



Propalms TSE 6.0 Upgrade

Propalms TSE Software is a complete management product for the server based computing environment. Using the base technologies of Microsoft Windows the Terminal Services Edition provides a full solution that manages end users, application servers and server hosted Windows applications.

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

Available upgrade paths to Propalms TSE v6.0

<u>Current version</u>	<u>Upgrade available</u>
Canaveral IQ 2.1	NO
Tarantella SGD 4.0	NO
Propalms TSE 4.1	NO
Propalms TSE 5.0	YES

There are no direct upgrade paths available from Propalms TSE (Canaveral IQ) 1.5 or 2.1, 4.0 or v4.1 to the current version 6.0.

To upgrade from Propalms TSE v4.0 or v4.1 to Propalms TSE 6.0 you have the below options:

- a. Upgrade from v4.0 or v4.1 to v 5.0 and then upgrade to the Propalms TSE 6.0 software.
- b. Do a complete new install of the Propalms TSE 6.0 software.

Licensing:

When upgrading from one of the earlier versions of TSE (Propalms TSE v5), you will need new v6 license keys. 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 mail 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 keys 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:

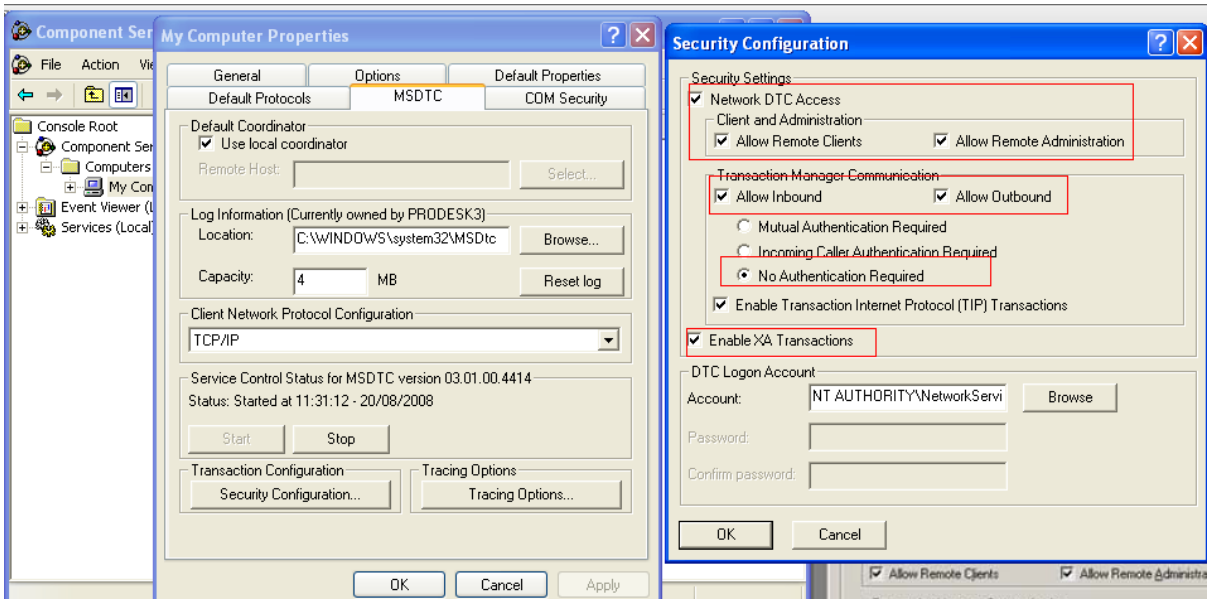
<http://www.propalms.com/supportarea/activatekey.html>

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 SP1 or SP2, make the following changes to the DTC settings on all the 2003 SP1/SP2 servers before carrying out the upgrade:

MSDTC settings:

