



# Upgrading Components

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## Overview

This chapter discusses upgrade procedures.

The TES master and Client Manager must be on the *SAME* release to ensure compatibility and functionality.



### Note

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Starting with the 6.1 release, the master running on Windows no longer uses database aliases as created by the Database Alias utility to connect to an alternate database. Instead the database connection information used by the master in 6.1 and later, is stored in the master.props file in the config directory where the master files are installed. The JdbcURL line in the master.props file is used to specify the type of database, the database server location and the port number used to connect to the database server

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## Upgrade Prerequisites

- Always make a backup of your data before upgrading.
- Stop the master and agent services. (Failure to terminate all TES processes will prevent the upgrade from proceeding normally.)
- Exit all TES components.
- When upgrading from previous versions, be sure that your system meets the minimum requirements for the latest version. The system requirements may have changed from the last version.
- Set your system queue to 0.
- Turn off fault tolerance so the database cannot be accessed.
- De-select the **Enable Failover** option on the **Fault Tolerance** tab of the **System Configuration** dialog in Client Manager.
- Keep your data intact by installing in the same directory in which the previous version was installed.
- Before upgrading to 6.2, ensure that the Tidal user has the right in Oracle to create triggers and sequences.
- Consult with the Licensing Administrator at Cisco. The old license file may not operate with the new version of TES that you have just installed.

**Note**

Your shortcut icons may no longer work after an upgrade. If clicking a TES icon on the desktop does not start the component after upgrading, you need to recreate your TES shortcuts.

**Note**

Be sure to back up your database before proceeding with this upgrade.

## Upgrading the Windows Agent from 1.x to 3.x

When upgrading your Windows agent 1.x, we recommend that you uninstall the agent first, then perform a fresh install.

## Upgrading the Windows Agent from 2.x to 3.x

Before upgrading the Tidal Agent for Windows, use the Tidal Service Manager to stop the agent.

To upgrade the Agent:

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- Step 1** Copy *Tidal Agent.msi* to the target machine, then run it.
  - Step 2** In the **File Download** dialog, click **Run**.
  - Step 3** In the **Security Warning** dialog, click **Run**.
  - Step 4** In the **Welcome** dialog, click **Next**.  
The **Question** dialog displays.
  - Step 5** Click **Yes** to confirm that you want to upgrade the existing agent.  
The **Wizard Complete** panel displays.
  - Step 6** Click **Finish**.
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## Upgrading the Unix Agent from 1.x to 3.x

When upgrading your Windows agent 1.x, we recommend that you uninstall the agent first, then perform a fresh install.

## Upgrading the Unix Agent from 2.x to 3.x

Before the upgrade procedure, stop the Unix agent from the command line with the `tagent <agent name> stop` command.

To install the agent from the command line:

**Note**

You will overwrite the existing agent files as you upgrade so be sure to install in the same directory where the existing agent files reside.

**Step 1** Login as root.

**Step 2** Transfer the *install.bin* and *install.sh* installation files to the target machine's **temp** directory.

**Note**

Do not unpack the *install.tar* file. The file will automatically unpack during the installation process.

**Step 3** Change the permissions on the two install files in the directory to make the file executable:

```
chmod 755 install.sh install.tar
```

**Step 4** Begin the installation by entering:

```
./install.sh
```

An introduction screen displays as the installation program begins.

**Step 5** Type **Y** to continue the installation and press **Enter**.

The **Users on this system** panel displays:

The top of the panel shows the users defined on the machine you are installing on. In some cases, you may want to select a user who is not defined on the local machine but is defined as a NIS user allowing the user to install over the network.

**Step 6** Enter the name of the user to own the agent and press **Enter**.

**Step 7** Designate the default directory path for installing the agent files.

If you installed the existing agent in a different directory, enter that directory path.

**Step 8** Press **Enter**.

The **Agent Configuration Menu** screen displays.

