

Replay 4.0

Upgrade Guide

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Replay 4 Upgrade Guide

This document describes the steps to upgrade from Replay versions 1.x, 2.0, 2.1, 3.0, or 3.1.

STEP 1 - PRIOR TO YOUR UPGRADE

1. Download the latest Replay 4 release from our web site.
2. Please contact support for a updated license key.
3. Copy the download file and the new license file to a stage folder on your Replay core and protected servers.
4. On the current Replay Server, confirm these following:
 - a. You have green recovery points.
 - b. Please stop all transfers until resumed on all the Protected Servers.**
 - c. Verify that Rollup or Detailed Integrity Check is not in progress.
 - If Rollup is processing the Retention Policy click the “Abort Rollup” button.
 - If Replay is running a Detailed Integrity Check on the recovery points please let it finish before you stop the Replay Server Service or start the upgrade process.
 - d. No recovery points are mounted.
 - If you do have recovery points that mounted, please dismount them *prior* to starting the upgrade process.
5. Stop the Replay Server Service on the Replay Server using the Windows Services Console.

STEP 2 - AGENT UPGRADE

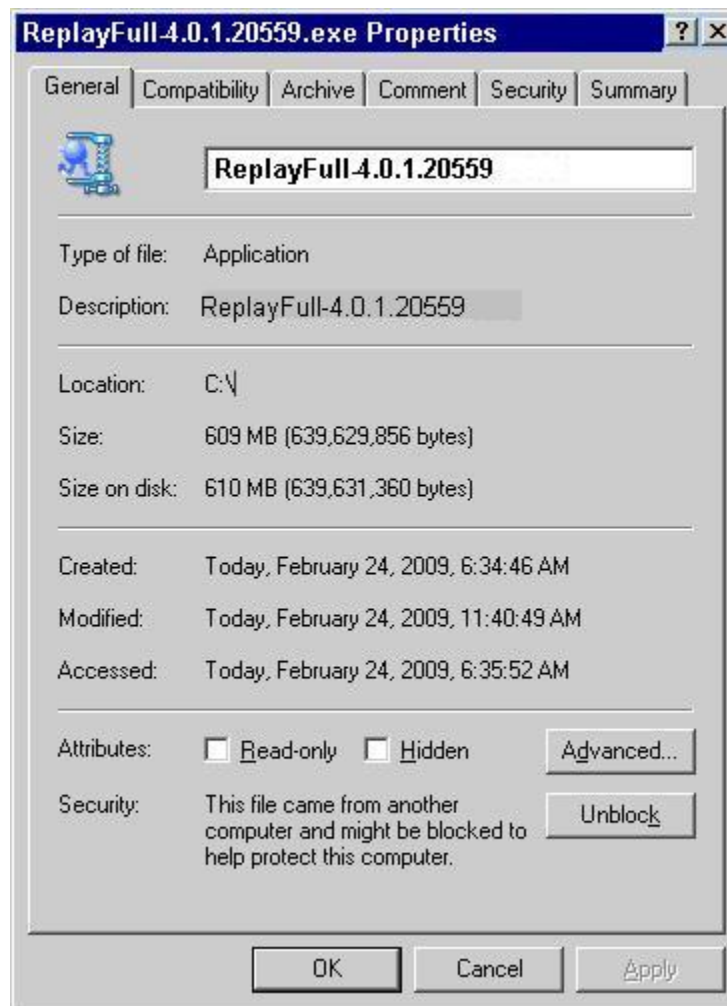
Important Prerequisites to Consider Before Upgrading:

1. Upgrading Agents from 3.1.2 and above
 - An in-place upgrade can be performed (one reboot is only required)
 - A new base image is not performed
2. Upgrading Replay Agents before 3.1.2, (1.x, 2.0, 2.1, 3.0 or 3.1.1)
 - Please remove the Replay Agent and reboot before upgrading to Replay 4.
 - If the installed Replay Agent Version is 1.x, 2.0, 2.1, 3.0 or 3.1.1 a **New Base Image** of each Protected Server will be performed. This will require additional disk space however you can run a cleanup after the base image is completed.
3. Create a new Replay Recovery Console boot disk.

Replay Agents 3.1.2 and Above

For customers with Replay Agent Versions 3.1.2 and above an in-place upgrade can be performed. This upgrade will require 1 reboot of the Protected Server and a new Base Image will *not* be required. After opening the self extracting executable, you will be presented with the Installation Console options.

Please check the properties of the executable to make sure it is not blocked.



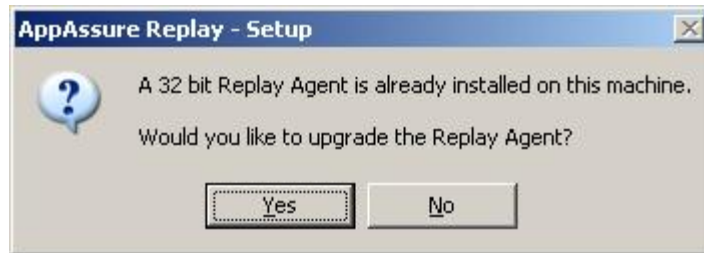
- Click Setup to start the upgrade.



