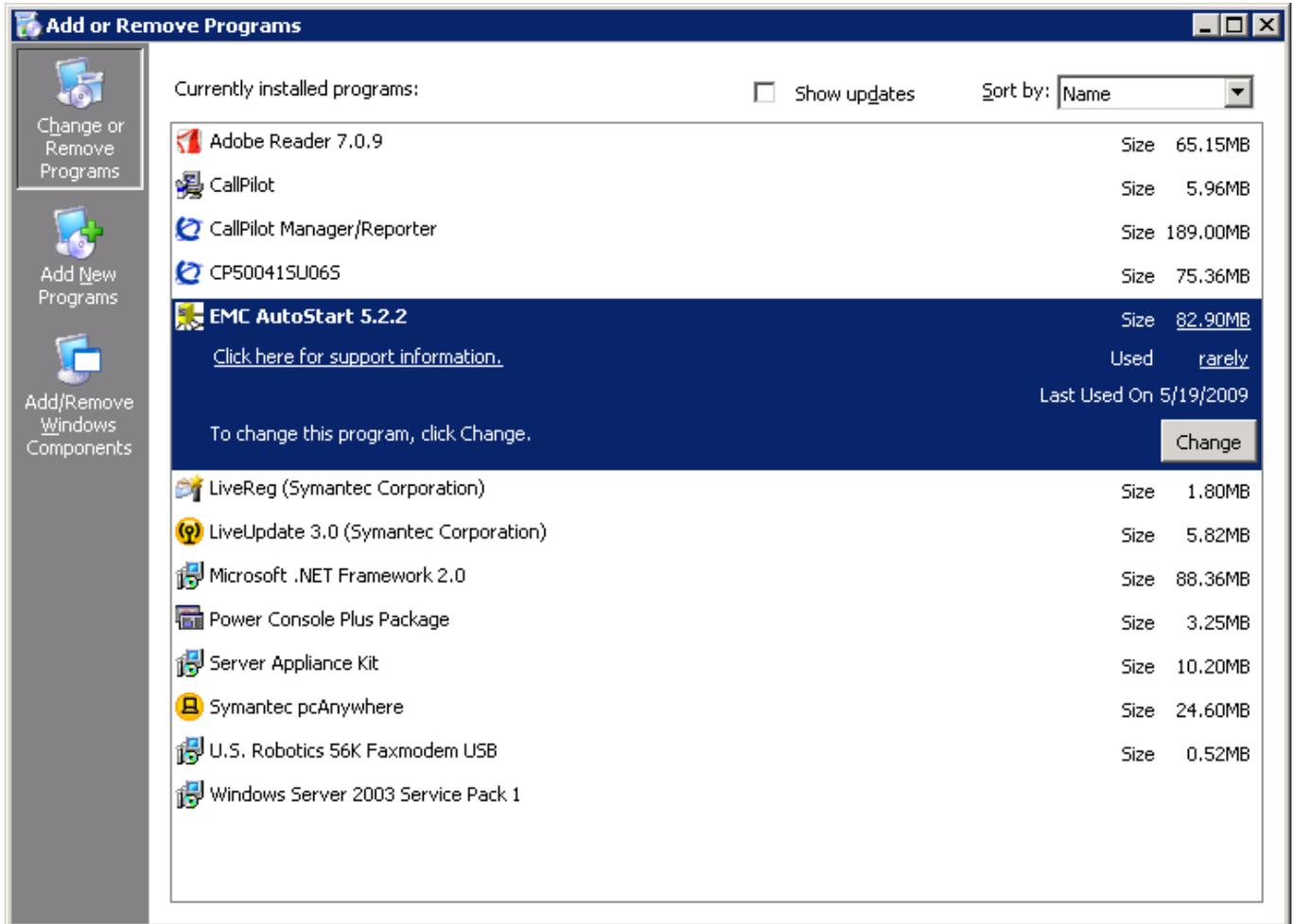


How to update EMC AutoStart 5.2.2 to EMC AutoStart 5.3 SP3.

NOTE: The procedure should be applied on both CP servers from HA pair.

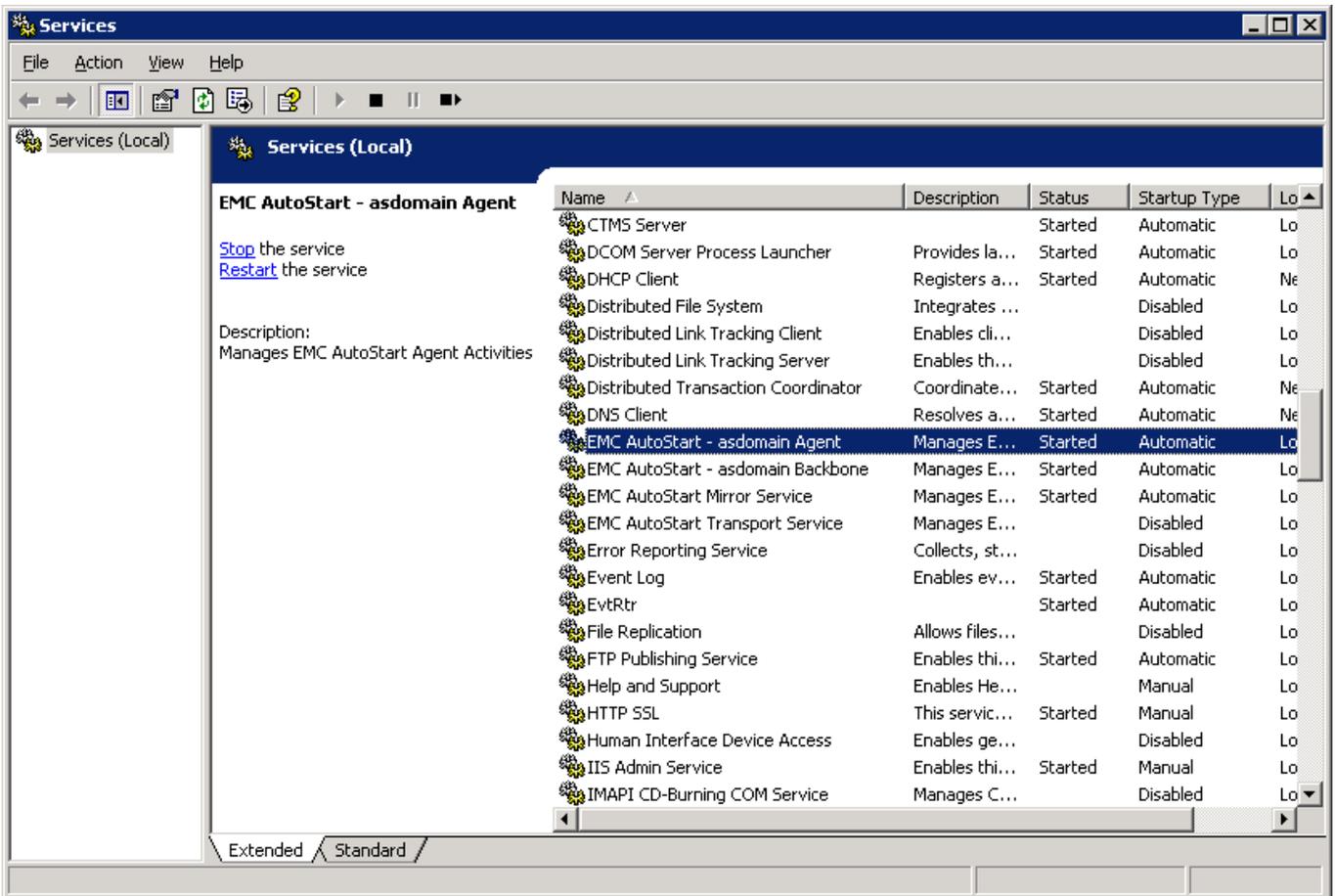
NOTE: Please verify which version of EMC AutoStart is currently running on the system. This can be done by navigating to the Control Panel->Add\Remove Programs -> Ensure the AutoStart 5.2.2 is installed:



