

Quest® Migration Manager 8.14

Upgrade Guide



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Legend

 **CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.**

 **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

Migration Manager Upgrade Guide

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Introduction

This guide will help you upgrade Migration Manager from version 8.12 or 8.13 to the latest version.

! **CAUTION:** Use the native management tools to back up the AD LDS and Microsoft SQL Server databases used by Migration Manager before upgrade.

The upgrade procedure contains of the following steps:

1. [Stop Agents](#)
2. [Upgrade Migration Manager on the console machine.](#)
3. [Upgrade the Directory Agents.](#)
4. [Upgrade Resource Updating Manager.](#)

To upgrade Migration Manager for Exchange, complete the following additional steps:

5. [Upgrade the Exchange Agents.](#)
6. [Upgrade the Client Profile Updating Utility \(EMWProf\).](#)

Step 1. Stop Agents

Before you start the Migration Manager for Exchange upgrade operation, perform the following:

1. First of all, stop all Migration Agents for Exchange (MAgE) agents on all agent hosts.
2. Then stop all COM+ applications that are used by MAgE agents.
3. For that, go to **Start | Administrative Tools | Component Services** to open the Component Services console. In the console treeview, go to **Component Services | Computers | My Computer | COM+ Applications**, then right-click the **Migration Agent for Exchange MAPI Assistant** node and select **Shut down**.

Step 2. Upgrade Migration Manager on the Console Machine

i **NOTE:** If you have a standalone Active Directory Processing Wizard and/or standalone SharePoint Processing Wizard installed on the computer with the Migration Manager console, uninstall these wizards before starting the upgrade.

Before you begin

- Make sure that all computers where Migration Manager components are installed meet the system requirements according to the [System Requirements and Access Rights](#) document.
- Ensure that the Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 version 6.5.8353.0 or later is installed on the computer with Migration Manager console.

! **CAUTION:** Migration Manager requires this software to be installed on the computer where the Migration Manager console will be installed. Since the MAPI CDO setup package is not available for distribution, you should download it from the Microsoft Web site. At the moment of the last document update, the link is <http://www.microsoft.com/en-us/download/details.aspx?id=42040>.

- Permissions for all accounts that are used with Migration Manager components must be granted according to the [System Requirements and Access Rights](#) document.
- Since version 8.13 by default Exchange Web Services (EWS) protocol is used instead of MAPI for migrations from Exchange 2010 and 2013 using MAgE. That requires changes in account permissions and different throttling policies. See the corresponding Exchange preparation documents for more information. To use MAPI instead of EWS for avoiding changes in permissions and throttling policies, set the `UseEwsProtocolForSourceIfAvailable` parameter to `false` as described in [Configuring Migration Using PowerShell](#).

Upgrade Migration Manager console

To upgrade the Migration Manager console, take the following steps:

1. Close the Migration Manager console if it is running.
2. Then open the **Services** MMC snap-in and stop all necessary services provided by Dell.
3. After that run **autorun.exe** from the Migration Manager 8.14 CD.
4. On the Install tab, click **Upgrade Migration Manager**.
5. Select the components you need to install.
6. Follow the instructions to complete the installation.

7. If you stopped any services on step 2, start them again (except MAgE services). Please, pay attention, due to rebranding these services are now provided by Quest.
8. Run the Migration Manager console. The SQL database will be updated automatically during the start of the Migration Manager console.

! **CAUTION:** If in your environment, the Migration Manager project is stored in an AD LDS or ADAM configuration set with several replicas and several Migration Manager Console machines are configured to be connected to different replicas, we recommend that you first upgrade the Migration Manager Console machine connected to the replica with the Schema Master role. By default it is the first installed replica. For more information, please refer to the AD LDS or ADAM documentation.

Step 3. Upgrade the Directory Agents

After you upgrade the console, you need to upgrade the Directory Synchronization and Directory Migration Agents as well. The agent upgrade process consists of two major steps:

- a. [Upgrade the Directory Synchronization Agents.](#)
- b. [Upgrade the Directory Migration Agents.](#)

Step 3a. Upgrade the Directory Synchronization Agents

The procedure for upgrading a Directory Synchronization Agent depends on whether terminal services are enabled or disabled on the computer running the agent. Choose the appropriate procedure below.

Upgrading Directory Synchronization Agents

To upgrade Directory Synchronization Agents complete the following steps:

1. On the computer on which the Directory Synchronization Agent is installed, run **autorun.exe** from the Migration Manager 8.14 CD.
2. On the **Install** tab, click **Migration Manager—Directory Synchronization Agent**.
3. Follow the setup wizard to upgrade the agent.
4. Repeat steps 1–3 for each Directory Synchronization Agent computer.

Upgrading Directory Synchronization Agents in case Remote Desktop (terminal services) is enabled on the computer

If terminal services are enabled on the computers on which Directory Synchronization Agents are installed you can use alternative method to upgrade Directory Synchronization Agents:

1. In the Migration Manager console, from the **Project** menu, select **Agent Manager**.
2. In Agent Manager, from the Action menu, select **Install**.
3. In the dialog box, specify the Directory Synchronization Agent computer name.
4. In the **Remote Desktop** window, specify your credentials and log in.
5. Follow the setup wizard to upgrade the agent.
6. Repeat steps 2–5 for each Directory Synchronization Agent computer.

