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Silverback by Matrix42

Upgrade Guide 5.1 U3

Version 5.1.3.7

09/12/2016

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1. Introduction

1.1. Overview

This document covers the upgrade process for Silverback upgrades after version 4.9 Update 1. In 4.9 Update 1, substantial changes were made to the SQL upgrade process; this is now handled by the application itself. Prior to this SQL scripts had to be run independently of the server upgrade, and also upgrades must happen sequentially. From version 4.9 Update 1 onwards, you simply need to upgrade the server application, and then launch it to complete the database upgrade.

This guide will show a common setup, but every environment is different! For advanced configuration or special requirements, talk to your technical contact or raise a support ticket to cover your needs.

2. Preparation

2.1. Required Files

For the upgrades after version 4.9 Update 1, ensure that you have on the Silverback server, the installation executable files for the latest version you wish to upgrade to. Any intermediate releases are not required after 4.9 Update 1.

2.2. Software Prerequisites

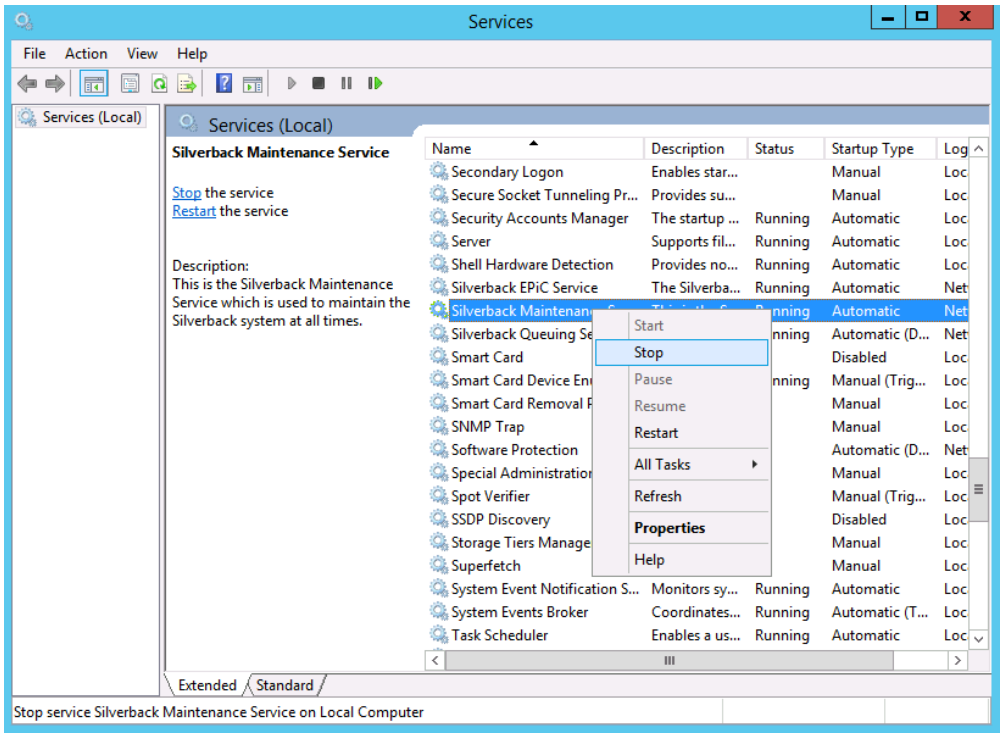
Ensure that you have a functioning Silverback deployment before commencing an upgrade. This ensures that any issues can be traced to the upgrade process and not an existing issue.

3. Upgrade Process

3.1. Step 1: Preparation

3.1.1. Stop Silverback website and services

Launch the inetmgr and stop the Silverback website. Launch the Services.msc application on your Silverback server, and stop all Silverback related services.



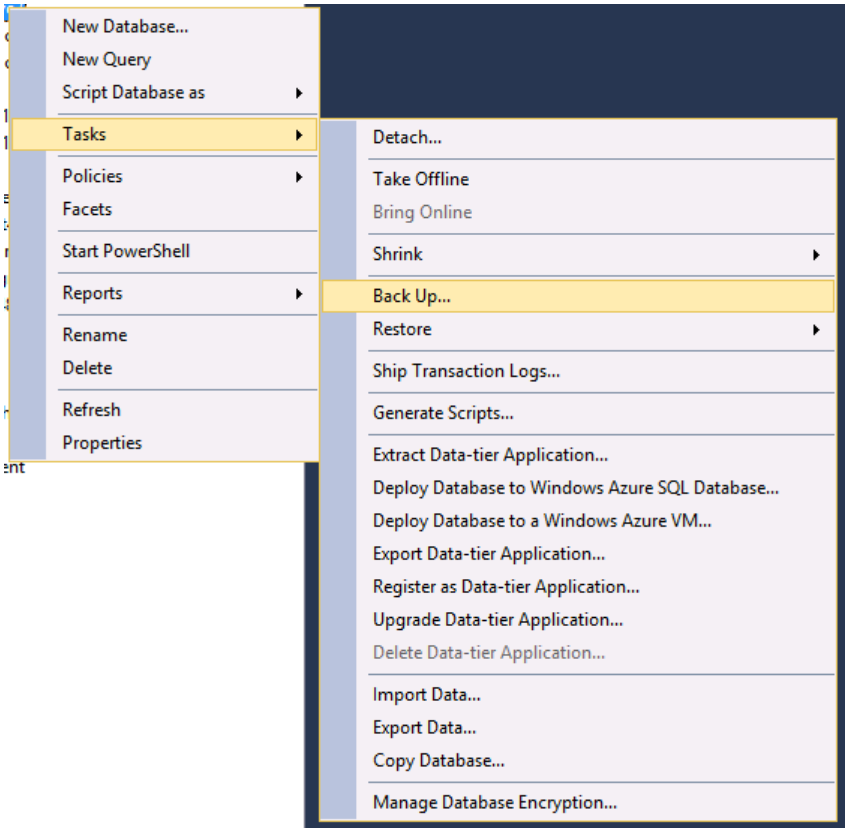
3.1.2. Backup Configuration Files

To ensure you can rollback the upgrade in the event of an issue, we will backup the website configuration files. The simplest way to do this is, is to navigate to the location of the Silverback website on your server's drive, and create a copy of the **web.config** file located in the **/admin folder**. You should ideally preserve this backup until you can verify the upgrade process is complete.

