

Upgrade Instructions for NetVoyant™ 7.0

This document provides instructions on how to prepare, initiate, and validate the NetVoyant 7.0 upgrade.

BEFORE YOU BEGIN

Before you upgrade to NetVoyant 7.0, you must follow the steps below. Failure to follow the following steps could result in a loss of data, increased down time, or software conflicts. Please make sure to follow these steps on all your NetVoyant servers.

1. **Meet Minimum Software Requirements:** To install NetVoyant 7.0, you must first be running at least NetVoyant 6.1 Build 18. To check the NetVoyant version, log into the NetVoyant Console and select **Help > About NetVoyant**.
2. **Ensure only you are logged in:** No other users should be logged into the servers during the upgrade. Local administrative access to the servers is required during the upgrade, such as logging into the server with a local administrator account of 'nqadmin' or 'netqos'.
3. **Disable 3rd Party Software and Reboot:** Disable any anti-virus, anti-spyware, server monitoring tools, SMS/SUS/MoM, or any other server maintenance tools installed as third-party software on the NetVoyant server(s) in preparation for the upgrade. These tools often cause issues during upgrades. You should also reboot each NetVoyant server (including Central Reporting Consoles and Remote Pollers) to ensure any Windows patches are applied before the upgrade. This is to prevent Blue Screen Errors.
4. **Backup Databases:** It is important to have current backups of your NetVoyant database, which is located in D:\NetVoyant\db\nms2. To save a copy of the database to a remote location in preparation for the upgrade:
 - a. Open a remote desktop and initiate a Terminal Services or VNC session to a standalone NetVoyant server, or to each NetVoyant server if you have a distributed system.
 - b. Stop all NetQoS services (including the NetVoyant Email Scheduler Service and NetVoyant Service Manager), and then stop the MySQL service.
 - c. Within Windows Explorer, go to D:\NetVoyant\db\ . Copy the \nms2 directory to a remote location by using a remote administrative share (for example, \\server\D\$\NetVoyantBackup) or mapped network drive. Backups should be stored OFF of the server in the event of a hardware or OS failure on the main server.
 - d. Start the MySQL service, and then start all NetQoS services (including the NetVoyant Email Scheduler Service and NetVoyant Service Manager) on the server.

Ensure backups are performed for all NetVoyant servers, including **Central Console** and **Remote Pollers**.

5. **Disk Space:** Ensure you have enough free disk space on the NetVoyant server. The amount of free disk space should be greater than the largest file in D:\NetVoyant\db\nms2.
6. **New Port to Open:** NetVoyant 7.0 also requires TCP 3308 open between Central Console and all Remote Pollers.
7. **Data Execution:** To successfully complete the upgrade you should allow execution of the **netvoyant-7.0.x.win32-i586.exe** file on all your servers. To complete this step, right-click the **netvoyant-7.0.x.win32-i586.exe** file and select Properties. From this dialog box click the Unblock button (if available) and click OK.



UPGRADE DELIVERY

Product Upgrades from CA are delivered in ISO format via CA Support Online. To obtain the executable files referenced in this guide, you need to either burn a CD/DVD using the ISO file or download a ISO management utility (many are free) to extract the executable contents within the ISO.

NETQoS PERFORMANCE CENTER AND NETVOYANT COMPATIBILITY

The following table describes the compatibility between versions of NetQoS Performance Center (NPC) and NetVoyant.

NetVoyant Version	NPC Version	Compatible?
7.0	6.0	Yes
7.0	5.1	Yes
7.0	5.0 or less	No

To continue using NetQoS Performance Center, you must upgrade NetQoS Performance Center versions to version 5.1 after completing the NetVoyant upgrade. See the *NetQoS Performance Center Upgrade* documentation on CA Support Online for information on upgrading this product.

REQUIRED SOFTWARE FOR NETVOYANT 7.0

NetVoyant 7.0 is compatible with the following versions of software. You must use the versions described in the following table or unpredictable results will occur. The NetVoyant 7.0 upgrade installer will auto-detect which software type, Remote Poller or Central Console, to install. To check the NetVoyant version, log into the NetVoyant Console and select **Help > About NetVoyant**.

Software	Version
NetVoyant Remote Poller	7.0
NetVoyant Central Console	7.0

UPGRADING STANDALONE SYSTEMS

A standalone NetVoyant solution is one that contains only one NetVoyant server. This server hosts the NetVoyant web reporting software, active Polling module, and Console software. Standalone NetVoyant systems require the following steps to upgrade to version 7.0:

NOTE: The NetVoyant upgrade contains some minor database architecture changes. This upgrade can take from several minutes to several hours to complete, depending on the size of the NetVoyant database. Plan your upgrade process and change windows accordingly.