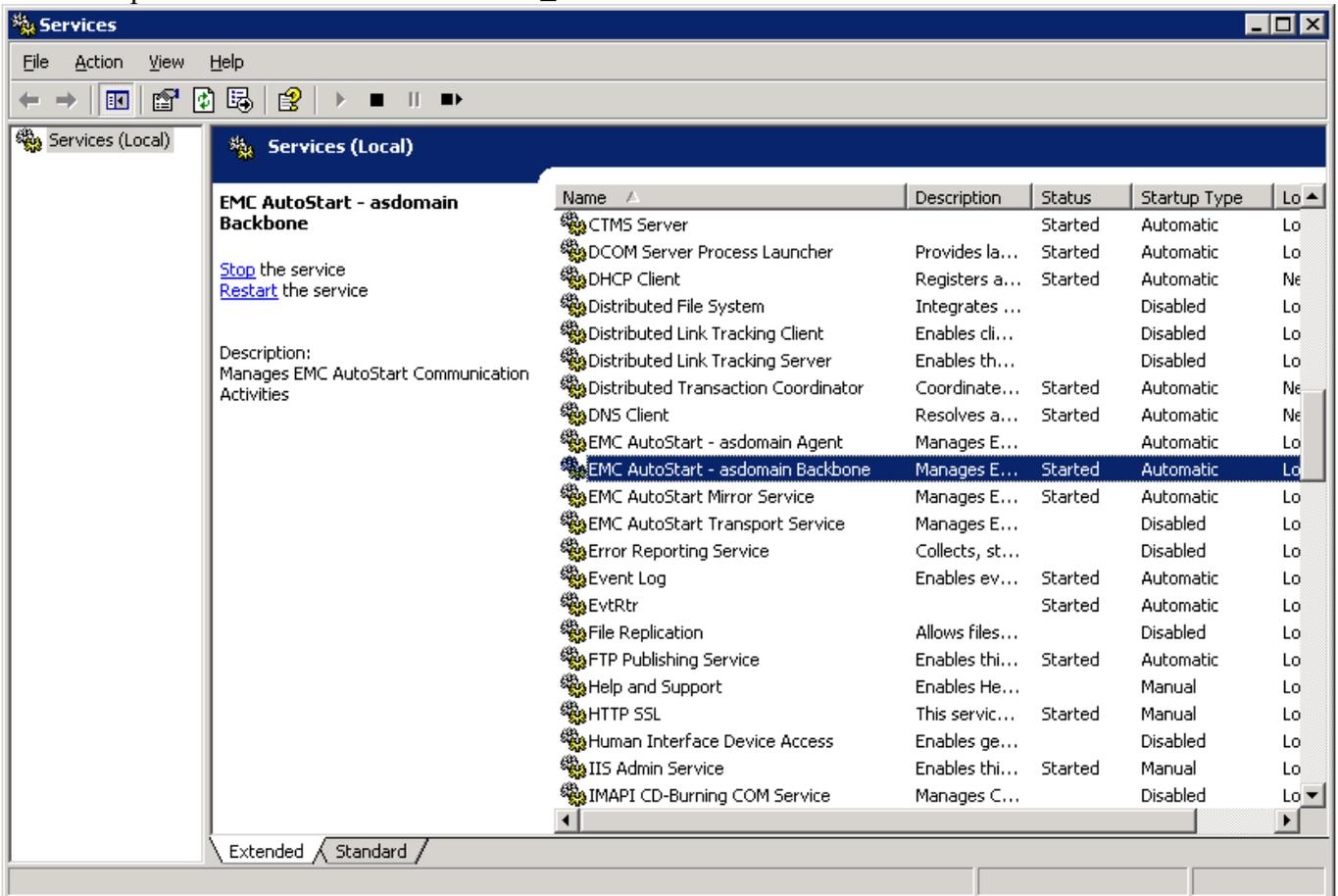
1. Split RAID. For more information see “Splitting the RAID” (NN44200-311 High Availability: Installation and Configuration, page 266)

