

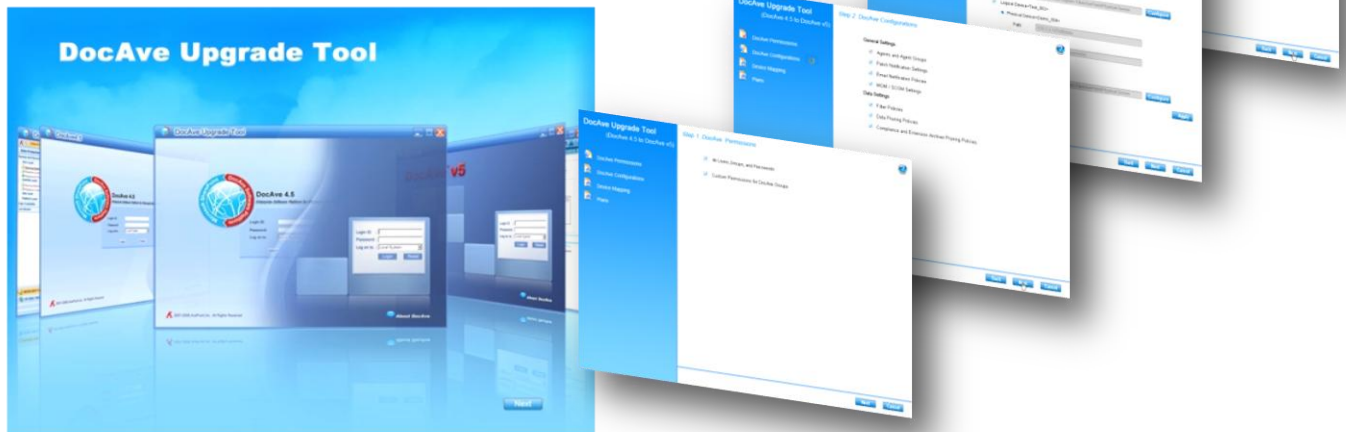
Quick Start Guide

Upgrade from DocAve 4.5 to Docave v5

Upgrade your DocAve 4.5 to New DocAve®5 Platform Quickly and Easily

This document is intended for anyone wishing to familiarize themselves with the basic upgrade from DocAve 4.5 to DocAve v5. It is not intended to be used for advanced troubleshooting or configuration of DocAve v5. All DocAve modules are covered in the User Guides located on the AvePoint website:

<http://www.avepoint.com/support/user-guides/>



Before You Begin

Basic Overview

The DocAve Upgrade tool is used to upgrade your DocAve 4.5 data, plans, and configurations to the DocAve v5 platform (for all applicable functions/modules). After running this tool, your DocAve v5 environment will be configured for immediate use, including all backup data and original plans, with limited input required. Please make sure you read the entirety of this guide to be certain your data is properly migrated.

Requirements

In order to run this tool, you must meet the requirements in the sections below.

Basic Requirements

The basic system requirements and configurations are below:

- Your **DocAve 4.5** environment must be on version **4.5.3.1000 or higher**.
- The Media service should be connected.
- The **DocAve 5.1.0.2000** (or higher) **must be installed** before running this upgrade tool. Due to the introduction of the new DocAve distributed architecture in version 5, you will need to perform this installation separately, since there is no direct path to upgrade the installation files from 4.5. Please refer to the DocAve v5 User Guide or the Quick Start – Installation guide for more details.
 - The **DocAve v5 Manager** must be installed to the **same machine** as the **DocAve 4.5 Manager** in order to perform this upgrade.
 - When you install DocAve v5, you must install the **Control Service** and at least one **Media Service** for all plan and data migration. In addition, if you wish to upgrade your Compliance data, you should have the DocAve **Audit Service** installed as well.
 - In order to make sure all Agent Groups are upgraded for the plans, please install the **DocAve v5 Agent** packages as well.
 - Please make sure you have not configured any plans or configurations in this DocAve v5 instance. Starting with a blank-slate will ensure that no plans or data are overwritten when performing the upgrade.
- All plans (both scheduled and running) should be **disabled** in DocAve 4.5 prior to running this tool. This will ensure no unexpected loss of data when the services are stopped for this upgrade.

- You should be prepared to provide a **Username** and **Password** to access all **DocAve 4.5 Media Servers** and devices when prompted.
- All **Local Physical Drives** defined on the DocAve 4.5 Media Server must be network addressable using UNC notation to work with the new DocAve version. DocAve will automatically convert local drives under a 4.5 Media Server to its UNC equivalent. Multiple media services can now be used to manage each drive, and therefore drives can no longer be defined as "local".

All other DocAve v5 plans and information can be configured at a later time, unless otherwise noted in the guide below.

