

Propalms TSE Upgrade Guide

Version 6.5

Propalms Ltd.
Published February 2011

Terminal
Services
Edition



Overview

Propalms TSE software is a complete management product for the server based computing environment. Using the base technologies of Microsoft Windows with Remote Desktop Services (Terminal Services) enabled it provides a full solution that manages end users, application servers and server hosted Windows applications.

For existing users of TSE an upgrade functionality is enabled to allow easy migration to the latest version of the TSE solution.

Please read this document in its entirety BEFORE performing an upgrade.

Available upgrade paths to Propalms TSE v6.5

Current version	Upgrade available
Tarantella SGD 4.0	NO
Propalms TSE 4.1	NO
Propalms TSE 5.0	NO
Propalms TSE 6.0	YES (all TSE 6 builds are supported)

There are no direct upgrade paths available from Propalms TSE (Canaveral IQ) 1.5 or 2.1, 4.0, 4.1 or v5 to the current version 6.5.

To upgrade from Propalms TSE v5.0 or v4.1 to Propalms TSE 6.5 you have the below options:

1. Upgrade from v5.0 to v 6.0 and then upgrade to the Propalms TSE 6.5 software.
2. Do a complete new install of the Propalms TSE 6.5 software.

Licensing

When upgrading from one of the earlier versions of TSE (Propalms TSE v6), new v6.5 license keys are required. Ensure that you have your TSE 6.5 key ready before attempting an upgrade.

These keys can be obtained from Propalms. Your maintenance renewal must be current in order to upgrade to the new version. All customers that have a valid product maintenance contract are entitled to free upgrade keys for the current version.

Customers need to email the below information to: keys@propalms.com

1. Base key
2. Complete company information

3. Contact details including valid email address

Have your TSE v6.5 key ready before starting the upgrade as it needs to be entered during the upgrade process. Once the upgrade is complete you can re-activate your base key by visiting the following website: <http://www.propalms.com/supportarea/activatekey.html>

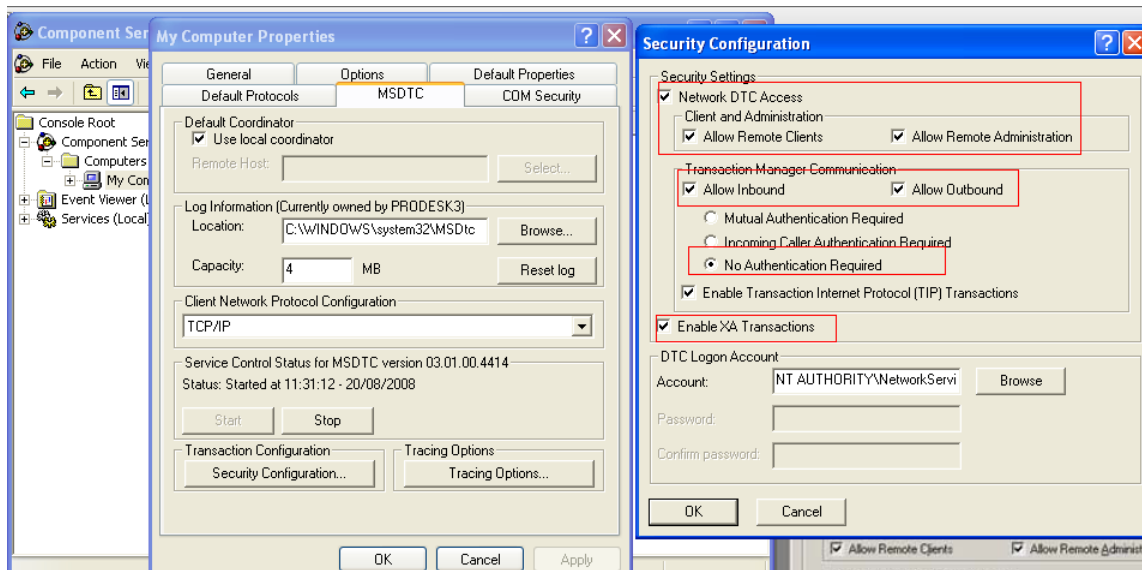
Important steps before and during upgrade process

IMPORTANT: If your TSE servers including the one which hosts your primary and backup Propalms Database are Windows 2003, 2008/R2 with SP1/SP2 make the following changes to the DTC settings on the servers before carrying out the upgrade. (The settings should already be in place if TSE v6.0 is installed and running but moreover it is a good practice to re-confirm before an upgrade).

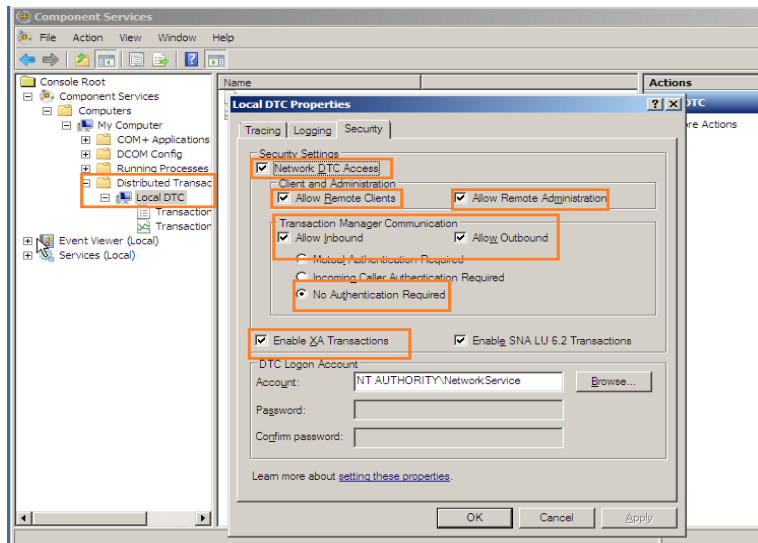
MSDTC settings:

Open Component Services > Select My Computer > Right click My Computer icon > Select Properties > Select MSDTC tab > Click Security Configuration button and enter ensure the following options are selected:

Windows 2003



Windows 2008 / Windows 2008 R2

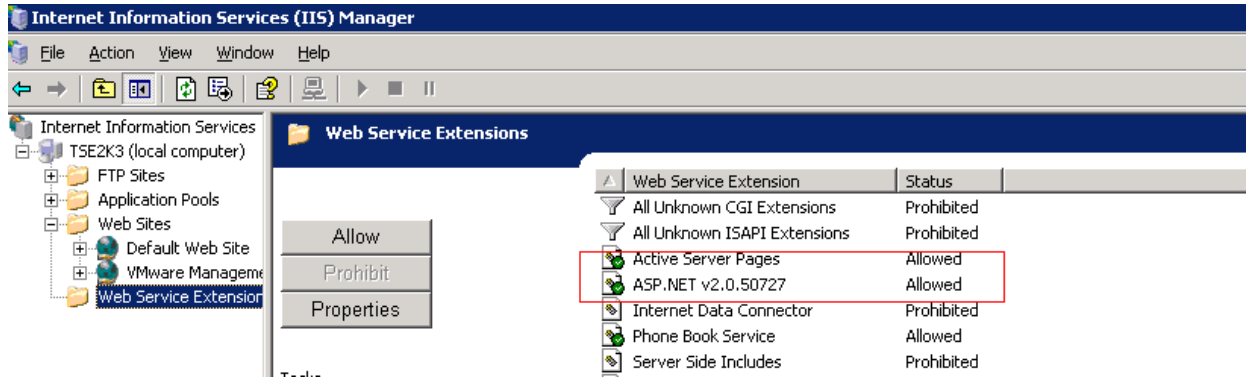


.NET Pre-requisite for TSE 6.5:

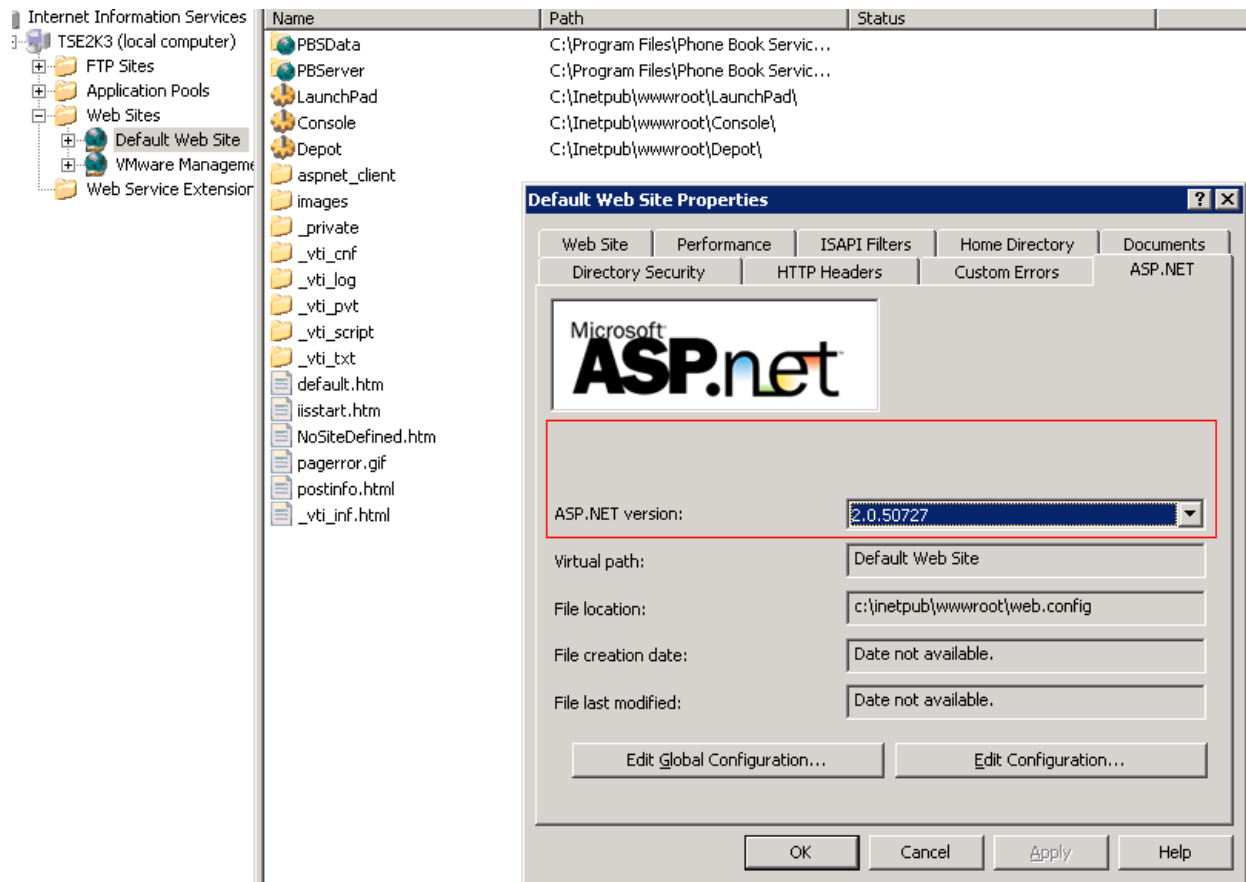
This should already be in place as part of TSE v6.0 Web role installation.

Propalms TSE servers running the Web role need .Net framework to be installed prior to upgrading to TSE v6.5. This is required for the TSE Console Dashboard feature to work on the Web Console. If the .Net framework is not installed the Dashboard feature on the TSE Management Console will not be available.

The minimum version required is v2.0. It's also important to ensure that it is enabled and configured in IIS as per the attached screen shots.



If there is an older version of .Net framework previously installed on the server, one needs to make sure that the latest version of .Net is associated in IIS. Refer to the screen shot below.



Internet Browser Cache:

Clear all Internet Explorer cache, temporary files, and also downloaded installation folders from the Downloaded installations (C:\WINDOWS\Downloaded Program Files) folder on the TSE Web server being upgraded.

Check SSL on Depot folder:

Do not have SSL enabled on the Depot folder of the servers in your team holding the Web role. Check this using the IIS administrator tool from your web server. If you are implementing SSL for TSE then the Depot folder should not have SSL enabled. Doing so causes problems with application icons being displayed incorrectly and could cause some issues with applications launching properly.

Check Server Status:

Ensure all TSE Servers and the database servers hosting Propalms Database are online before starting the upgrade. Check this by logging into the Console. All servers should show up in the Console as Running Status=Online, Install Status=Installed, Status=Enabled and all the TSE roles should be green. There should be **NO TSE SESSION running on any of the TSE Servers**. Make sure that all servers have a "Success" connection status with the primary and backup database in **Console > Monitor > Database Connections page**. Once you start the upgrade all TSE Console sessions should be closed as well. Stop the Propalms services only on the primary Propalms Web server where one would be running the TSE v6.5 installer for upgrade. Leave services on other Propalms Servers in the team running for Auto-Upgrade to work.

No MMC:

Do not have any MMC snap-in tools running while performing the upgrade (Example: Services, Component services, Active directory)

Upgrade Primary Web Server only:

The TSE Web server should be the first server in the team to be upgraded. If you have more than one web server in your team then pick one, do not upgrade both at the same time. Once the primary TSE Web server upgrades, it will prompt for a reboot, **reboot the server immediately. This is Mandatory for the Auto-upgrade of other TSE servers to start.**

Push Installation:

Once the TSE Web server is upgraded it will **push** out the updates to the remaining (All servers except DMZ-SPR) TSE servers in the team. DO NOT run TSE 6.5 MSI manually on any other servers in the team. Once the main TSE WEB server reboots, log on to the Propalms TSE Management Console of the upgraded Web Server and you should see other servers as **Marked for Upgrade**. The amount of time other servers in the team will take to upgrade depends on numerous variables such as network speed, server hardware etc... After the servers show up as marked for upgrade in the Console, the upgrade happens on ONE server at a time, so depending on the network bandwidth and hardware resources of each server it will take close to 10 to 15 minutes for each server to upgrade. Each server that gets upgraded should be rebooted. Depending on the roles that TSE server had prior to upgrade, it may or may not prompt for reboot. But in all cases after the server gets upgraded the server should be restarted. After reboot, the best way to find out if the server has upgraded is to check the status in the Console to see if it changes from **Marked for upgrade to Installed** status.

DMZ SPR:

The DMZ-SPR server has to be manually upgraded. Once the Propalms TSE team is fully upgraded run the v6.5 DMZ install MSI on the DMZ server and it should walk through the upgrade process. Reboot the DMZ SPR server once upgraded.

Admin Rights:

Make sure that the user account you are logged in as while performing the upgrade has administrator rights on the server you are logged onto. Also make sure that same account has administrator access to the Propalms Database.

Backup and Anti-virus:

Make sure there are no backups scheduled to run or virus scans taking place while performing the upgrade.

New Propalms TSE Connection Manager:

In order to take advantage of all new TSE 6.5 features and enhancements, Propalms TSE Connection manager (PCM) or also commonly known as **Propalms TSE Client** should be upgraded to **PCM 6.5.0.0** on all client machines. After Propalms TSE Web server is upgraded to TSE 6.5, enabling the **Force Client Upgrade** setting in **TSE Console-Options-User** will force all client machines to download and upgrade their Propalms TSE Clients to v 6.5.0.0. The older PCM 6.0.x.x will still be supported to launch applications on TSE 6.5 upgraded team but some of the new features in v6.5 may not be available with older version clients.

For more information on TSE 6.5 features or upgrade visit our Support portal KB or log a ticket.

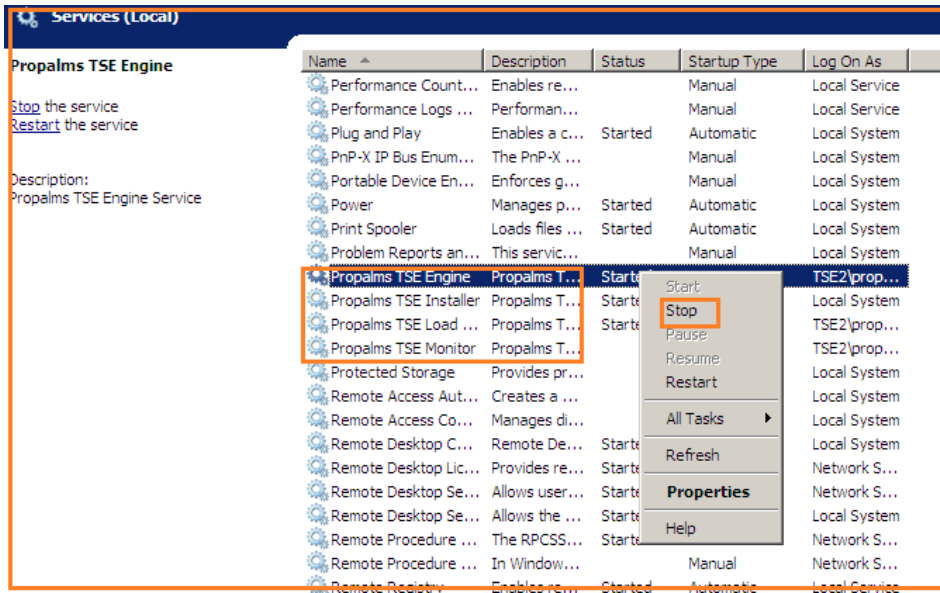
<https://support.propalms.com>

Upgrading to Propalms TSE 6.5

IMPORTANT! Always take a back-up of the Propalms Database before upgrading.