2. On both CP1 and CP2 navigate to the “Services” applet.

2.1. Stop the “EMC AutoStart <Domain_Name> Agent” service.



2.2. Stop the “EMC AutoStart <Domain_Name> Backbone” service.

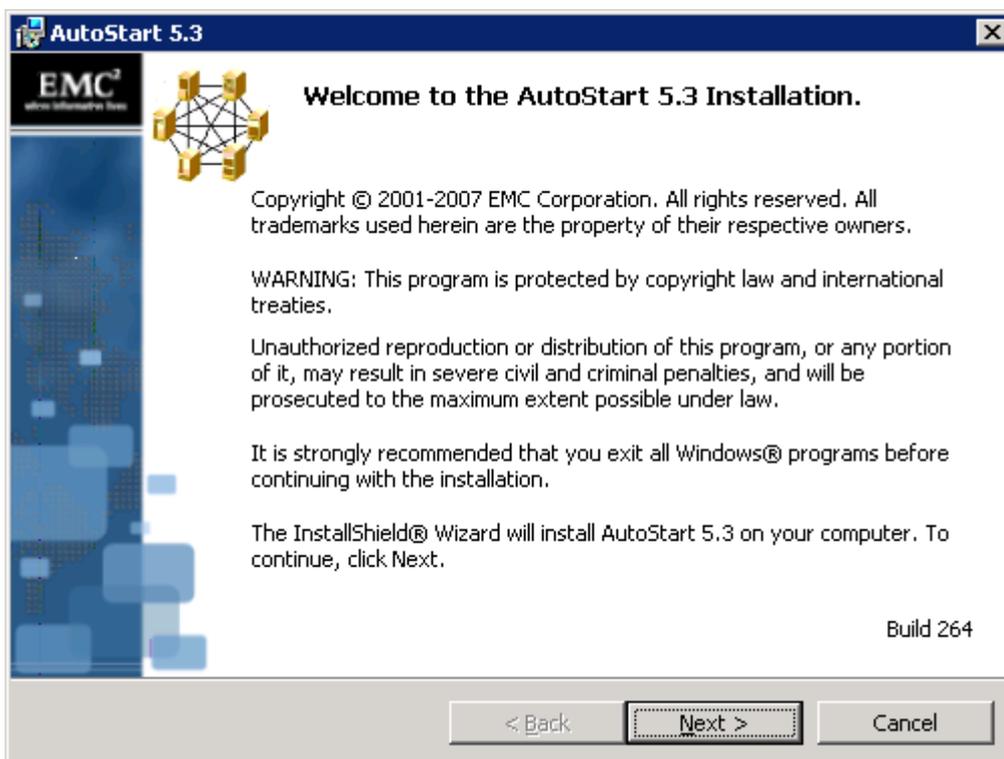
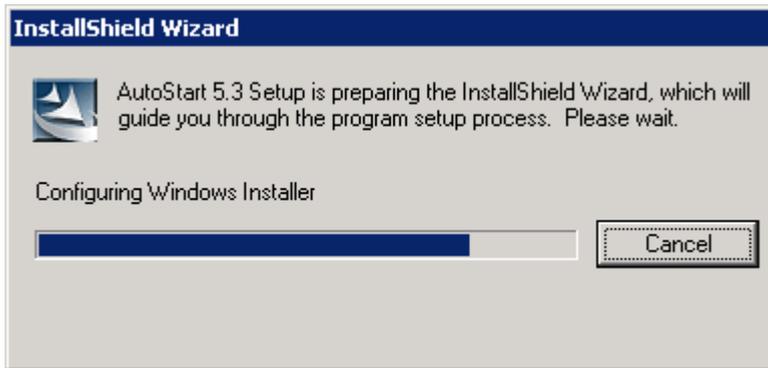


NOTE: AutoStart 5.3 SP3 can be installed on either a fresh installed system or as upgrade of an earlier AutoStart version. However, only existing AutoStart customers running AutoStart 5.3 or AutoStart

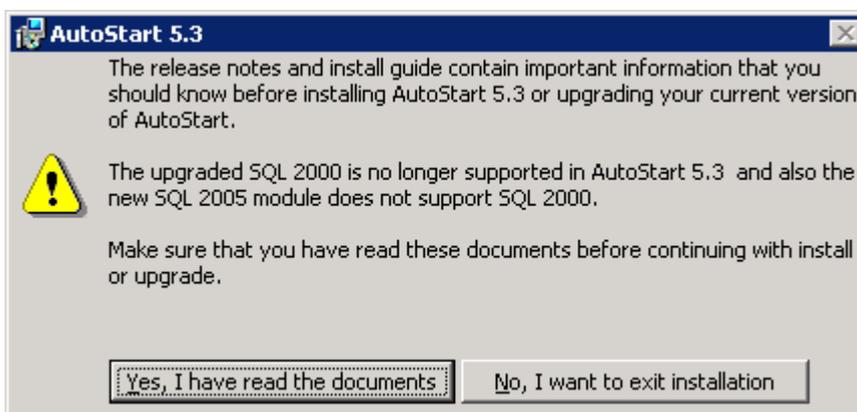
5.3 SP1 can upgrade to AutoStart 5.3 SP 3. For AutoStart 5.2.x, you must first upgrade to AutoStart 5.3, and then upgrade to AutoStart 5.3 SP 3.

3. Installing EMC AutoStart 5.3.

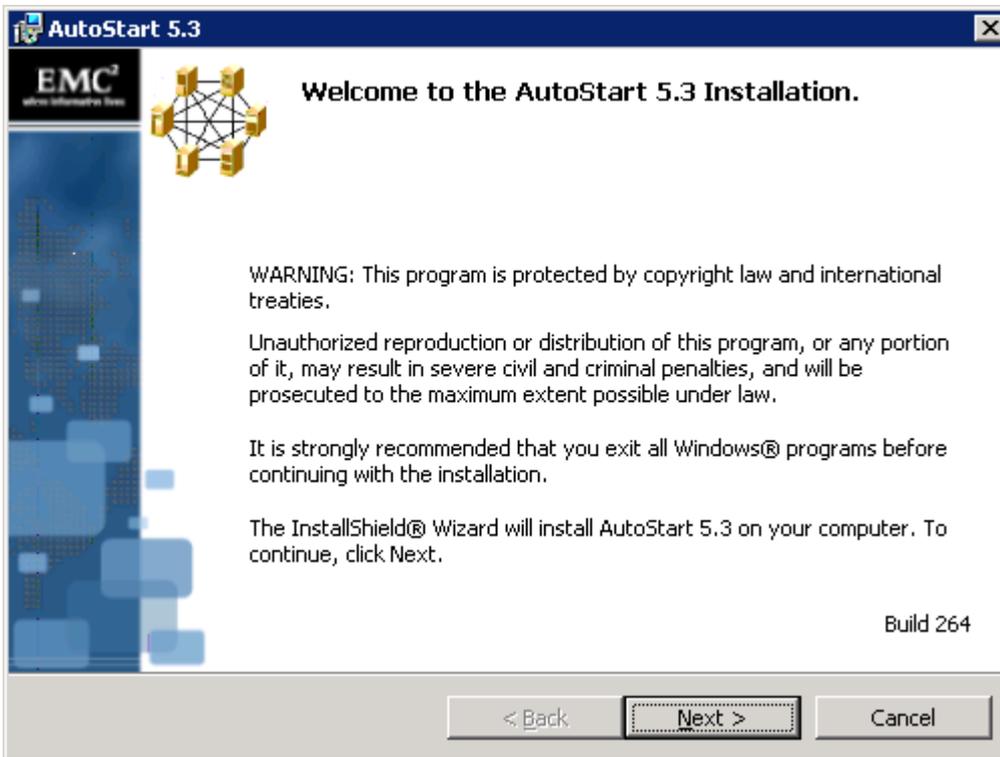
3.1. Launch the EMC AutoStart 5.3 installer: EAS53_WIN_x86.exe.