**Step 9** Type **1** to select the **Add Instance** option and press **Enter**.

**Step 10** Enter the agent name.

**Step 11** Enter the number of the port the agent should use.

**Step 12** Enter the directory path for the Java binary files (JVM).

-or-

Press **Enter** to use the default Java binaries directory path.

A summary screen displays.

**Step 13** Press **Enter**.

-or-

If the information is incorrect, type **n**. You are prompted again for the name, port number and directory path for the agent.

# Upgrading the Windows Master from 5.3.1 to 6.2

**Note**

Be sure to back up your database before proceeding with this upgrade.

The upgrade program upgrades both the master and the database. The database modifications are performed when the master is first started after the installation. Before upgrading, turn on diagnostic logging to collect information during the upgrade procedure. This precaution provides troubleshooting information if any difficulty is encountered during the upgrading process.

Turn on diagnostic logging by selecting the **Diagnostics** option on the **Logging** tab of the **System Configuration** dialog.

**Note**

When upgrading the Windows master to version 6.2, the Microsoft SQL port number in the master.props file of the config directory is changed to **1433** by default. If your port number is not **1433**, change this setting in the *master.props* file to the port number you are using.

To upgrade the Windows master:

**Step 1**

Complete all prerequisites, including upgrading all agents.

**Note**

The 6.2 and later versions of Scheduler have several prerequisite software components that were not required in earlier versions. The complete list of prerequisites is available in the section, [Installation Prerequisites](#). If any of the prerequisites are not completed before installation, the upgrade procedure will not be successful.

If your installation uses an Oracle database, your database administrator must add the following Oracle privileges to the Tidal user account in Oracle before beginning the upgrade procedure or the upgrade will fail:

- Create sequence
- Create trigger

**Step 2**

Ensure that the system queue has been set to **O** so no new jobs will launch.

**Step 3**

Stop the master service through the Tidal Service Manager.

- a. Click **Start>All Programs>TIDAL Software>TIDAL Service Manager**.

The **Tidal Service Manager** dialog displays.

- b. Select **Scheduler Master** from the **Service** list.
- c. Click **Stop**.

**Step 4**

Run the *setup.exe* file.

**Step 5**

Click **Run**.

The **Internet Explorer-Security Warning** dialog displays.

**Step 6**

Click **Run**.

The **Welcome** panel displays.

**Step 7** Click **Next**.

The **Install Wizard Complete** panel displays.

**Step 8** Click **Finish**.

The database modifications are performed when the master is first started after the installation.



**Note**

If you face the following error while using Microsoft Server 2003, please apply the patch file from Microsoft site <http://support.microsoft.com/kb/925336>:

Error 1718.file C:\\WINDOWS\\Installer\\9d9734.msi was rejected by digital signature policy.



**Note**

If your system is using the SAP adapter, you need to verify that your system meets the new prerequisites for the SAP adapter including installing the Java Connector.

## Upgrading the Unix Master from 5.3.1 to 6.2



**Note**

Be sure to back up your database before proceeding with this upgrade.

The upgrade program upgrades both the master and the database. The database modifications are performed when the master is first started after the installation.

To upgrade to the latest version:

**Step 1** Complete all prerequisites, including upgrading all agents.

**Step 2** Ensure that the system queue has been set to **0** so that jobs will not launch.

**Step 3** From the command line of the master machine, stop the master:

```
./tesm stop
```

**Step 4** Copy *install.bin* to the target machine and change the permissions on the file:

```
chmod 755 install.bin
```

**Step 5** Run the upgrade program that you copied to your machine:

```
sh./install.bin
```

The **Introduction** panel displays.

**Step 6** Click **Next**.

The **Readme** panel displays.

**Step 7** Verify that you have already done the prerequisites that are listed on the **Readme** screen.

If you have not completed all of the listed tasks, click **Cancel** to end the installation procedure and complete the listed prerequisites before beginning the upgrade procedure again. If you have completed the prerequisites,

**Step 8** Click **Next**.

The **Choose Install Folder** panel displays.

- Step 9** Enter the directory path to the **Master** folder where the master files were installed during the original installation of the master.

