

EMC[®] Storage Monitoring and Reporting

Version 4.1

Upgrading to version 4.1

P/N 302-003-745

REV 01

Copyright © 2017 Dell Inc. or its subsidiaries All rights reserved.

Published July 2017

Dell believes the information in this publication is accurate as of its publication date. The information is subject to change without notice.

THE INFORMATION IN THIS PUBLICATION IS PROVIDED "AS-IS." DELL MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND WITH RESPECT TO THE INFORMATION IN THIS PUBLICATION, AND SPECIFICALLY DISCLAIMS IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. USE, COPYING, AND DISTRIBUTION OF ANY DELL SOFTWARE DESCRIBED IN THIS PUBLICATION REQUIRES AN APPLICABLE SOFTWARE LICENSE.

Dell, EMC, and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be the property of their respective owners.
Published in the USA.

EMC Corporation
Hopkinton, Massachusetts 01748-9103
1-508-435-1000 In North America 1-866-464-7381
www.EMC.com

CONTENTS

Chapter 1	Upgrading the System	5
	Required tools.....	6
	Required credentials.....	6
	Verifying and documenting the current status of the environment.....	6
	Backing up the environment.....	6
	Backing up pre-configured alerts.....	7
	Upgrading the system.....	7
Chapter 2	Post-Upgrade Tasks	9
	Removing duplicate alert definitions.....	10
	Validating the environment.....	11

CONTENTS

CHAPTER 1

Upgrading the System

This chapter includes the following topics:

- [Required tools](#).....6
- [Required credentials](#).....6
- [Verifying and documenting the current status of the environment](#).....6
- [Backing up the environment](#).....6
- [Backing up pre-configured alerts](#).....7
- [Upgrading the system](#).....7

Required tools

Ensure that you have the necessary tools.

- WinSCP or equivalent
- Putty/SSH
- Remote Desktop

Required credentials

Gather the necessary credentials.

- root/administrator credentials for the Storage Monitoring and Reporting server
- ESX/vCenter server credentials (if appropriate)

Verifying and documenting the current status of the environment

Verify and document the current status of the environment before starting the upgrade process. This will help you evaluate the success of the upgrade.

Procedure

1. Look for blank reports and graphs. Determine if there are any blank reports caused by collection errors. Resolve any issues or document them for later follow up.
2. Look for broken links and resolve any issues or document them for later follow up.
3. Validate that the topology view is working. Resolve any issues.

After you finish

Engage EMC Support to resolve any observed issues prior to proceeding with the upgrade.

Backing up the environment

Ensure the proper backup of the Storage Monitoring and Reporting server.

Before starting the upgrade, use Discovery Center to export all of your SolutionPack devices.

If it is allowed in your environment, perform a complete shutdown of Storage Monitoring and Reporting and take an offline VMware snapshot of the VM before starting the upgrade. This snapshot will allow you to quickly recover if you encounter any problems during the upgrade. After the upgrade is complete without any errors, you can delete this snapshot.

If a VMware snapshot of the VM is not allowed, you should completely power cycle the vApps and/or VMs before starting the upgrade.

Note

Notify all users not to log in during the upgrade.

Backing up pre-configured alerts

Alert definitions have been reorganized for version 4.1. Due to the name changes of these alert definitions, upgrading to 4.1 results in two sets of alert definitions being listed.

To remove the earlier alert definitions, you will need to remove and reinstall the pre-configured alerts component after completing the upgrade. If you want to preserve your customized alert definitions, complete these optional steps:

Procedure

1. Backup the alert definitions by exporting "Alert definitions" from the Alerting Frontend.
2. Backup the `alerting-contexts.xml` file using SCP or SSH. The file is located at `/opt/APG/Backends/Alerting-Backend/Default/conf/alerting-contexts.xml`.

Upgrading the system

If you have enabled Online Update for your system, the automatic update process has already downloaded and distributed the modules to each server, and you can skip steps 1 through 5. For information about enabling and configuring Online Update, refer to the "Online Update overview" section of the *EMC ViPR SRM Administrator's Guide*.