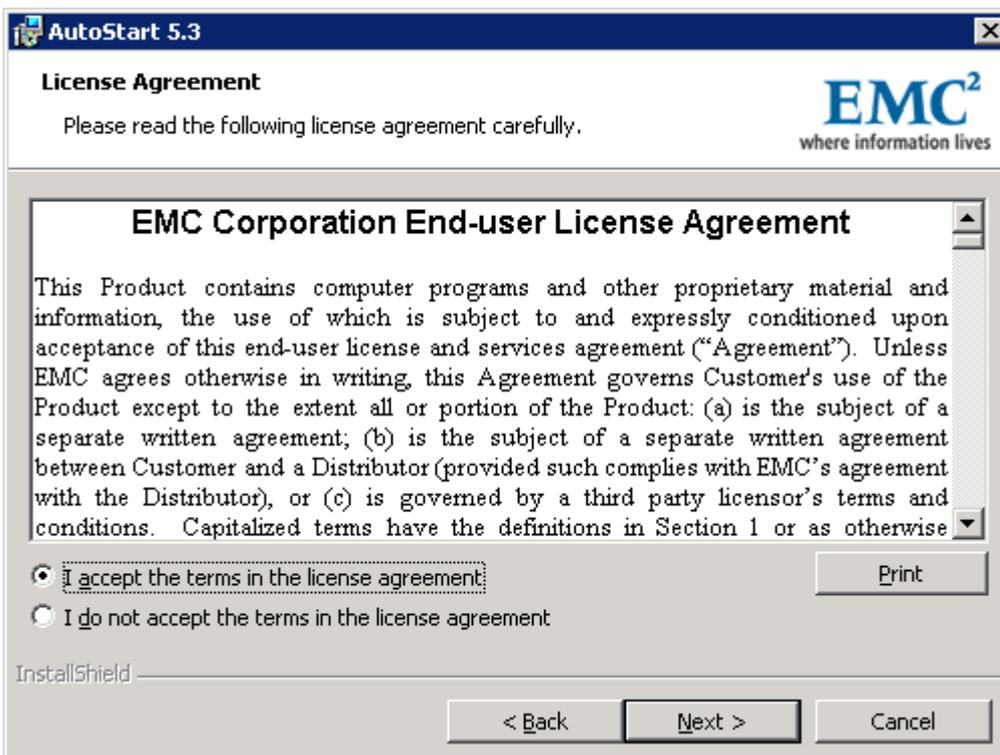
3.2. Click the “Next >” button to continue.



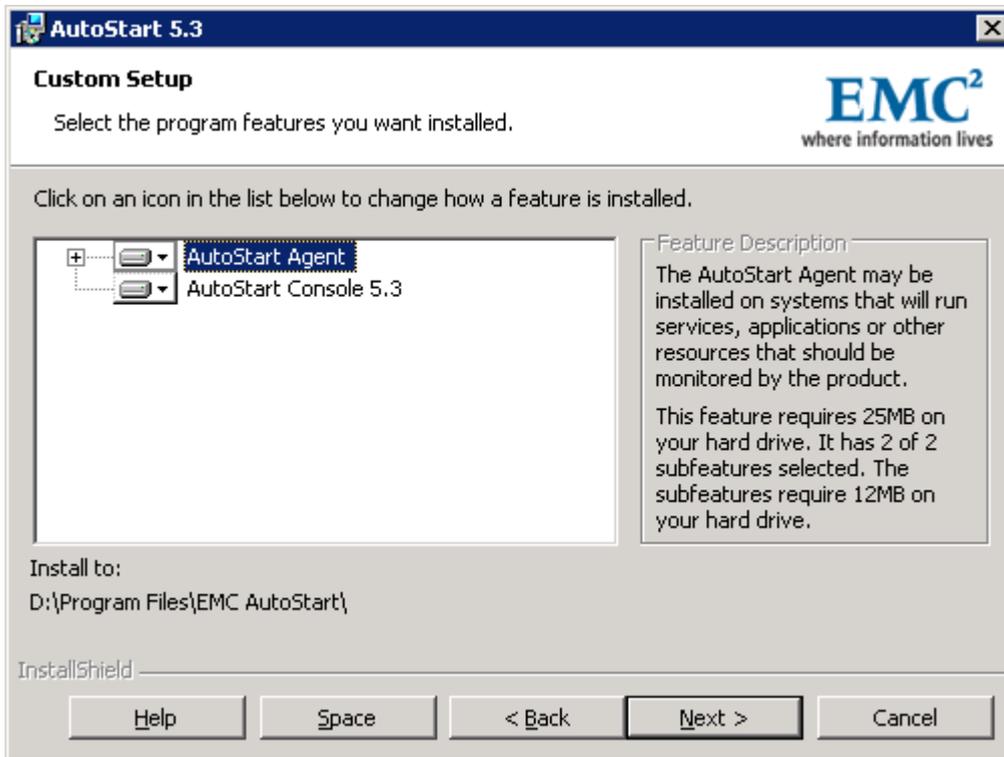
3.3. In the pop-up window click the “Yes, I have read the documents” button to close it.



3.4. Click the “Next >” button again.



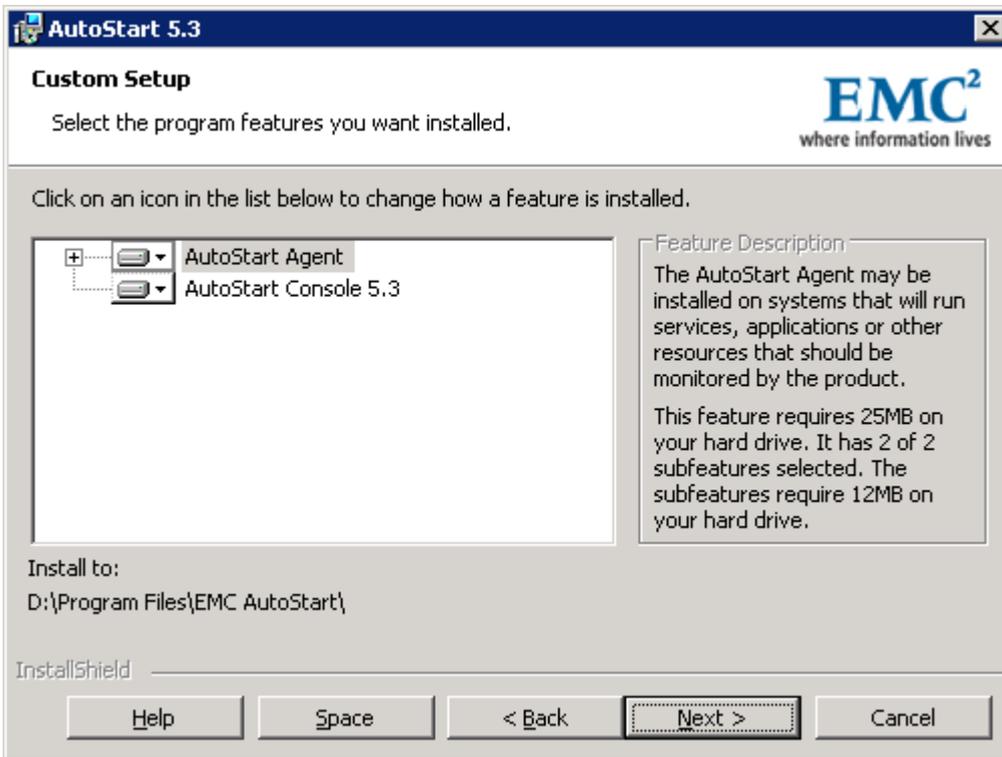
3.5. Select “I accept the terms in the license agreement” and press the “Next >” button.