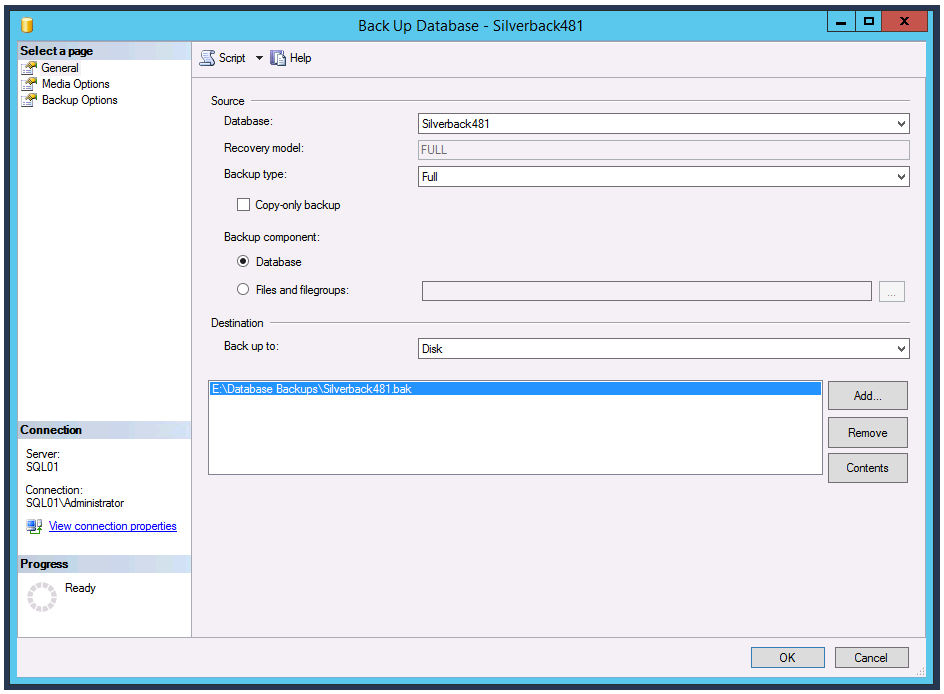
3.1.3. Backup Silverback Database

To ensure you can rollback the upgrade in the event of an issue, we will backup the SQL database. Generally this backup can be requested from the group that manages your SQL

databases. If you need to manually do this, launch the **SQL Server Management Studio**, right click on your Silverback database, and select **Tasks > Back Up…**



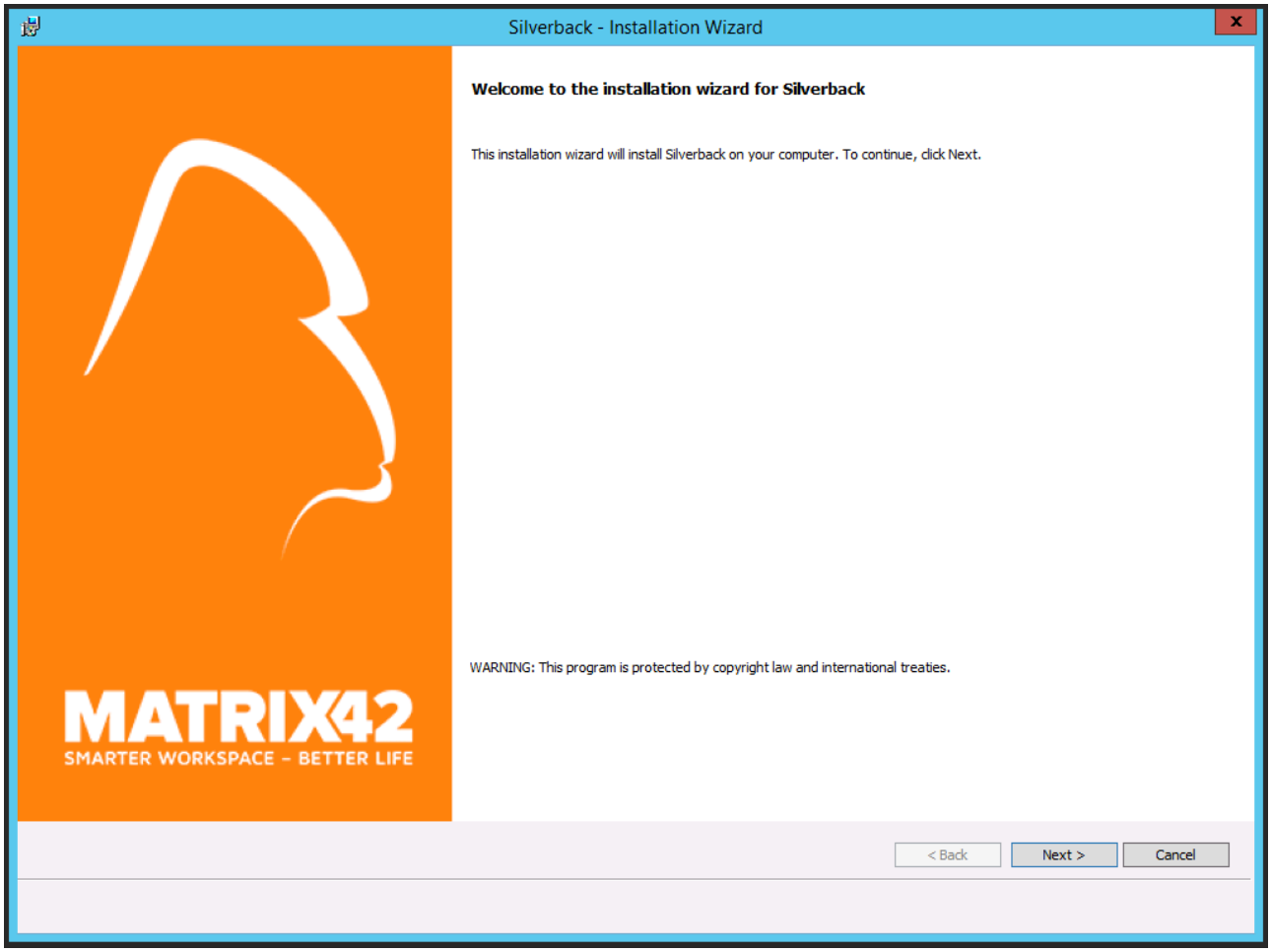
Ensure the backup type is **Full**, and specify the backup location



3.2. Step 2: Silverback Application Upgrade

3.2.1. Launch the Installer

Launch the installer executable, and click Next to begin.