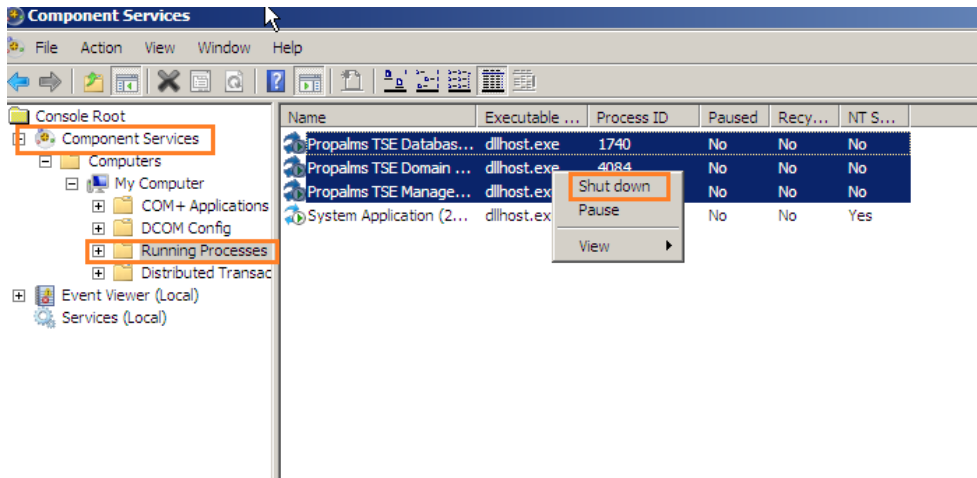
1. Ensure that the Propalms Identity COM+ account (referred to as "Propalms Identity" in TSE 6.5 install doc) is a local administrator on all the TSE servers and the database servers hosting the primary and secondary Propalms Database.

- Avoid having Console or Launchpad browser sessions open when doing the upgrade.
- Stop Propalms TSE services on the main Propalms Web server which will be upgraded to TSE 6.5.

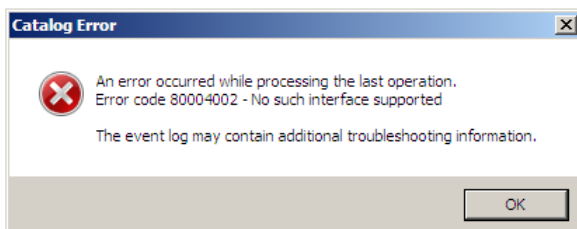


- Shutdown all Propalms COM+ Applications from Component Services Snap-in:

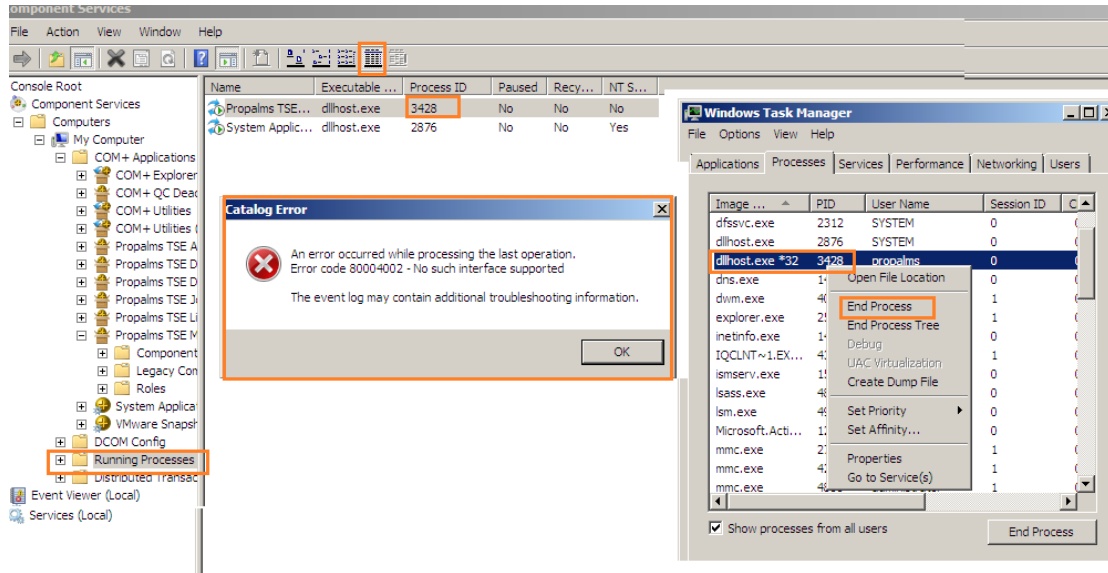
Go to Start-RUN, type> `dcomcnfg` to open Component Service, click on Running process as seen in screen shot and right click and say Shutdown.



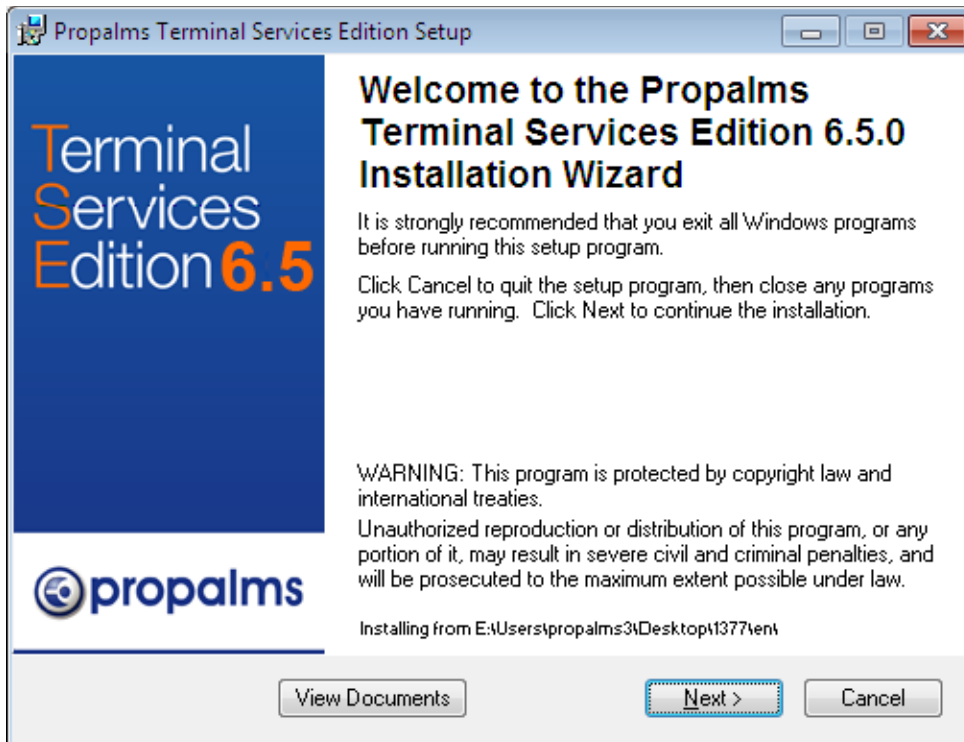
You may receive this error when trying to shutdown one or more Propalms TSE Com+ App.

