



The TRELLIS™ Real-Time Infrastructure Optimization Platform

Upgrading to Version 4.0 and 4.0.2 on Microsoft® Windows®

Technical Bulletin

For Historical Use



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For important safety information, visit:
www.emersonnetworkpower.com/ComplianceRegulatoryInfo

This document supports versions up to and including release 4.0.2.

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TABLE OF CONTENTS

Overview	1
User Configuration	1
Version 4.0.0 Upgrade	2
Prerequisites	2
Platform Upgrade	2
Version 4.0.2 Upgrade	4
Prerequisites	4
Platform Upgrade	5

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Overview

By using this document you can upgrade the *Trellis*™ Real-Time Infrastructure Optimization platform on a Microsoft® Windows® operating system (OS). Upgrading does not change the functionality available. The platform software is available from a web browser after installation is complete on the front and back machines.

User Configuration

All *Trellis*™ platform startups, shutdowns, installations, patches and upgrades must be performed using a Service Account with local Administrator privileges or by using the Administrator account.

NOTE: Always upgrade or patch the *Trellis*™ platform using the same Service Account or the Administrator account that was used originally to install the platform.

NOTE: The front and back machine's operating system must have regional settings set to US English and the location set to United States.

Prior to running the upgrade installer, the *TrellisConfiguration.zip* file must be present on both the front and back machines. The file is located at the following path:

%systemdrive%\users\{service_account}\TrellisConfiguration.zip

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Version 4.0.0 Upgrade

Prior to upgrading the *Trellis*™ platform to version 4.0.0, complete the following prerequisites.

NOTE: To upgrade to version 4.0.0, your current *Trellis*™ platform version (c:\u01\trellis\trellis.version) should be 3.4.0 or 3.4.1. For assistance, contact Technical Support.

Prerequisites

Perform an operating system level backup of the front and back machines. If using virtual machines, shut them down and take a snapshot to cover the duration of the upgrade. After completing the backup, start the platform software to verify functionality. See the *Trellis*™ Platform Backup and Restore for Windows® Technical Bulletin for more information.

NOTE: The front and back machine's operating system must have regional settings set to US English and the location set to United States.

NOTE: Throughout this document, terms enclosed in <...> brackets must be replaced with the actual value. Folder names cannot contain spaces.

To prepare for upgrading to version 4.0.0:

1. Disable your anti-virus software.
2. Download the following installation upgrade files on the front and back machines:
 - TrellisPatch-4.0.0.zip
 - TrellisPatch-4.0.0.zip.md5sum
3. Verify the md5 checksum for the zip file in step 1 and unzip it.
4. Create and name a directory **TrellisPatch-4.0.0**.

NOTE: This directory is referred to as <TRELIS_PATCH_DIR> in this document.

NOTE: If you do not know how to use an MD5SUM program to validate your files, contact Technical Support.

5. Open the c:\u01\trellis\trellis.version file to verify the *Trellis*™ platform version.

If you wish to confirm memory or storage requirements on the front and back machines or need additional information on upgrade prerequisites, see the *Trellis*™ Platform Pre-Installation Guide.

Platform Upgrade

Now that you have verified the version and copied the installation upgrade files to the front and back machines, you must stop the front machine, then the back machine.

To stop the machines:

1. Log in to the front machine as the local administrator.
2. Click *Start - Command Prompt*, right-click and select *Run as Administrator*.
3. Enter `\\u01\trellis\trellis stop` to stop the front machine, and wait for the machine to stop.
4. Repeat steps 1-3 for the back machines.
5. Complete the upgrades on the back and front machine by running the installer patch on each.

WARNING: Closing the command prompt window during an upgrade causes the installation to fail. If the installer patch fails on either machine for any reason, do not run the installer again. Collect the patch log (located at `/u03/installer/logs`) and contact Technical Support.

To upgrade the back machine:

1. Log in to the back machine as the local administrator.
2. Click *Start - Command Prompt*, right-click and select *Run as Administrator*.
3. Enter `cd <TRELLIS_PATCH_DIR>` to access the *Trellis*TM platform install patch directory.
4. Enter `installPatch` to run the patch.
5. Wait for the BUILD SUCCESSFUL message to appear when the process is complete, which can take 8-45 minutes.

NOTE: The upgrade process migrates data during the `cdmr-sql-patch` process. The duration of the migration is relative to the amount of data in the system and performance of the hardware. No further action is required on the back machine after the upgrade completes. However, do not proceed to the front machine upgrade until everything is fully complete on the back machine.

To upgrade the front machine:

NOTE: If you recently downloaded symbols from the *Trellis*TM platform portal and they are newer than those available in the 4.0.0 upgrade package, an Unmarshal Exception error occurs. If this error occurs, go to <http://community.emerson.com/networkpower/support/dcim/m/mediagallery/3690> and follow the instructions.