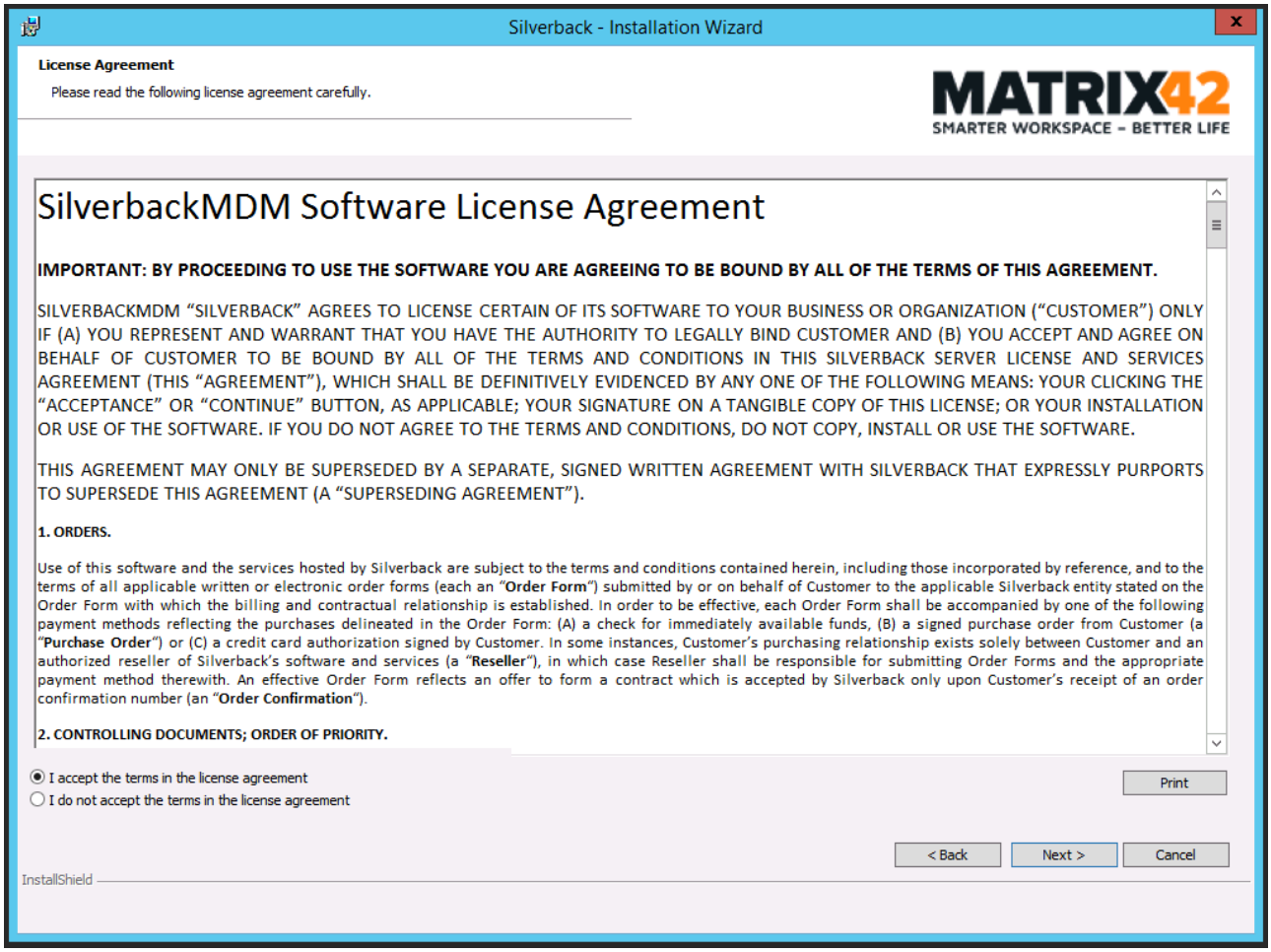


3.2.2. Prerequisites Check

Ensure all prerequisites are installed and configured and click Next

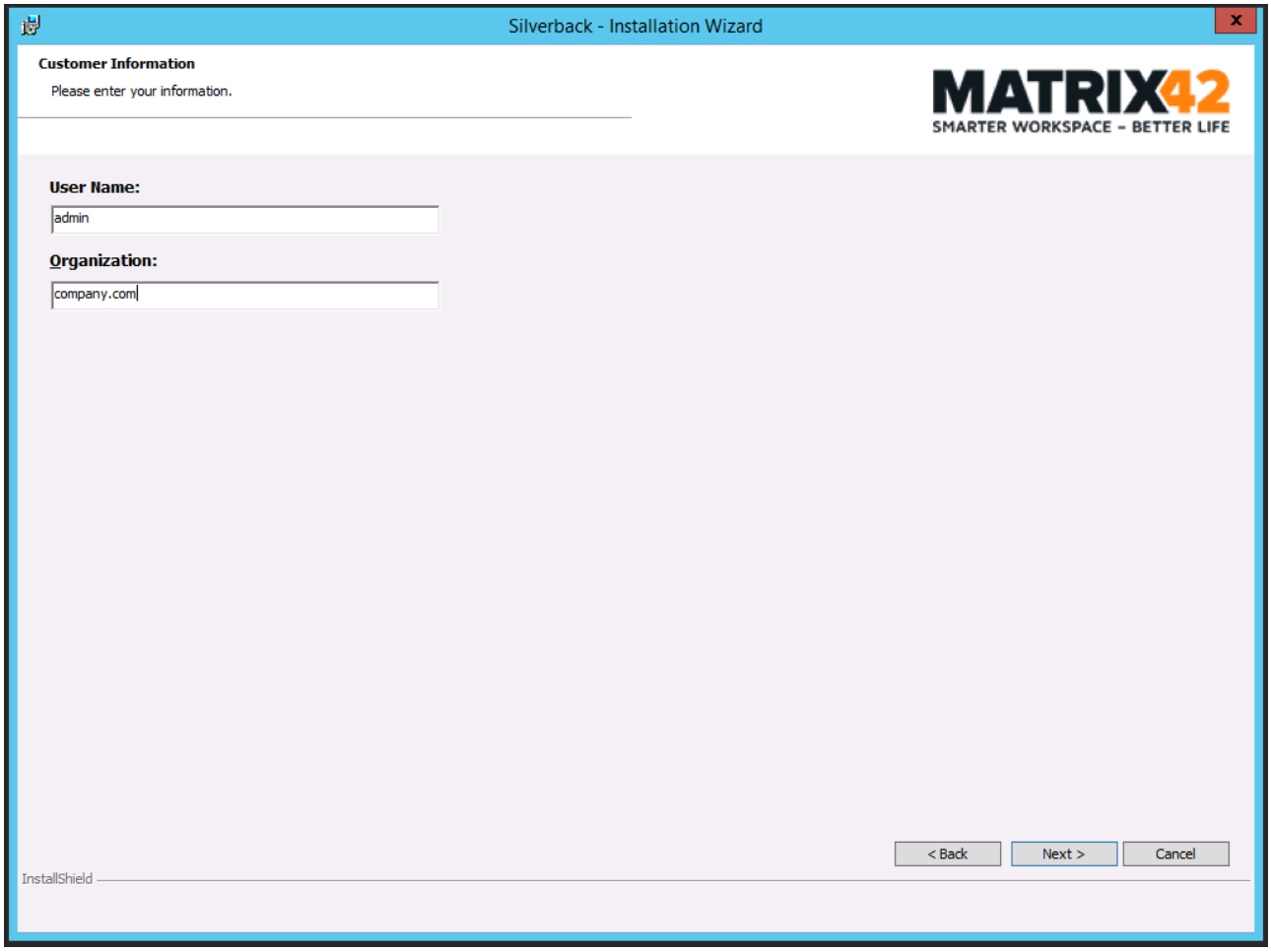
3.2.3. License Agreement

Carefully read the license agreement. If you accept the terms, select „I accept the terms in the agreement“ and press Next to continue. You can also print the agreement if needed for documentation.