Step 3b. Upgrade the Directory Migration Agents

To upgrade Directory Migration Agent

1. Start the Migration Manager for Active Directory (Microsoft Office 365) console.
2. In the console, select the **Directory Migration** root node and then click the **Agents** tab in the right pane.
3. Right-click the agent from the list and select **Upgrade Agents**.

Step 4. Upgrade Resource Updating Manager

The process for upgrading Resource Updating Manager consists of two major steps:

- a. [Upgrade all instances of standalone Resource Updating Manager console.](#)
- b. [Upgrade the Resource Updating Agents on the processed computers to the latest version.](#)

Step 4a. Upgrade the standalone Resource Updating Manager console

If you upgrade the Migration Manager console (as described in [Step 2. Upgrade Migration Manager on the Console Machine](#) earlier in this document) you need to update all instances of standalone Resource Updating Manager console, if any. In case there are no instances of standalone Resource Updating Manager console proceed to [Step 4b. Upgrade the Resource Updating Agents](#).

To upgrade the Resource Updating Manager console on all computers where it is installed, complete the following steps:

1. Select **Tools | Create Resource Updating Manager setup** on the computer where Migration Manager console is installed to create preconfigured msi-based setup package of Resource Updating Manager console. For more details see [Using Preconfigured Resource Updating Manager](#) section of *Migration Manager for Active Directory Resource Processing Guide*.
2. In the computer where Resource Updating Manager console is installed close it in case it is running.
3. Deploy preconfigured Resource Updating Manager msi-based setup on this computer. All settings will be kept, all services will be stopped and then restarted.
4. Upgrade Resource Updating agents configured for this console as specified in [Step 4b. Upgrade the Resource Updating Agents](#).

Step 4b. Upgrade the Resource Updating Agents

If you upgrade the Migration Manager console (as described in [Step 2. Upgrade Migration Manager on the Console Machine](#) earlier in this document), the state of all computers with Resource Updating Manager Agents that have an earlier version will change as follows:

- The **Failure** state will appear in the **Status** column of the Resource Updating Manager console right pane.
- The **Details** column will contain the entry **Agent version is incorrect**.

! **CAUTION:** The **Discovery** and **Processing** tasks become unavailable for such computers. The **Move** and **Cleanup** tasks remain available.

To upgrade the Resource Updating Manager Agents on the computers you want to process, do either of the following:

- Remove the Resource Updating Manager Agents from the computers using the **Cleanup** task (in case these agents were installed using **Discovery** task), and then install the Resource Updating Agents anew using the **Discovery** task.
- Upgrade the Resource Updating Manager Agents directly to the latest version using the msi-based RUM Agent setup (in case these agents were installed using the msi-based setup).

i **TIP:** For instructions on how to create a RUM Agent setup, see the [Pre-installing Resource Updating Manager Agents](#) section of the *Migration Manager for Active Directory Resource Processing Guide*.

After the Resource Updating Manager Agents have been successfully upgraded, check the state of the computers in the right pane of the Resource Updating Manager console. You should see the following:

- The **OK** state in the **Status** column
- Nothing in the **Details** column

Step 5. Upgrade the Exchange Agents

If Migration Manager for Exchange is deployed in your environment, upgrade the Exchange agents.

Before you proceed with the agent upgrade, ensure that the Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 version 6.5.8353.0 or later is installed on the computers where the agents will run:

- Standalone agent hosts,
- Agent hosts with Microsoft Exchange version 2007, 2010 or 2013 installed.

i **NOTE:** Since the MAPI CDO setup package is not available for distribution, you should download it from the Microsoft Web site. At the moment of the last document update, the download link is <http://www.microsoft.com/en-us/download/details.aspx?id=42040>.

Upgrading legacy Exchange agents

To perform the actual upgrade of legacy Exchange agents (that is, any agent except Migration Agent for Exchange), complete the following procedure:

1. Start the Migration Manager console.
2. Switch to the **Exchange Data** tab.
3. Right-click the root node in the navigation tree and select the **Hotfix Installation Wizard** from the shortcut menu. The wizard will help you update all the existing agent installations. The wizard automatically detects the servers that should be updated. For each server, the wizard displays a list of agents that will be updated.
4. Click **Next** to start updating the agents on the selected servers. Note that this process can take a relatively long time to complete.

After the update is completed, you can view the log to see the success status of the hotfix installation. If network or server problems prevented the agents from being updated on any of the selected servers, fix the problems and then run the **Hotfix Installation Wizard** again.

Upgrading Migration Agent for Exchange

To perform the actual upgrade of Migration Agent for Exchange instances, complete the following procedure:

1. Start the Migration Manager console.
2. Switch to the **Exchange Data** tab.
3. Go to the **Agent Management** node of the navigation tree.

4. In the middle pane, select all agent hosts where Migration Agent for Exchange should be upgraded and perform the **Repair Agents** operation.
5. Wait until the wizard upgrades the Migration Agent for Exchange instances on the previously selected agent hosts.
6. Click **Finish**.

i | **NOTE:** During the **Repair** operation for an instance of MAgE agent or for the certain agent role, all instances of all MAgE agent roles that reside on the agent host will be upgraded.

Step 6. Upgrade the Client Profile Updating Utility

The last step in upgrading Migration Manager for Exchange is to upgrade the Client Profile Updating Utility. For that, simply install the new Client Profile Updating Utility from the Migration Manager CD.

About us

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit www.quest.com.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product