

Foglight™ for Virtualization, Enterprise Edition  
8.7

**Upgrade Guide**



© 2017 Quest Software Inc.

**ALL RIGHTS RESERVED.**

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.  
Attn: LEGAL Dept.  
4 Polaris Way  
Aliso Viejo, CA 92656

Refer to our website (<https://www.quest.com>) for regional and international office information.

**Patents**


Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <https://www.quest.com/legal>.


**Trademarks**

Quest, the Quest logo, and Join the Innovation are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. "Apache HTTP Server", Apache, "Apache Tomcat" and "Tomcat" are trademarks of the Apache Software Foundation. Google is a registered trademark of Google Inc. Android, Chrome, Google Play, and Nexus are trademarks of Google Inc. Red Hat, JBoss, the JBoss logo, and Red Hat Enterprise Linux are registered trademarks of Red Hat, Inc. in the U.S. and other countries. CentOS is a trademark of Red Hat, Inc. in the U.S. and other countries. Fedora and the Infinity design logo are trademarks of Red Hat, Inc. Microsoft, .NET, Active Directory, Internet Explorer, Hyper-V, Office 365, SharePoint, Silverlight, SQL Server, Visual Basic, Windows, Windows Vista and Windows Server are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. AIX, IBM, PowerPC, PowerVM, and WebSphere are trademarks of International Business Machines Corporation, registered in many jurisdictions worldwide. Java, Oracle, Oracle Solaris, PeopleSoft, Siebel, Sun, WebLogic, and ZFS are trademarks or registered trademarks of Oracle and/or its affiliates in the United States and other countries. SPARC is a registered trademark of SPARC International, Inc. in the United States and other countries. Products bearing the SPARC trademarks are based on an architecture developed by Oracle Corporation. OpenLDAP is a registered trademark of the OpenLDAP Foundation. HP is a registered trademark that belongs to Hewlett-Packard Development Company, L.P. Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both. MySQL is a registered trademark of MySQL AB in the United States, the European Union and other countries. Novell and eDirectory are registered trademarks of Novell, Inc., in the United States and other countries. VMware, ESX, ESXi, vSphere, vCenter, vMotion, and vCloud Director are registered trademarks or trademarks of VMware, Inc. in the United States and/or other jurisdictions. Sybase is a registered trademark of Sybase, Inc. The X Window System and UNIX are registered trademarks of The Open Group. Mozilla and Firefox are registered trademarks of the Mozilla Foundation. "Eclipse", "Eclipse Foundation Member", "EclipseCon", "Eclipse Summit", "Built on Eclipse", "Eclipse Ready", "Eclipse Incubation", and "Eclipse Proposals" are trademarks of Eclipse Foundation, Inc. IOS is a registered trademark or trademark of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries. Apple, iPad, iPhone, Mac OS, Safari, Swift, and Xcode are trademarks of Apple Inc., registered in the U.S. and other countries. Ubuntu is a registered trademark of Canonical Ltd. Symantec and Veritas are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. OpenSUSE, SUSE, and YAST are registered trademarks of SUSE LCC in the United States and other countries. Citrix, AppFlow, NetScaler, XenApp, and XenDesktop are trademarks of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered in the United States Patent and Trademark Office and in other countries. AlertSite and DéjàClick are either trademarks or registered trademarks of Boca Internet Technologies, Inc. Samsung, Galaxy S, and Galaxy Note are registered trademarks of Samsung Electronics America, Inc. and/or its related entities. MOTOROLA is a registered trademark of Motorola Trademark Holdings, LLC. The Trademark BlackBerry Bold is owned by Research In Motion Limited and is registered in the United States and may be pending or registered in other countries. Quest is not endorsed, sponsored, affiliated with or otherwise authorized by Research In Motion Limited. Ixia and the Ixia four-petal logo are registered trademarks or trademarks of Ixia. Opera, Opera Mini, and the O logo are trademarks of Opera Software ASA. Tevron, the Tevron logo, and CitraTest are registered trademarks of Tevron, LLC. PostgreSQL is a registered trademark of the PostgreSQL Global Development Group. MariaDB is a trademark or registered trademark of MariaDB Corporation Ab in the European Union and United States of America and/or other countries. Vormetric is a registered trademark of Vormetric, Inc. Intel, Itanium, Pentium, and Xeon are trademarks of Intel Corporation in the U.S. and/or other countries. Debian is a registered trademark of Software in the Public Interest, Inc. OpenStack is a trademark of the OpenStack Foundation. Amazon Web Services, the "Powered by Amazon Web Services" logo, and "Amazon RDS" are trademarks of Amazon.com, Inc. or its affiliates in the United States and/or other countries. Infobright, Infobright Community Edition and Infobright Enterprise Edition are trademarks of Infobright Inc. POLYCOM®, RealPresence® Collaboration Server, and RMX® are registered trademarks of Polycom, Inc. All other marks and names mentioned herein may be trademarks of their

respective companies.