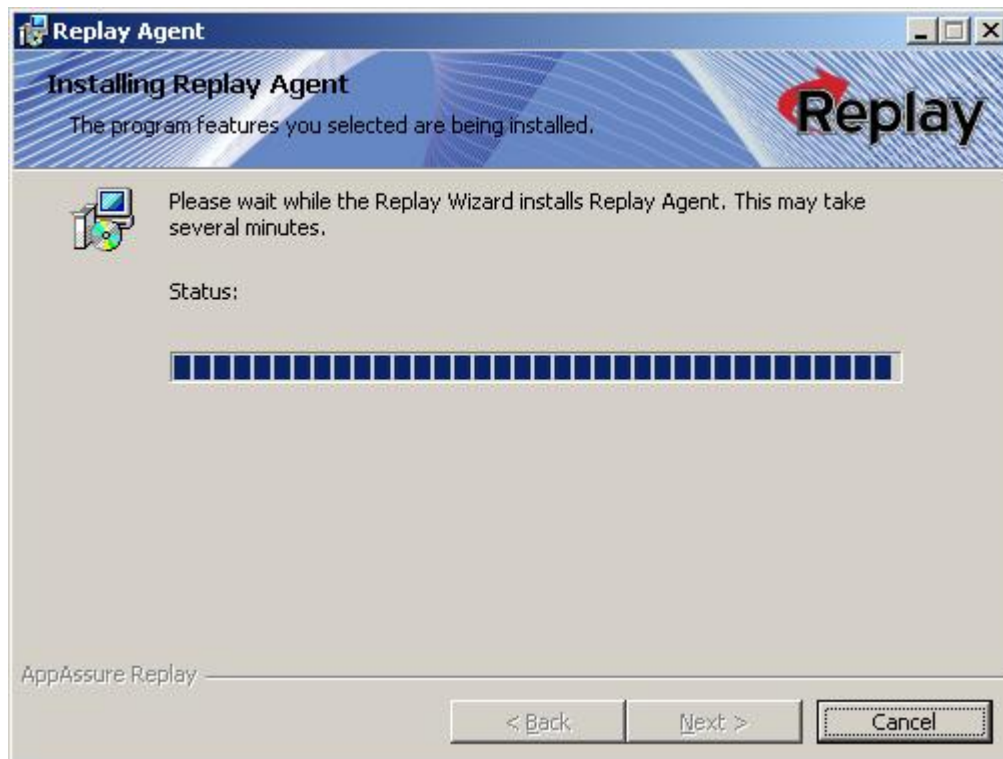
- Since a 3.1.2 or above is already installed on this Protected Server the "Install Replay 4" option will be grayed out. Please choose "Install Replay Agent".



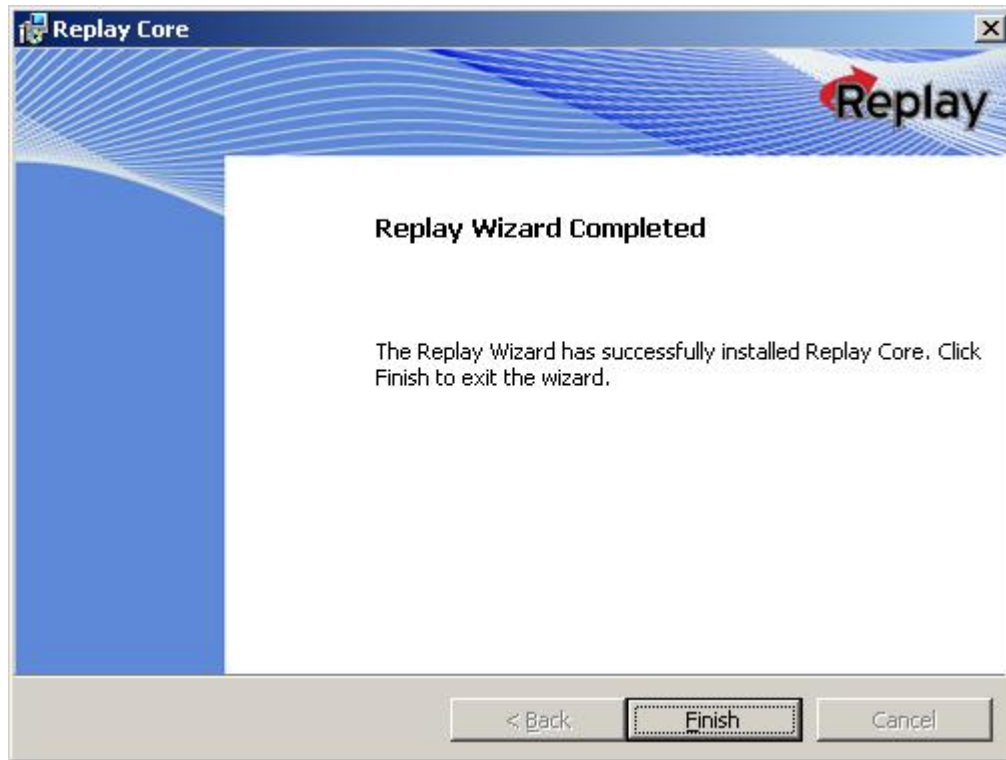
- A setup information box will appear alerting you of the presence of a previously installed agent. Please click “Yes” ***only*** if your ***currently installed version is 3.1.2 and above***. If there is ***any other*** version installed please click “No” and refer back to the beginning of the Upgrade Guide. If you cannot determine the version of the Agent that is installed please call +1 703-547-8686 and ask for support.



- If “Yes” is clicked from the above notice, all the current settings will be brought over to new client. The Installation Wizard will begin the upgrade immediately and no other option menus are presented.



- Please click Finish when the Installation Wizard completes the upgrade.