1. Apply the **netvoyant-7.0.x.win32-i586.exe** file to the standalone server. You must be running version 6.1.18 to upgrade. You can find version information on the **Help > About NetVoyant** page in the NetVoyant Console. Do not

reboot if you are prompted to do so after the upgrade is complete.

When prompted to perform a Database Consistency Check, select YES. Note that the Database Consistency Check may take a long time to complete based on your database size. On average, the consistency check usually takes 10 minutes per 1 GB of database files. To estimate the size of your database, simply find out the size of the D:\NetVoyant\db\nms2 folder that you backed up earlier. **After the Database Consistency Check is complete and if no errors are thrown, close the log that is displayed in notepad or the upgrade will FAIL to continue. Click YES to retry the database move if you are prompted to do so.**

Because this upgrade contains database architecture changes, the upgrade process may seem to be stalled when in fact critical database changes are occurring. Do not end the upgrade or reboot the server during this process. Doing so will invalidate the upgrade and cause undesirable results.

2. Apply the **netvoyant-post-1.0.x.exe** file to the standalone server.
3. Reboot the server when you are prompted to do so.
4. Open the NetVoyant Console. Click the **Services** tab. Ensure that all services are in the 'Running' state. Allow 60 minutes to pass to ensure you see new information for your interfaces in the NetVoyant Console and the NetVoyant web reports. If you see new information, the system was upgraded successfully.
5. Select **Tools > Polling Monitor**. Verify that the next poll cycle is within the next 15, 10, or 5 minutes, depending on your devices' polling rates. View the Polling Monitor during the first 15-minute poll cycle to verify the completed polls for devices.
6. Click the **Groups** tab and verify that your devices are populated.

UPGRADING DISTRIBUTED SYSTEMS

Distributed systems are those with separate servers for NetVoyant web reporting software and servers performing active polling (Remote Pollers). The order of upgrading the servers is as follows:

NOTE: The NetVoyant upgrade contains some minor database architecture changes. This upgrade can take from several minutes to several hours to complete, depending on the size of the NetVoyant database. Plan your upgrade process and change windows accordingly.

IMPORTANT: Settings on the Central Console should match those found on the poller(s). To help capture settings from your poller(s), run the **nvsyncpreview.exe** file on the Central Console. This tool will generate a list of configuration items from each poller so you can manually verify/correct any settings on the Central Console. After upgrading NetVoyant, the Central Console will act as a single source for configuration for all of your poller(s). Due to this change, settings on the poller(s) will be overwritten by those found on the Central Console. See the *Release Notes* for more information.

1. Apply the **netvoyant-7.0.x.win32-i586.exe** file to the central console server. You must be running version 6.1.18 to upgrade. You can find version information on the **Help > About NetVoyant** page of the NetVoyant Console. **Do not** reboot if you are prompted to do so after the upgrade is complete.

When prompted to perform a Database Check, select YES. Note that the Database Consistency Check may take a long time to complete based on your database size. On average, the consistency check usually takes 10 minutes per 1 GB of database files. To estimate the size of your database, simply find out the size of the D:\NetVoyant\db\nms2 folder that you backed up earlier. **After the Database Consistency Check is complete and if no errors are thrown, close the log that is displayed in notepad or the upgrade will FAIL to continue. Click YES to retry the database move if you are prompted to do so.**

Because this upgrade contains database architecture changes, the upgrade process may seem to be stalled when, in fact, critical database changes are occurring. Do not end the upgrade or reboot the server during this process. Doing so will

invalidate the upgrade and cause undesirable results.

2. Apply the **netvoyant-post-1.0.x.exe** file to the central console server.
3. Reboot the server when you are prompted to do so.
4. Apply the **netvoyant-7.0.x.win32-i586.exe** file to the polling server(s). You must be running version 6.1.18 to upgrade. You can find version information on the **Help > About NetVoyant** page of the NetVoyant Console. Do not reboot if you are prompted to do so after the upgrade is complete.

When prompted to perform a Database Check, select YES. Note that the Database Consistency Check may take a long time to complete based on your database size. On average, the consistency check usually takes 10 minutes per 1 GB of database files. To estimate the size of your database, simply find out the size of the D:\NetVoyant\db\nms2 folder that you backed up earlier. **After the Database Consistency Check is complete and if no errors are thrown, close the log that is displayed in notepad or the upgrade will FAIL to continue. Click YES to retry the database move if you are prompted to do so.**

Because this upgrade contains database architecture changes, the upgrade process may seem to be stalled when, in fact, critical database changes are occurring. Do not end the upgrade or reboot the server during this process. Doing so will invalidate the upgrade and cause undesirable results.