### Legend

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

 **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.

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

Foglight for Virtualization, Enterprise Edition Upgrade Guide  
Updated - September 2017  
Software Version - 8.7

# Contents

<b>Understand product versions</b> .....	<b>5</b>
Important changes in Foglight for Virtualization, Enterprise Edition 8.7 .....	5
Supported upgrade path .....	5
Foglight for Virtualization, Enterprise Edition versions .....	6
Component versions .....	6
<b>Upgrade to Foglight for Virtualization, Enterprise Edition</b> .....	<b>8</b>
Upgrade Foglight for Virtualization, Enterprise Edition from a previous version .....	8
Prepare to upgrade Foglight for Virtualization, Enterprise Edition .....	8
Upgrade Foglight for Virtualization, Enterprise Edition .....	9
Upgrade Foglight for Virtualization, Enterprise Edition agents .....	11
Upgrade cartridges in a Federated Server environment .....	13
Upgrade Foglight for Virtualization, Enterprise Edition from Foglight for Storage Management .....	14
Prepare to upgrade Foglight for Storage Management to Foglight for Virtualization, Enterprise Edition .....	14
Upgrade Foglight for Storage Management to Foglight for Virtualization, Enterprise Edition .....	15
<b>Upgrade the Infrastructure Management cartridges</b> .....	<b>16</b>
Upgrade Foglight for Active Directory .....	16
Upgrade Foglight for Exchange .....	17
<b>Appendix: Deploy an agent package using the browser interface</b> .....	<b>19</b>
Deploy an agent package through the Agent Managers dashboard .....	19
Deploy an agent package through the Agent Status dashboard .....	20
<b>About Us</b> .....	<b>21</b>
We are more than just a name .....	21
Our brand, our vision. Together. ....	21
Contacting Quest .....	21
Technical support resources .....	21

# Understand product versions

This guide provides instructions on how to upgrade to the latest version of the Management Server and Agent Manager for use with Foglight™ for Virtualization, Enterprise Edition.

This guide also provides upgrade instructions for the cartridges and cartridge-related components that are included with Foglight for Virtualization, Enterprise Edition 8.7. The Management Server and the Agent Manager have been updated to version 5.9.1 for this release.

This section provides information on product version numbers as well as components and cartridge compatibility:

- [Important changes in Foglight for Virtualization, Enterprise Edition 8.7](#)
- [Supported upgrade path](#)
- [Foglight for Virtualization, Enterprise Edition versions](#)

## Important changes in Foglight for Virtualization, Enterprise Edition 8.7

This section provides information about changes made in this release and pre-announcements of changes planned for future releases:

- Most components delivered with this Foglight for Virtualization, Enterprise Edition release have been updated. For details, see [Component versions](#).

## Supported upgrade path

Foglight for Virtualization, Enterprise Edition supports upgrading from Foglight for Virtualization, Enterprise Edition and Foglight for Storage Management.

Foglight for Virtualization, Enterprise Edition 8.7 may be directly upgraded from Foglight for Virtualization, Enterprise Edition versions 8.6. To upgrade from an earlier version (8.5.5, 8.5, 8.4, 8.3, and 8.2), you must first upgrade to version 8.6, then to 8.7. For more information, see [Upgrade Foglight for Virtualization, Enterprise Edition from a previous version](#).

To upgrade from previous Foglight for Storage Management versions (4.4, 4.3, 4.2, 4.1, 4.0, 3.1.x, and 3.0.x), you must first upgrade Foglight for Storage Management to version 4.4.5. At that point, it is possible to upgrade using the new combined Foglight for Virtualization, Enterprise Edition and Foglight for Storage Management installer. For more information, see [Upgrade Foglight for Virtualization, Enterprise Edition from Foglight for Storage Management](#).

**i** | **NOTE:** As of the Foglight for Virtualization, Enterprise Edition 8.5 release, both Foglight for Storage Management and Foglight for Virtualization, Enterprise Edition will be installed and upgraded using a single installer.

# Foglight for Virtualization, Enterprise Edition versions

Foglight for Virtualization, Enterprise Edition consists of these key software components:

- Management Server
- Agent Manager
- Cartridges

Each of these components are versioned independently. For details, see [Component versions](#).

The version number of the Foglight for Virtualization, Enterprise Edition release does not correspond to the version number of the Management Server. To view the version of your Management Server, click **About** in the lower right corner of the browser interface.

## Component versions

The upgrade process automatically updates your product components to the following version numbers:

- Management Server, version 5.9.1

**i** | **NOTE:** Foglight for Infrastructure 5.9.1 is embedded with the Management Server.

- Agent Manager, version 5.9.1
- Foglight for Action Packs, version 5.6.3.5
- Foglight Automation, version 5.6.3.5
- Foglight Capacity Director, version 5.7.4
- Foglight Capacity Management, version 5.7.4
- Foglight Capacity Manager, version 5.7.4
- Foglight Change Analyzer, version 5.7.4
- Foglight Chargeback, version 5.7.4
- Foglight for Hyper-V, version 5.7.4
- Foglight Integration for OpenManage Essentials, version 5.7.0
- Foglight for OpenStack, version 5.7.4
- Foglight for Perspectives, version 5.7.4
- Foglight Resource Optimizer, version 5.7.4

**i** | **NOTE:** Foglight Resource Optimizer provides recommendations for changes in the VMware® or Hyper-V® environments, to make more efficient the use of resources. This requires that the VMware or Hyper-V agent is configured with a user that has elevated privileges, beyond the read-only privileges required for monitoring. For a list of privileges required for the VMware or Hyper-V agent, refer to section “Configuring Monitoring Agents for Data Collection” in the *Foglight for VMware User and Reference Guide* and *Foglight for Hyper-V User and Reference Guide*, respectively.