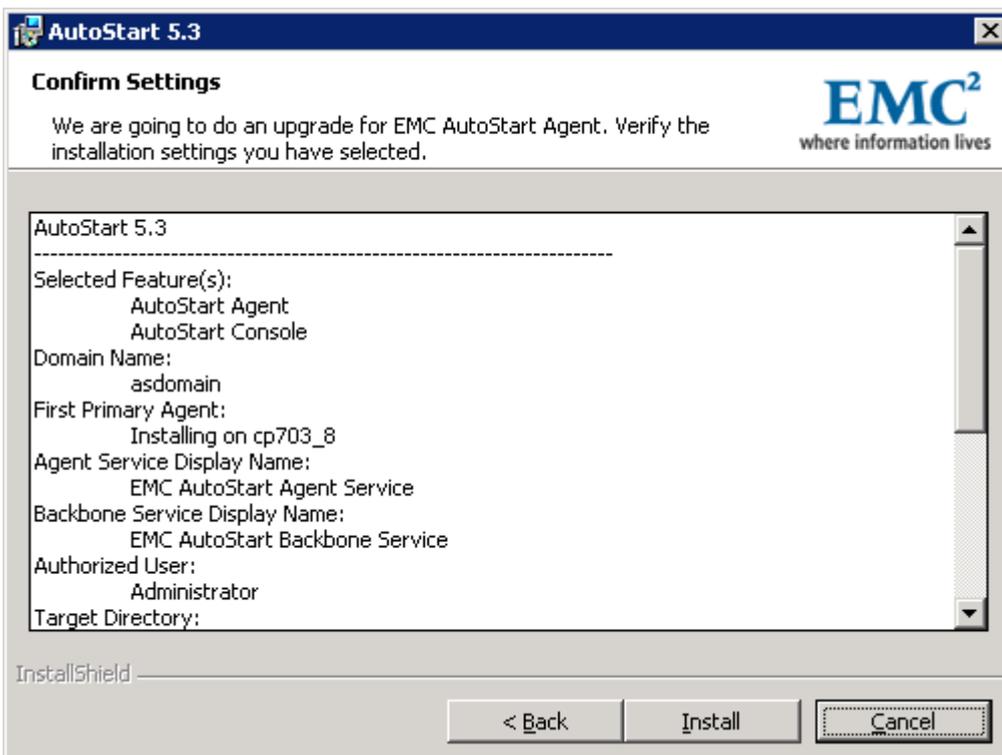
3.6. No changes required. Click the “Next >” button to continue.



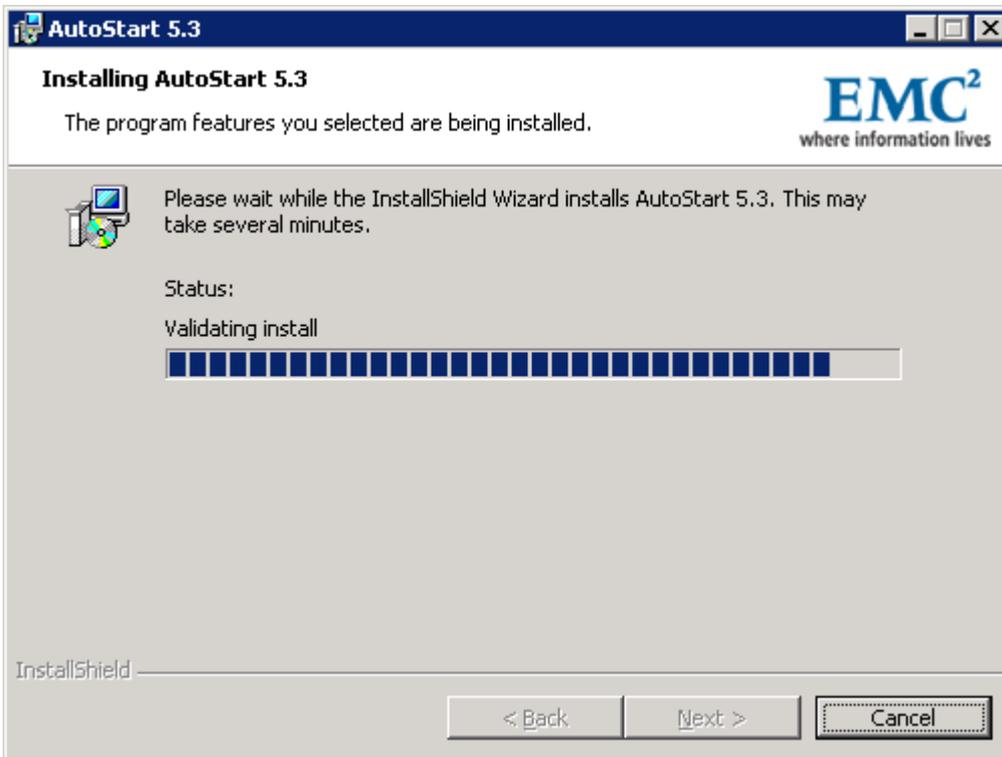
3.7. AutoStart installation will inform us about manual downgrade process. Press the “OK” button to close pop-up window.



