

# **PlateSpin® Protect 11.0**

## **Installation and Upgrade Guide**

**March 7, 2014**



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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 (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.

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## 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 Protect.



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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 10 online documentation ([http://www.netiq.com/documentation/platespin\\_protect\\_10](http://www.netiq.com/documentation/platespin_protect_10))

## Documentation Updates

The most recent version of in this guide can be found at the [PlateSpin Protect 10 Online Documentation Web Site](http://www.netiq.com/documentation/platespin_protect_10/) ([http://www.netiq.com/documentation/platespin\\_protect\\_10/](http://www.netiq.com/documentation/platespin_protect_10/)):

## 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.

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Use these resources for support specific to PlateSpin Protect:

- ♦ 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 Protect Support \(https://www.netiq.com/support/kb/product.php?id=SG\\_XPLATESPINPROTECT\\_1\\_2\)](https://www.netiq.com/support/kb/product.php?id=SG_XPLATESPINPROTECT_1_2)

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# 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.

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

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- ♦ [Section 1.1, “Preparing to Install PlateSpin Protect,” on page 11](#)
- ♦ [Section 1.2, “Installing Prerequisite Software,” on page 13](#)
- ♦ [Section 1.3, “Installing PlateSpin Protect Software Components,” on page 15](#)

## 1.1 Preparing to Install PlateSpin Protect

- ♦ [Section 1.1.1, “System Requirements,” on page 11](#)
- ♦ [Section 1.1.2, “General Guidelines,” on page 12](#)

### 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	<p>Any of the following, running on dedicated hardware or in a virtual machine:</p> <ul style="list-style-type: none"><li>♦ Windows Server 2008 (32-bit, 64-bit)</li><li>♦ Windows Server 2008 R2 (64-bit)</li><li>♦ Windows Server 2003 (32-bit, 64-bit)</li><li>♦ Windows Server 2003 R2 (32-bit, 64-bit)</li></ul> <p><b>NOTE:</b> You must activate your Windows operating system prior to installing PlateSpin Protect.</p>

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Requirement	Details
Processor	Minimum 1 GHz  Recommended: multi-core, 2 GHz or higher
Memory (RAM)	Minimum 4 GB
Disk Space	Minimum 15 GB  <b>NOTE:</b> Over time, space consumption will increase.
Database Server	One of the following: <ul style="list-style-type: none"> <li>Existing local or remote Microsoft SQL Server 2008 R2 database server</li> <li>Existing local or remote Microsoft SQL Server 2005 database server</li> <li>Microsoft SQL Server 2005 Express Edition (included in your software distribution)</li> </ul>
Software Prerequisites	<input type="checkbox"/> 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 version 3.5 SP1</li> <li>Microsoft .NET Framework version 4.0</li> </ul> For more details, see <a href="#">"Installing Prerequisite Software on Windows Server 2003 Systems" on page 13.</a> <input type="checkbox"/> Windows Server 2008 systems <ul style="list-style-type: none"> <li>Microsoft .NET Framework 3.5 SP1</li> <li>Microsoft .NET Framework 4.0</li> <li>Web Server (IIS 7.0)</li> </ul> For more details, see <a href="#">"Installing Prerequisite Software on Windows Server 2008 Systems" on page 14.</a>

## 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
<input type="checkbox"/> Dedicated Host	Install PlateSpin Protect 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.

Guideline	Remarks
<input type="checkbox"/> Collocation	Do not collocate the PlateSpin Server with: <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 protect by using the product</li> <li>◆ Other PlateSpin software (PlateSpin Migrate 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="#">KB Article 7009809</a> .
<input type="checkbox"/> UAC	(Windows Server 2008 and Windows Server 2008 R2 only) Disable the User Account Control (UAC) during installation.
<input type="checkbox"/> Installation Workflow	Install the prerequisite software in the indicated order. Below is a high-level workflow for a typical PlateSpin Protect installation: <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 13
- ◆ [Section 1.2.2, "Installing Prerequisite Software on Windows Server 2008 Systems,"](#) on page 14
- ◆ [Section 1.2.3, "Enabling Support for FIPS-Compliant Data Encryption Algorithms \(Optional\),"](#) on page 15

### 1.2.1 Installing Prerequisite Software on Windows Server 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](#).
- 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 Download and install the [Microsoft .NET Framework 4](#) package.
- 5 (Conditional) On all 64-bit hosts, 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) (<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 (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](#).
- 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) (<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.