Procedure

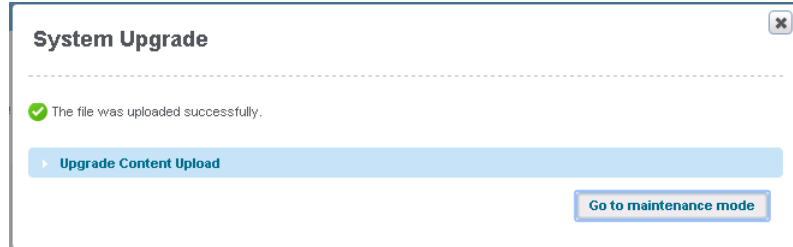
1. Navigate to the Support by Product page for Storage Monitoring and Reporting(<https://support.emc.com/downloads/40532 EMC-Storage-Monitoring-and-Reporting>).
2. Click **Downloads**.
3. Download the core update file for each of your deployed architectures. The vApp file also contains the appliance update file for vApp deployments.

Option	Description
Linux (vApp)	Storage_Monitoring_and_Reporting_<version number>_vApp_Update_UI.zip
Linux (binary only)	Storage_Monitoring_and_Reporting_<version number>_Linux_64-bit_Update_File.zip
Windows	Storage_Monitoring_and_Reporting_<version number>_Windows_64-bit_Update_File.zip

4. From Centralized Management, click **Configuration > System Upgrade**.
5. Click the **Browse** button (or buttons for mixed environments) and provide the upgrade files for your platforms.
6. Click **Upload Content**.
7. The system displays a message about ensuring that there is minimum of 5 GB disk space on the servers. Click **OK**.

The system upgrade files are uploaded to Centralized Management and non-disruptively distributed to all of the servers in the deployment. This process may take several minutes.

8. When you are ready to proceed with the upgrade, click **Go to maintenance mode**.



Maintenance mode begins, the front end becomes unavailable, and after a short wait you are redirected to the Platform Upgrade page. Any users who try to access the front end will receive a message that it is in maintenance mode and has been temporarily disabled.

9. When the system has completed the validation checks, copy the URL from the message in the highlighted text, and then click **Launch upgrade**.

The system validates the status of the servers, prepares for the upgrade, and begins upgrading the modules.

When the upgrade is complete, the system displays a green check mark next to each node and a success message at the top of the window.

10. Click **Exit**.

The system restarts the front end and redirects you to the SolutionPack UI.

CHAPTER 2

Post-Upgrade Tasks

This chapter includes the following topics:

- [Removing duplicate alert definitions](#)..... 10
- [Validating the environment](#)..... 11

Removing duplicate alert definitions

Alert definitions have been reorganized for version 4.1. Due to the name changes of these alert definitions, upgrading to 4.1 results in two sets of alert definitions being listed.

The commands in these steps will vary depending on which license you have installed. Replace `<product name>` with either `vnx` or `vplex`.

Procedure

1. Update the data collection block. (This step only applies to VNX.)
 - a. Open a remote session to the host and navigate to `/opt/APG/bin`.
 - b. Type the following command:

```
./manage-modules.sh update emc-vnx-collect emc-vnx
```

Hit Enter to accept the default value for each system prompt with the following exceptions:

- For `Do you want to modify the module configuration?`, type **yes**.
- For `Configure Alert consolidation?`, type **yes**.

2. Remove the Pre-configured alerts block:
 - a. If you have not already, open a remote session to the host and navigate to `/opt/APG/bin`.
 - b. Type the following command:

```
./manage-modules.sh remove emc-<product name>-alerts emc-<product name>
```

When the system prompt asks `Do you want to completely purge the module ... out of the system, including data files, configuration files and restore points?`, type **yes**. For all other prompts, hit Enter to accept the default value.

3. Install the Pre-configured alerts block:
 - a. From the same location, type the following command:

```
./manage-modules.sh install emc-<product name>-alerts emc-<product name>
```

Hit Enter to accept the default value for each system prompt.

Validating the environment

After upgrading your system, verify the operational status.

Procedure

1. Look for blank reports and graphs.
Determine whether blank reports are caused by collection errors. Resolve issues or document them for later follow up.
2. Look for broken links. Resolve issues or document them for later follow up.
3. Verify that all tasks are completing successfully (with the possible exception of automatic updates and ESRS).
4. Validate that topology is working. Resolve any issues.
5. Verify polling periods.