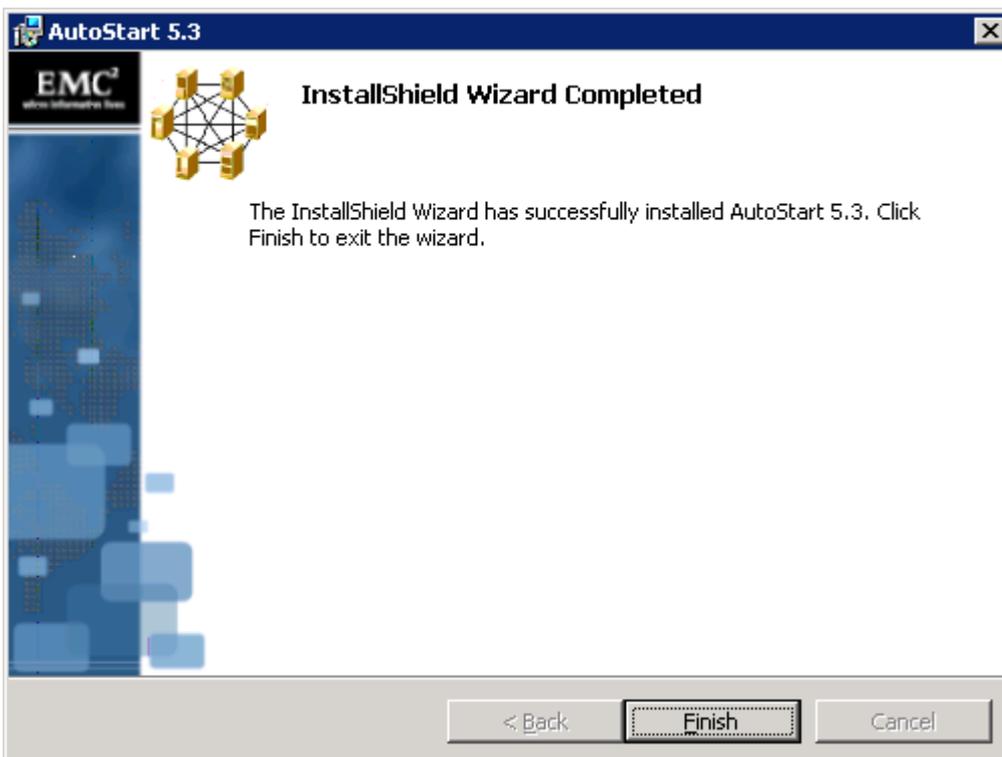
3.8. Click the “Next >” button again.



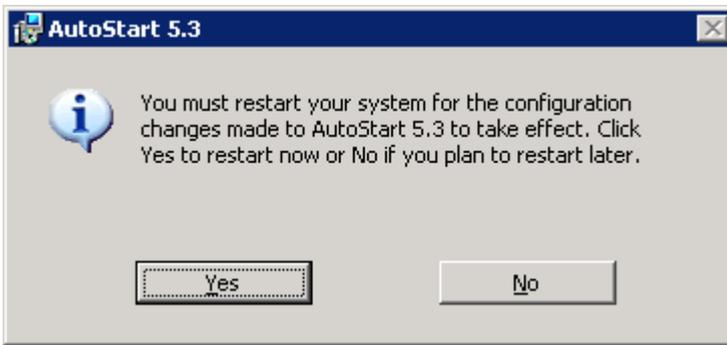
3.9. Click the “Install” button to start installation.



3.10. Setup starts to install EMC AutoStart 5.3



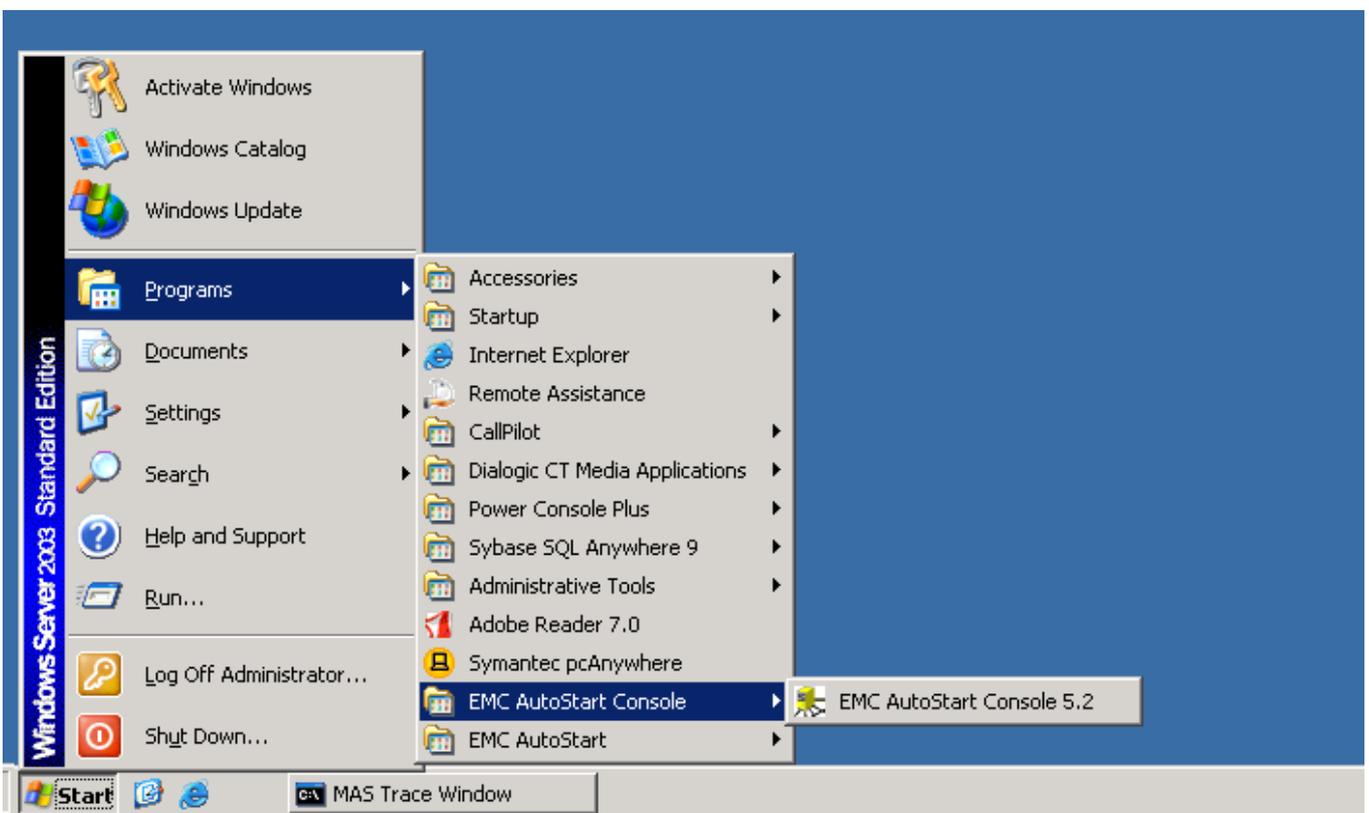
3.11. Once the install process completes, a window will appear with the status of the install operation. Click “Finish” to continue.