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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 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

- [Section 1.3.1, "Starting the PlateSpin Protect Installation Launcher," on page 15](#)
- [Section 1.3.2, "Installing the Database Server," on page 16](#)
- [Section 1.3.3, "Installing the PlateSpin Server," on page 16](#)
- [Section 1.3.4, "Post-Installation Tasks," on page 19](#)

### 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 [Novell Downloads \(http://download.novell.com\)](http://download.novell.com), download the `PlateSpinProtectSetup-11.0.0.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 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 15](#).

- 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.

### 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 11](#).

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

See [“Installing Prerequisite Software” on page 13](#).

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

See [“Starting the PlateSpin Protect Installation Launcher” on page 15](#).

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

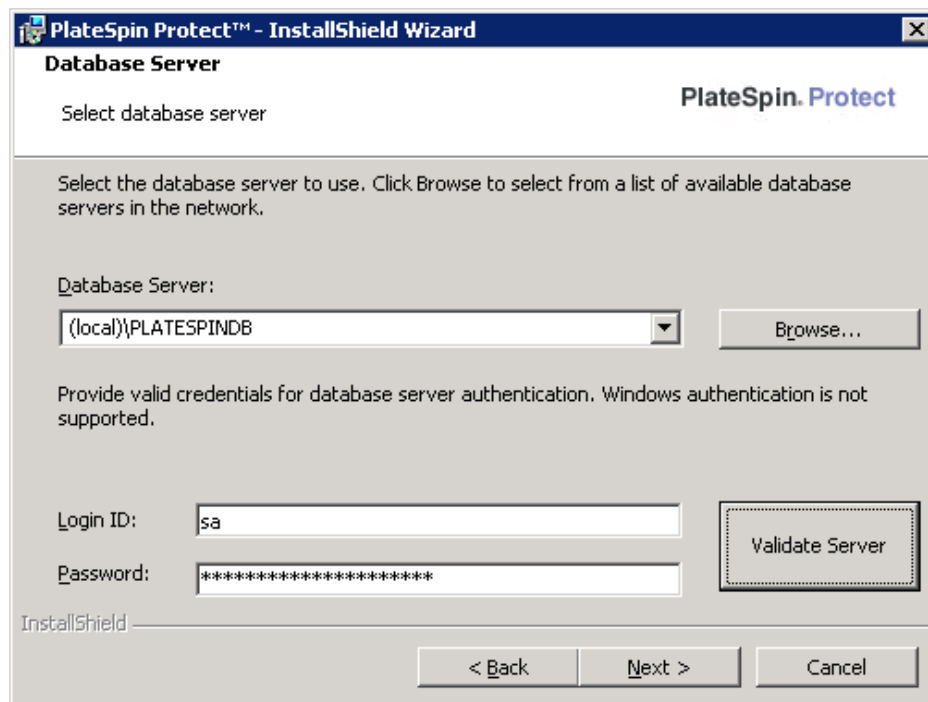
The program starts the installation process and prompts you to accept the PlateSpin Protect software license agreement.

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.

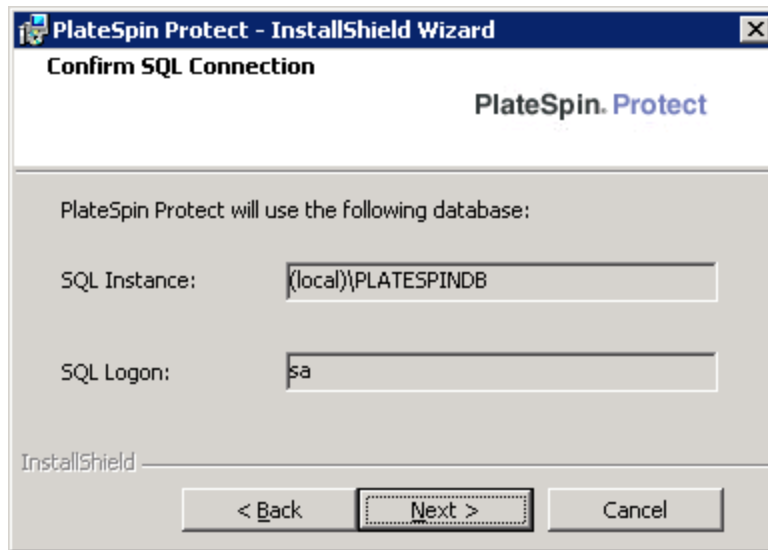
See [Knowledgebase article 7970523](https://www.netiq.com/support/kb/doc.php?id=7970523) (<https://www.netiq.com/support/kb/doc.php?id=7970523>).