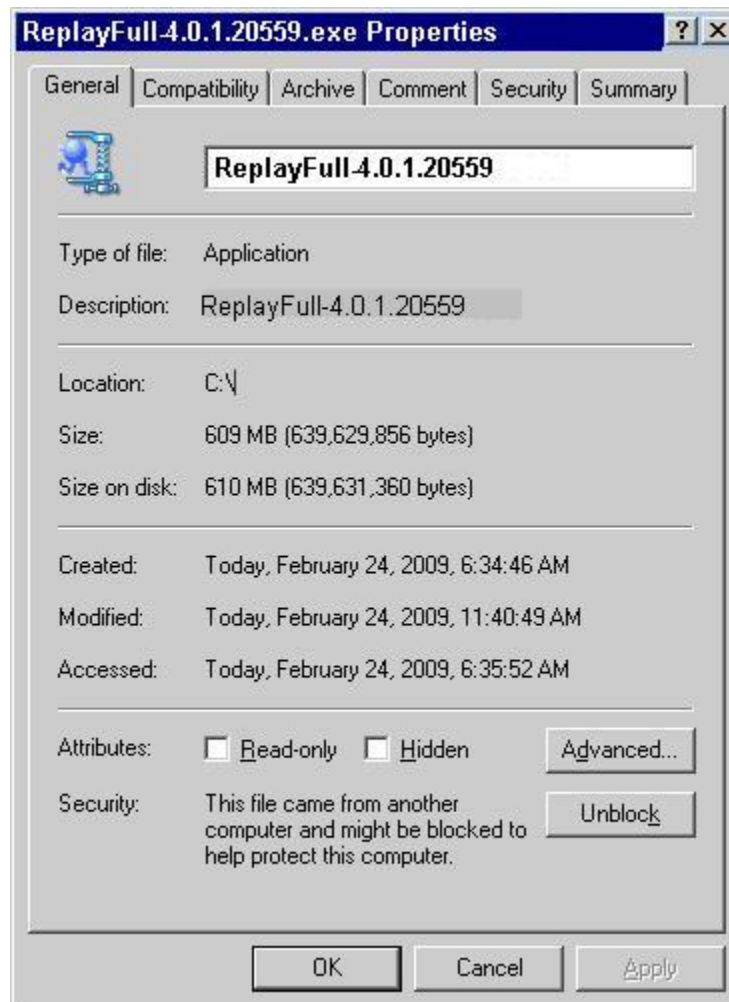
- To complete the upgrade a Reboot is *required*. Click "Yes" to reboot now or "No" to reboot at a later time. If "No" is selected, please reboot the Protected Server before connecting to it from the Replay Admin Console.



This completes the upgrade of Replay Agent from version 3.1.2 and above.

Replay Agent Versions 1.x, 2.0, 2.1, 3.0 or 3.1.1

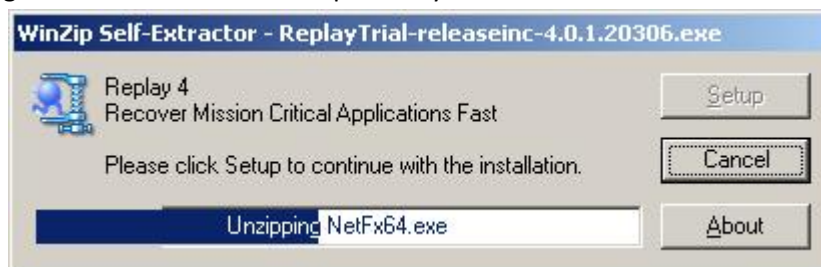
- To begin, please connect into your Protected Server and open the Add/Remove Programs Console in the Control Panel and find "Replay Agent".
- Click the Change Button, then in "Program Maintenance" menu click "Remove".
- The Agent will uninstall and you will be asked to reboot, click "Yes" or "No" pending your maintenance window for a reboot of the Server.
- **IMPORTANT:** A Reboot is *required* to complete the uninstall of the Agent. **Please do not continue with installation until a reboot has been completed.**
- After the Protected Server reboots and comes back on-line double click the EXE file and start the agent upgrade (Please see picture below to unblock file if needed).



- Click Setup to start the extraction.



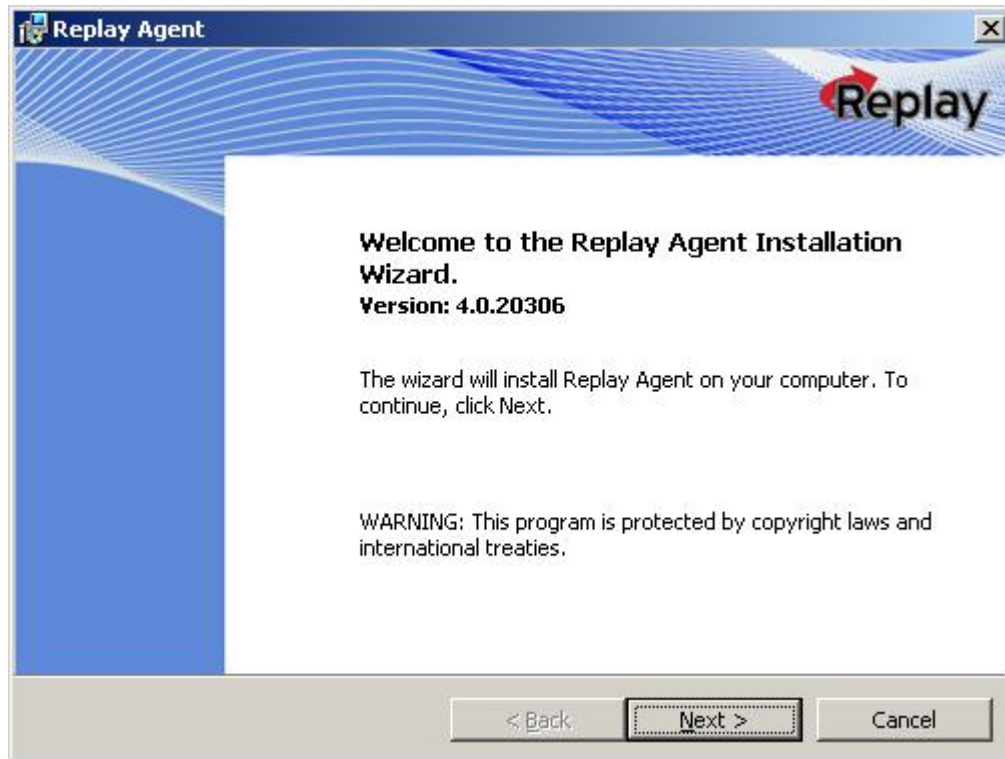
- The installer will begin the extraction and then present you with the Installation console.



- Please click "Install Replay Agent".



