

Quest® InTrust 11.3.1

## Upgrade Guide



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

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# General Upgrade Information

Upgrade is supported for the following InTrust versions:

- 11.3
- 11.2
- 11.1

This guide describes upgrading extended InTrust deployments, not default InTrust deployments.

To upgrade a default deployment, simply close all running InTrust client components and run the **Default InTrust Suite** on a computer where a previous version is installed in the default configuration.

**!** **CAUTION:** The default InTrust components require that ports 900 and 8340 be open for inbound traffic. The InTrust installer knows how to configure these ports automatically in Windows Firewall. In addition, IT Security Search and the InTrust repository API work with port 8341, which is not configured automatically. If you use the API or IT Security Search, make sure this port is open.

# Upgrading Your InTrust Organization

- [Before You Start](#)
- [Step 1: Database Preparation](#)
- [Step 2: Upgrade the First InTrust Server in Your InTrust Organization](#)
- [Step 3: Upgrade the Other Servers](#)
- [Step 4: Upgrade the Agents](#)
- [Step 5: Upgrade InTrust Monitoring Console](#)

## Before You Start

To upgrade your installation of InTrust, you have to upgrade all InTrust servers in your organization using the InTrust suite setup. Below are several recommendations on the steps you should take before starting the upgrade procedure.

- Close all applications working with InTrust servers (InTrust Deployment Manager, InTrust Manager, Repository Viewer, Knowledge Portal, and Monitoring Console).
- Wait for completion of all gathering tasks and jobs on the InTrust servers.
- Consider the accounts under which you are going to run setup. All the accounts you are going to use must be listed as InTrust organization administrators. For one of the InTrust servers you are going to upgrade, do the following:
  - Open InTrust Manager and connect to the InTrust server.
  - Open the properties of the root node.
  - Add the necessary accounts to the list that appears.
- Optionally, you can stop the **Quest InTrust Real-Time Monitoring Server** service and **Quest InTrust Server** services on the InTrust servers pending upgrade. This can help speed up the upgrade process and ensures that InTrust setup does not interfere with service control. However, the updated versions of these services must be started manually after the upgrade.
- If the computer where you are going to upgrade InTrust Server or InTrust Manager is a SQL server, then make sure in advance that the installed version of SQL Server Native Client is no earlier than the version required by InTrust 11.3.1; version 11.0.6538.0 of the client is redistributed with InTrust.

# Step 1: Database Preparation

If you plan to work with InTrust accessing the databases under a **dbo** account, you can proceed to [Step 2](#).

Otherwise (that is, if your InTrust databases were accessed using a non-**dbo** account or you plan to use such an account when working with InTrust), take the following steps:

1. Have your database administrator run the following scripts on your InTrust databases:
  - a. On the configuration database:
    - configdb.sql
    - InTrust9\_0\_configuration\_schema.sql
  - b. On the audit database(s):
    - auditdb.sql
    - ITFE80\_EventsData.sql
  - c. On the alert database(s)
    - alertdb.sql
    - InTrust9\_0\_alerts\_schema.sql

**!** **CAUTION:** These scripts are shipped with the distribution of your new InTrust version in the `Scripts\Database Scripts` folder. The scripts must be run using an account with the **dbo** role.

2. Have your database administrator assign the database roles to those accounts planned for database access in accordance with the *Minimal Rights and Permissions Required for InTrust Operations* topic in the *System Requirements* document.

# Step 2: Upgrade the First InTrust Server in Your InTrust Organization

To upgrade the first server in your organization, launch the InTrust suite setup from the InTrust distribution and follow the steps of the wizard.

**!** **CAUTION:** Setup must be launched under an account having the **dbo** role for all InTrust databases, or under an account having access rights for these databases at least as detailed in the *Minimal Rights and Permissions Required for InTrust Operations* topic in the *System Requirements* document.

It is up to you which of your InTrust servers you upgrade first. However, if you have enabled InTrust server failover capabilities in your environment (for details, see [InTrust Server Failover and Rollback](#)), you should first upgrade the server that is configured as the standby server. This ensures that failover remains possible at all times. If this upgrade of the standby server fails for any reason, consider setting up a different standby server and upgrading it next.

## ***To upgrade the first server***

1. When prompted, select the features to install. Setup automatically detects the features that are already installed and selects them for upgrade. If you want to add more features, select them also.

2. Specify how the reports should be upgraded:
  - Override old reports
  - Back up all old reports
  - Back up only those old reports that have been customized

**!** CAUTION:

- If you are going to back up any of your old reports, use the backup option in the setup only during the upgrade of the first InTrust server. For subsequent servers, select the override option.
  - Granular report backup can be used only if these reports were previously installed by launching corresponding Report Pack/Knowledge Pack setup on the local computer (where the setup is now running).
3. Specify the default credentials that Knowledge Portal will use to find InTrust databases and Active Directory accounts.
  4. Complete the setup.

**i** NOTE: If prompted, reboot the computer after the setup is completed. If you stopped the **Quest InTrust Real-Time Monitoring Server** and **Quest InTrust Server** services before the upgrade, start their updated versions manually after you complete the setup.