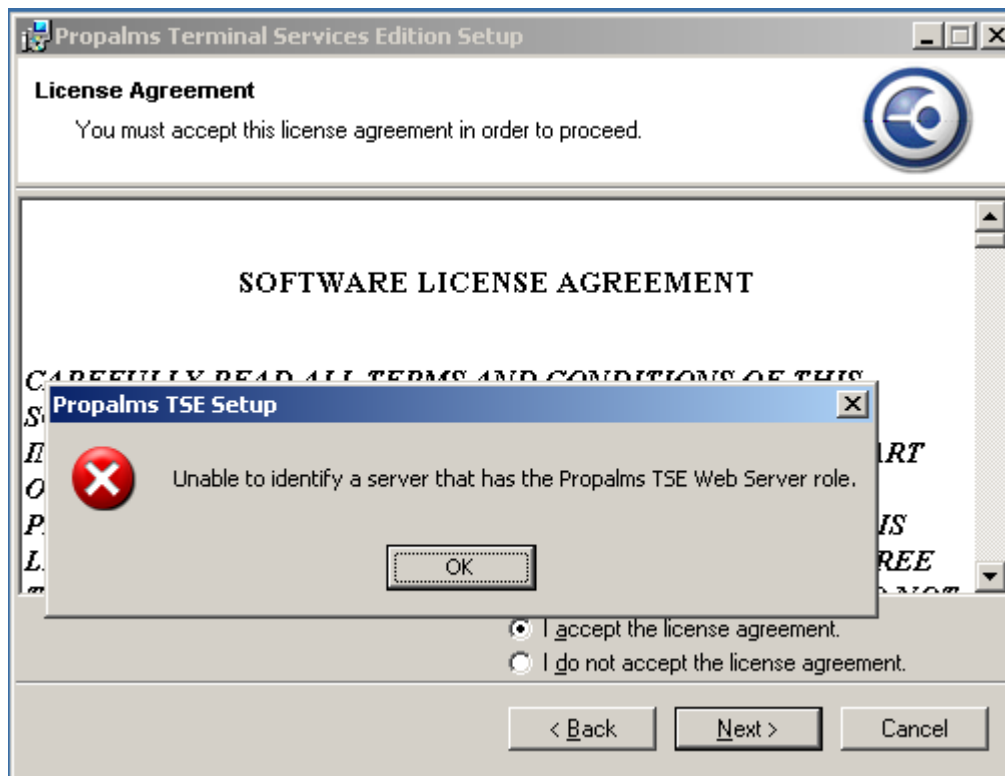


In that case kill the corresponding Dllhost.exe process for the Com+ App from task Mgr. You can find the corresponding dll host process by matching the Process ID's (PID).



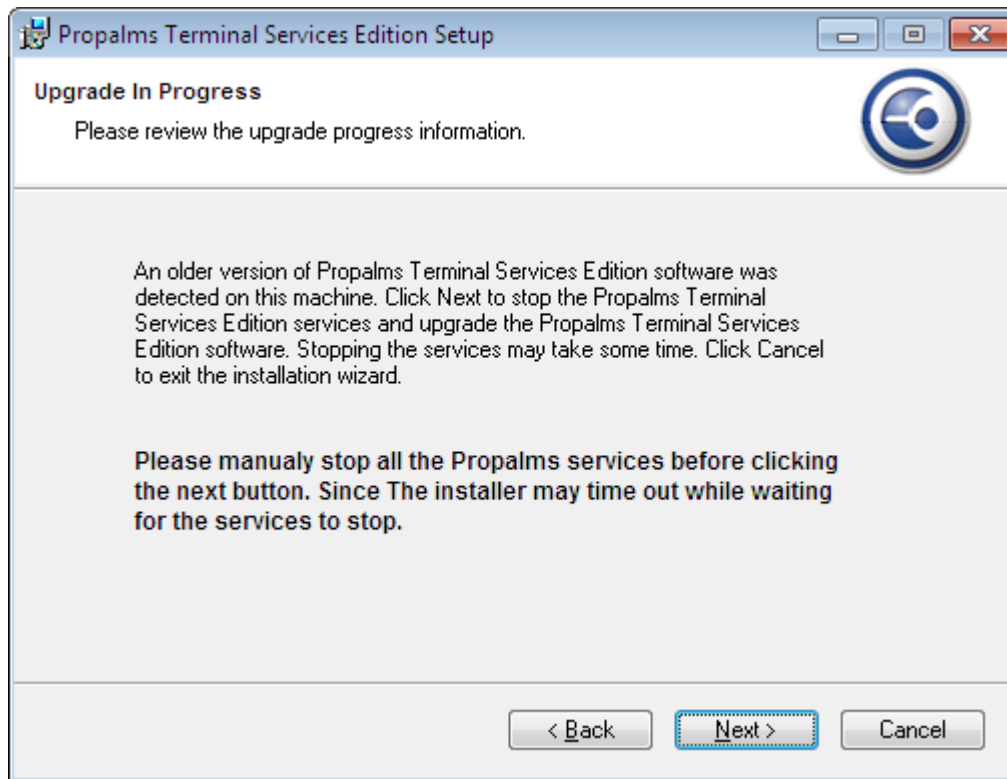
- Once all Propalms TSE Services and Propalms COM+ Apps are closed start the upgrade process by starting the Propalms TSE 6.5 Installer.