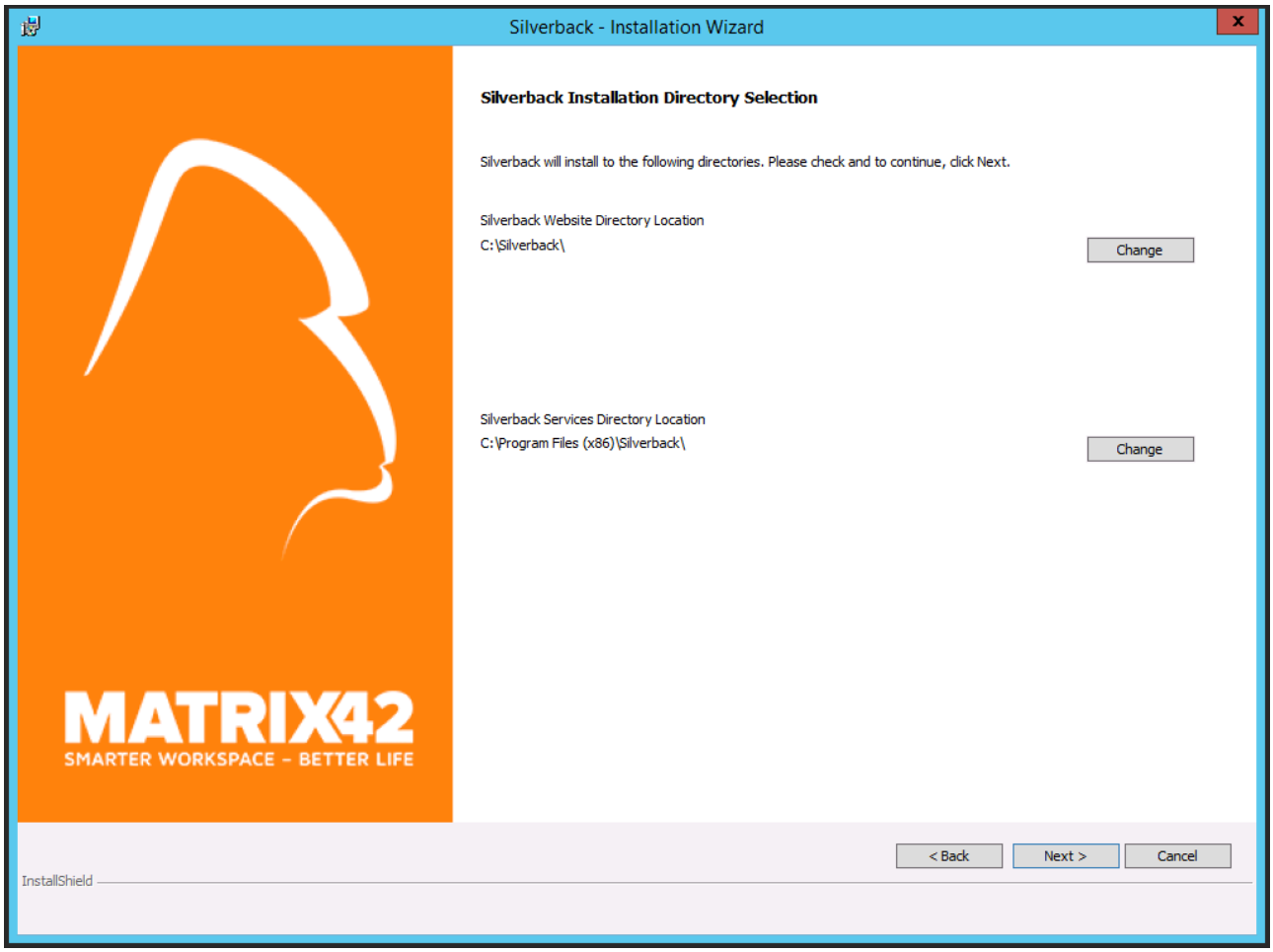
3.2.4. Customer Information

Enter a username and organisation name for auditing purposes. This information is stored with Windows to track the installation, this information is only stored locally and is not sent anywhere.