- Foglight for Storage Management cartridge, version 4.5.0
- Foglight for vCloud Director, version 5.7.4
- Foglight for VMware, version 5.7.4

**i** | **NOTE:** Java 7 or later requires that the vCenter Certificate's public key length must be 1024-bits or higher and should not use MD5.  
If you try to add a vCenter for monitoring, and these requirements are not met, the server generates a Certificate error and cannot add the vCenter. The vCenter server Certificate should be updated to 1024-bits or higher and no MD5, to be able to add it for monitoring. For more information, see the *Foglight for VMware 5.7.4 Release Notes*.

- Foglight for VMware Horizon View, version 5.7.4
- Foglight for Citrix XenDesktop and XenApp, version 5.7.4
- Foglight Hybrid Cloud Manager, version 1.1
- Quest VROOM, version 1.2

The following independent cartridges are also supported and licensed for use with Foglight for Virtualization EE:

- Foglight for Apache, version 5.8.0.3
- Foglight Net Monitor, version 5.9.1
- Foglight Web Monitor, version 5.9.1

The following independent cartridges are supported for use with Foglight for Virtualization EE, but are licensed separately:

- Foglight for Active Directory, version 5.7.1
- Foglight for Exchange, version 5.7.1

For a complete list of fixes for any of these components, refer to the release notes that accompany them. If you decide to maintain the version you have of any of the updated components, as opposed to upgrading, you will not acquire the new fixes for that component.

---

# Upgrade to Foglight for Virtualization, Enterprise Edition

Depending on the products you already have installed, the upgrade path to Foglight for Virtualization, Enterprise Edition may differ. Refer to the applicable set of instructions for your existing product:

- [Upgrade Foglight for Virtualization, Enterprise Edition from a previous version](#)
- [Upgrade cartridges in a Federated Server environment](#)
- [Upgrade Foglight for Virtualization, Enterprise Edition from Foglight for Storage Management](#)

## Upgrade Foglight for Virtualization, Enterprise Edition from a previous version

This section guides you through the process of upgrading Foglight for Virtualization, Enterprise Edition to the latest version, from a previous version.

A typical Foglight for Virtualization, Enterprise Edition installation includes a Management Server, at least one Foglight database, a number of cartridges installed on the server, and usually just one installation of the Agent Manager. There may also be customizations to the server in the form of custom cartridges.

The upgrade process updates each of these components to the latest version of Foglight for Virtualization, Enterprise Edition, automatically:

- [Prepare to upgrade Foglight for Virtualization, Enterprise Edition](#)
- [Upgrade Foglight for Virtualization, Enterprise Edition](#)

Some deployed agents may need to be manually updated - for more information see:

- [Upgrade the Agent Manager](#)
- [Upgrade Foglight for Virtualization, Enterprise Edition agents](#)

## Prepare to upgrade Foglight for Virtualization, Enterprise Edition

Preparing for a Foglight for Virtualization, Enterprise Edition upgrade from a previous version is straightforward, but may be time-consuming. Before upgrading you should:

- 1 Create a support bundle from your Management Server. For information on how to do this, see the topic "Managing Support Bundles" in the *Administration and Configuration Guide*.
- 2 Back up the file system in which Foglight for Virtualization, Enterprise Edition is installed. For information on how to do this, see the topic "Backing up Foglight" in the *Administration and Configuration Help*.



- 3 Back up your database. For information on how to do this, see the topic “Backing up Foglight” in the *Administration and Configuration Help*.

**i | IMPORTANT:** If you are using Oracle® RAC, back up the oracle-ds.xml file (or any other database connection files) before performing the upgrade.

- 4 Deactivate all agents through the Agent Status dashboard (**Dashboards > Administration > Agents > Agent Status**).
- 5 If you are upgrading to the Agent Manager-based VMware Performance Agent, identify the machine that will run the agent.

Recommended operating systems:

- 64-bit Windows® Server 2012 R2, with 4 GB or more RAM
- 64-bit Linux®, with 4 GB or more RAM

If you are currently running the VMware Performance Agent on a 64-bit Management Server, you can use the embedded Agent Manager for the VMware Agent to monitor up to 500 total VMs.

## Note for installations monitoring large VMware environments

Some installations monitoring large VMware® environments have customized the VMware agent memory settings. These settings must be reapplied because the upgrade procedure overwrites them with the default settings.

For each Agent Host with existing VMware Performance agents:

- 1 On the agent machine, open the *baseline.jvmargs.config* file for editing. The file is located in the `<Agent_Manager_home>/state/default/config` directory.
- 2 Make note of the `vmparameter.x` values.  
If the values on your agent are different, they must be reapplied after the upgrade.
- 3 After upgrading and reapplying the values in the *baseline.jvmargs.config* file, remove the deployed negotiation configuration settings directory (`<Agent_Manager_home>/state/default/config/deployments`), and restart the Agent Manager.