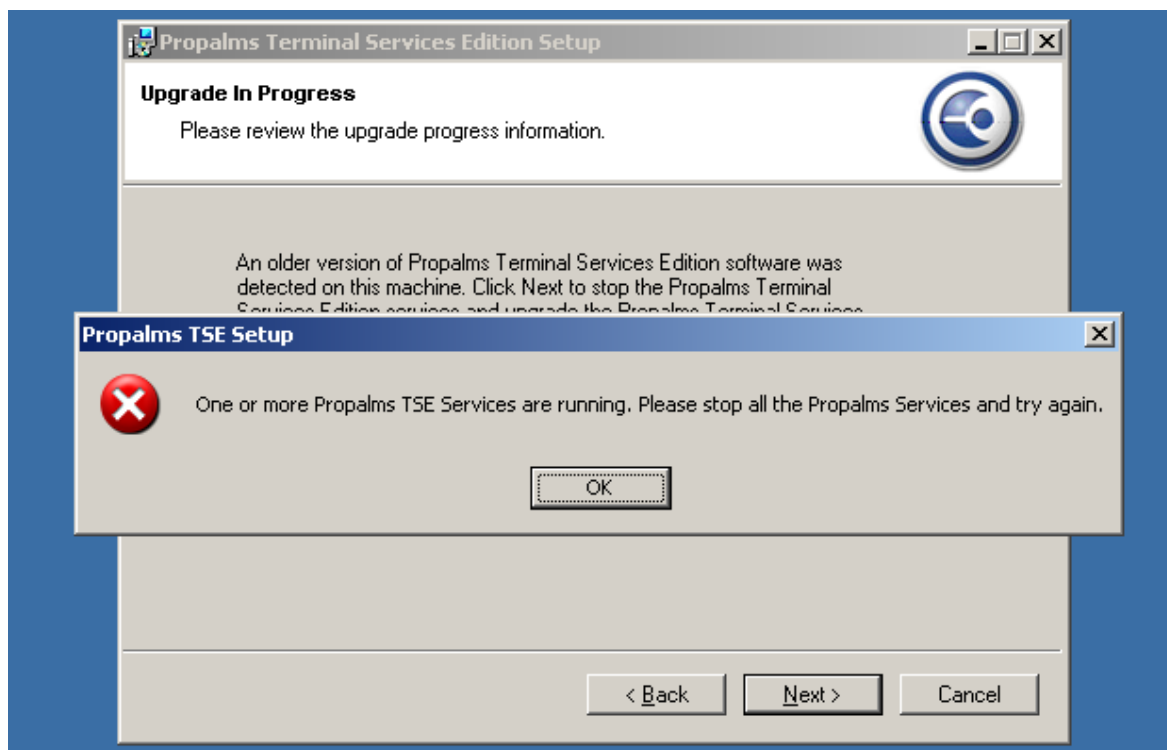


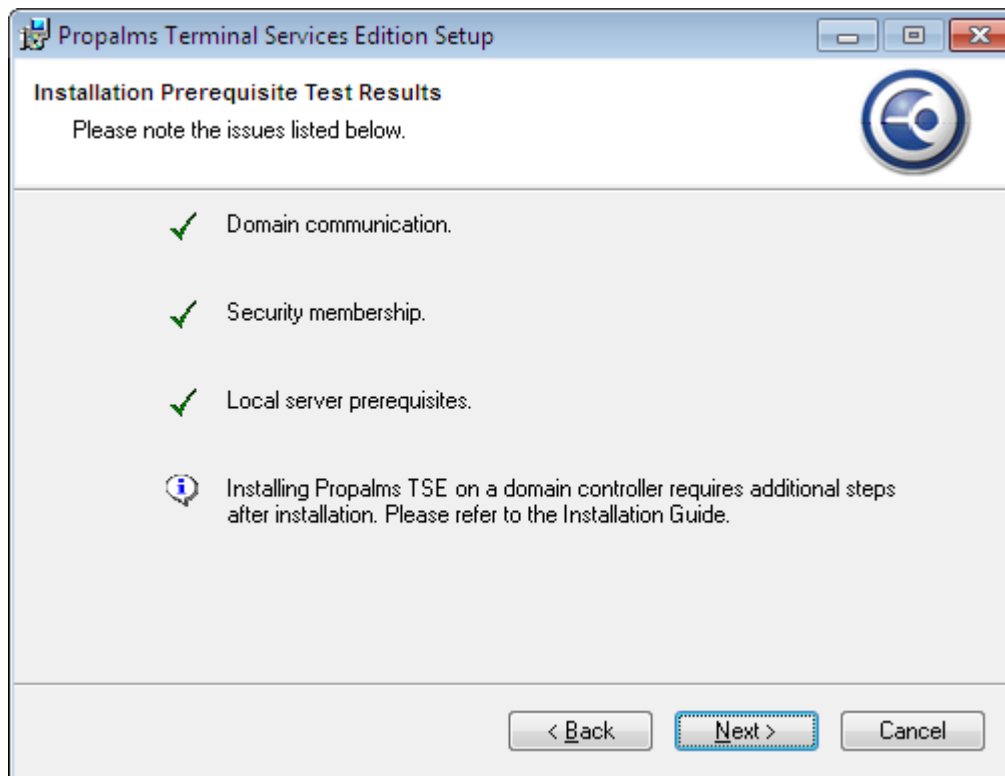
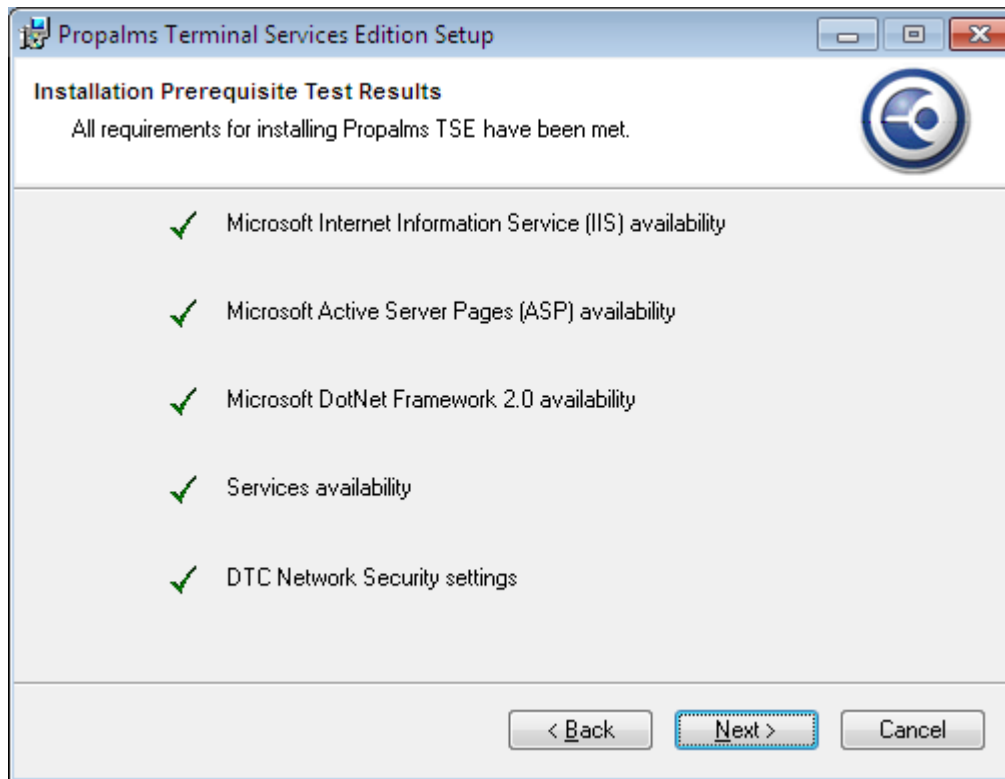
Ignore the Error "Unable to identify a server with TSE Web role " this will be shown if you have closed down all Propalms Services.

Here the installer detects a previous version of TSE and prompts to stop all TSE services before proceeding.



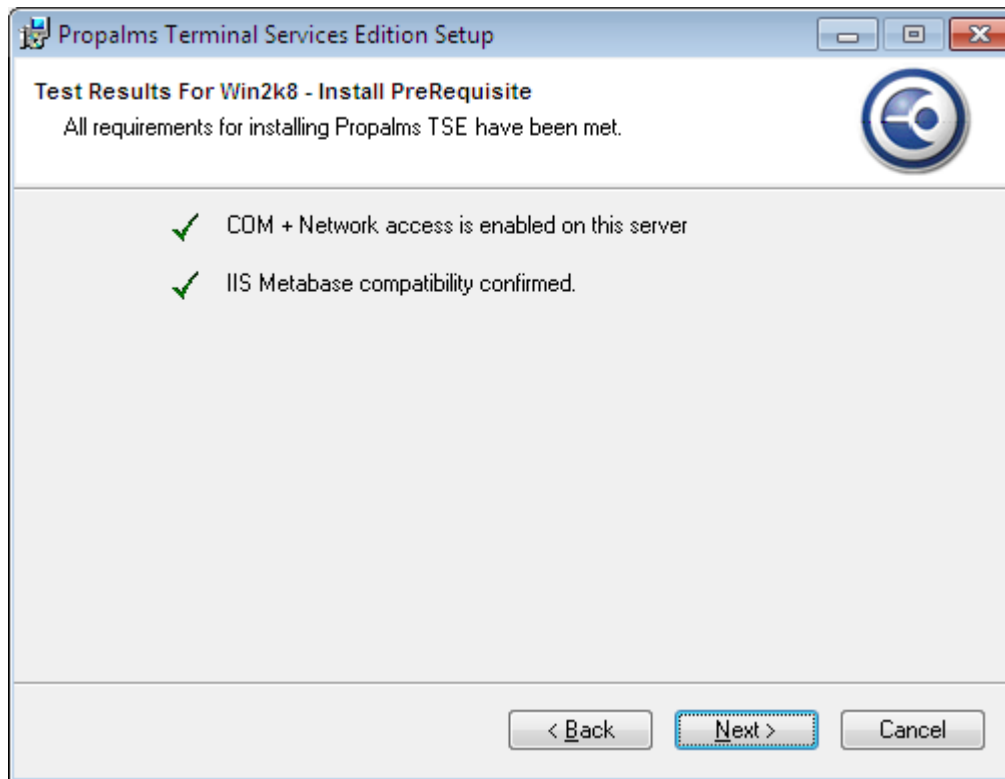
If any Propalms TSE service is still running, the below error will be displayed.



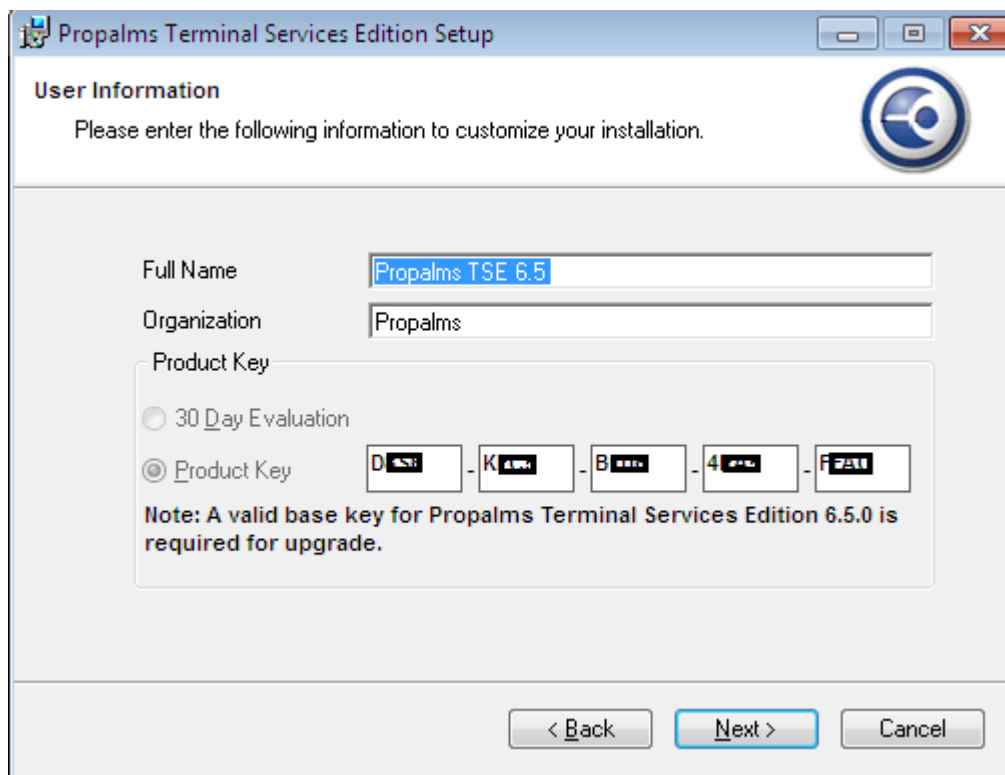


If TSE is installed on a DC an informational message will be shown, click NEXT.