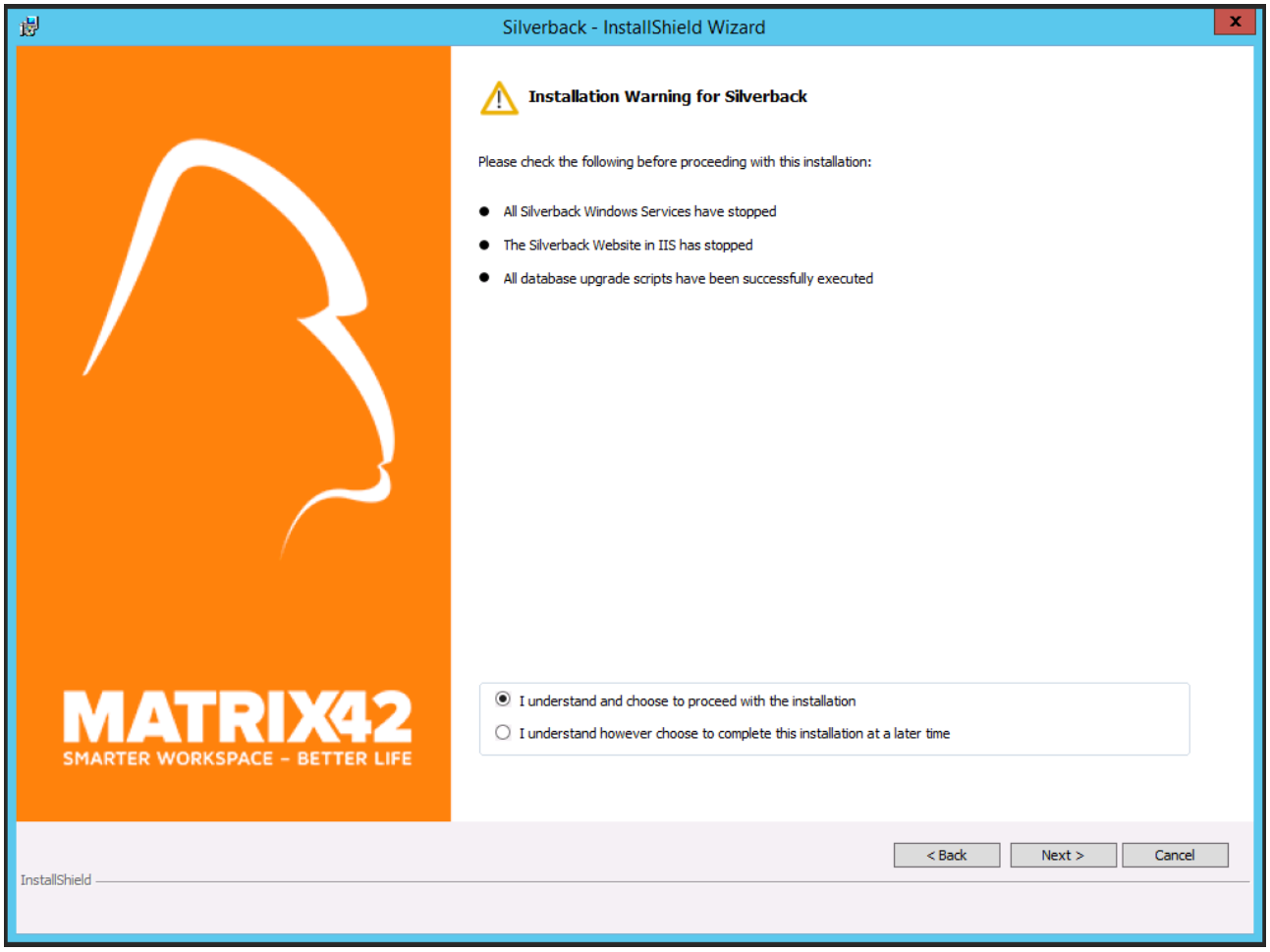
3.2.5. Installation Location

Enter the location for the Silverback Website files and the Services install location. The website location must be accessible by IIS as this is where IIS will host the web site and applications from. This should match the current installation, or the installer will deploy a new website in IIS.



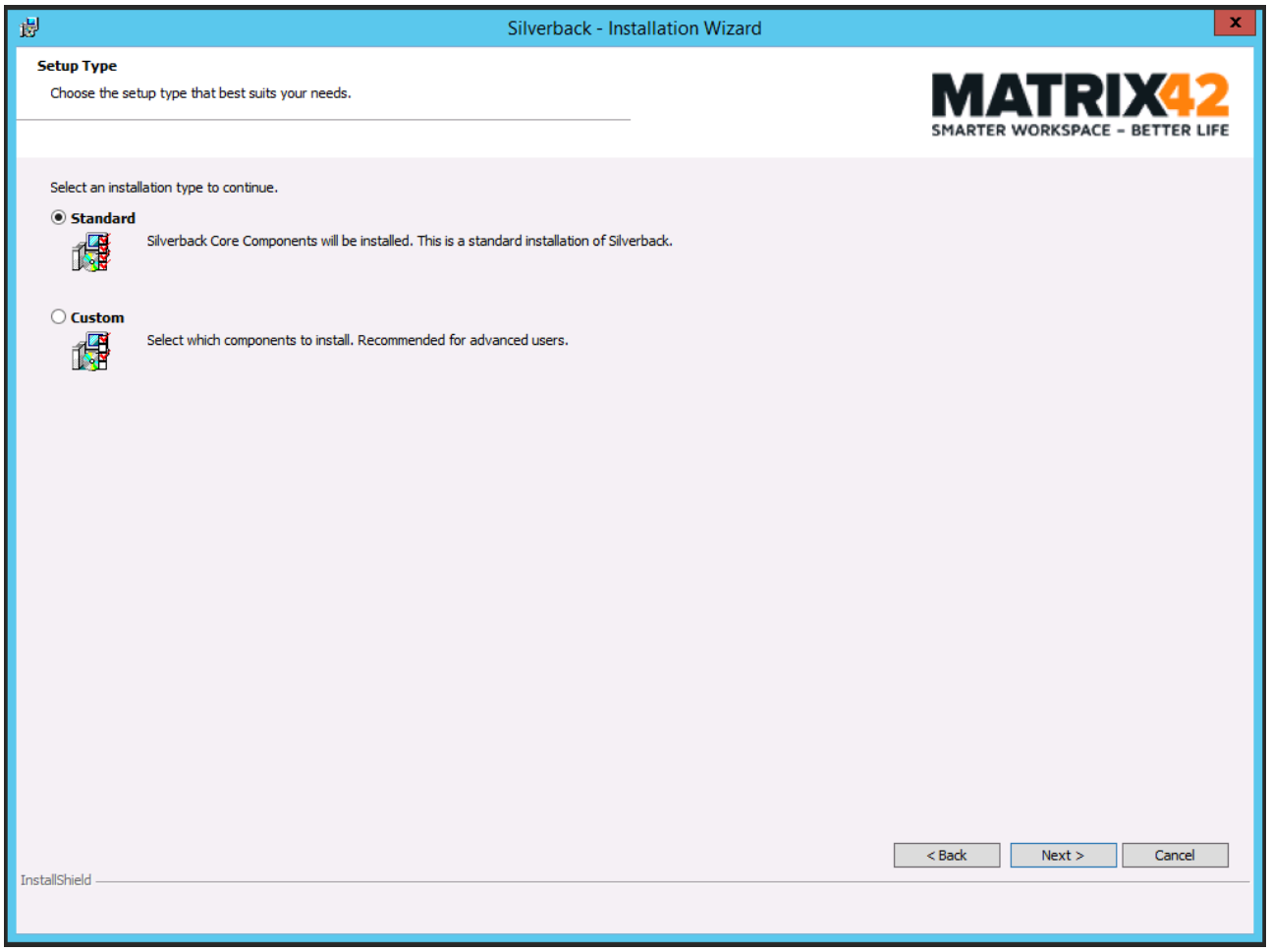
3.2.6. Confirm Upgrade Steps

Ensure you've followed the upgrade steps mentioned. If you intend to automatically upgrade SQL after installation, you can ignore the third item that relates to manually running the SQL scripts.