The Upgrade program cannot proceed without knowing where the master files it is modifying are located. You can manually enter the directory path or click **Choose** to browse through the file directory to the **Master** folder.

A confirmation message verifies that the required master directories are in the specified location.

- Step 10** Click **OK**.

If the Upgrade program cannot find the master files at the specified location, an error message displays and the installation process is aborted as soon as you acknowledge the error message.

Once the directory path is confirmed, the **Pre-Installation Summary** panel displays.

- Step 11** Click **Install**.

During the upgrade process, a progress bar is displayed.

When the upgrade is complete, the **Install Complete** screen displays.

- Step 12** Click **Done**.

- Step 13** Return to the location where you copied the *install.bin* file and delete the *install.bin* file.

It is no longer needed and may cause problems during other upgrades in the future.

- Step 14** Restart the master.

**./tesm start**

The database modifications are performed when the master is first started after the installation.

## Upgrading the Master for Unix from the Command Line

The Unix master can be installed using the installer program or by installing it from the command line.

To install from the command line:

- Step 1** Copy *install.bin* to the target machine.

- Step 2** Change the permissions on the *install.bin* file in the directory to make the file executable:

**chmod 755 install.bin**

- Step 3** Open a command prompt window and enter:

**# sh ./install.bin -i console**

- Step 4** Press **Enter**.

The **Introduction** panel displays.

- Step 5** Click **Next**.

The **Readme** panel displays.

- Step 6** Verify that you have already done the prerequisites that are listed on the **Readme** screen.

If you have not completed all of the listed tasks, click **Cancel** to end the installation procedure and complete the listed prerequisites before beginning the upgrade procedure again. If you have completed the prerequisites,

- Step 7** Click **Next**.  
The **Choose Install Folder** panel displays.
- Step 8** Enter the directory path to the **Master** folder where the master files were installed during the original installation of the master.  
The Upgrade program cannot proceed without knowing where the master files it is modifying are located. You can manually enter the directory path or click **Choose** to browse through the file directory to the **Master** folder.  
A confirmation message verifies that the required master directories are in the specified location.
- Step 9** Click **OK**.  
If the Upgrade program cannot find the master files at the specified location, an error message displays and the installation process is aborted as soon as you acknowledge the error message.  
Once the directory path is confirmed, the **Pre-Installation Summary** panel displays.
- Step 10** Click **Install**.  
During the upgrade process, a progress bar is displayed.  
When the upgrade is complete, the **Install Complete** screen displays.
- Step 11** Click **Done**.
- Step 12** Return to the location where you copied the *install.bin* file and delete the *install.bin* file.  
It is no longer needed and may cause problems during other upgrades in the future.
- Step 13** Copy the *upd.xml* file from <installation\_download\_directory>/Scheduler/files/config/ to the <master installation dir>/config/ directory.  
When the master starts up, it checks the version of *upd.xml* in the config/ directory and compares it to the one in the master database. If *upd.xml* is newer, the database is updated.



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**Note** Ensure that you hot fix your system to the latest hotfix available, so the master is on the same version that the *upd.xml* file is meant for.

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**Caution** If you do not place the *upd.xml* file in the config/ directory, the following error message is displayed, and the master is shut down:  
<master dir>\logs\scheduler.out:  
The SYSVAL table entry for the database version (xx) does not match the required version (yy). Shutting down.

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- Step 14** Restart the master.  
**./tesm start**  
The database modifications are performed when the master is first started after the installation.
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# Upgrading the Windows Master from 6.x to 6.2

**Note**

Be sure to back up your database before proceeding with this upgrade.

The upgrade program upgrades both the master and the database. The database modifications are performed when the master is first started after the installation. Before upgrading, turn on diagnostic logging to collect information during the upgrade procedure. This precaution provides troubleshooting information if any difficulty is encountered during the upgrading process.

Turn on diagnostic logging by selecting the **Diagnostics** option on the **Logging** tab of the **System Configuration** dialog.