Upgrade Limitations

In the current version of this upgrade tool, the following items are not supported due to changes in the module in the v5 platform (or pending enhancements to be introduced in later versions):

- Any **STSADM** plans, **Activity History** data, plans defined using **Filter Mode** for selecting content, or incremental plans and data in **Content Manager** will not be supported in the new version of DocAve.
- All **SP Admin**, **Report Center**, **Replicator** and **Compliance Archiver** plans will need to be recreated in DocAve v5, as these modules have undergone significant enhancements.
- Support for **Granular Permissions** for functions in regards to the **SharePoint Administrator** module are not supported in this version. Users who were originally defined using **SharePoint Integration** will not have these permissions defined, but rather be granted general access to the SharePoint Central Admin module.
- If you have upgraded Extension Archiver stubs from SharePoint 2003 to SharePoint 2007 previously, you cannot access these stubs after upgrading to DocAve v5.
- If you are currently migrating content to SharePoint 2007 using one of DocAve 4.5's migration modules, we recommend staying on the current version until the completion of your migration project.

Upgrade DocAve 4.5 to DocAve v5

This section will walk you through the few simple steps required to quickly upgrade your DocAve 4.5 data, plans, and configurations.

Starting the Tool

After you finish the DocAve v5 Manager installation, you will have the option to run the upgrade tool immediately. Check the "Upgrade from DocAve 4.5 to DocAve v5" box and click **Finish**. You

can also run this tool from the stand-alone tool "DocAveUpgrade.bat" in the installation directory ("...\Program Files\Avepoint\DocAve5\Manager\ZeusUpgradeTool\bin") if you plan on configuring other DocAve Services in alternate locations before performing this upgrade.

Once the tool has started, click **Next** to go to the detection interface. This will check the current version of DocAve, validate all 4.5 configurations, settings, and other information, stop the DocAve services, and start upgrade process for you.

If any failures occur at this point in the process, a **Download Report** button will appear. Click this button to download the report of all issues encountered. Please contact AvePoint Technical Support if you need assistance diagnosing the errors.

Step 1: DocAve Permissions

Select the option to confirm whether or not the permissions from DocAve 4.5 to DocAve v5 will be migrated by checking the corresponding boxes. There are two options listed below, by default all options are selected:

- **All Users, Groups, and Passwords** – All users and groups will be taken in bulk with their password, e-mail, and other information intact. If you integrated your DocAve v5 platform with Active Directory, the AD users and groups defined in the DocAve 4.5 platform will also be included in the upgrade.
- **Custom Granular Permission for All Groups**– This includes the granular permissions configured for each DocAve group, such as limiting the permission to perform an item-level backup, but not to item-level restore.

After selecting the permission(s) you want to use in DocAve v5, click **Next**.

Step 2: DocAve Configurations

The DocAve configurations in version 4.5 are divided into two parts: General Settings and Data Settings.

General Settings

This is where you can choose which DocAve System configurations will be migrated. Select the options from the list below by checking the corresponding box:

- **Agents and Agent Group** – This includes all Agent settings and groupings defined in DocAve.
***Note:** This option is mandatory for the successful migration of your plans and backup data. You cannot uncheck this option.
- **Email Notification Policies** – All SMTP profiles, recipients, and triggers will be retained and migrated to DocAve v5 with this option.

- **MOM/ SCOM Settings** – Settings for connecting to Microsoft Operations Manager or System Center Operations Manager will be retained using this option.
- **System Recovery Settings** – All System Recovery schedule and path will be retained and migrated to DocAve v5 with this option.

By default, all the options are selected.

Data Settings

There are three options in the Data Settings field, they are all the configurations you set up in DocAve 4.5 for data management and can upgrade to DocAve v5.

- **Filter Policies** – Exclusion policies in DocAve 4.5 have been expanded to allow for inclusion rules as well. Please be sure to update these to take advantage of this new feature once they have been migrated to DocAve v5.
- **Security Manager** - Security rules will be retained during this migration. This also means that all plans defined with password / security policies will be upgraded accurately.

***Note:** If you do not select this option, the password protected backup data and plans will be upgrade without the password protection setting.
- **Job Pruning Policy** – Pruning policies for jobs in the job monitor will be retained during this migration.
- **Data Pruning Policies** – Pruning policies for backup data will be retained during this migration.
- **Extension Archiver Retention Policies** – All retention policies for Extension Archiver data and stubs, as well as Compliance Archiver data will be retained with this option.

By default, all of the options are checked. After selecting the configurations you want to migrate to DocAve v5, click **Next** to next step, or click **Back** to return to the previous step.

Step 3: Device Mapping

The DocAve 4.5 Media Server has been translated into the more powerful and more flexible “Media Service” in DocAve v5. Users no longer need to specify a Media Server to manage devices when running plans or retrieving data. Logical Drives can also be controlled by multiple Media Services for highly available backup data. Using the Device Mapping, you can map all logical drives from the original 4.5 Media Servers to the new logical devices / Media Services in DocAve v5.

