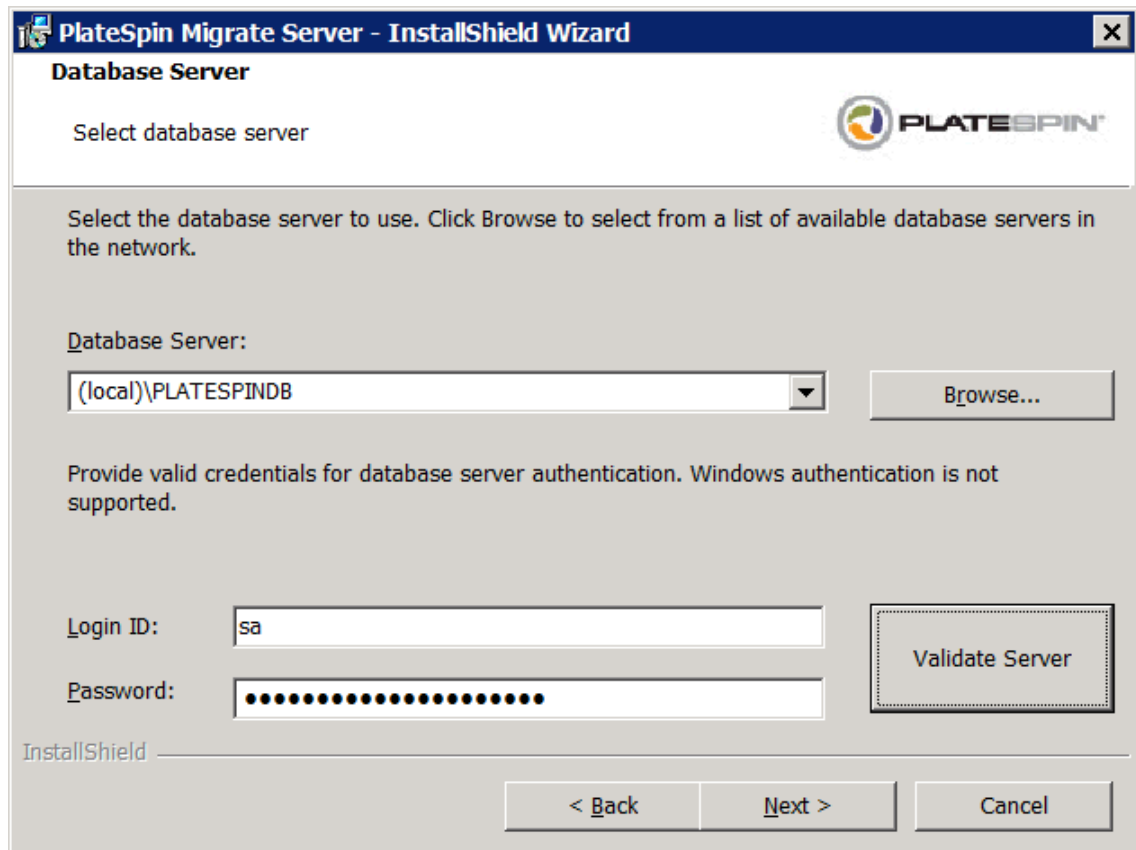
## 1.3.2 Installing the Database Server

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 14](#).
- 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 9](#).
- 2 Make sure that your intended PlateSpin Server host has the necessary prerequisite software installed.  
See [“Installing Prerequisite Software” on page 12](#).
- 3 On your intended PlateSpin Server host, start the Installation Launcher.  
See [“Starting the PlateSpin Migrate Installation Launcher” on page 14](#).
- 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:

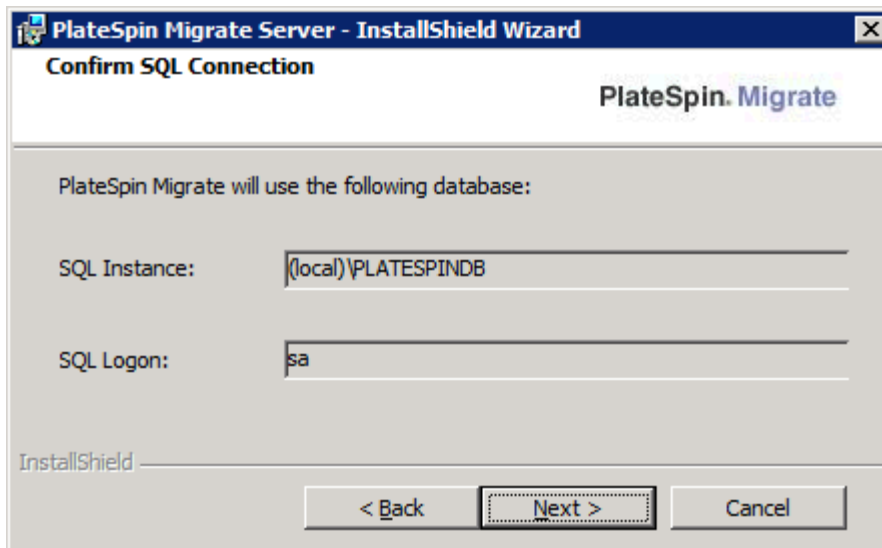
- ◆ If you intend to install and use the local database server included in your PlateSpin Migrate software distribution (the default option), leave the default selection (local)\PLATESPINDB in the drop-down list and leave the default sa credentials. If you subsequently move your PlateSpin Migrate database 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*

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.