The new settings take effect after the Agent Manager is restarted.

# Upgrade Foglight for Virtualization, Enterprise Edition

The Foglight for Virtualization, Enterprise Edition components (Management Server, Embedded Agent Manager, Cartridges) are all upgraded automatically by the Foglight for Virtualization, Enterprise Edition installer.

## To upgrade Foglight for Virtualization, Enterprise Edition from a previous version:

- 1 Download the Foglight for Virtualization, Enterprise Edition installation package for your platform from the Support Portal.
- 2 Manually shut down your Foglight Management Server. Do not depend on the installer to shut down your running Management Server and/or embedded database, due to the timing problem. Ensure that the Management Server has stopped running before launching the Foglight for Virtualization, Enterprise Edition installer. To verify that all Management Server processes have stopped, type the following command:

**Windows®:**

```
tasklist /v | find "fms"
```

**Linux®:**

```
ps -C fms
```

**i** | **IMPORTANT:** If your Management Server uses an external database, do not stop the database. It is important that it continue to run during the upgrade.

- 3 For extra reliability, you must back up the Foglight database, as recommended in the *Administration and Configuration Help*.
- 4 Upgrade the existing Foglight for Virtualization, Enterprise Edition installation using the appropriate installer. Follow the on-screen instructions in the installation wizard.

**i** | **IMPORTANT:** If you have previously installed Foglight for Virtualization, Enterprise Edition in a custom location, select the Custom Install option. You must specify the same installation directory as used for the existing installation.

- 5 The installer detects the earlier version of Foglight for Virtualization, Enterprise Edition.
- 6 Follow the on-screen upgrade instructions.  
Select **Upgrade** and click **Next**.
- 7 The upgrade process continues in a similar fashion to the installation. For step-by-step assistance, refer to the appropriate *Foglight Installation and Setup Guide* for the database and platform you are running.

**i** | **NOTE:** The database upgrade may be time consuming if you have a large topology.

- 8 After the Foglight for Virtualization, Enterprise Edition application is upgraded, the licensed cartridges are upgraded automatically.

**i** | **NOTE:** At this point you should install the Foglight for Virtualization, Enterprise Edition license that is provided to the existing users.

## Upgrade the Agent Manager

The embedded Agent Manager is updated as part of the upgrade process. Any additional, external Agent Managers may need to be updated.

- 1 On the navigation panel, under **Dashboards**, click **Administration > Agents > Agent Managers**.

The Agent Managers dashboard lists all agent hosts currently connected to the Foglight for Virtualization, Enterprise Edition server. If an agent host is not connected, start the Agent Manager process on that host.

- 2 If the **Version** of any agent host listed is not 5.9.1, continue following this procedure to upgrade the Agent Manager.

Otherwise, see the [Appendix: Deploy an agent package using the browser interface](#).

- 3 To upgrade, select the agent host from the list and click **Upgrade**. The process may take a few minutes and the agent host may disappear from the list temporarily while it is restarting.

**i** | **NOTE:** Repeat the upgrade process for every agent host that is not at version 5.8.5.6 or later.

- 4 In some cases the upgraded Agent Manager may fail to restart after upgrading, and report as failed. If this happens, manually start the Agent Manager on the remote host.

**i** | **NOTE:** If you are upgrading from Management Server version 5.2.4, an Agent Manager and Guest Process agent do not yet exist. For information on how to install and configure the Agent Manager, see the *Agent Manager Guide*.

# Upgrade Foglight for Virtualization, Enterprise Edition agents

After upgrading Foglight for Virtualization, Enterprise Edition, the database, and cartridges, the agents used by some of the cartridges must be updated to ensure proper data collection. Specifically, this section describes the procedures for upgrading monitoring agents.

## Upgrade the VMware Performance agent

**i** | **IMPORTANT:** To take advantage of all of the features in the updated VMware Performance agent, the user must be configured with sufficient privileges. On the Virtual Center server, verify that the user has the following privileges:

- Datastore > Browse datastore
- Datastore > Remove file
- Sessions > View and stop sessions
- Virtual machine > Configuration > Change CPU count
- Virtual machine > Configuration > Change resource
- Virtual machine > Configuration > Memory
- Virtual machine > Interaction > Power Off
- Virtual machine > Interaction > Power On
- Virtual machine > State > Remove Snapshot

### **To upgrade an Agent Manager-based VMware Performance agent:**

- 1 Log in to Foglight for Virtualization, Enterprise Edition using an account with administration-level permissions.
- 2 Deactivate all VMware Performance agents.
  - a On the navigation panel, under **Dashboards**, click **Administration > Agents > Agent Status**.
  - b On the Agent Status dashboard, select the existing VMware Performance agents and click **Deactivate**.

**i** | **TIP:** Use Shift+Click or Ctrl+Click to select multiple items.

- 3 Upgrade the agent package. On the VMware Environment dashboard > Administration tab, select all agent instances from the Agents table, and click **Update Agent** on the menu bar.