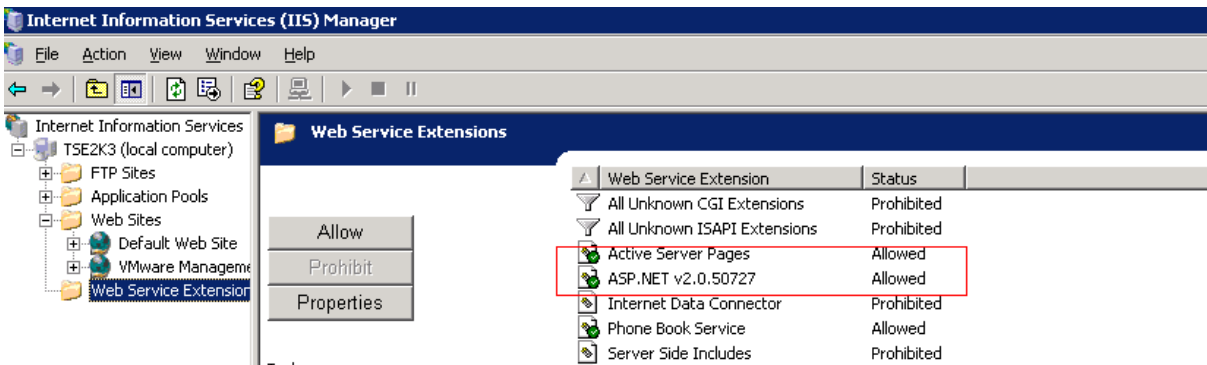
Open **Component Services** > Select **My Computer** > Right click **My Computer** icon > Select Properties > Select MSDTC tab > **Security Configuration** button > Set the Transaction Manager Communication Status to: **No Authentication Required**