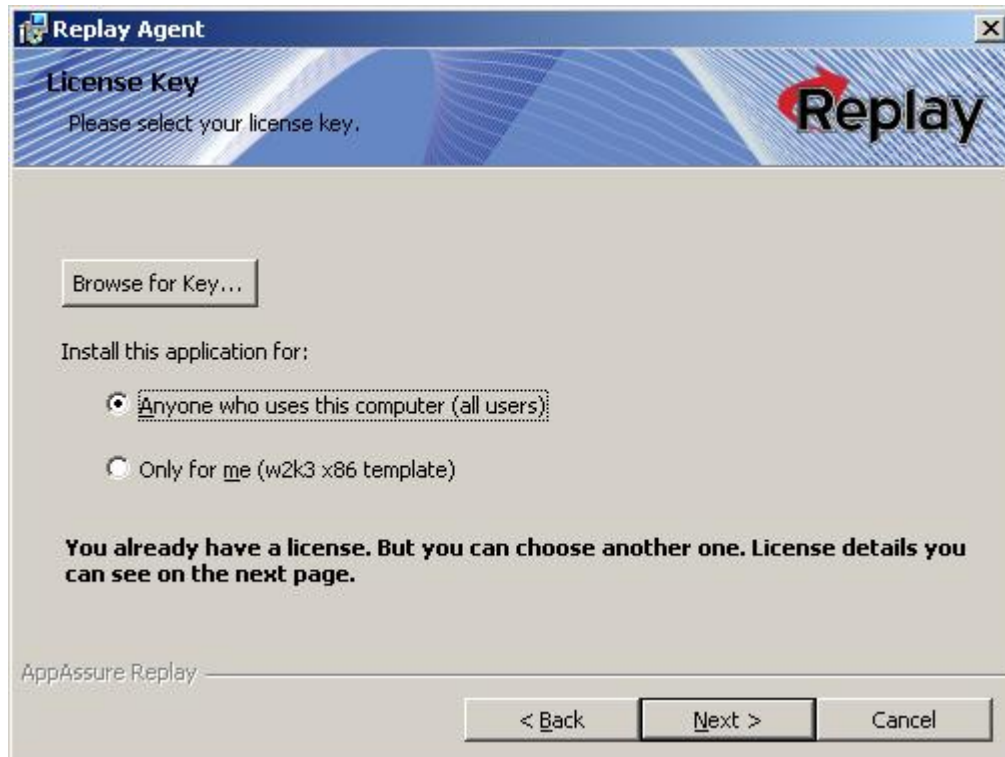
- Please click Next at the Welcome Screen to continue with the Replay Agent Installation. The Installation Wizard will now guide you through the install.



- Please Accept the End User License Agreement to proceed.



- Select the “User Profile” and “License Key” option. Please “Browse” for the License key and then choose the default application profile (recommended).



- Confirm the information and click Next.

Replay Agent - Replay Wizard

License Key Confirmation
Please confirm the license key information.

Replay

User:

Email Address:

Company:

Expiration Date:

Number of mailboxes:

AppAssure Replay

< Back Next > Cancel

- Select the Destination Folder, select “Change” only if the default destination does not have the required space on the C: volume for installation.



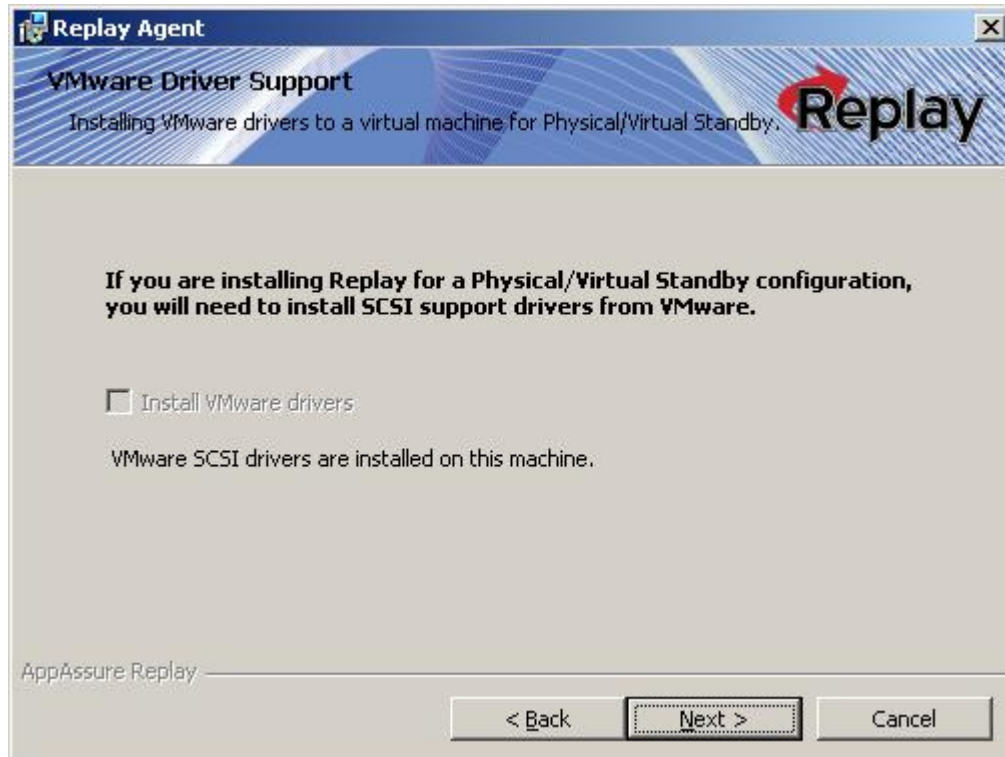
- Enter the account Information for the Replay Agent. Please use the same login credentials that the previously installed Replay Agent for simplicity.