This screen will show up only if the upgrading TSE WEB server is Win 2008 or 2008 R2.



At this point enter the TSE 6.5 upgrade key you have been provided.



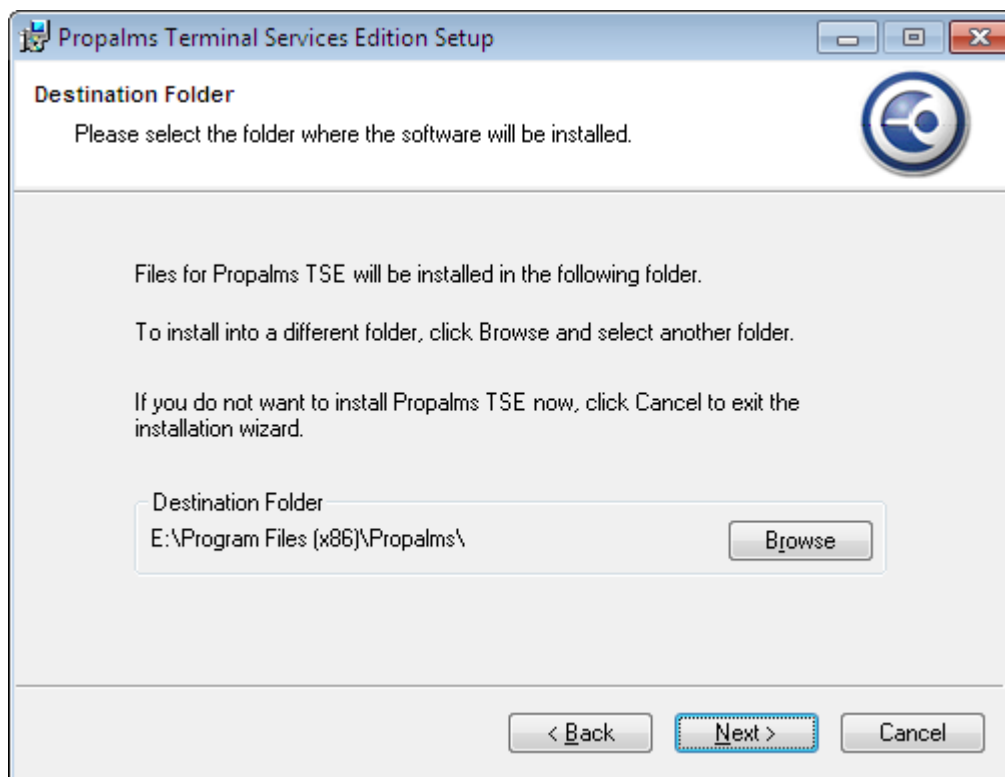
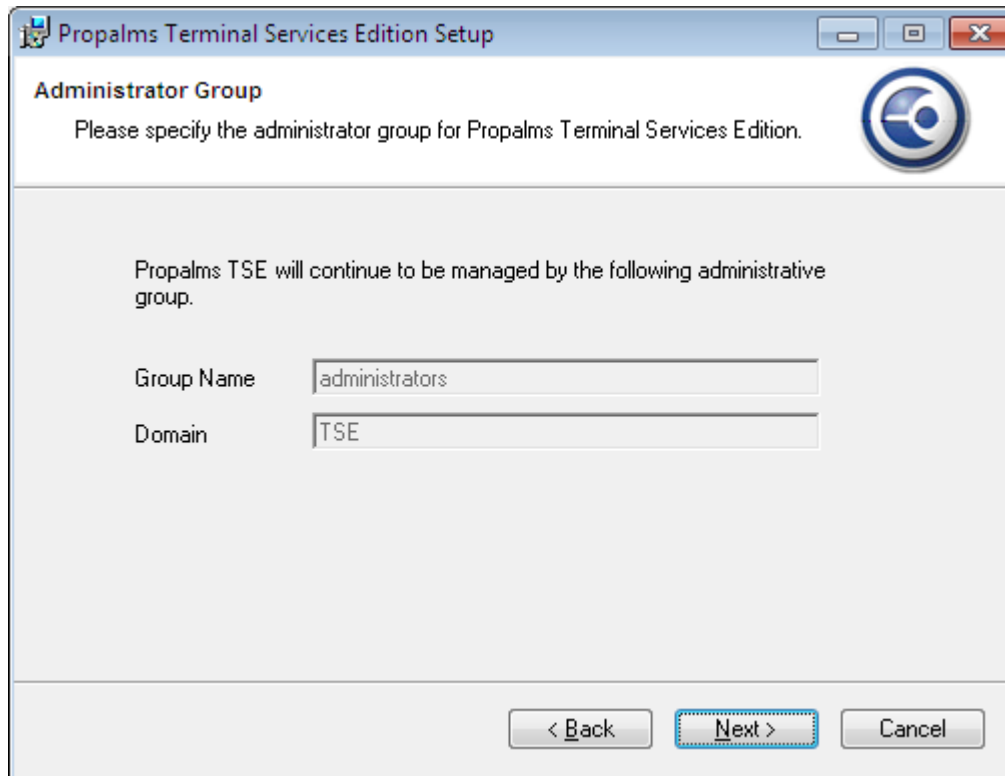
Propalms Database name will be shown; it cannot be changed.

The screenshot shows a window titled "Propalms Terminal Services Edition Setup". The main heading is "Database Name" with the instruction "Please enter the name for the database". A note states "Database will be upgraded with existing name". A text input field labeled "Database Name" contains the text "PropalmsDB". At the bottom, there are three buttons: "< Back", "Next >" (which is highlighted with a blue border), and "Cancel".

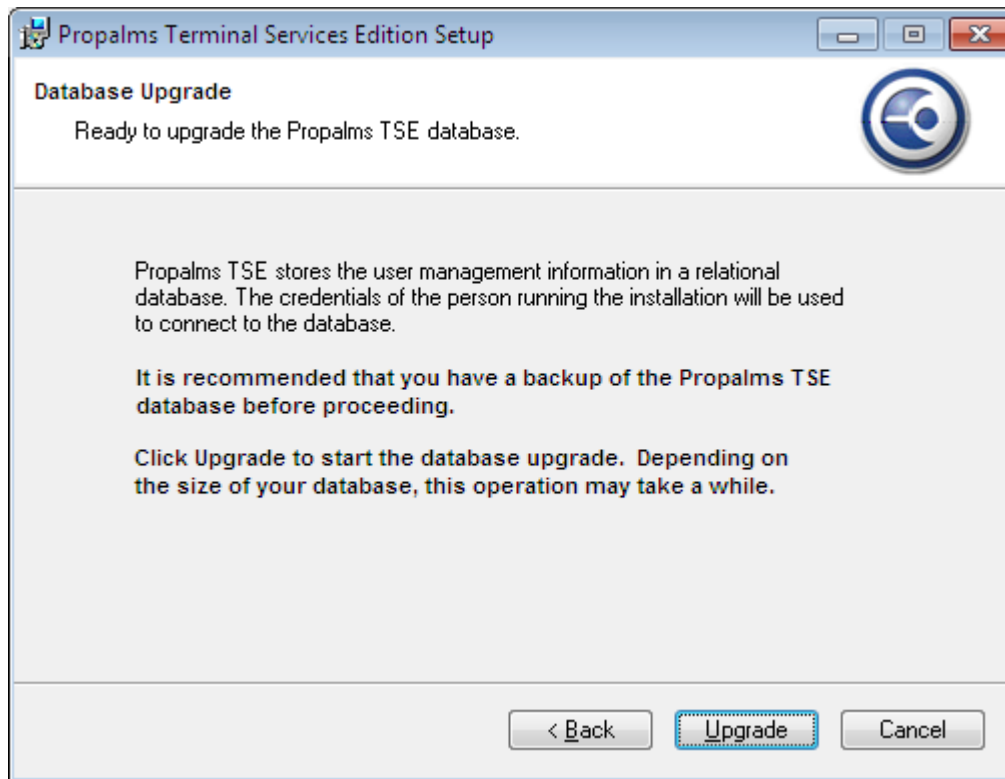
Propalms Com+ Identity Domain user account can be changed if required.