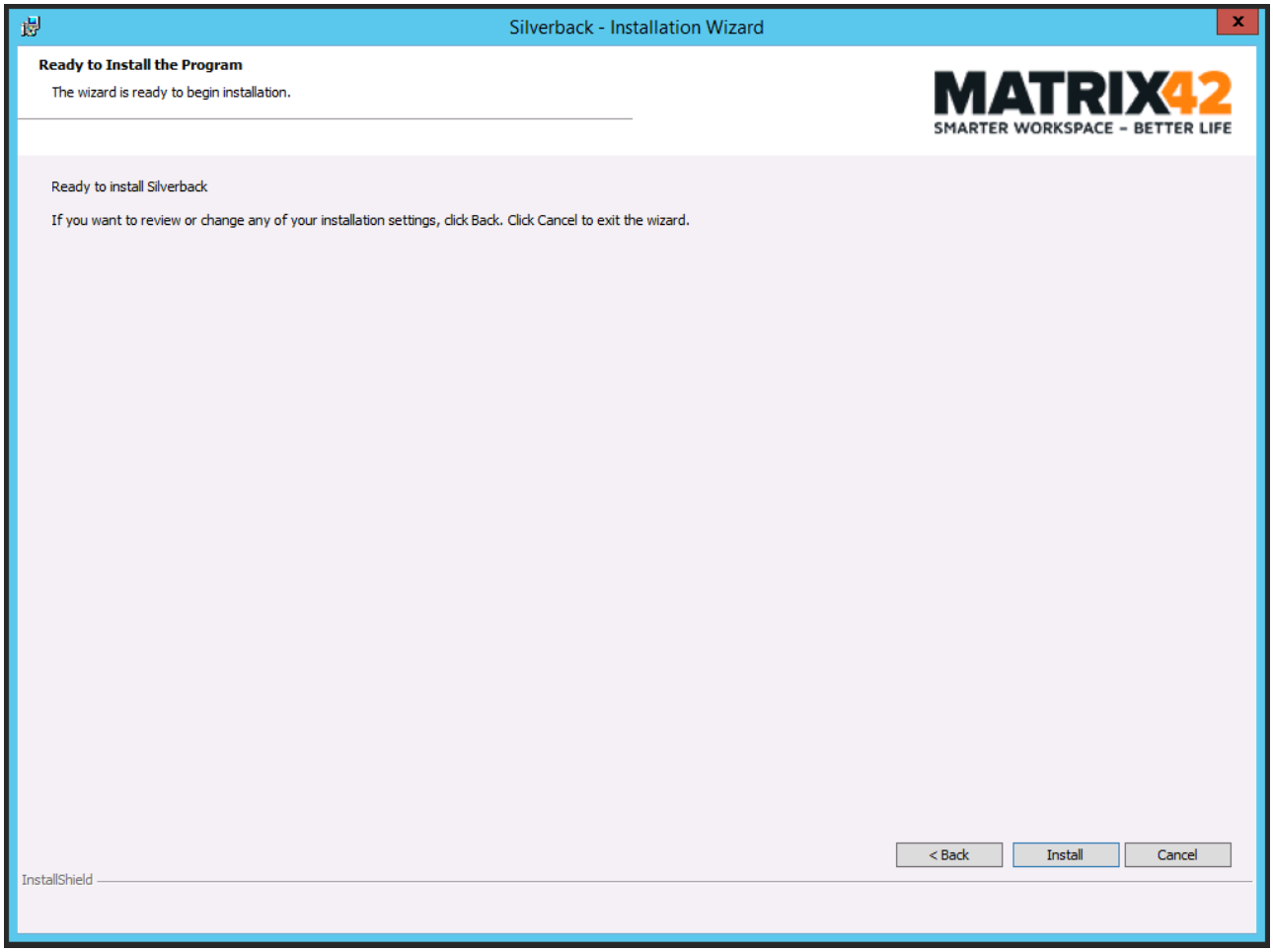
3.2.7. Confirm Installation Type

Select Standard and click Next



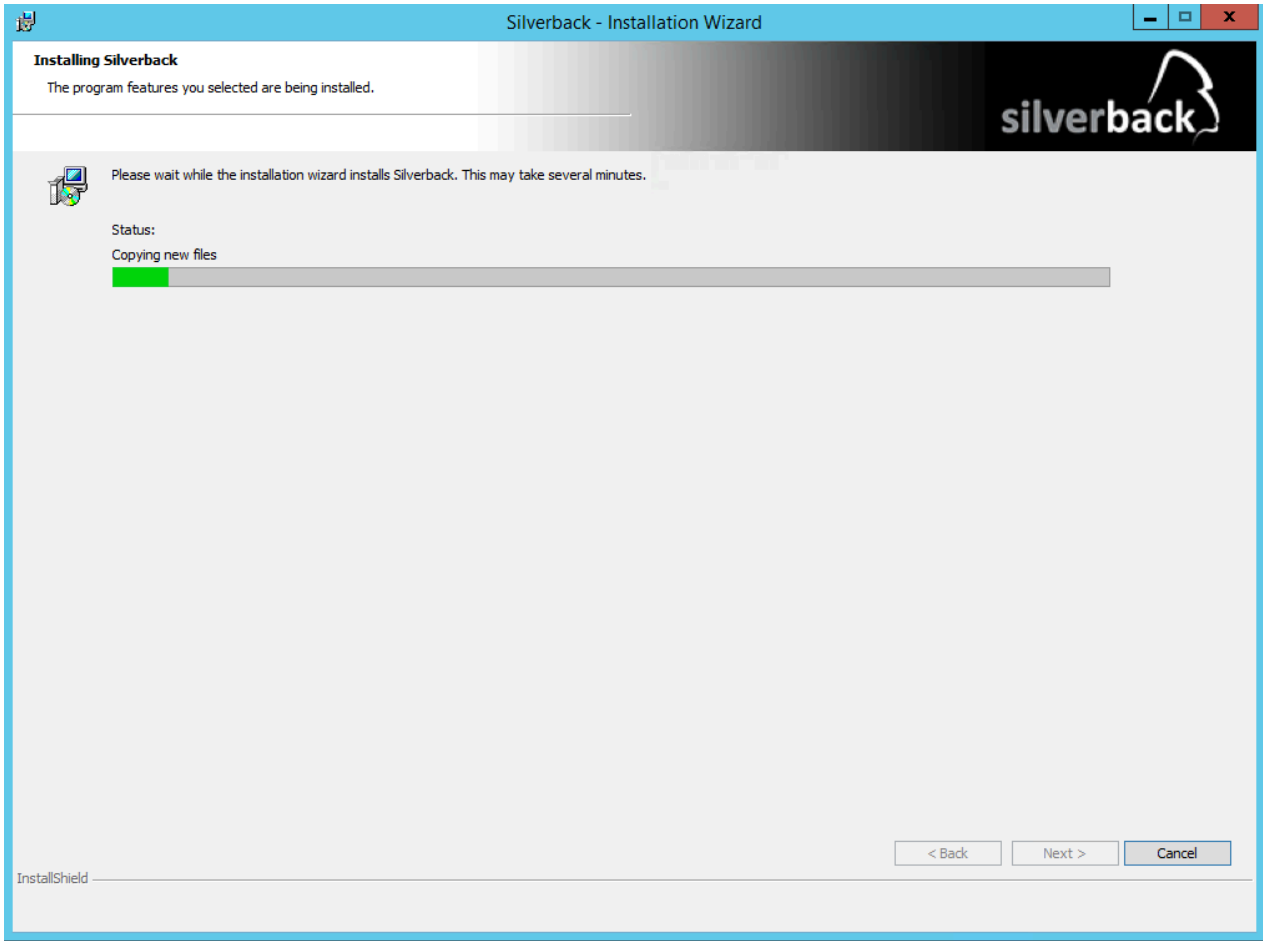
3.2.8. Confirm Upgrade is ready

Confirm, and click Install



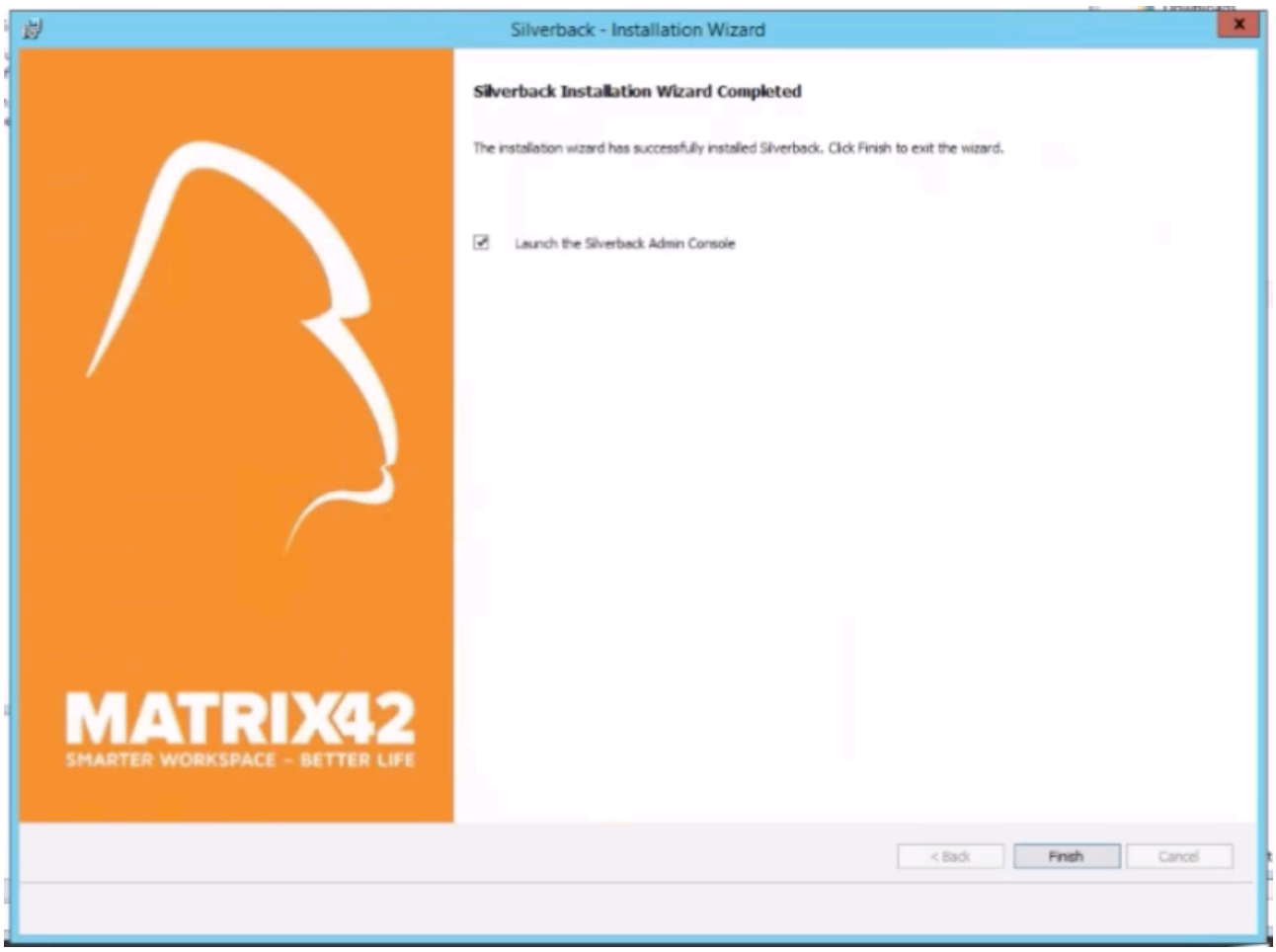
3.2.9. Wait for Upgrade

When the Upgrade is finished, the Next button will become activated. Click this to continue.



3.2.10. Launch the Admin Console

Silverback will have detected the existing configuration, and prompt you to launch the admin console. If you are upgrading to a version prior to 5.1 Update 1, please see the upgrade guide for that version. Previously a configuration generator tool was used, but as of 5.1 Update 1, these settings are configured from the Settings Administration page.