## Step 3: Upgrade the Other Servers

Each setup account must have the **dbo** role for all InTrust databases, or at least the access rights for these databases as detailed in the *Minimal Rights and Permissions Required for InTrust Operations* section of the *System Requirements* document.

**!** CAUTION:

- Do not perform server upgrades simultaneously—servers must be upgraded sequentially, one after another.
- It is recommended that you keep a record of your upgrade process to track which servers have been upgraded. If you need to connect to a server, you will need to know whether it has been upgraded.
- If you have repositories for which indexing and gathering are managed by different InTrust servers, then there should be no lengthy gaps between the upgrades of those servers. Upgrade such servers one after another in close sequence: first the indexing server, and then the gathering servers.

### ***To continue the InTrust server upgrade***

1. On the InTrust server selected for upgrade, launch the InTrust Suite setup.
2. Review the configuration settings (names and locations of the databases, Knowledge Portal, and other settings) and wait for setup to complete.

After the InTrust organization upgrade is complete, you can start upgrading the agents, as explained next.

# Step 4: Upgrade the Agents

## ! CAUTION:

- If you are upgrading agents manually, it is strongly recommended that you upgrade the agents only after the upgrade of all InTrust servers is complete.
- If the security policy in your environment allows the agent deployment method that is built into InTrust, just make sure the Prohibit automatic agent deployment on site computers option is disabled for all sites in InTrust Manager. The agent upgrade will be performed seamlessly.

Agent upgrade can be automatic or manual, as follows:

- Any agent that was installed automatically will be upgraded automatically after all InTrust servers it used to communicate with are upgraded.
- An agent that was installed manually must be uninstalled manually and then installed anew. For details about installing and removing agents, see the *Manual Installation and Configuration of InTrust Agents (InTrust\_11.3.1\_InstallingAgentsManually.pdf)* document shipped with the agent installation package.
- On Unix-based computers, agents must always be updated manually. To minimize possible data loss during the upgrade, update the agents on your Unix-based computers using the steps below; each step is described in detail in *Manual Installation and Configuration of InTrust Agents*:
  1. Unregister the InTrust agent (old version).
  2. Uninstall the InTrust agent.
  3. Install the InTrust agent (latest version) manually.
  4. Establish a connection with the latest-version InTrust server.

# Step 5: Upgrade InTrust Monitoring Console

## **To upgrade InTrust Monitoring Console**

1. Run the InTrust suite setup on every computer where you have Monitoring Console currently installed.
2. In the list of features to install, select **Monitoring Console**.
3. It is recommended not to change the default settings, in particular, **IIS virtual directory for real-time monitoring console** (displayed on the Review Default Settings step of the setup).



# Upgrading with Configuration Database Replication Enabled

If configuration database replication over a WAN link is configured in your InTrust deployment, you need to take a few additional configuration steps. To follow this procedure, you should have the Replication of the InTrust Configuration Database document handy. For details about any steps, see the Technical Details and Procedures topic in that document.

1. Complete the preparatory steps from the [Before You Start](#) topic.
2. Make a backup copy of the configuration database.
3. Stop the **Quest InTrust Real-Time Monitoring Server** and **Quest InTrust Server** services on the InTrust server that is connected to the Subscriber database.
4. Make sure that the configuration databases are fully synchronized. Wait for initial synchronization to complete successfully. To monitor the synchronization status, right-click the name of the subscription you have created and select **View Synchronization Status** from the shortcut menu to see a message in the Status pane reading:  
`Waiting 60 second(s) before polling for further changes.`
5. Delete **AdcCfgPublication**.
6. Delete the subscription.
7. Note the name of the Subscriber database and remove the database. **Important:** You will need to specify the same name later.
8. Upgrade the Publisher InTrust server the regular way, as described in Upgrade the First InTrust Server in Your InTrust Organization.
9. Create **AdcCfgPublication** on the Publisher SQL server.
10. Create a subscription for the Subscriber database. Important: The name of the new Subscriber database must be the same as the name of the database you removed on step 7.
11. Make sure that the configuration databases are fully synchronized.
12. Connect to the Subscriber SQL server using credentials with the **db\_owner** role for the new InTrust configuration database. Run the **configdb.sql** script (find it in the **Scripts\Database Scripts** folder in the InTrust distribution) on that database. You may receive some errors while the script is running, such as:
  - Updating columns with the rowguidcol property is not allowed.
  - GETMAXVERSION: The parameter 'lineage' is not valid.
  - The statement has been terminated.

These errors can be safely ignored.

13. Confirm that the Subscriber SQL server is working properly.
14. Start the **Quest InTrust Real-Time Monitoring Server** and **Quest InTrust Server** services, run InTrust Manager and connect it to the Subscriber InTrust server. Check that the InTrust objects you need are available and their properties are set up correctly. If not, consider contacting Quest Support; you may have made a mistake along the way.
15. Upgrade the Subscriber InTrust server the regular way, as described in [Step 2: Upgrade the First InTrust Server in Your InTrust Organization](#). For the rest of the upgrade process, follow the Upgrade the Other Servers topic and subsequent topics.

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## **zlib 1.2.3**

License

/\* zlib.h -- interface of the 'zlib' general purpose compression library  
version 1.2.3, July 18th, 2005

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