PlateSpin® Protect 11.0.1

Installation and Upgrade Guide

February 2015

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About This Guide

This guide provides information about installing and upgrading your PlateSpin Protect product.

Audience

This guide is intended for IT staff, such as data center administrators, who use PlateSpin Protect in their ongoing workload protection and disaster recovery 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 top and bottom of each page of the online documentation.

Additional Documentation

This guide is part of the PlateSpin Protect documentation set. For a complete list of publications supporting this release, visit the product's Online Documentation Web Site:

PlateSpin Protect 11 online documentation (http://www.netiq.com/documentation/platespin_protect_11)

Documentation Updates

The most recent version of in this guide can be found at the PlateSpin Protect 11 Online Documentation Web Site (https://www.netiq.com/documentation/platespin_protect_11/):

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.

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

NOTE: In addition to the English version of PlateSpin Protect 11.0.1, the product has been localized for installation and use on machines configured for the German, French, Japanese, Chinese Traditional, and Chinese Simplified languages. Localized online documentation is also available in these languages. Spanish documentation has been added for this release.

1.1 Preparing to Install PlateSpin Protect

1.1.1 System Requirements

PlateSpin Server hosts must meet the following system requirements

Table 1-1 *PlateSpin Server Host Requirements*

Requirement	Details
Operating System	Any of the following, running on dedicated hardware or in a virtual machine: - Windows Server 2012 R2 (64-bit) - Windows Server 2008 R2 (64-bit) **NOTE:** You must activate 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	Minimum 15 GB
	NOTE: Over time, space consumption will increase.
Database Server	One of the following:
	◆ Existing (that is, already installed) Microsoft SQL Server versions:
	◆ *SQL Server 2005 SP4*
	◆ *SQL Server 2008 SP3*
	◆ *SQL Server 2008 R2 SP2*
	◆ *SQL Server 2012 SP2*
	◆ *SQL Server 2014*
	◆ *Microsoft SQL Server 2014 Express Edition* database server (included in your software distribution)
Software Prerequisites	☐ For Windows Server 2012 R2 systems:
	◆ Microsoft .NET Framework 3.5 SP1
	◆ Microsoft .NET Framework 4.0
	◆ Web Server (IIS 8.0)
	☐ For Windows Server 2008 systems:
	◆ Microsoft .NET Framework 3.5 SP1
	◆ Microsoft .NET Framework 4.0
	◆ Web Server (IIS 7.0)
	For more details, see "Installing Prerequisite Software on Windows Server 2008 Systems" on page 13.

1.1.2 General Guidelines

Follow these installation guidelines 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 or virtual machine.
☐	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.
☐	IP Address	Assign the PlateSpin Server host a static IP address.

	Guideline	Remarks
☐	Collocation	Do not collocate the PlateSpin Server with:
		◆ 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	The Microsoft SQL Server 2014 Express Edition included with PlateSpin Protect Server cannot be installed on a domain controller in accordance with Microsoft Developer Network recommendations. If you want to install PlateSpin Protect on a domain controller, we recommend that you install SQL on a separate server.
		If you intend to use your own Microsoft SQL Server database (instead of the Microsoft SQL Server 2014 Express Edition included in your software distribution), make sure that it is supported and conforms to the product's database requirements. See KB Article 7009809.
☐	UAC	(Windows Server 2008 R2 only) Disable the User Account Control (UAC) during installation.
☐	Installation Workflow	Install the prerequisite software in the indicated order. Below is a high-level workflow for a typical PlateSpin Protect installation:
		1. Supported operating system, followed by corresponding Windows Updates
		2. ASP.NET/IIS, followed by corresponding Windows Updates.
		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 2012 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 14

1.2.1 Installing Prerequisite Software on Windows Server 2012 Systems

These procedures apply to Windows Server 2012 R2 (64-bit) and Windows Server 2012 (64-bit) systems. Differences, where applicable, are called out inline.

1 Familiarize with System Requirements and General Guidelines.

2 Use the Local User Administrator (LUA) account to log in to your intended PlateSpin Server host, then add the *Web Server* (IIS) role (**Server Manager** > **Add Roles and Features Wizard** > **Server Roles**) along with its nested role services and their sub-roles:

- ❑ Web Server (IIS) (25 of 43 installed)

    - ❑ Web Server (19 of 34 installed)

        - ❑ Common HTTP Features (4 of 6 installed)
            - ◆ Default Document
            - ◆ Directory Browsing
            - ◆ HTTP Errors
            - ◆ Static Content

        - ❑ Health and Diagnostics (2 of 6 installed)
            - ◆ HTTP Logging
            - ◆ Request Monitor

        - ❑ Performance (1 of 2 installed)
            - ◆ Static Content Compression

        - ❑ Security (5 of 9 installed)
            - ◆ Requesting Filtering
            - ◆ Basic Authentication
            - ◆ IP and Domain Restrictions
            - ◆ URL Authorization
            - ◆ Windows Authentication