The image shows a Windows-style dialog box titled "Replay Agent". The window has a blue header bar with the title and a close button (X). Below the header, the text "Logon Information" is displayed in bold, followed by the instruction "Specify a user name and password for the services account." To the right of this text is a "Replay" logo. Below this, a larger instruction reads: "Specify the user name and password of the user account that the Replay service will use to login. The account can be a local account or domain account with administrative rights." There are two input fields: "User name:" with a text box and a "Browse..." button to its right, and "Password:" with a text box. At the bottom left, the text "AppAssure Replay" is visible. At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

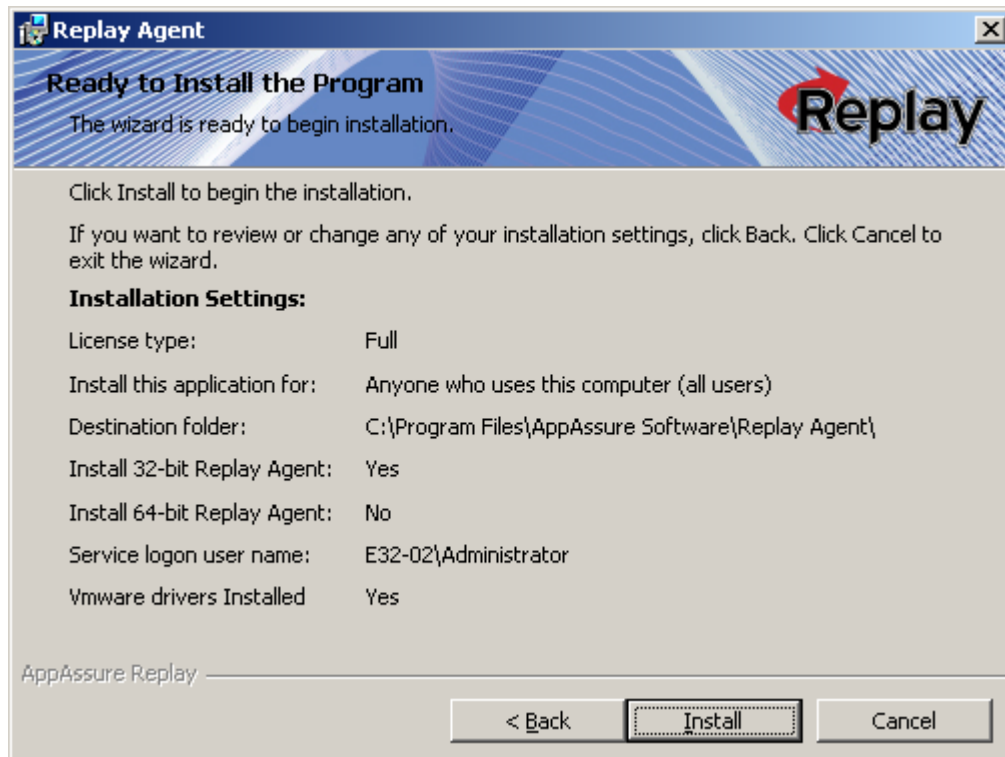
- An example of Account Credentials, please click Next.

The screenshot shows a Windows-style dialog box titled "Replay Agent". The main heading is "Logon Information" with a sub-instruction: "Specify a user name and password for the services account." Below this, a larger instruction reads: "Specify the user name and password of the user account that the Replay service will use to login. The account can be a local account or domain account with administrative rights." There are two input fields: "User name:" containing "E32-02\ReplayAdmin" and a "Browse..." button to its right; and "Password:" containing "*****". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". The footer of the dialog says "AppAssure Replay".

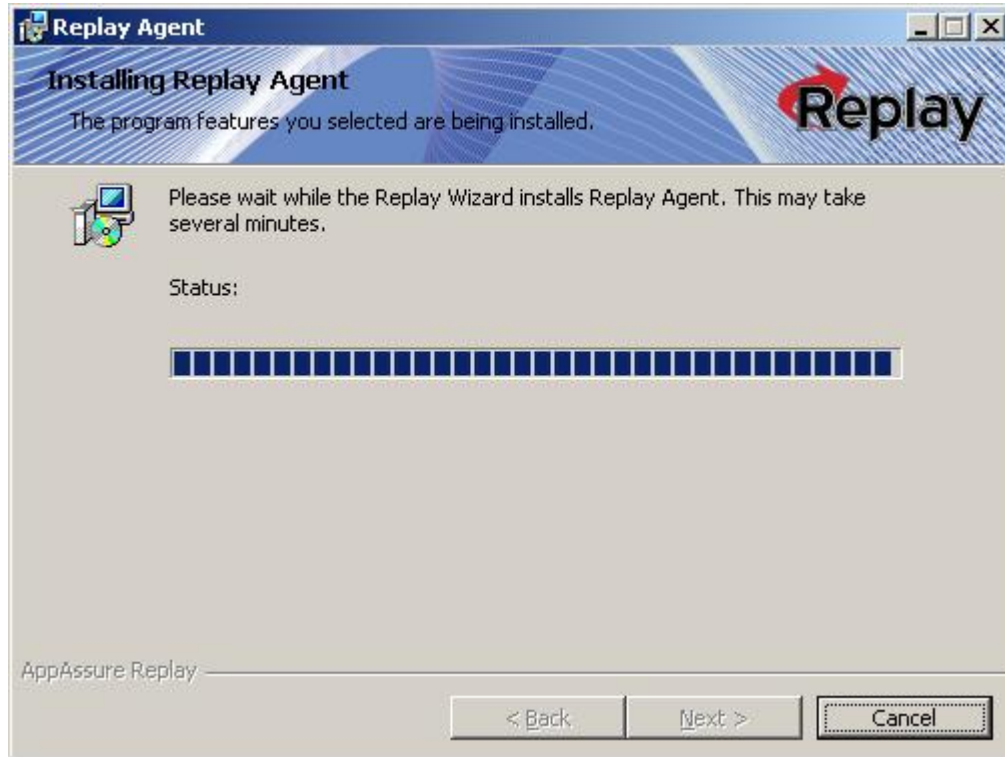
- Select Install VMware drivers if you plan to use the Virtual Standby feature. In the illustration below, the VMware driver support was previously installed so the check box is grayed out. Please click "Next" when complete.