The screenshot shows a window titled "Propalms Terminal Services Edition Setup". The main heading is "Component Identity" with the instruction "Please specify an identity for the COM+ components." A note states "COM+ components require an identity to initialize and run. Please enter the user name and password for use by these components." There are three input fields: "User Name:" with the value "propalms3", "Password:" with a masked password of ten dots, and "Domain:" with the value "TSE". A bold note at the bottom reads "Note: This user will be given Local Administrator Rights on all Propalms TSE servers." At the bottom, there are three buttons: "< Back", "Next >" (highlighted with a blue border), and "Cancel".

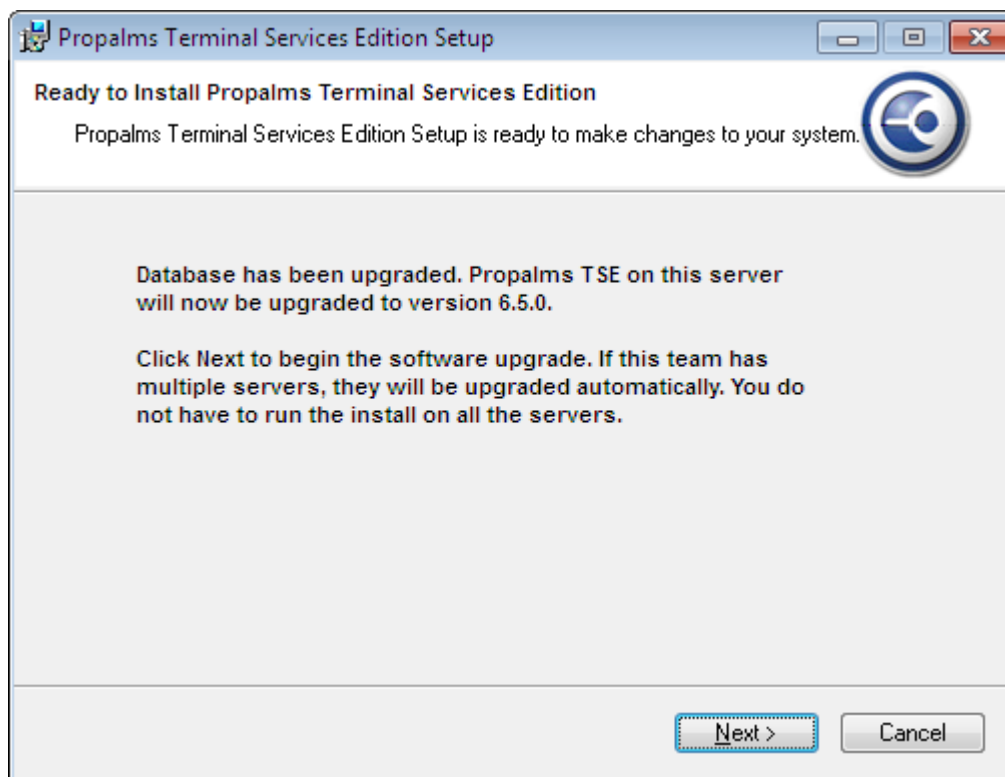
The Propalms TSE Admin group will be shown.

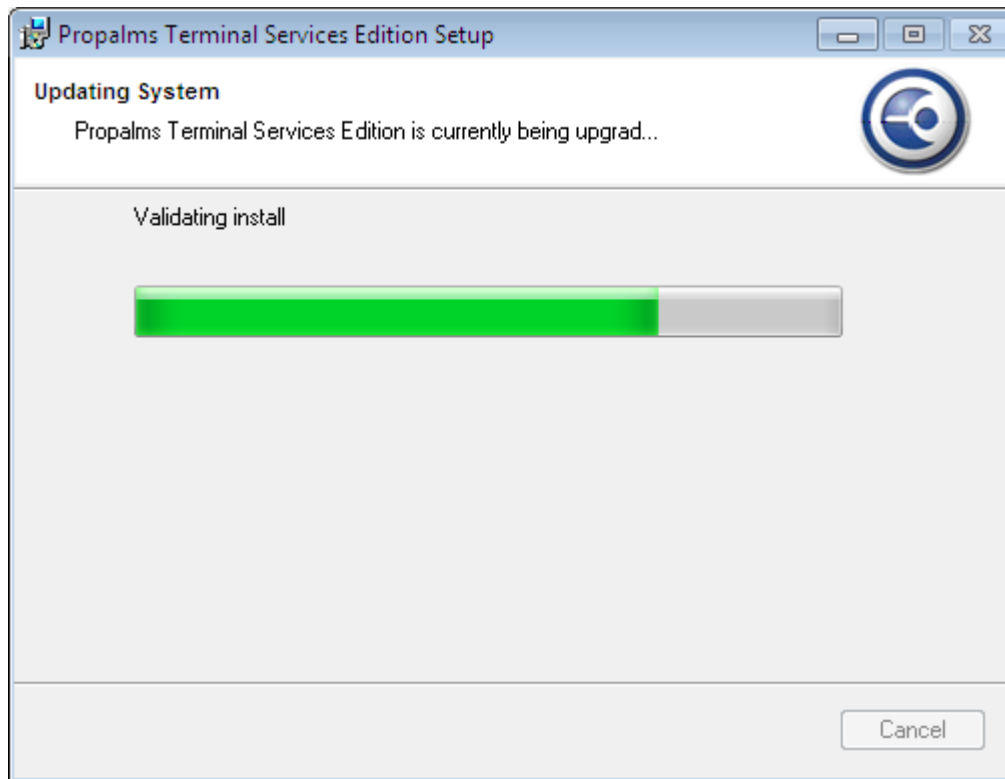


At this point the Propalms Database will be upgraded. If you have not taken a backup of the database yet it is highly recommended that you do so. Propalms DB will be modified once you click Next.