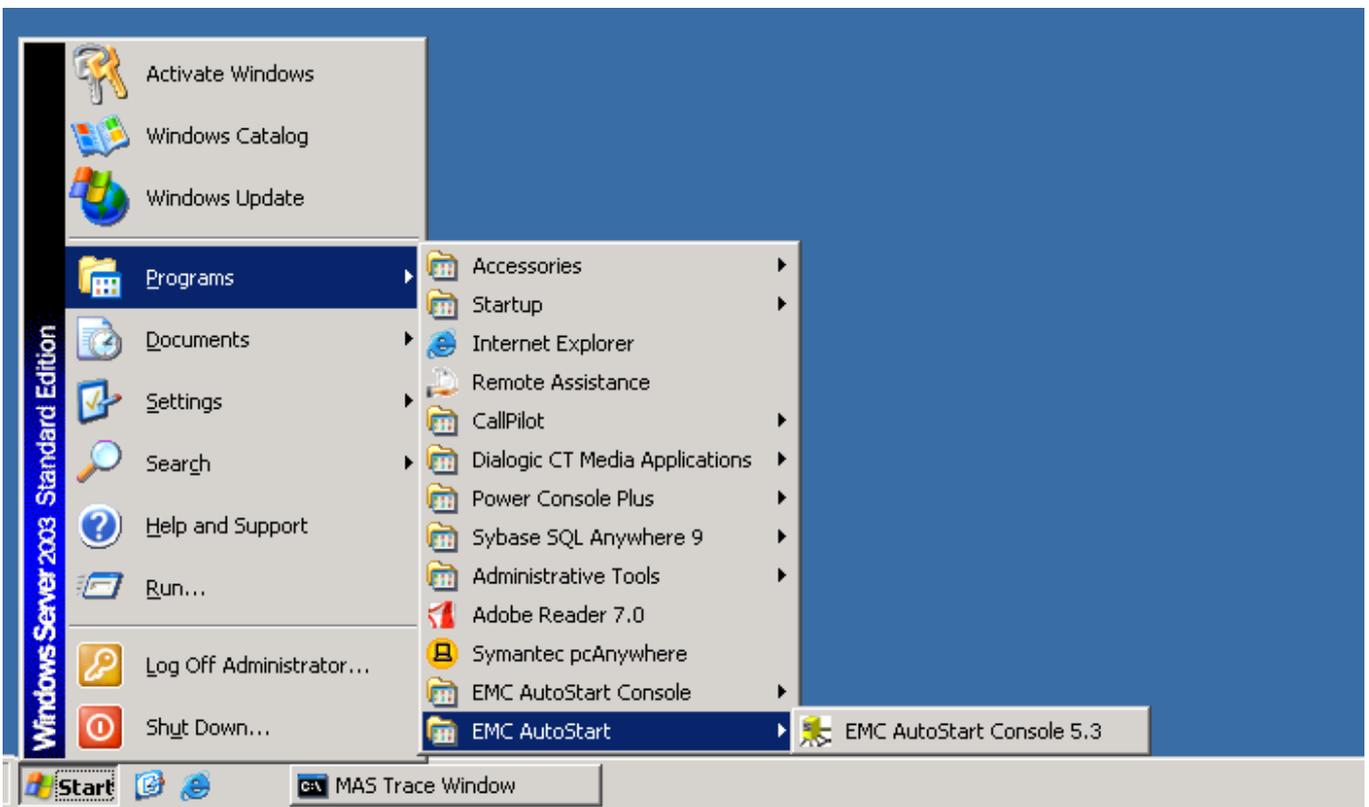


3.12. You will be prompted that a reboot of the server is required. Click “Yes” to restart the CallPilot Server.

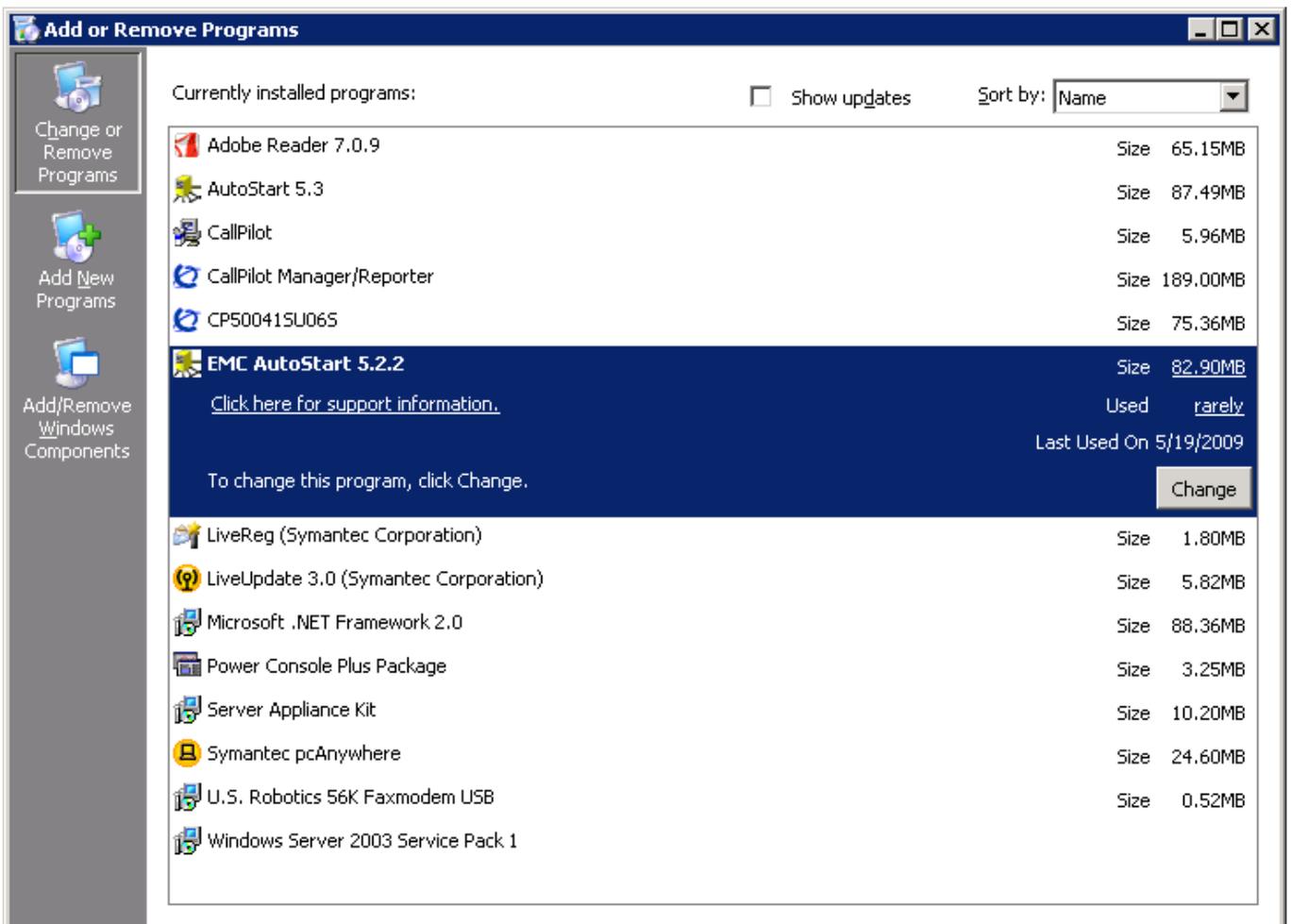
NOTE: After reboot, an error can appear, indicating that “At least one service or driver failed to start.” This is normal, as the AutoStart mirroring service is not yet fully configured so the server cannot start.