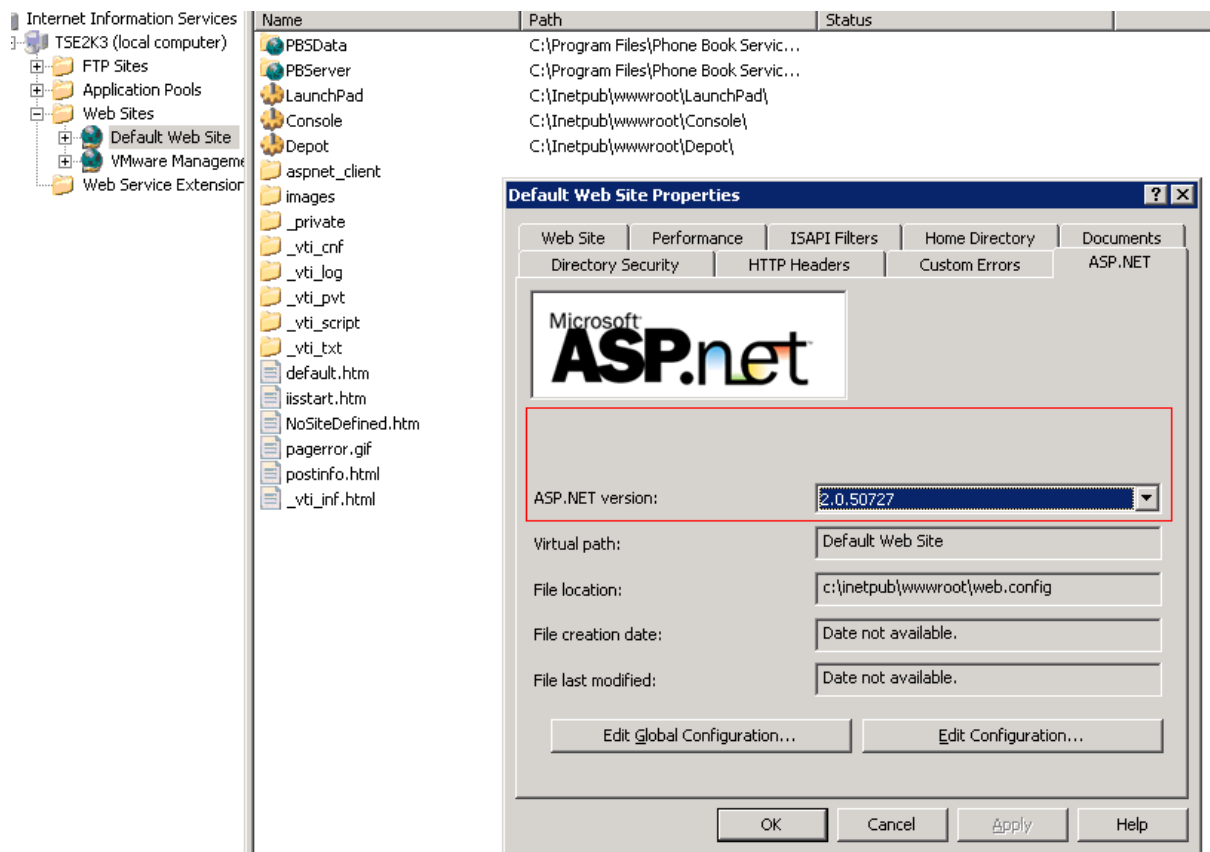
.NET Pre-requisite for TSE 6.0

Propalms servers running the Web role need .Net framework to be installed prior to upgrading to TSE v6. This is needed for the new Dashboard feature to work on the Propalms Management 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 the attached screen shot.



Upgrading to Propalms TSE 6.0

1. Make the Propalms Identity COM+ account (referred to as “Propalms Identity” in TSE 6.0 install doc) a local administrator on all the TSE servers and the database servers hosting the primary and secondary Propalms Database (CanaveralDB).
2. Avoid having Internet Explorer windows open on any of the TSE servers while upgrading.
3. Stop Propalms services on the Propalms Web server where v6 installer would be run.

IMPORTANT !!!: Always take a back-up of the Propalms Database(CANAVERALDB) database before upgrading.

Please refer to the “**Upgrade Propalms**” section in the Install guide included with the installation CD or in downloaded TSE folder section before you upgrade for complete details.

1. Clear all Internet Explorer cache, temporary files, and also downloaded installation folders from the downloaded installations (C:\WINDOWS\Downloaded Program Files) folder.
2. 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 does not need to have SSL enabled. Doing so causes problems with application icons being displayed incorrectly and could cause some issues with applications launching properly. Ensure all TSE Servers and the database server hosting Propalms Database (CanaveralDB) is 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 installer for upgrade. Leave services on the other Propalms Servers in the team running for Auto-Upgrade to work.

3. Do not have any MMC snap-in tools running while performing the upgrade (Example: Services, Component services, Active directory)
4. **The 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 servers to start.**
5. Once the TSE Web server is upgraded it will “push” out the updates to the rest (All servers except DMZ-SPR) of the servers in the team. One DOES NOT need to run the MSI manually on any other server in the team. Once rebooted, Log on to the Propalms Management Console of the upgraded Web Server and you should see the other servers as Marked for Upgrade. The amount of time this takes varies depending 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 15 to 25 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 Console if it changes from “Marked for upgrade” to “Installed” status.
6. **The DMZ-SPR server has to be manually upgraded.** Once the Propalms team is fully upgraded, run the v6 DMZ install MSI on the DMZ server and it should walk through the upgrade process. Reboot the DMZ server once upgraded.
7. Make sure that the user account you are logged in as while performing the upgrade has administrator rights on the server you are logged into.
8. Also make sure that same account has administrator access to the Propalms Database (CanaveralDB)
9. Make sure there are no backups scheduled to run or virus scans taking place while performing the upgrade.
10. Ensure that WMI is installed. On Windows 2000 Servers WMI is installed by default. For Windows 2003 Server you need to add it manually. See the Installation guide for instructions on how to add the WMI component.
11. Some users may already have Tarantella TSE 2.1 / 4.0 / 4.1 installed on Windows 2003 servers running SP1 or SP2. You were required to make some modifications to DCOM to get TSE to function properly. Upgrading to Propalms TSE 6.0 does not require any of these changes to be made. One thing to note is that in versions 6.0 and 5.0 all the Propalms TSE services run under the ‘PropalmsIdentity’ account. In older versions the services would run under the ‘Local System Account (LSA)’ account. In Propalms TSE 6.0 and 5.0, only the ‘Propalms TSE Installer service’ runs under LSA.
12. In order to take full advantage of all the updates your Propalms TSE clients will have to update their Connection Manager on their local workstation. This can be forced by using a setting in the management console or by manually running the updated client exe file on the user’s workstation
13. The older 5.0 and 5.1 Propalms Connection Manager (PCM) will still allow your clients to connect to the new or upgraded v6.0 TSE servers but some of the new features in v6 will not be available with older version clients.

Contact support staff for more information on these items:

info@propalms.com

Visit our site: www.Propalms.com