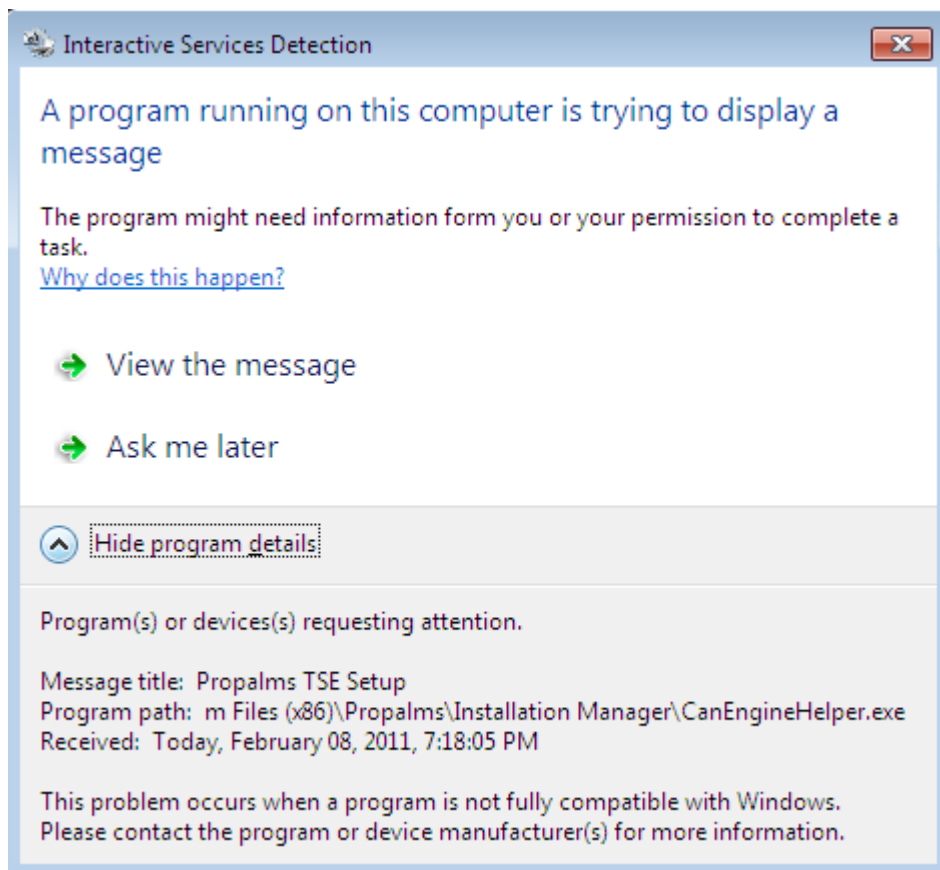


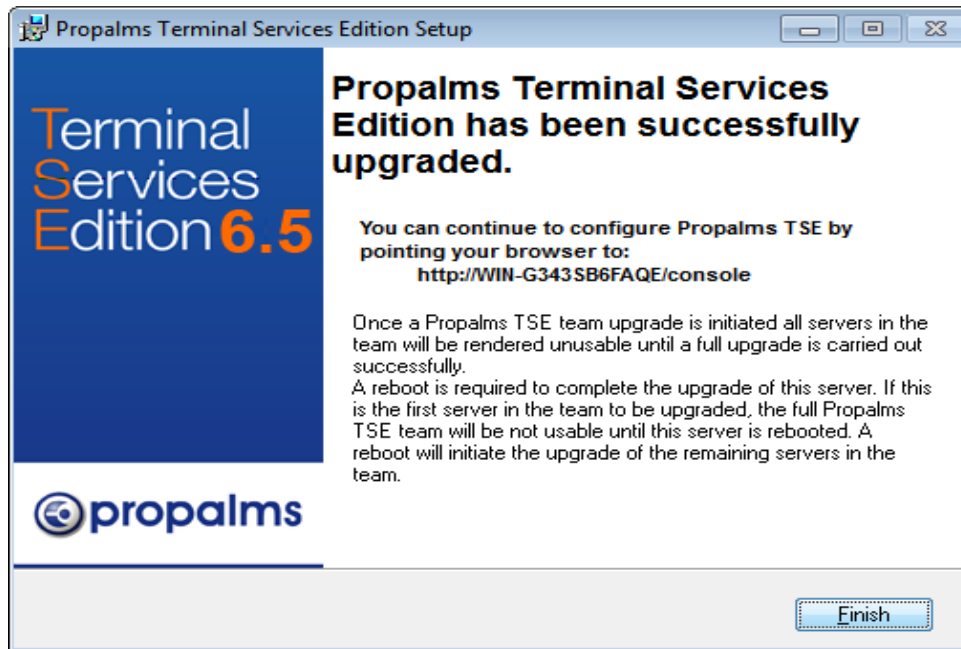
This screen confirms that the Database has been upgraded; now the installation will proceed with upgrading TSE Files on the server.



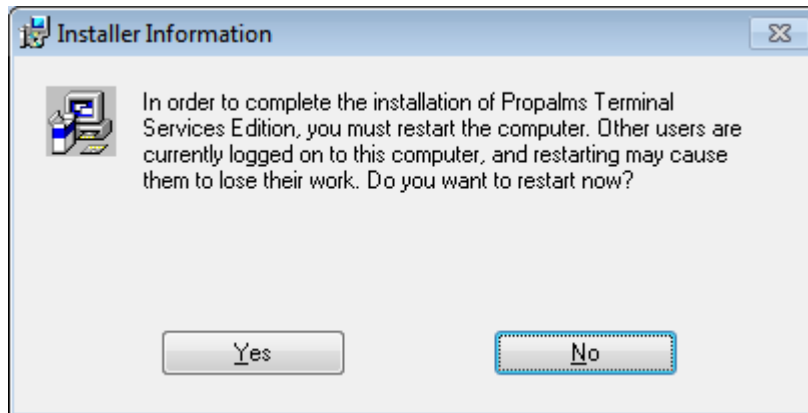


During the installation on 2008 and 2008 R2, you will see an Interactive Service Detection dialog box pop up. You may 'View the Message' to see the background installation process.

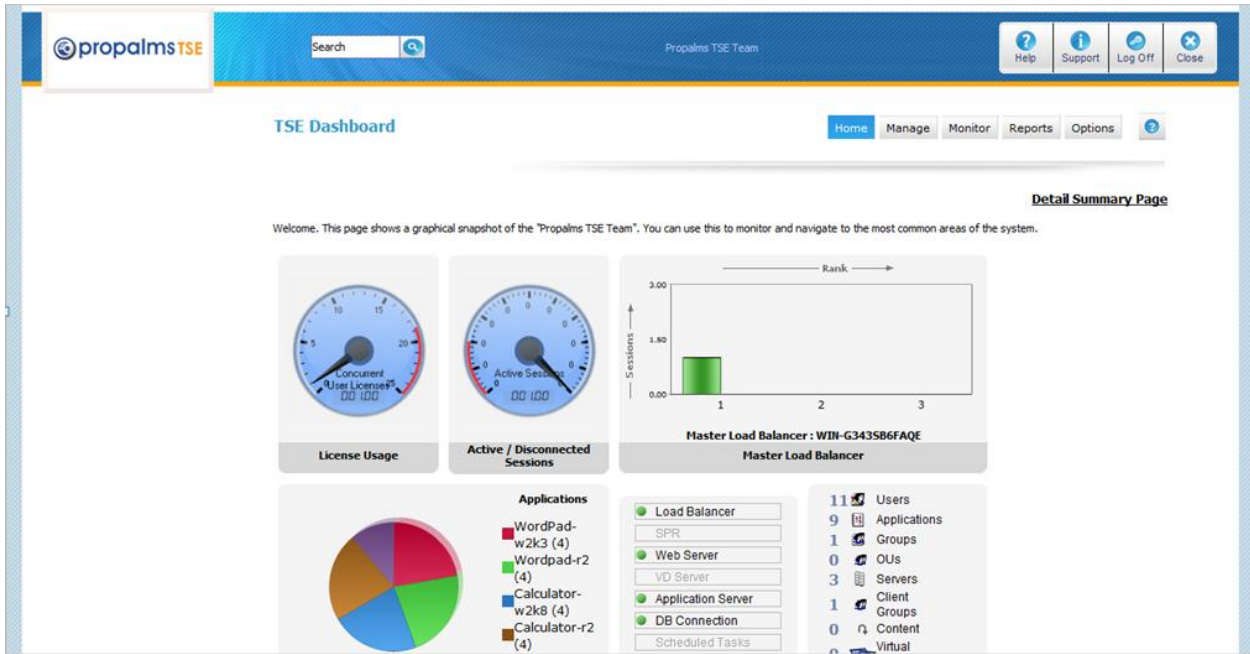




It's important to restart the server immediately for the upgrade to start on other servers in the team.



Once restarted login to TSE Management Console; the new TSE 6.5 Web UI should be available.



Go to Manage-Servers page, the other servers should be **Marked for Upgrade**.

The 'Servers' management page provides a table of server configurations. Below is the data from the table:

Server Name	Description	Running Status	Install Status	Status	Web Server Role	Load Balancer Role	Application Server Role	VD Server Role	Relay Server Role	DMZ Relay Server Role
<input type="checkbox"/> RAVINDRAVM	Added by Propalms TSE join team install	Online	Marked for Upgrade	Enabled	●	●	●			
<input type="checkbox"/> VMWARE2K3X32MK	Added by Propalms TSE join team install	Online	Marked for Upgrade	Enabled	●	●	●			
<input type="checkbox"/> WIN-G343SB6FAQE	Propalms TSE Setup	Online	Upgraded	Enabled	●	●	●			

The servers marked for upgrade should start upgrading. If for some reason the 'Install status' does not change from **Marked to Upgrade** to **Upgrading** you may restart the Propalms TSE Services on that box to kick start the upgrade.

In an event the upgrade fails on any of the TSE servers, you can force a manual upgrade of the server by carrying out a **Propalms TSE Restore** server process using the **TSE 6.5** installer. With **Propalms TSE Restore** none of the TSE configuration information like Apps, Roles are lost for the TSE server. The TSE server is recreated with TSE 6.5 files using the config information for the TSE server in Propalms Database.

Steps for doing a Propalms TSE restore (refer to the TSE Install guide for detailed information).

1. Uninstall TSE from Add/Remove Programs.
2. Ensure all Propalms Services and Propalms Com+ Applications are gone.
3. Restart the server and run the TSE 6.5 installer (Propalms-TSE.msi).
4. In the install option choose RESTORE Server option.
5. Specify the Propalms DB SQL server information and follow the installer instructions.



Propalms Ltd is a global provider of application delivery and secure remote access solutions for Terminal Services and Virtual Desktop Infrastructures. Delivering to Enterprises of all sizes we offer reliable, scalable and affordable solutions that simply work. Our belief is that application delivery solutions should be flexible, dynamic and above all, simple to use.

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