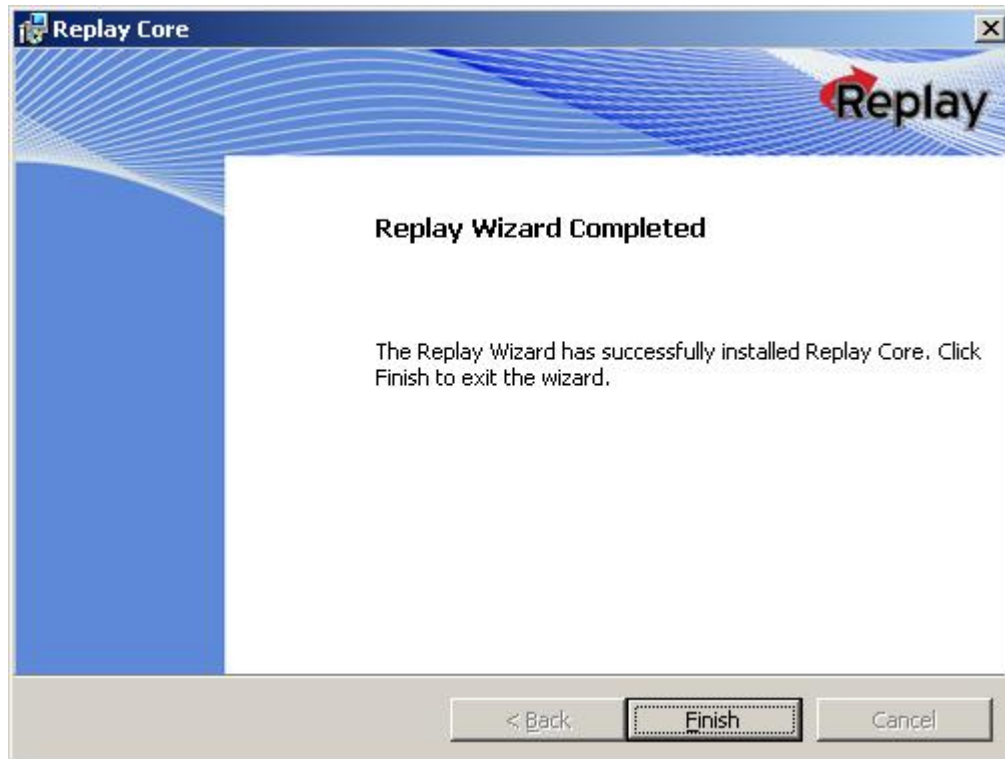
- Please confirm the installation settings and click Next.



- The installation will begin.



- Click Finish to proceed.



- To complete the installation a reboot is required. Click "Yes" to reboot now or "No" to reboot at a later time. If "No" is selected, please reboot before connecting to this machine from a Replay Core. It will appear as off-line until a reboot is performed.



This completes the Replay Agent Upgrade for versions 1.x, 2.0, 2.1, 3.0 and 3.1.1.

STEP 3 - REPLAY SERVER UPGRADE

Uninstall the Replay Server

The uninstall procedure for Replay Server may have screenshots from previous versions. The uninstall procedure is the same however. The Replay Server must be uninstalled from your system before installing the new Replay 4 Core software. In the Control Panel – Add/Remove Programs highlight Replay Server and then click “Change”. When the Program Maintenance window arrives please select “Remove” and then click Next.



- When upgrading, please leave the boxes UNCHECKED for Registry Settings and Recovery Point removal. Click Next.





- For some versions of Replay Server a confirmation page may appear. Click Remove.



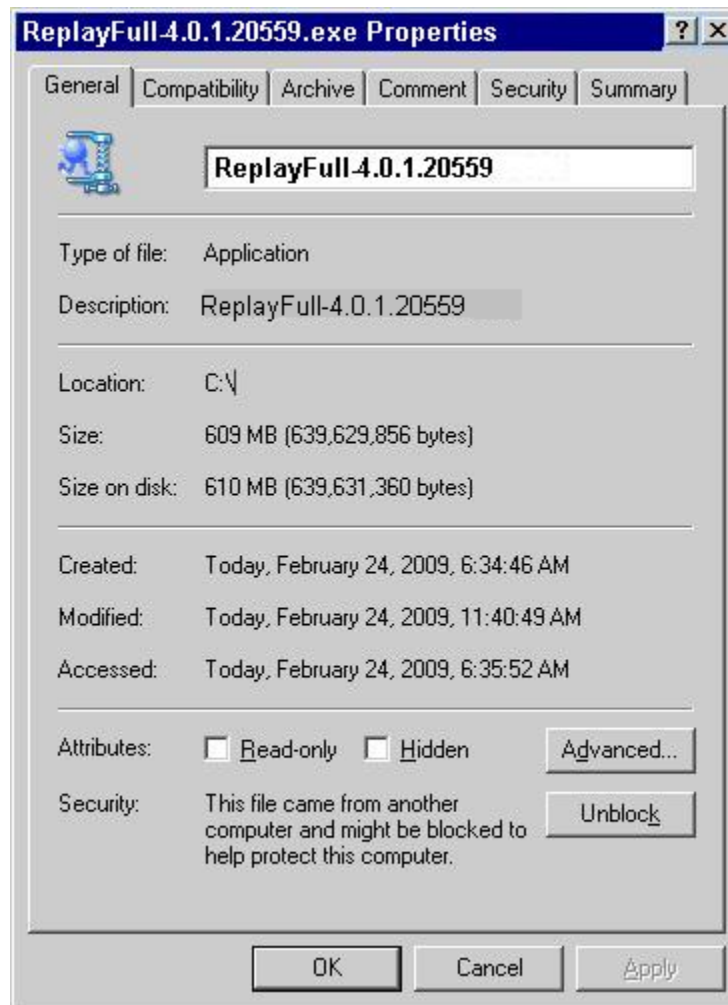
- Click Finish when the uninstall process has completed.



- Replay Server does not require a reboot after uninstalling, however a reboot is recommended.

Install the Replay Core

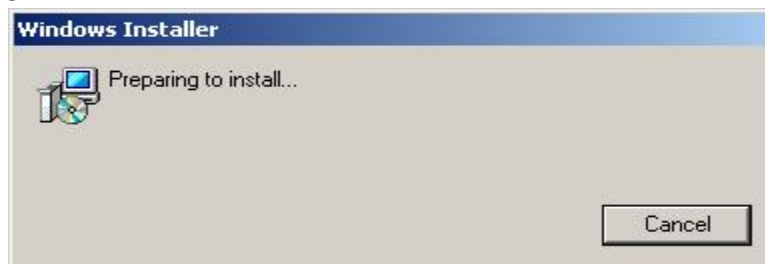
To begin the installation, Double-click the pre-staged EXE install package and click Setup. If you get an Access Denied error message, you must unblock the file using the previously noted procedure.