**Note**

When upgrading the Windows master to version 6.2, the Microsoft SQL port number in the master.props file of the config directory is changed to 1433 by default. If your port number is not 1433, change this setting in the master.props file to the port number you are using.

To upgrade the Windows master:

**Step 1** Complete all prerequisites, including upgrading all agents..

**Note**

The 6.1 and later versions of TES have several prerequisite software components that were not required in earlier versions. The complete list of prerequisites is available in the section, "Installation Requirements" on page 19. If any of the prerequisites are not completed before installation, the upgrade procedure will not be successful.

If your installation uses an Oracle database, your database administrator must add the following Oracle privileges to the Tidal user account in Oracle before beginning the upgrade procedure or the upgrade will fail:

- Create sequence
- Create trigger

**Step 2** Ensure that the system queue has been set to **O** so no new jobs will launch.

**Step 3** Stop the master service through the Tidal Service Manager.

- a. Click **Start>All Programs>TIDAL Software>TIDAL Service Manager**. The Tidal Service Manager dialog displays.
- b. Select **Scheduler Master** from the **Service** list.
- c. Click **Stop**.

**Step 4** Run the *setup.exe* file.

**Step 5** Click **Run**.

The **Internet Explorer-Security Warning** dialog displays.

**Step 6** Click **Run**.

The **Welcome** panel displays.

**Step 7** Click **Next**.

The **Install Wizard Complete** panel displays.

**Step 8** Click **Yes** to reboot the machine so the changes from the upgrade process can take effect.

**Step 9** Click **Finish**.

The database modifications are performed when the master is first started after the installation.

**Note**

If your system is using the SAP adapter, you need to verify that your system meets the new prerequisites for the SAP adapter including installing the Java Connector.

## Upgrading the Unix Master from 6.0 to 6.2

**Note**

Be sure to back up your database before proceeding with this upgrade.

The upgrade program upgrades both the master and the database. The database modifications are performed when the master is first started after the installation.

To upgrade to the latest version:

**Step 1** Complete all prerequisites, including upgrading all agents.

**Step 2** Ensure that the system queue has been set to 0 so that jobs will not launch.

**Step 3** From the command line of the master machine, stop the master:

```
./tesm stop
```

**Step 4** Copy *install.bin* to the target machine and change the permissions on the file:

```
chmod 755 install.bin
```

**Step 5** Run the upgrade program that you copied to your machine:

```
sh./install.bin
```

The **Introduction** panel displays.

**Step 6** Click **Next**.

The **Readme** panel displays.

**Step 7** Verify that you have already done the prerequisites that are listed on the **Readme** screen.

If you have not completed all of the listed tasks, click **Cancel** to end the installation procedure and complete the listed prerequisites before beginning the upgrade procedure again. If you have completed the prerequisites,

**Step 8** Click **Next**.

The **Choose Install Folder** panel displays.

**Step 9** Enter the directory path to the **Master** folder where the master files were installed during the original installation of the master.

The Upgrade program cannot proceed without knowing where the master files it is modifying are located. You can manually enter the directory path or click **Choose** to browse through the file directory to the **Master** folder.

A confirmation message verifies that the required master directories are in the specified location.

**Step 10** Click **OK**.

If the Upgrade program cannot find the master files at the specified location, an error message displays and the installation process is aborted as soon as you acknowledge the error message.

Once the directory path is confirmed, the **Pre-Installation Summary** panel displays.

**Step 11** Click **Install**.

During the upgrade process, a progress bar is displayed.

When the upgrade is complete, the **Install Complete** screen displays.

**Step 12** Click **Done**.

**Step 13** Return to the location where you copied the *install.bin* file and delete the *install.bin* file.

It is no longer needed and may cause problems during other upgrades in the future.

**Step 14** Copy the *upd.xml* file from <installation\_download\_directory>/Scheduler/files/config/ to the <master installation dir>/config/ directory.

When the master starts up, it checks the version of *upd.xml* in the config/ directory and compares it to the one in the master database. If *upd.xml* is newer, the database is updated.