**i** | **NOTE:** Alternatively, you can deploy the updated agent package (*VMware-Performance-64bit-<version>.gar*) using the browser interface; for details, see [Appendix: Deploy an agent package using the browser interface](#).

**NOTE:** If the VMware agent was modified to use custom memory settings as described in the [Note for installations monitoring large VMware environments](#) section, reapply those settings by editing the *baseline.jvmargs.config* file before activating the upgraded agent.

- 4 Activate all VMware Performance agents. On the VMware Environment dashboard > Administration tab, select the deactivated VMware Performance agents, and click **Activate** on the menu bar.

## Upgrade the VMware Horizon View agent

Foglight for VMware Horizon View uses VMware Horizon View Agent instances to collect information from monitored hosts.

### To upgrade a VMware Horizon View agent:

- 1 Install the latest version of Foglight for VMware Horizon View over the older version. Do not delete the older version of the .car file. For cartridge installation instructions, see “Installing Foglight cartridges” in the *Foglight Administration and Configuration Help*.

- 2 On the navigation panel, under **Dashboards**, click **VMware Horizon View** to open VMware View Environment dashboard.

- 3 Click the **Administration** tab.

The Agent Version column in the Agents table shows the agents that are out of date.

- 4 Click **Update Agent** once for each Foglight Agent Manager instance on which outdated VMware Horizon View agents are running.

The selected agents are updating. When the operation completes, the Agent Version column is updated to read **Version Up To Date**.

- 5 Click the **Details** tab, then the **Desktops** tile.

- 6 In the Quick View, identify whether there are any Unmanaged or Terminal Server Hosts instances.

**i** | **NOTE:** The Summary view for any Unmanaged or Terminal Server Hosts instances would displays no data. This is due to the default properties used by the View Discovery Wizard to create Infrastructure agents, for any Unmanaged or Terminal Server Hosts.

- 7 If any Unmanaged or Terminal Server Hosts instances exist on the list, update the properties for their corresponding Infrastructure agents.

**i** | **NOTE:** If some instances on the list do not have a corresponding Infrastructure agent, you must first create an Infrastructure agent manually, define appropriate agent properties, and create the correct credentials for them. Alternatively, you can add these instances to an existing credential’s resource mapping.

- a On the navigation panel, click **Administration > Agents > Agent Status**, to open the Agent Status dashboard.
- b Select the Infrastructure agent that needs edits, and click **Edit Properties**.
- c Click **Modify the private properties for this agent**.
- d In the Properties area, set to *True* the following options: **Collect CPU metrics**, **Collect disk metrics**, **Collect memory metrics**, and **Collect network metrics**.
- e Click **Save**.
- f Repeat steps b to e for all other Infrastructure agents used for monitoring Unmanaged or Terminal Server Hosts.

The Infrastructure agents now start to collect CPU, disk, memory, and network metrics from the monitored hosts and the VMware View Environment dashboard will display this information correctly.

## Upgrade the Hyper-V agent

Foglight for Hyper-V uses Hyper-V Agent instances to collect information from monitored hosts. Upgrading Foglight for Hyper-V on the Management Server makes an upgraded Hyper-V Agent package available for deployment.

**i** | **NOTE:** Hyper-V agents are not created automatically in Foglight for Virtualization, Enterprise Edition. If you have not previously created Hyper-V agents, there will not be any agents to upgrade.

- i | IMPORTANT:** When upgrading from Foglight for Virtualization, Enterprise Edition 6.8, Hyper-V agents are automatically transitioned to use credential management. This transition requires that all agents be upgraded through the **Hyper-V Environment > Administration** tab. Using other methods to upgrade Hyper-V agents will result in agents that will not have configured credentials and will require additional configuration before collections can resume.

### To upgrade the Hyper-V agents:

- 1 Log in to Foglight for Virtualization, Enterprise Edition using an account with administration-level permissions.
- 2 Deactivate all Hyper-V agents.
  - a On the navigation panel, under **Dashboards**, click **Administration > Agents > Agent Status**.
  - b On the Agent Status dashboard, select the existing Hyper-V Agent instances and click **Deactivate**.

**i | TIP:** Use Shift+Click or Ctrl+Click to select multiple items.

- 3 Install the latest version of Foglight for Hyper-V over the older version. Do not delete the older version of the .car file. For cartridge installation instructions, see “Installing Foglight cartridges” in the *Foglight Administration and Configuration Help*.
- 4 Upgrade the agent package. On the Hyper-V Environment dashboard > Administration tab, select all agent instances from the Agents table, and click **Update Agent** on the menu bar.

**i | TIP:** In this way, the credentials for the existing Hyper-V agents are created automatically.

**i | NOTE:** Alternatively, you can deploy the updated agent package (*HypervAgent.gar*) using the browser interface; for details, see [Appendix: Deploy an agent package using the browser interface](#). In this case, you need to create the corresponding credentials any existing Hyper-V agents manually, after deploying the agent package.