3.3. Step 4: Post-Upgrade Steps

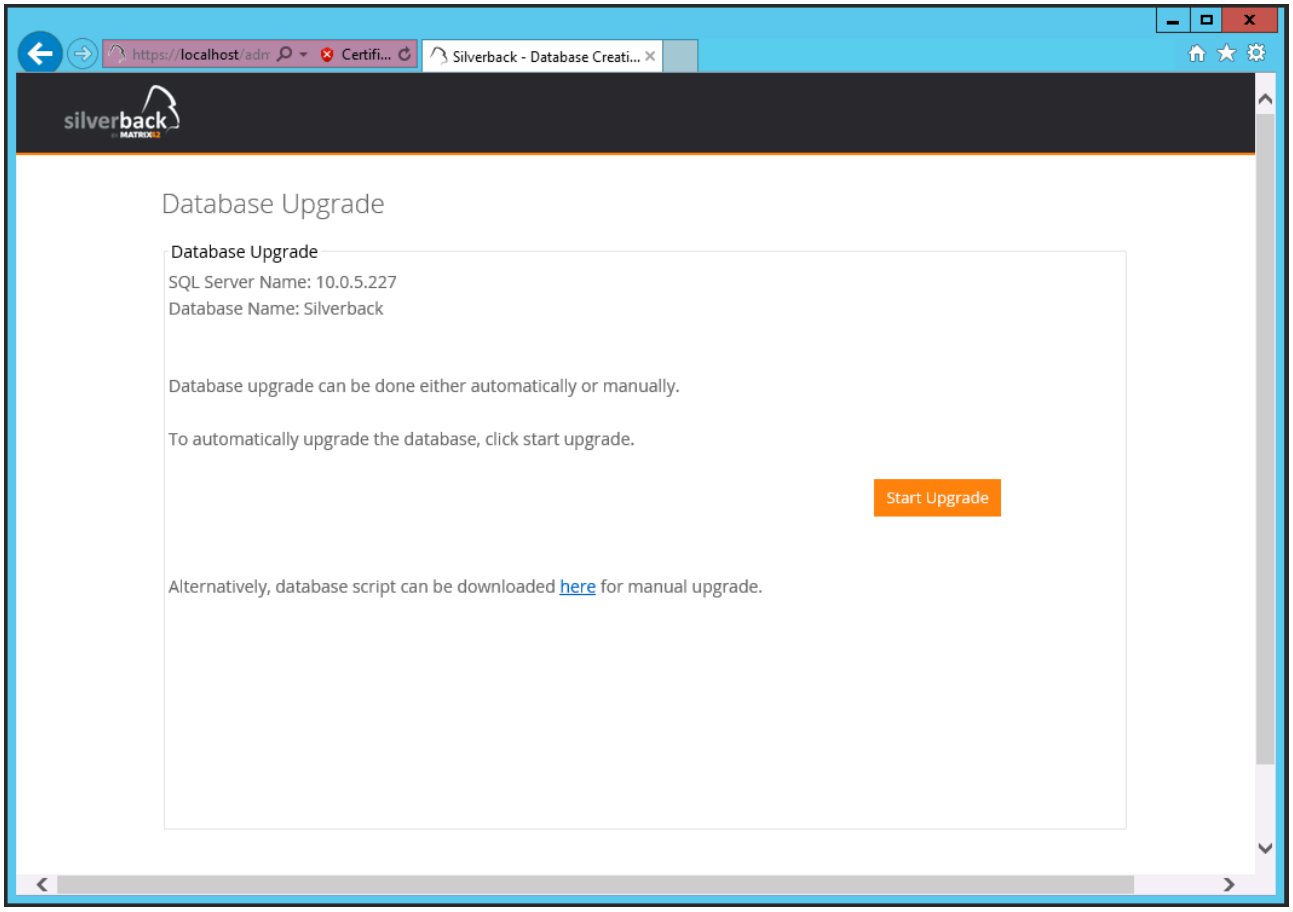
3.3.1. Start Services and Websites

After the server is upgraded, you should verify the upgrade. Start the IIS website, and the Silverback services.

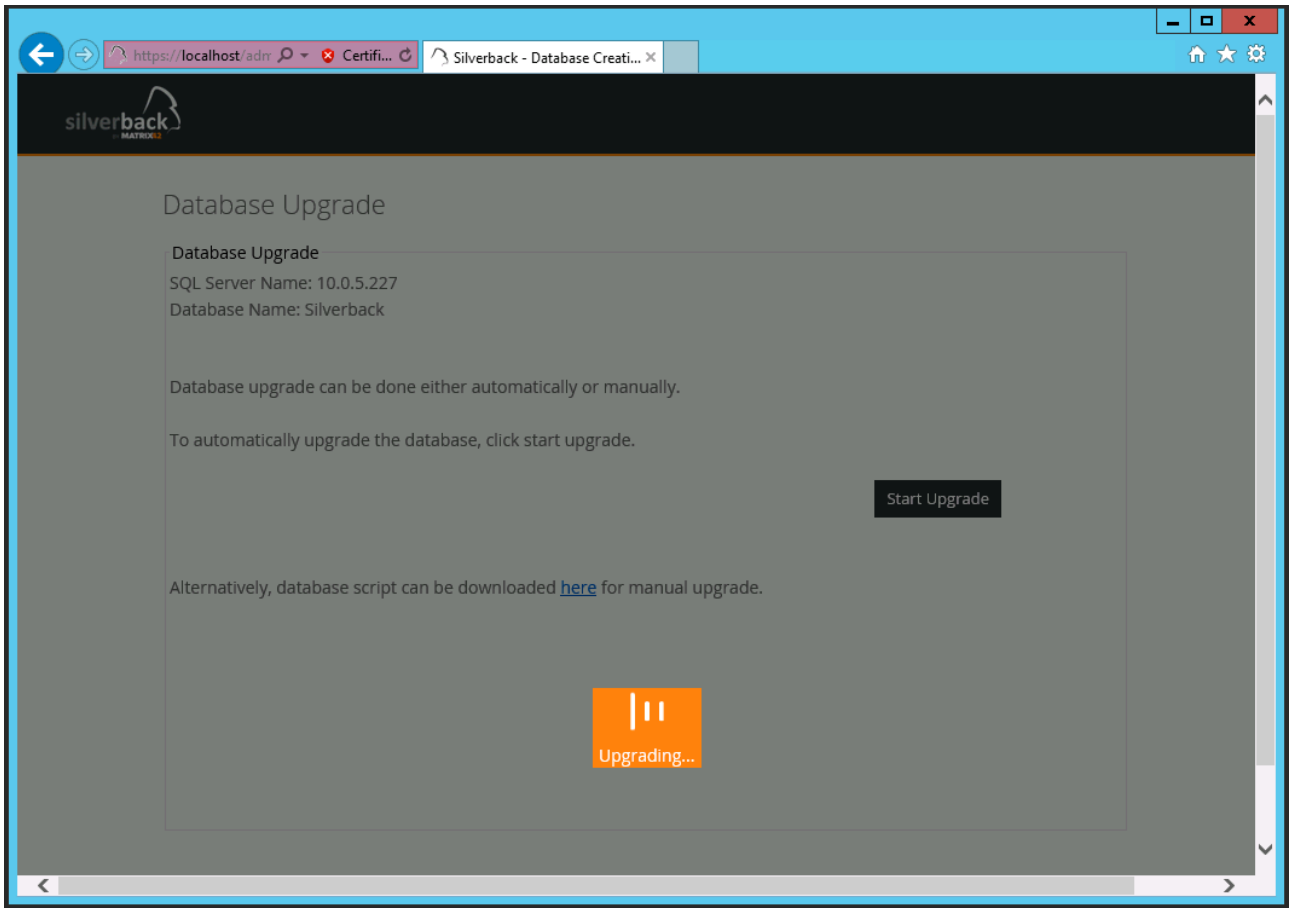
3.3.2. SQL Upgrade

After the services and IIS have started, you need to initiate the database upgrade process. This is done simply by visiting the admin console on the Silverback server:

Navigate to https://localhost/admin on the server and click Start Upgrade



Wait for the database upgrade to complete



After the upgrade, the browser will redirect to the admin console login. Continue with the verification steps below.

3.3.3. Upgrade Verification

To verify that your installation functions as expected. Login to the admin console and inspect the devices list and other settings to ensure the console is functioning as expected. Also, test basic device functions such as:

- Do enrolled devices have all of the settings they had prior to the upgrade?
- Do the device functions (Lock, Block, Wipe etc.) function as expected?
- Does an OTP generate successfully?