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**Note** Ensure that you hot fix your system to the latest hotfix available, so the master is on the same version that the *upd.xml* file is meant for.

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**Caution** If you do not place the *upd.xml* file in the config/ directory, the following error message is displayed, and the master is shut down:

```
<master dir>\logs\scheduler.out:
The SYSVAL table entry for the database version (xx) does not match the
required version (yy). Shutting down.
```

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**Step 15** Restart the master.

**./tesm start**

The database modifications are performed when the master is first started after the installation.

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## Upgrading the Master for Unix from the Command Line

The Unix master can be installed using the installer program or by installing it from the command line.

To install from the command line:

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**Step 1** Copy *install.bin* to the target machine.

**Step 2** Change the permissions on the *install.bin* file in the directory to make the file executable:

**chmod 755 install.bin**

**Step 3** Open a command prompt window and enter:

**# sh ./install.bin -i console**

**Step 4** Press **Enter**.

The **Introduction** panel displays.

- Step 5** Click **Next**.  
The **Readme** panel displays.
- Step 6** Verify that you have already done the prerequisites that are listed on the **Readme** screen.  
If you have not completed all of the listed tasks, click **Cancel** to end the installation procedure and complete the listed prerequisites before beginning the upgrade procedure again. If you have completed the prerequisites,
- Step 7** Click **Next**.  
The **Choose Install Folder** panel displays.
- Step 8** Enter the directory path to the **Master** folder where the master files were installed during the original installation of the master.  
The Upgrade program cannot proceed without knowing where the master files it is modifying are located. You can manually enter the directory path or click **Choose** to browse through the file directory to the **Master** folder.  
A confirmation message verifies that the required master directories are in the specified location.
- Step 9** Click **OK**.  
If the Upgrade program cannot find the master files at the specified location, an error message displays and the installation process is aborted as soon as you acknowledge the error message.  
Once the directory path is confirmed, the **Pre-Installation Summary** panel displays.
- Step 10** Click **Install**.  
During the upgrade process, a progress bar is displayed.  
When the upgrade is complete, the **Install Complete** screen displays.
- Step 11** Click **Done**.
- Step 12** Return to the location where you copied the *install.bin* file and delete the *install.bin* file.  
It is no longer needed and may cause problems during other upgrades in the future.
- Step 13** Copy the *upd.xml* file from <installation\_download\_directory>/Scheduler/files/config/ to the <master installation dir>/config/ directory.  
When the master starts up, it checks the version of *upd.xml* in the config/ directory and compares it to the one in the master database. If *upd.xml* is newer, the database is updated.




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**Note** Ensure that you hot fix your system to the latest hotfix available, so the master is on the same version that the *upd.xml* file is meant for.

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**Caution** If you do not place the *upd.xml* file in the config/ directory, the following error message is displayed, and the master is shut down:

```
<master dir>\logs\scheduler.out:
The SYSVAL table entry for the database version (xx) does not match the
required version (yy). Shutting down.
```

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- Step 14** Restart the master.  
**./tesm start**

The database modifications are performed when the master is first started after the installation.

## Upgrading the Client Manager from 6.0.x to 6.2

The upgrade program described above upgrades both the master and the database, but does not upgrade the Client Manager. To upgrade the Client Manager, it must be uninstalled, then reinstalled.

To upgrade the Client Manager:

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- Step 1** Locate the *.dsp* and *.props* files in your TES **config** directory, and then save them.
- Step 2** If using external cache, run *clearcache.sql* in the external cache database to drop the tables and view so they can be rebuilt. The *clearcache.sql* script is located in **<CM Install Directory>/cache/<plugin name>/cachesql.zip**.
- Step 3** Uninstall the Client Manager. See “[Uninstalling Client Manager](#)” .
- Step 4** Reinstall the Client Manager. See “[Installation Procedures](#)” .
- Step 5** Return the *.dsp* and *.props* files that you saved in Step 1 to your Enterprise Scheduler **config** directory.
- After reinstalling the Client Manager, stop the Client Manager service through the Tidal Service Manager. See “[Starting and Stopping Client Manager](#)” .
  - Return the *.dsp* and *.props* files that you saved in Step 1 to your Enterprise Scheduler **config** directory. to overwrite the existing *.dsp* and *.props* files.
- Step 6** Delete the following Client Manager folders:



**Note** The uninstallation program only removes the Client Manager files installed at the time of installation. If you created other files in the master directory after installation, these files are not removed. You must manually delete these additional files.