        - ❑ Application Development (7 of 11 installed)
            - ◆ .NET Extensibility 3.5
            - ◆ .NET Extensibility 4.5
            - ◆ Application Initialization
            - ◆ ASP.NET 3.5
            - ◆ ASP.NET 4.5
            - ◆ ISAPI Extensions
            - ◆ ISAPI Filters

        - ❑ Management Tools (6 of 7 installed)
            - ◆ IIS Management Console
            - ❑ IIS 6 Management Compatibility
                - ◆ IIS 6 Metabase Compatibility
                - ◆ IIS 6 Management Console

- ◆ IIS 6 Scripting Tools
- ◆ IIS 6 WMI Compatibility
- ◆ IIS Management Scripts and Tools

3 Add (**Server Manager** > **Add Roles and Features Wizard** > **Features**) the required features:

- ❑ .NET Framework 3.5 Features (all)
- ❑ NET Framework 4.5 Features (all)
- ❑ Windows Process Activation Service (all)
- ❑ XPS Viewer (all)

4 On all 64-bit hosts (Windows Server 2012 x64 and Windows Server 2012 R2), ensure that IIS is configured to run in 32-bit mode. See Knowledgebase Article 7920915 (https://www.netiq.com/support/kb/doc.php?id=7920915).

1.2.2 Installing Prerequisite Software on Windows Server 2008 Systems

These procedures apply to Windows Server 2008 (64-bit) and Windows Server 2008 R2 systems. Differences, where applicable, are called out inline.

1 Familiarize with System Requirements and General Guidelines.

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 Download and install the Microsoft .NET Framework 4 package.

6 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 7920915 (https://www.netiq.com/support/kb/doc.php?id=7920915).

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

PlateSpin Protect 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 Protect runs in FIPS-compliant mode only if it detects that its host 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 Server 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 Protect Software Components

1.3.1 Starting the PlateSpin Protect Installation Launcher

This section provides information about installing PlateSpin Protect software after ensuring that the intended host has been prepared with the required prerequisites.

1 From NetIQ Downloads (https://dl.netiq.com), download the `PlateSpinProtectSetup-11.0.1.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 Protect, install it first.

If you intend to use an existing SQL Server 2005 or SQL Server 2008 R2 database, skip the database installation and install the PlateSpin Server; during the installation of the PlateSpin Server, the system prompts you to specify an existing database.

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 Protect software distribution.

1 On your intended database server host, start the Installation Launcher.

See "Starting the PlateSpin Protect 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 Protect.

NOTE: The Microsoft SQL Server 2005 Express Edition included with PlateSpin Protect Server cannot be installed on a domain controller in accordance with Microsoft Developer Network recommendations. If you want to install PlateSpin Protect on a domain controller, we recommend that you install SQL on a separate server.

1.3.3 Installing the PlateSpin Server

1 Make sure that your intended PlateSpin Server host meets the minimum system requirements.

See "System Requirements" on page 9.

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

See "Installing Prerequisite Software" on page 11.

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

See "Starting the PlateSpin Protect Installation Launcher" on page 14.

4 In the PlateSpin Protect 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 Protect software license agreement.

You must accept the software license 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:
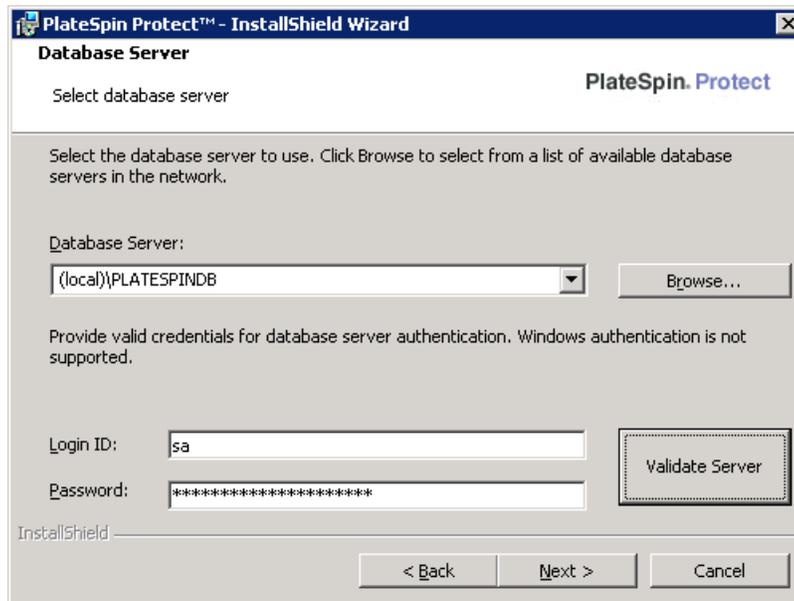
6 Do one of the following:

- If you are using the database server included in your PlateSpin Protect software distribution installed locally (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 Protect database instance or change your SQL Server password, you must reset the PlateSpin Protect database connection settings.