5. Apply the **netvoyant-post-1.0.x.exe** file to the polling server(s).
6. Reboot the server when you are prompted to do so.
7. After each server has rebooted, open the NetVoyant Console and click the **Services** tab. Ensure that all services are in the 'Running' state. Allow 60 minutes to pass to ensure you see new information for your interfaces in the NetVoyant Console and the NetVoyant web reports. If you see new information, the system was upgraded successfully.
8. Select **Tools > Polling Monitor**. Verify that the next poll cycle is within the next 15, 10, or 5 minutes, depending on your devices' polling rates. View the Polling Monitor during the first 15-minute poll cycle to verify the completed polls for devices.
9. Click the **Groups** tab and verify that your devices are populated.

TROUBLESHOOTING

Problem 1: Follow these steps if you encounter an error similar to the following:

```
ComponentMoveData had the following error
Error Number -132 (or Error Number -115)
```

1. Cancel out of the upgrade script. Make sure all third-party software is disabled, such as anti-virus software.
2. From the Start menu, select **Control Panel > Administrative Tools > Services**, and restart Windows Management Instrumentation service.
3. Restart the upgrade steps for NetVoyant from the beginning.

Problem 2: Follow these steps if you encounter an error similar to the following:

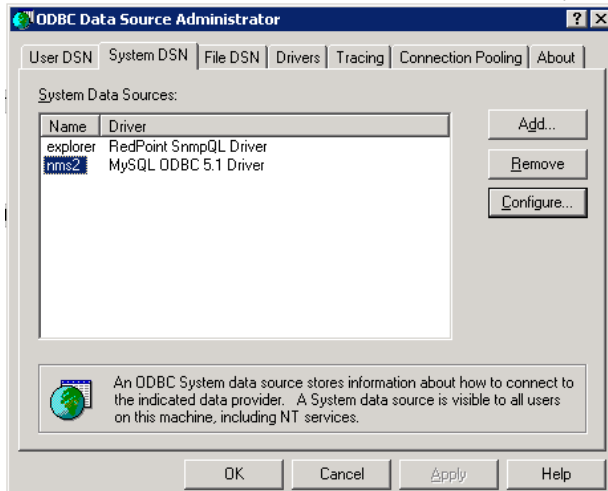
```
This appears to be a new installation of NetVoyant. If this is correct, press Yes to
continue, otherwise press No and contact NetVoyant support personnel to review your system.
```

1. Download this registry file to the NetVoyant system:
ftp://ftp.ca.com/pub/netqos/product_patches/NV/6.1/nv61to7reg.zip.

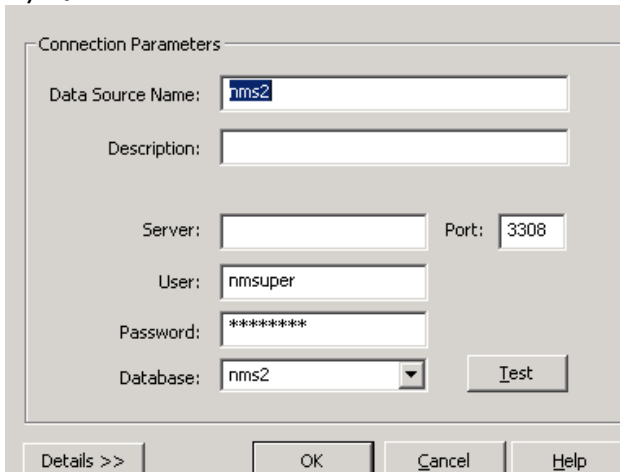
2. Extract the file and copy it to the C:\ drive.
3. Double click the file and click Yes.
4. Click OK to acknowledge the completed task if prompted.
5. Re-run the NetVoyant 7.0 upgrade file.

Problem 3: The upgrade installer warns you that the database cannot be found, the previous installation does not exist and prompts to install a new copy of NetVoyant, follow these steps.

1. Ensure that the MySQL service is running (Start -> Programs -> Administrative Tools -> Services).
2. Go to Start->Administrative Tools->Data Sources (ODBC). Select the 'System DSN' tab.



3. Select 'nms2' as the data source, then click 'Configure' to the right.
4. In the window that opens, change the port shown from '3308' to '3306' so that ODBC is using the right port for the old MySQL installation.



5. Click 'Test' to verify the connection.
6. If successful, click Ok and then Ok on the ODBC administrator window.
7. You may now proceed to continue with the upgrade. If the test fails or the upgrade fails to see the previous installation, please contact Support for further assistance.

For all other errors:

1. Cancel out of the upgrade script using the on-screen prompts (Cancel button).
2. After all instances of the upgrade script have ended, reboot the server that you were upgrading.
3. Launch the upgrade script again.

CONTACTING US

For questions, contact CA NetQoS Support at:

Phone: (Within the U.S.) 1-800-CALL-CAI (225-5224)
(International) [CA Support Directory by Country](#) (35 KB, PDF)

Website: <http://support.ca.com>