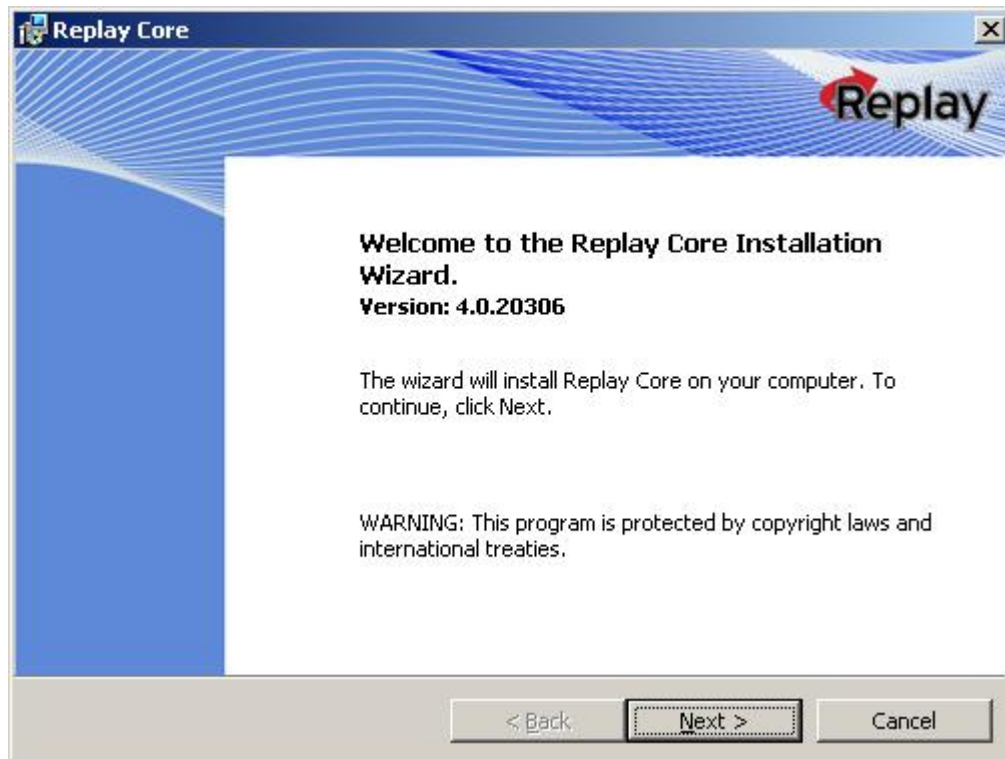


- Click the link in the Installation Console to Install Replay Core.



- Setup will prepare the installation and bring you to the Welcome Screen. The Installation Wizard will guide you through the installation. Please click Next.

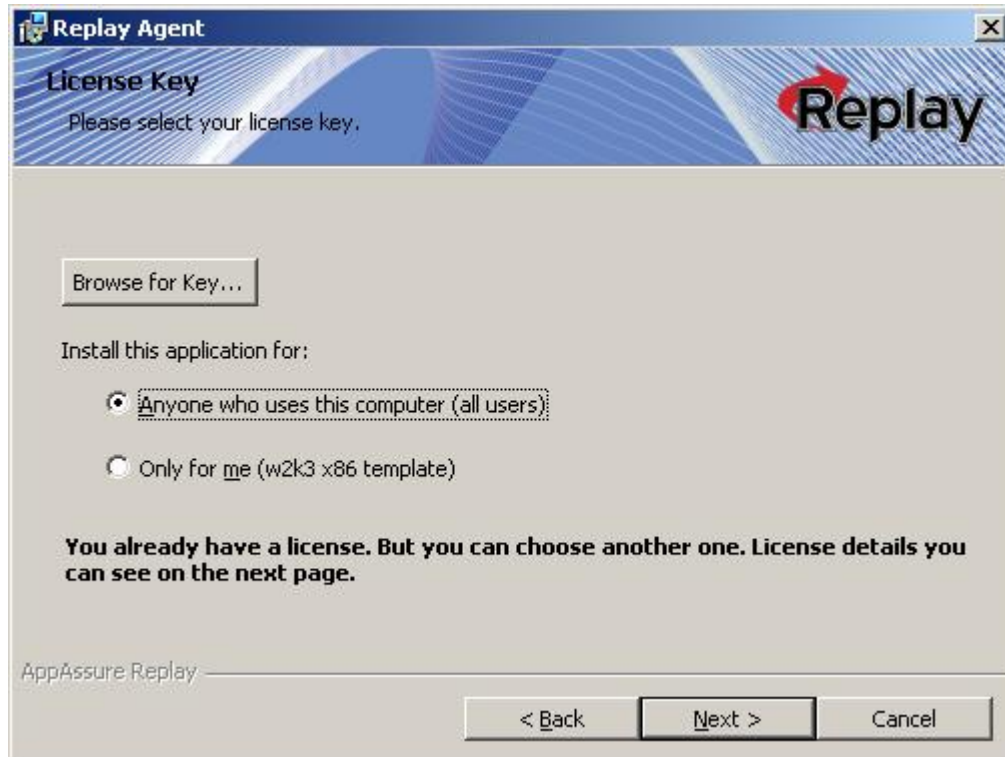




- Please accept the End User License Agreement and click Next.



- Please "Browse for Key" and choose Profile Information (Default is recommended).



- Please confirm the License Key Information.

Replay Agent - Replay Wizard

License Key Confirmation
Please confirm the license key information.

Replay

User: Erik Gumbel

Email Address: egumbel@appassure.com

Company: Appassure

Expiration Date: UNLIMITED

Number of mailboxes: 0

AppAssure Replay

< Back Next > Cancel

- Accept the default location for the Replay Core installation. If needed, please click “Change” to install Replay Core to another location. Click Next.