***Note:** It is recommended that you need to select all the logical devices when migrate the device. If you uncheck one logical device, an error will occur when migrate the plan with the data in this logical device.

Storage Devices

Due to the distributed architecture of the new DocAve v5 Media Services, all physical drives contained beneath a logical device should be specified with a UNC path. This mapping will automatically perform this conversion for you with minimal input. To map both local and network storage devices, follow the steps below:

1. Select a DocAve 4.5 Media Server from the drop-down box above. It will acquire all DocAve information and configurations of the logical devices automatically and make any appropriate adjustments for DocAve v5.
2. Enter the **User Name** and the **Password** of the DocAve 4.5 Media Server in the corresponding text box. This is required in order to connect to any previously defined "local drives" once they are specified by a UNC path. Click the **Test** button to test the information entered.
3. Click **Apply** to save the mapping configuration.

***Note:** There is a "Test" button next to the path if the path of the logical device cannot be connected. After confirming the path of the logical device and verifying the logical device information by clicking the **Test**, the Test button will disappear.

TSM Device

If the Media Server is a TSM media server, it will mark (TSM) next to the IP of the Media Server in the list.

To map TSM, please follow the steps below.

1. Select a DocAve 4.5 Media Server with TSM from the drop-down box. It will load the DocAve v5 Media Service, DocAve v5 Cache Storage setting, and the configurations of the TSM set up automatically.

***Note:** If you select a remote TSM media server, you need enter the User Name and Password of the DocAve 4.5 Media Server. Click **Test** to test the information. After testing successfully, it will acquire the configurations of TSM.
2. Configure a DocAve v5 Cache Storage by enter a Device Name, User Name, Password, and Path. Click Test to test the path. This is required for all TSM storage devices on the DocAve v5 platform, and is used to manage the read / write process. The storage space requirements are not significant, one gigabyte is recommended.
3. Click **Apply** to save the mapping configuration.

After configuring the device mapping, click **Next** to go to the next step, or click **Back** to go to the previous step.

Step 4: Plans

This step is used to select the plans you set up in DocAve 4.5 and want to migrate to DocAve v5. The modules with supported migration paths are shown here. Please see the introduction for unsupported content. You can use the check-boxes next to each module name to select the plans beneath to upgrade.

For File System Migration, additional configuration steps must be completed:

1. Click **Configure** next to the File System option to open a pop-up.
2. **Select a DocAve 4.5 Agent** from the list. This will list the local paths as a UNC paths.
3. **Enter** the corresponding **Username** and **Password**.
4. Click **Test** for the information provided. After the test returns successful, click **OK**.

After selecting the plan categories you want to upgrade, click **Next** to get to the next step, or click **Back** to return to the previous step.

Step 5: Confirm Selection

This page will show you a summary of your upgrade configurations. If you want to make any changes, please click **Back** to return to the previous steps to edit. Click **Start** to begin the upgrade.

Step 6: Upgrade!

A progress bar will show you the details of the upgrade process. Once the upgrade is finished, a pop-up window will appear. Select whether you want to uninstall DocAve 4.5 immediately, or wait until later. You can also click **Download Upgrade Report** to download an HTML copy of the results of this process. Click **Finish** to quit the program.

***Note:** If you want to uninstall DocAve 4.5 later, you cannot uninstall it in Control Panel. The regular 4.5 uninstall shield will remove some important files necessary to run TSM . You must uninstall it by using the "DocAve45ServerUpgradeUninstallTool.exe" under the directory "Avepoint\DocAve5\Manager\bin\".

***Note:** If the upgrade fails when performing the upgrade, please download the report to find the problem. You may run this tool again after you have diagnosed the error.

Common Errors

Common errors that you may see include the following:

- **Loss of Connection** – If the connection to the data breaks off during the upgrade, you can run the upgrade tool again to try after repairing the connection to any remote media servers.

- **Individual Data Missing / Errors** – If the upgrade tool encounters a problem upgrading individual data or plans, the upgrade tool will skip the data and report an error. You can view the data skipped in the upgrade report.
- **Missing Shortcuts after Upgrading** – If you choose to uninstall DocAve 4.5 after upgrading, the shortcut to the DocAve v5 Manager or Agent may also be removed from the start-menu. Please run the tool “CreateManagerShortcut.exe” or “CreateAgentShortcut.exe” under the path “...\AvePoint\DocAve5\
<Manager/Agent>\bin”.

Congratulations!

You have just upgraded from DocAve 4.5 to DocAve v5. For more guides like this on DocAve’s features, or detailed guidance regarding the DocAve module, please reference the DocAve v5 User Guides at <http://www.avepoint.com/support/user-guides>.

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