- All folders under **<CM Install Directory>/plugins**.
- All folders under **<CM Install Directory>/webapps**.



**Warning** **DO NOT delete client.war.**

- Step 7** Restart the Client Manager service through the Tidal Service Manager. See “[Starting and Stopping Client Manager](#)” .
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## Upgrading the Fault Monitor for Windows

To upgrade the fault monitor:

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- Step 1** Load the installation DVD-ROM into the DVD-ROM drive of the machine where the fault monitor is being installed. If no screen displays, locate the *main.htm* file in the DVD’s root directory and open it.

- Step 2** On the Scheduler screen, click the **Fault Monitor** link and select the **Run this program from its current location** option in the File Download dialog.
- Step 3** Follow the upgrade instructions as they appear throughout the upgrade procedure.
- Step 4** When you reach the end of the upgrade procedure, click **Finish**.
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## Upgrading the Fault Monitor for Unix

The upgrade procedure for the Unix fault monitor requires that you copy a file from the installation DVD/Cisco.com website to the fault monitor machine which is being upgraded. Once the file is copied, you can run the upgrade program. If you are currently running fault tolerance, you can upgrade to the latest version.

To upgrade the fault monitor:

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- Step 1** From the Fault Monitor pane of the Tidal Web client, right-click and select the **Stop Fault Monitor** option in the context menu.
- Step 2** From the installation DVD/cisco.com website, copy the upgrade file to the fault monitor machine. A file called `install.bin` is located at **Upgrade/FaultMon/** in each of the Unix files: Solaris, Hpux and AIX. The file can be found on the DVD-ROM at `<DVDROMDRIVE>Upgrade\FaultMon\<operating system>\install.bin`.
- Step 3** Run the upgrade program that you copied to your machine:  
`sh. /install.bin`  
The Introduction panel displays.
- Step 4** Read the directions on how to proceed and click **Next**. The Prerequisites panel displays.
- Step 5** Verify that the prerequisites that are listed are met.  
If you have not completed all of the listed tasks, click **Cancel** to end the installation procedure and complete the listed prerequisites before beginning the upgrade procedure again.
- Step 6** Click **Next**. The Choose Install Folder panel displays.
- Step 7** Enter the directory path to the FMon folder where the fault monitor files were installed during the original installation of the fault monitor.
- Manually enter the directory path.
- or-
- Click **Choose** to browse through the file directory to the Fault Monitor folder.
    - The **Select a Folder** panel displays so you can navigate to the correct folder where you installed the master files.
    - When you locate the FMon folder, highlight the folder and click **OK**.



### Caution

Be sure to enter the correct directory path. Incorrect information will cause the Upgrade program to abort.

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The Upgrade program will verify that the fault monitor files that it needs are in the specified location. If you have provided the correct directory path, a confirmation message verifies that the fault monitor directories that it requires are in the specified location.

If the Upgrade program cannot find the fault monitor files at the specified location, an error message displays and the installation process is aborted as soon as you acknowledge the error message.

**Step 8** Click **OK**.

The Pre-Installation Summary panel displays.

**Step 9** Click **Install** to begin the upgrade process.

During the upgrade process, a progress bar is displayed. When the upgrade is complete, the **Install Complete** screen displays.

**Step 10** Click the **Done** button to complete the upgrade process.

**Step 11** Return to the location where you copied the `install.bin` file and delete the `install.bin` file. It is no longer needed and may cause problems during other upgrades in the future.

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