- 5 Activate all Hyper-V agents. On the Hyper-V Environment dashboard > Administration tab, select the deactivated Hyper-V agents, and click **Activate** on the menu bar.

## Upgrade cartridges in a Federated Server environment

Cartridge upgrades in a Federated Management Server environment need to be handled differently than typical cartridge upgrades. To maintain the Federated topology, you must disconnect and reconnect the queries as part of the upgrade procedure.

You must also ensure that the required cartridges are being upgraded in a Federated environment. For example, you may determine the following:

- Federated Child # 1 requires upgrades to Foglight for Infrastructure and Foglight for Oracle.
- Federated Child # 2 requires upgrades to Foglight for Infrastructure and Foglight for SQL Server.

In this example, after upgrading the two Federated Children, you need to upgrade Foglight for Infrastructure, Foglight for Oracle, and Foglight for SQL Server on the Federation Master.

The procedure outlined below describes the required sequence of steps. For more information about the cartridge upgrade in the Federation environment, refer to the *Upgrade the cartridges in a federated or High Availability (HA) environment* section in the *Foglight Upgrade Guide*.

### **To upgrade cartridges in a Federated environment:**

- 1 Disable the topology synchronization in the Federation Master by commenting out all child server URLs (the `FederationURLs` in the `federation.config` file).
- 2 Upgrade one or more cartridges on the stand-alone Management Servers (Federated Children).
  - i** | **NOTE:** All Federated Children that need to be upgraded must be upgraded before uncommenting the URLs in the `federation.config` file.
- 3 Upgrade same cartridges on the single, central Management Server (Federation Master).
- 4 Uncomment the child server URLs in the `federation.config` file.

# Upgrade Foglight for Virtualization, Enterprise Edition from Foglight for Storage Management

Existing Foglight for Storage Management customers can upgrade to Foglight for Virtualization, Enterprise Edition by performing the following upgrade steps.

This section guides you through the process of upgrading Foglight for Storage Management to the corresponding version of Foglight for Virtualization, Enterprise Edition:

- [Prepare to upgrade Foglight for Storage Management to Foglight for Virtualization, Enterprise Edition](#)
- [Upgrade Foglight for Storage Management to Foglight for Virtualization, Enterprise Edition](#)

Unlike the typical process for upgrading from vFoglight that requires upgrading the monitoring agents to ensure proper data collection, this step is not required when upgrading from Foglight for Storage Management. This is because any agent processes that existed in Foglight for Storage Management are not affected by the upgrade to Foglight for Virtualization, Enterprise Edition. With the exception of Foglight for VMware in Foglight for Storage Management, other cartridges and their components remain unaffected by the upgrade. The upgrade process disables Foglight for VMware in Foglight for Storage Management, and installs Foglight for VMware (full version). The installed cartridge continues to use the same monitoring agent, VMware Performance, deployed and configured in Foglight for Storage Management.

## Prepare to upgrade Foglight for Storage Management to Foglight for Virtualization, Enterprise Edition

Preparing for a Foglight for Virtualization, Enterprise Edition upgrade from Foglight for Storage Management is straight forward. Before upgrading you should:

- 1 Create a support bundle from your Management Server. For information on how to do this, see the topic “Managing Support Bundles” in the *Administration and Configuration Guide*.
- 2 Back up the file system in which Foglight for Storage Management is installed. For information on how to do this, see the topic “Backing up Foglight” in the *Administration and Configuration Help*.
- 3 Back up your database. For information on how to do this, see the topic “Backing up Foglight” in the *Administration and Configuration Help*.

- i** | **IMPORTANT:** If you are using Oracle® RAC, back up the `oracle-ds.xml` file (or any other database connection files) before performing the upgrade.

# Upgrade Foglight for Storage Management to Foglight for Virtualization, Enterprise Edition

## **To upgrade from Foglight for Storage Management 4.1 (or later) to Foglight for Storage Management 4.5.0:**

- 1 Use the new combined Foglight for Virtualization, Enterprise Edition and Foglight for Storage Management installer to upgrade Foglight for Storage Management to version 4.5.0.
- 2 Log into Foglight for Storage Management 4.5.0.
- 3 On the Environment Overview dashboard (**Homes > Environment Overview**), click the **Administer** tab.
- 4 Click **Activate Foglight for Virtualization trial license** and wait for the activation process to complete.

Your upgrade to Foglight for Virtualization, Enterprise Edition 8.7 is complete. From this point on, the Foglight browser interface becomes the main entry point for monitoring your environment. For more information, see the *Foglight User Guide* and the *Administration and Configuration Guide*.

- i** | **NOTE:** If you do not install a full license before the trial expires, the Foglight for Virtualization, Enterprise Edition functionality is disabled after 30 days. To find out how many days are left for your license, review the information displayed below the time range in the display area.

# Upgrade the Infrastructure Management cartridges

This section explains how to upgrade an earlier version of an Infrastructure Management cartridge to the most current version. For details, refer to the following topics:

- [Upgrade Foglight for Active Directory](#)
- [Upgrade Foglight for Exchange](#)

## Upgrade Foglight for Active Directory

The latest version of Foglight for Active Directory is 5.7.1. You can upgrade to version 5.7.1 of Foglight for Active Directory from any previous version.