- ♦ 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.

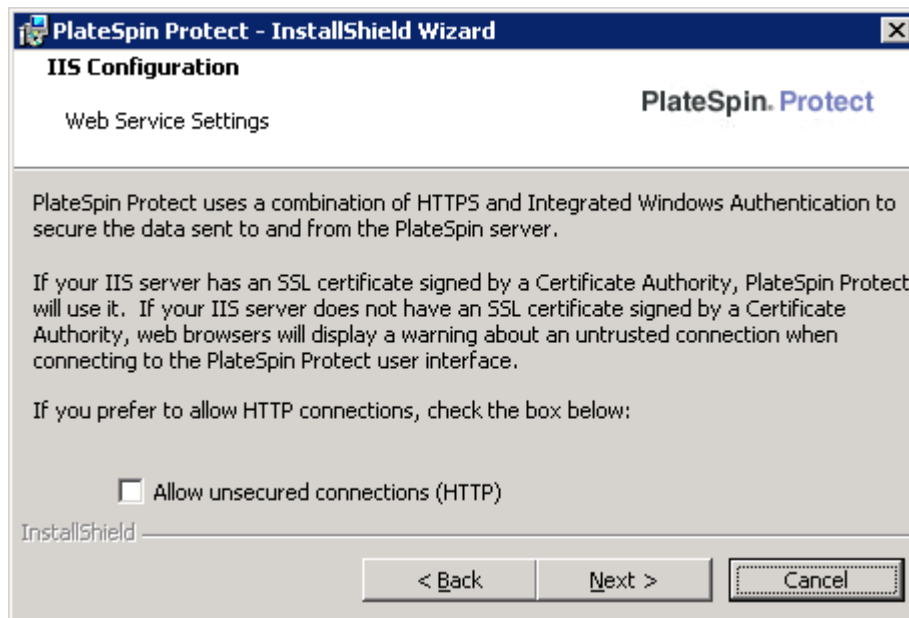
8 Click *Next* and verify your *SQL Instance* and *SQL Logon* selections.

(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.

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

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## 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*.



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# 2 Upgrading PlateSpin Protect

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

- ♦ PlateSpin Protect 10.3
- ♦ PlateSpin Protect 10.4

Upgrading is no longer supported from 8.x (Portability Suite) versions of PlateSpin Protect. If you need to upgrade from an 8.x installation, first upgrade to one of the listed 10.x versions, then immediately upgrade to version 11.0.

- ♦ [Section 2.1, “Before Upgrading PlateSpin Protect,” on page 21](#)
- ♦ [Section 2.2, “Upgrade Procedure,” on page 22](#)
- ♦ [Section 2.3, “Upgrade Procedure,” on page 23](#)

## 2.1 Before Upgrading PlateSpin Protect

Before upgrading your PlateSpin Protect software to version 11.0:

- ♦ (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:
  - ♦ Keep your image protection contracts in your current installation and do not upgrade to version 11.0. Move any VM container-based protection contracts from your current installation to a new version 11.0 installation. To do this, export the data from your current version of the product, install version 11.0 on another host, then import the data into version 11.0. For help with the Import/Export utility, see [KB Article 7970601 \(http://www.novell.com/support/kb/doc.php?id=7970601\)](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.
- ♦ (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](#).

## 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 22](#)
- ♦ [Section 2.2.2, “Post-Upgrade Tasks,” on page 22](#)

### 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 21](#).
- 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*.

## 2.3 Upgrade Procedure

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

- ♦ [Section 2.3.1, “Upgrade Procedure,”](#) on page 23
- ♦ [Section 2.3.2, “Post-Upgrade Tasks,”](#) on page 23

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