1. Log in to the front machine as the local administrator.
2. Click *Start - Command Prompt*, right-click and select *Run as Administrator*.
3. Enter `cd <TRELLIS_PATCH_DIR>` to access the install patch directory.
4. Enter `set EXTRACTOR_DIR=<TRELLIS_PATCH_DIR>` to set EXTRACTOR_DIR to point to the installation directory.
5. Enter `installPatch` to run the patch.
6. At the platform install patch prompt, enter the DomainDir directory location and press **Enter**.
7. Wait for the BUILD SUCCESSFUL message to appear when the process is complete, which can take 120-200 minutes.

Version 4.0.2 Upgrade

Prior to upgrading the *Trellis*™ platform to version 4.0.2, complete the following prerequisites.

NOTE: To upgrade to version 4.0.2, your current *Trellis*™ platform version (c:\u01\trellis\trellis.version) should be 4.0.0 or 4.0.1. For assistance, contact Technical Support.

NOTE: In *Trellis*™ platform 4.0.2 and after, SSLv3 is disabled and Transport Layer Security (TLS) 1.0 is enabled.

Prerequisites

Perform an operating system level backup of the front and back machines. If using virtual machines, shut them down and take a snapshot to cover the duration of the upgrade. After completing the backup, start the platform software to verify functionality. See the *Trellis*™ Platform Backup and Restore for Windows® Technical Bulletin for more information.

NOTE: The front and back machine's operating system must have regional settings set to US English and the location set to United States.

NOTE: Throughout this document, terms enclosed in <...> brackets must be replaced with the actual value. Folder names cannot contain spaces.

To prepare for upgrading to version 4.0.2:

1. Disable your anti-virus software.
2. Download the following installation upgrade files on the front and back machines:
 - TrellisPatch-4.0.2.zip
 - TrellisPatch-4.0.2.zip.md5sum
3. Verify the md5 checksum for the zip file in step 1 and unzip it.
4. Create and name a directory **TrellisPatch-4.0.2**.

NOTE: This directory is referred to as <TRELIS_PATCH_DIR> in this document.

NOTE: If you do not know how to use an MD5SUM program to validate your files, contact Technical Support.

5. Open the c:\u01\trellis\trellis.version file to verify the *Trellis*™ platform version.

If you wish to confirm memory or storage requirements on the front and back machines or need additional information on upgrade prerequisites, see the *Trellis*™ Platform Pre-Installation Guide.

Platform Upgrade

Now that you have verified the version and copied the installation upgrade files to the front and back machines, you must stop the front machine, then the back machine.

To stop the machines:

1. Log in to the front machine as the local administrator.
2. Click *Start - Command Prompt*, right-click and select *Run as Administrator*.
3. Enter `lu01\trellis\trellis stop` to stop the front machine and wait for the machine to stop.
4. Repeat steps 1-3 for the back machines.
5. Complete the upgrades on the back and front machine by running the installer patch on each.

WARNING: Closing the command prompt window during an upgrade causes the installation to fail. If the installer patch fails on either machine for any reason, do not run the installer again. Collect the patch log (located at `/u03/installer/logs`) and contact Technical Support.

To upgrade the back machine:

1. Log in to the back machine as the local administrator.
2. Click *Start - Command Prompt*, right-click and select *Run as Administrator*.
3. Enter `cd <TRELLIS_PATCH_DIR>` to access the *Trellis™* platform install patch directory.
4. Enter `installPatch` to run the patch.
5. Wait for the BUILD SUCCESSFUL message to appear when the process is complete, which can take 8-45 minutes.

NOTE: The upgrade process migrates data during the `cdmr-sql-patch` process. The duration of the migration is relative to the amount of data in the system and performance of the hardware. No further action is required on the back machine after the upgrade is complete. However, do not proceed to the front machine upgrade until everything is fully complete on the back machine.

To upgrade the front machine:

NOTE: If you recently downloaded symbols from the *Trellis™* platform portal and they are newer than those available in the 4.0.2 upgrade package, an Unmarshal Exception error occurs. If this error occurs, go to <http://community.emerson.com/networkpower/support/dcim/m/mediagallery/3690> and follow the instructions.

1. Log in to the front machine as the local administrator.
2. Click *Start - Command Prompt*, right-click and select *Run as Administrator*.
3. Enter `cd <TRELLIS_PATCH_DIR>` to access the install patch directory.
4. Enter `set EXTRACTOR_DIR=<TRELLIS_PATCH_DIR>` to set EXTRACTOR_DIR to point to the installation directory.
5. Enter `installPatch` to run the patch.
6. At the platform install patch prompt, enter the DomainDir directory location and press **Enter**.

7. Wait for the BUILD SUCCESSFUL message to appear when the process is complete, which can take 120-200 minutes.

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Technical Support Site

If you encounter any installation or operational issues with your product, check the pertinent section of this manual to see if the issue can be resolved by following outlined procedures. For additional assistance, visit www.avocent.com/support.

Avocent Community Support Site

To search product knowledge content, visit community.emerson.com/networkpower/support/avocent.

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