Foglight for Active Directory 5.7.1 requires Management Server version 5.7.5.7 or later, or Foglight for Virtualization, Enterprise Edition 8.6 or later.

**i** | **NOTE:** All original rules in each cartridge are reset when the cartridge is upgraded; therefore if you applied custom conditions to any original rules these modifications will be lost. It is recommended that when modifying rules you make a copy of the original, disable the original and enable the copy with the new condition. Use the **Rules** dashboard (**Dashboards > Administration > Rules & Notifications > Rules**) to copy a rule.

**i** | **IMPORTANT:** Foglight for Active Directory 5.7.1 may require more memory be allocated to the main Agent Manager instance than was previously needed. For details, see the *Foglight for Active Directory Release Notes*.

### To upgrade Foglight for Active Directory to the latest version:

- 1 Create and release the lockbox.

**i** | **NOTE:** You can skip this step if upgrading Foglight for Active Directory from version 5.6.6 or later.

- a From the navigation panel, navigate to the **Credentials > Manage Lockboxes** dashboard.
- b Create a custom lockbox for the Active Directory® credential. In the **New Lockbox** dialog box, type *ActiveDirectory* as the lockbox name, and secure the lockbox by typing a password (optionally). If you choose to use the default lockbox (**System**), you can ignore this step.
- c In the Manage Lockboxes dashboard, release the lockbox for the newly create *ActiveDirectory* lockbox, by clicking the icon on its **Release to Credentials Clients** column. Enter the password for authorizing the operation, select the clients from the list, and click **Release**.

- 2 Deactivate all of the Active Directory agents.
- 3 Install version 5.7.1 of the cartridge as you would install a new Foglight for Active Directory. Do not delete the older version of the .car file. For cartridge installation instructions, refer to “Installing Foglight cartridges” in the *Foglight Administration and Configuration Help*.



- 4 Deploy the agent package to each Foglight Agent Manager that hosts an Active Directory agent instance and wait for the version to update.

**i** | **NOTE:** This may take two to three refresh cycles.

- 5 From the navigation panel, navigate to **Dashboards > Active Directory Environment > Administration** tab. In the **Agent Management** view select the Active Directory agents that you want to upgrade, and click **Upgrade Agent**.

**i** | **NOTE:** You can specify the lockbox when upgrading the agents. The credentials for the existing agents are updated automatically.

**NOTE:** You can skip this step if upgrading Foglight for Active Directory from version 5.6.6 or later.

- 6 Verify the agent properties and update the properties and collection intervals as required.
- 7 Activate the agents and start data collections.

**i** | **NOTE:** For a list of issues that you may encounter after upgrading the Foglight for Active Directory to version 5.7.1, and ways to troubleshoot these issues, see the *Foglight for Active Directory Release Notes*.

**i** | **NOTE:** If you are also running Foglight for Exchange, you must upgrade the Exchange agents as well. It is strongly recommended that you run the same version and patch level of both cartridges.

## Upgrade Foglight for Exchange

The latest version of Foglight for Exchange is 5.7.1. You can upgrade to version 5.7.1 of Foglight for Exchange from version 5.6.2 and later.

Foglight for Exchange 5.7.1 requires Management Server version 5.7.5.7 or later, or Foglight for Virtualization, Enterprise Edition 8.6 or later.

**i** | **NOTE:** All original rules in each cartridge are reset when the cartridge is upgraded; therefore if you applied custom conditions to any original rules these modifications will be lost. It is recommended that when modifying rules you make a copy of the original, disable the original and enable the copy with the new condition. Use the **Rules** dashboard (**Dashboards > Administration > Rules & Notifications > Rules**) to copy a rule.

**i** | **IMPORTANT:** Foglight for Exchange 5.7.1 may require more memory be allocated to the main Agent Manager instance than was previously needed. For details, see the *Foglight for Exchange Release Notes*.

**i** | **IMPORTANT:** When data collection starts up, the Exchange agent installs a “Quest Remote Command Service” service in monitored server, to execute a PowerShell script. This service is uninstalled automatically when data collection stops.

### **To upgrade Foglight for Exchange to the latest version:**

- 1 Create and release the lockbox.

**i** | **NOTE:** You can skip this step if upgrading Foglight for Exchange from version 5.6.6 or later.

- a From the navigation panel, navigate to the **Credentials > Manage Lockboxes** dashboard.
- b Create a custom lockbox for the Exchange credential. In the **New Lockbox** dialog box, type *ExchangeLockbox* as the lockbox name, and secure the lockbox by typing a password (optionally). If you choose to use the default lockbox (**System**), you can ignore this step.

- c In the Manage Lockboxes dashboard, release the lockbox for the newly create *ExchangeLockbox* lockbox, by clicking the icon on its **Release to Credentials Clients** column. Enter the password for authorizing the operation, select the clients from the list, and click **Release**.
  - 2 Deactivate all of the Exchange agents.
  - 3 Install version 5.7.1 of the cartridge as you would install a new Foglight for Exchange.  
For detailed cartridge installation instructions, see the “Installation instructions” section in the *Foglight for Exchange Release Notes*.
  - 4 Deploy the agent package to each Foglight Agent Manager that hosts an Exchange agent instance and wait for the version to update.  
  