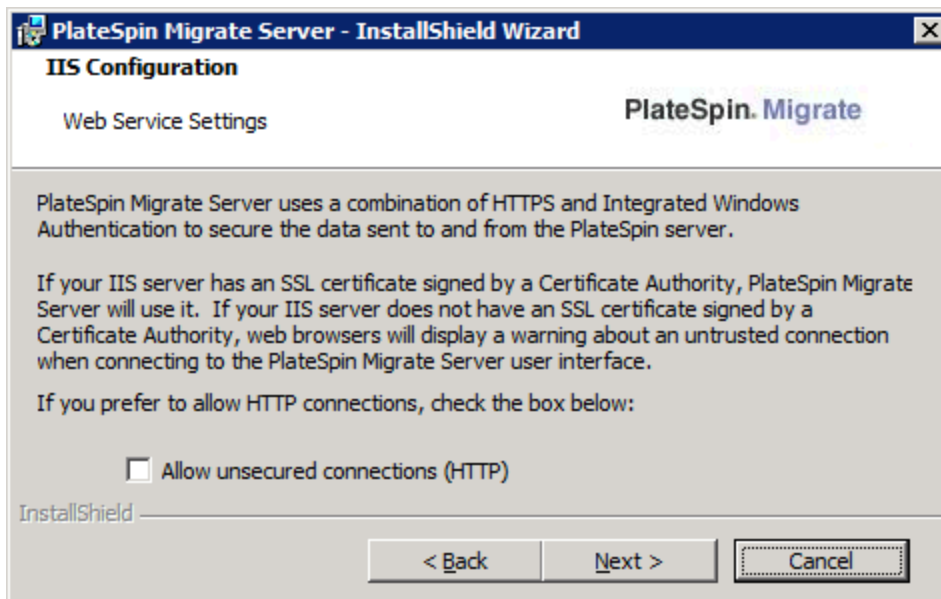
(The default settings are *SQL Instance*: (local) PLATESPINDB and *SQL Logon*: sa):





- 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.

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**NOTE:** This process might take several minutes to complete.

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## 1.3.4 Installing the PlateSpin Migrate Client

You have two installation options for the PlateSpin Migrate Client:

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

### Installing the Client from within the Installation Launcher

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

- 1 Complete the Server installation.  
See [“Installing the PlateSpin Server” on page 15](#).
- 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

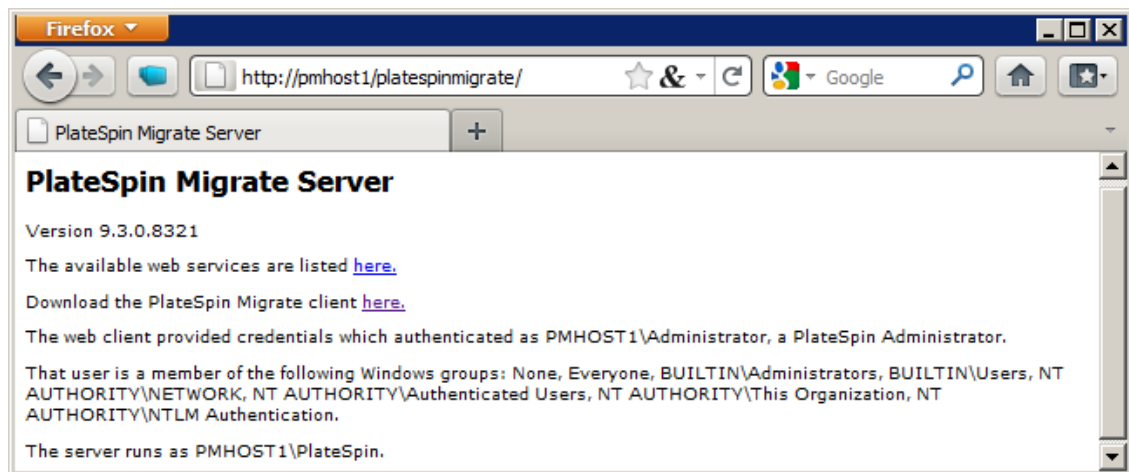
Use this option to install the Client on a remote host by using a Web browser at any time after the completion of the Server installation.

- 1 Complete the PlateSpin Server installation.  
See [“Installing the PlateSpin Server” on page 15](#).
- 2 Make sure your intended PlateSpin Migrate Client host meets the minimum system requirements.  
See [“System Requirements \(PlateSpin Migrate Client\)” on page 10](#).
- 3 On your intended PlateSpin Migrate Client host, open a Web browser and navigate to the following URL:

```
http://server_host/platespinmigrate
```

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

The browser loads the PlateSpin Server’s home page:



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

## Starting the Client and Activating the License

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



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# 2 Troubleshooting Installation Problems

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

## 2.1 Common Installation Issues and Solutions

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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"><li>♦ Ensure that IIS and ASP.NET are installed properly. See <a href="https://www.netiq.com/support/kb/doc.php?id=7920595">KB Article 7920595 (https://www.netiq.com/support/kb/doc.php?id=7920595)</a>.</li><li>♦ To ensure that ASP.NET is properly registered with IIS, run the following command: <pre>"C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe" -i</pre></li></ul> <p>If the above steps do not resolve the issue, refer to the detailed instructions for reinstalling IIS and configuring IIS for isolation mode in <a href="https://www.netiq.com/support/kb/doc.php?id=7920710">KB Article 7920710 (https://www.netiq.com/support/kb/doc.php?id=7920710)</a>.</p>

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

## 2.2 Knowledgebase Articles about Installation Troubleshooting

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

## 2.3 Removing PlateSpin Software

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

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

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

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

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

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