  See Knowledgebase article 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:

  - **Single-instance SQL Server installations:** *database_server*
  - **Multiple-instance SQL Server installations:** *database_server\database_instance* (specify the 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 Server:* `(local)PLATESPINDB`) and *SQL Logon:* `sa`):

9 Click *Next*.

The installation program prompts you 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 Post-Installation Tasks

After completing the installation of the PlateSpin Server:

- Start the PlateSpin Protect Web Interface and familiarize yourself with its interface and the workload protection features.

    See "Launching the PlateSpin Protect Web Interface" in your *User Guide*.

- License your product and configure your environment in preparation for workload protection.

    See "PlateSpin Protect Application Configuration" in your *User Guide*.

2 Upgrading PlateSpin Protect

You can use your PlateSpin Protect 11.0.1 installation program to upgrade the following product versions:

- PlateSpin Protect 10.1
- PlateSpin Protect 10.2
- PlateSpin Protect 10.3
- PlateSpin Protect 10.4
- PlateSpin Protect 11.0

2.1 Before Upgrading PlateSpin Protect

Before upgrading your PlateSpin Protect software to version 11.0.1:

- (Conditional) If you have a pre-10.2 version of PlateSpin Protect, remove workloads that are under image protection (support for workload image protection was discontinued in version 10.2). If the installation program detects such workloads, it disallows the upgrade. If you require the image protection functionality, continue using it in version 10 or 10.1, which continue to be supported, and consider the following options for version 11.0.1:
    - Keep your image protection contracts in your current installation and do not upgrade to version 11.0.1. Move any VM container-based protection contracts from your current installation to a new version 11.0.1 installation. To do this, export the data from your current version of the product, install version 11.0.1 on another host, then import the data into version 11.0.1. For help with the Import/Export utility, see KB Article 7970601 (http://www.novell.com/support/kb/doc.php?id=7970601).

        - OR -

    - Move your image protection contracts to a different instance of PlateSpin Protect 10.0 or 10.1 (by exporting the data from your current installation and importing it into 10.0 or 10.1). Then, on the current host, remove workloads that are under image protection before upgrading to version 11.0.1.
- (Conditional) If any of your containers are VMware ESX/ESXi 3.5 or 4.0, upgrade them to version 4.1, 5.0, or 5.1.
- Pause your replication schedules.
- Make a record of any customized `.config` parameters controlling the server's default behavior.
- Back up your database files.

Use this procedure to manually back up your database files, which you can use if you need to roll back.

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 Protect Server\Database`

3 Restart MS SQL services that you stopped in Step 1.

NOTE: This procedure assumes a database installed with your PlateSpin Protect Server. Steps for backing up an external SQL server would be similar, though the paths to the `*.mdf` and `*.ldf` files would be specific to your SQL server.

2.2 Upgrade Procedure

During the upgrade process, the installation program automatically imports data from your previous installation.

- Section 2.2.1, "Upgrade Procedure," on page 20
- Section 2.2.2, "Post-Upgrade Tasks," on page 20

2.2.1 Upgrade Procedure

Use this procedure to upgrade your PlateSpin Protect product.

1 Back up your data.

See "Before Upgrading PlateSpin Protect" on page 19.

2 Run the PlateSpin Protect setup executable and follow the on-screen instructions.

Make sure that you select the *Save data* option when prompted during the server installation.

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 folder is hidden by default.

2.2.2 Post-Upgrade Tasks

1 (Optional, for International versions) Set up PlateSpin Protect and your browser for use in a specific supported language.

See "Language Setup for International Versions of PlateSpin Protect" in your *User Guide.*

2 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 `.config` parameters in the new `.config` files.

See "Configuring PlateSpin Server Behavior through XML Configuration Parameters" in your *User Guide.*

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 NetIQ PlateSpin Protect 11.0.1. The changes are listed according to the date they were published.

NOTE: This updated information does not appear in the help content accessible from the product's user interface nor in localized versions of the *Installation and Upgrade Guide.*

The documentation for this product is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the changes listed in this section.

If you need to know whether a copy of the PDF documentation that you are using is the most recent, the PDF document includes a publication date on the title page.

The documentation was updated on the following dates:

- Section A.1, "February 2, 2015," on page 21
- Section A.2, "October 13, 2014," on page 21
- Section A.3, "September 12, 2014," on page 21

A.1   February 2, 2015

The guide was updated to the latest publishing format.

A.2   October 13, 2014

Updates were made to the following sections:

Location	Update
Table 1-1 on page 9.	Refined and clarified the list of operating systems supported for installation of the PlateSpin Server. The following were removed from the list and are *not* considered as being supported: ◆ Windows Server 2012 ◆ Windows Server 2008 SP2 ◆ Windows Server 2003 R2 (32-bit and 64-bit)

A.3   September 12, 2014

Updates were made to the following sections:

Location	Update
Table 1-1 on page 9.	Refined and clarified the list of supported SQL database servers.