**i | NOTE:** This may take two to three refresh cycles.
  - 5 From the navigation panel, navigate to **Dashboards > Exchange Environment > Administration** tab. In the **Agent Management** view select the Exchange agents that you want to upgrade, and click **Upgrade Agent**.  
  
**i | NOTE:** You can specify the lockbox when upgrading the agents. The credentials for the existing agents are updated automatically.  
**NOTE:** You can skip this step if upgrading Foglight for Exchange from version 5.6.6 or later.
  - 6 Verify the agent properties and update the properties and collection intervals as required.
  - 7 Activate the agents and start data collections.  
  
**i | NOTE:** For a list of issues that you may encounter after upgrading the Foglight for Exchange to version 5.7.1, and ways to troubleshoot these issues, see the *Foglight for Exchange Release Notes*.
- i | NOTE:** If you are also running Foglight for Active Directory, you must upgrade the Active Directory agents as well. It is strongly recommended that you run the same version and patch level of both cartridges.

# Appendix: Deploy an agent package using the browser interface

This section explains how to deploy an agent package using the browser interface. This method is an alternative to using the command-line interface.

In Foglight for Virtualization, Enterprise Edition, you can use the command-line interface to deploy an agent package for an upgraded cartridge, or you can use the browser interface.

Before you can deploy an agent package on a machine, you must first install the Agent Manager and the relevant agent package on that machine.

Use the Agent Managers dashboard to deploy one agent package at a time, or to deploy the agent package to multiple hosts. You can also deploy agent packages to a single host from the Agent Status page.

**i** | **NOTE:** On the Agent Managers dashboard, you can deploy an agent package to multiple hosts, as long as the hosts you select are running the same operating system.

## Deploy an agent package through the Agent Managers dashboard

### *To deploy an agent package to one or more monitored hosts:*

- 1 On the navigation panel, under **Dashboards**, select **Administration > Agents > Agent Managers**.
- 2 On the Agent Managers dashboard, select one or more hosts from the list.
- 3 Click **Deploy Agent Package** in the toolbar.

**i** | **NOTE:** In order to select the host, the Foglight Agent Manager must be up and running on the monitored host.

The **Deploy Agent Package** dialog wizard opens.

- 4 Select the agent packages that you want to deploy to the hosts you selected.

The entries that appear in the **Agent Packages** list include only those agent packages whose platform is compatible with the platform of the hosts you selected in [Step 2](#). For example, if the host runs a particular Windows OS, the list contains only the agent packages that include the agent processes that can run on that Windows OS.

**i** | **NOTE:** You can only deploy those agent packages whose cartridges have already been installed on the Foglight Management Server.

**Optional** — To see all packages that are available for deployment, including those are not compatible with the selected hosts, select **Show Packages for All Platforms**.

**i** | **IMPORTANT:** Do not deploy any agent packages that are not compatible with the host's platform. Deploying incompatible agent packages on top of existing compatible agent packages deletes the existing agents which can cause unpredictable results.

Click **Next**.

- 5 On the **Summary** page, review the choices you have made. Click **Finish**.

The task appears in the **Tasks** list. Use the Tasks list to follow the progress and determine the status of the task.

# Deploy an agent package through the Agent Status dashboard

## *To deploy an agent package to a monitored host using the Agent Status dashboard:*

- 1 On the navigation panel, under **Dashboards**, select **Administration > Agents > Agent Status**.
- 2 On the Agent Status dashboard, click **Deploy Agent Package** in the toolbar.  
The **Deploy Agent Package** dialog wizard opens.
- 3 In the Deploy Agent Package dialog box, on the **Host Selector** page, select the monitored host to which you want to deploy the agent package.

**i** | **NOTE:** In order to select the host, the Foglight Agent Manager must be up and running on the monitored host.

Click **Next**.

- 4 Ensure that the agent package the you want to deploy appears on the **Agent Packages** page.

The entries that appear in the list include only those agent packages whose platform is compatible with the platform of the host you selected in [Step 3](#). For example, if the host runs a particular Windows OS, the list contains only the agent packages that include the agent processes that can run on that Windows OS.

**i** | **NOTE:** You can only deploy those agent packages whose cartridges have already been installed on the Foglight Management Server.

**Optional** — To see all packages that are available for deployment, including those are not compatible with the selected hosts, select **Show Packages for All Platforms**.

**i** | **IMPORTANT:** Do not deploy any agent packages that are not compatible with the host's platform. Deploying incompatible agent packages on top of existing compatible agent packages deletes the existing agents which can cause unpredictable results.

Click **Next**.

- 5 On the **Summary** page, review the choices you have made. Click **Finish**.

The task appears in the **Tasks** list. Use the Tasks list to follow the progress and determine the status of the task.

## We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

## Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece—you—to the community, to the new Quest.

## Contacting Quest

For sales or other inquiries, visit [www.quest.com/contact](http://www.quest.com/contact).

## 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.