- Please choose the setup type. Default is recommended. Components can we added a later date if needed. Please click Next.



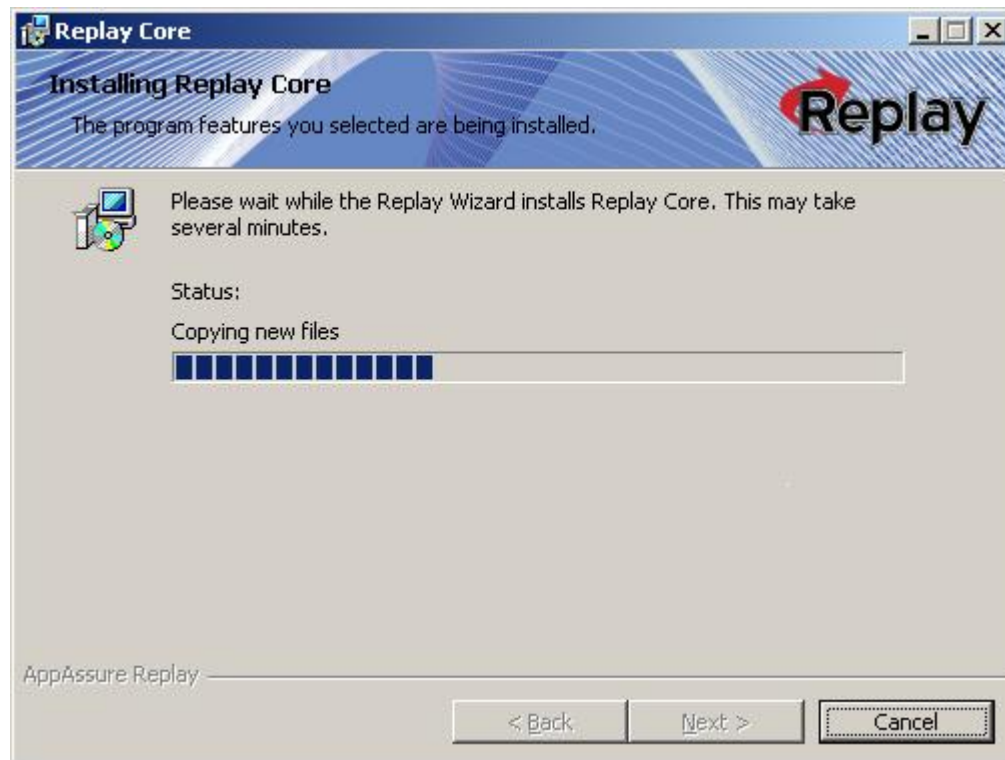
- In this screen you will be prompted for the Replay Core account information. Click "Browse" to search for the Replay Core Account in your Domain or simply supply the credentials (Please note Domain Path and Account Name).



- Review the installation options and then click "Install".



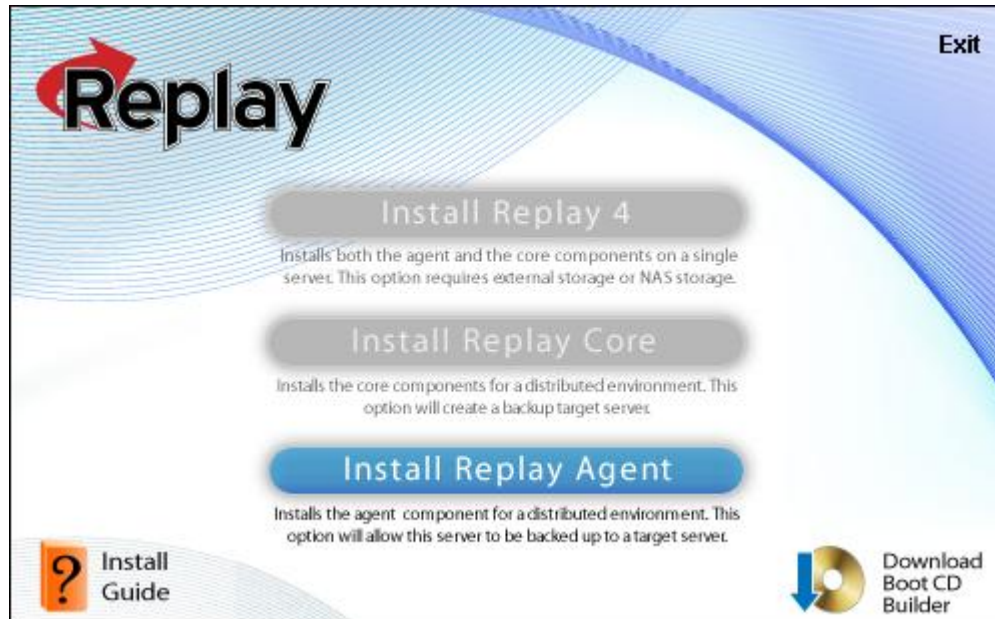
- The installation will begin.



- When the Installation Wizard completes, click Finish.



- The Installation Wizard will return you to the Installation Console. Please click “Exit”.



POST INSTALLATION CHECK LIST

- ✓ You do not have to reboot Replay Server although a reboot is recommended.
- ✓ Start the Replay Administrative Console to ensure that the Protected Server(s) are on-line.
- ✓ Confirm that your recovery points are available.
- ✓ Confirm that protection can be resumed by “Forcing a Snapshot” on the Protected Server.
- ✓ **Congratulations** on successfully upgrading to Replay Core version 4.0!

POST-UPGRADE CONSIDERATIONS

- ✓ We recommend that you **create a new Replay Recovery Console Disk** for your protected server(s), as soon as possible. Older RRC Disks are not compatible with Replay Core 4.0.
- ✓ The Replay Core includes message level recovery when protecting Exchange servers. In previous versions, Replay included our protect, MailRetriever for Exchange. In this version, the functionality is included with Replay for Exchange.
- ✓ Please visit our AppAssure Customer Support Portal [here](#) for Knowledge Base updates and for new documentation downloads .

Thank you for choosing AppAssure Software!