NOTE: Two EMC AutoStart entries are observed in the “Start->Programs” Menu after reboot:





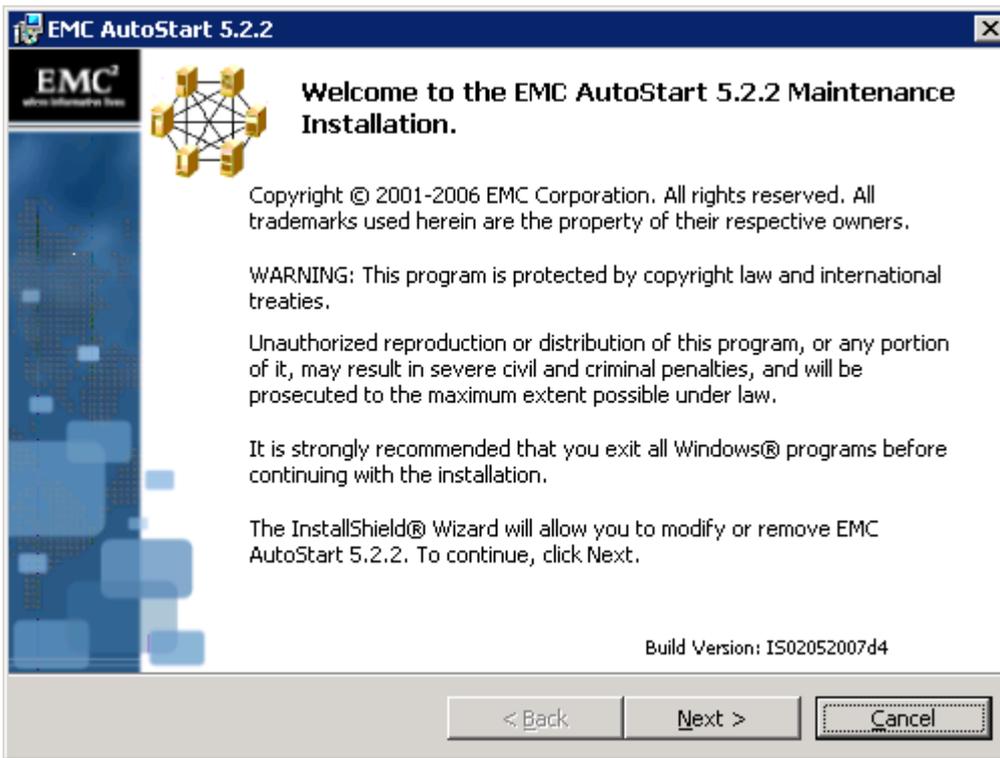
NOTE: Also two “EMC AutoStart” entries appear in the “Add or Remove Programs” applet:



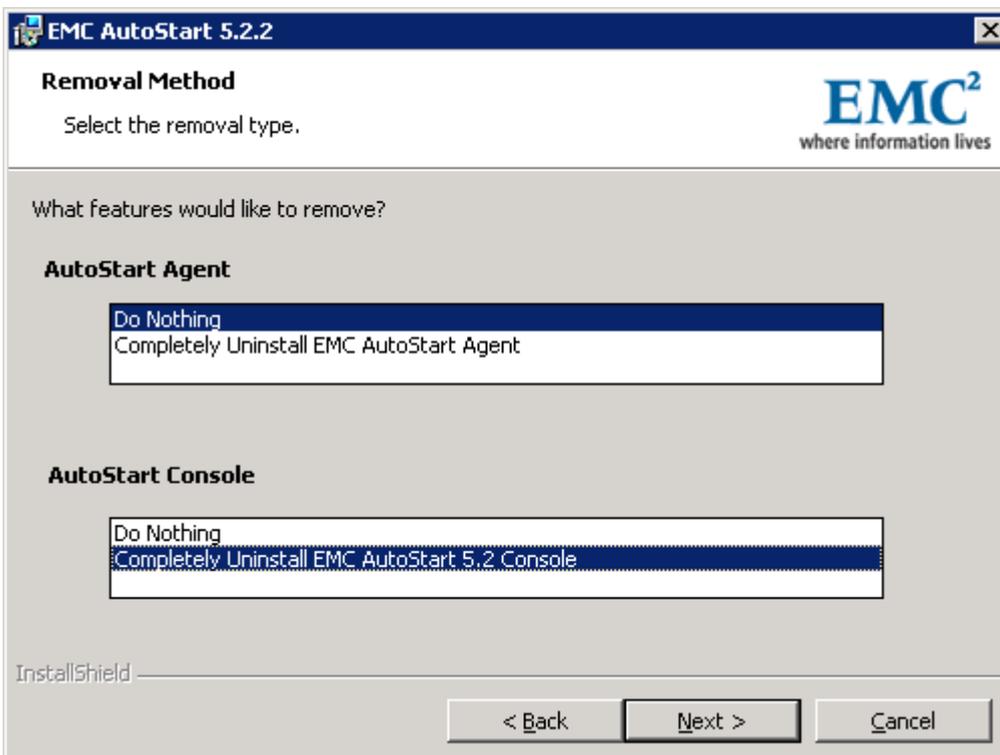
4. The following workaround can help us to resolve these issues:

4.1. Navigate to Start>Settings>Control Panel. Click Add/Remove Programs.

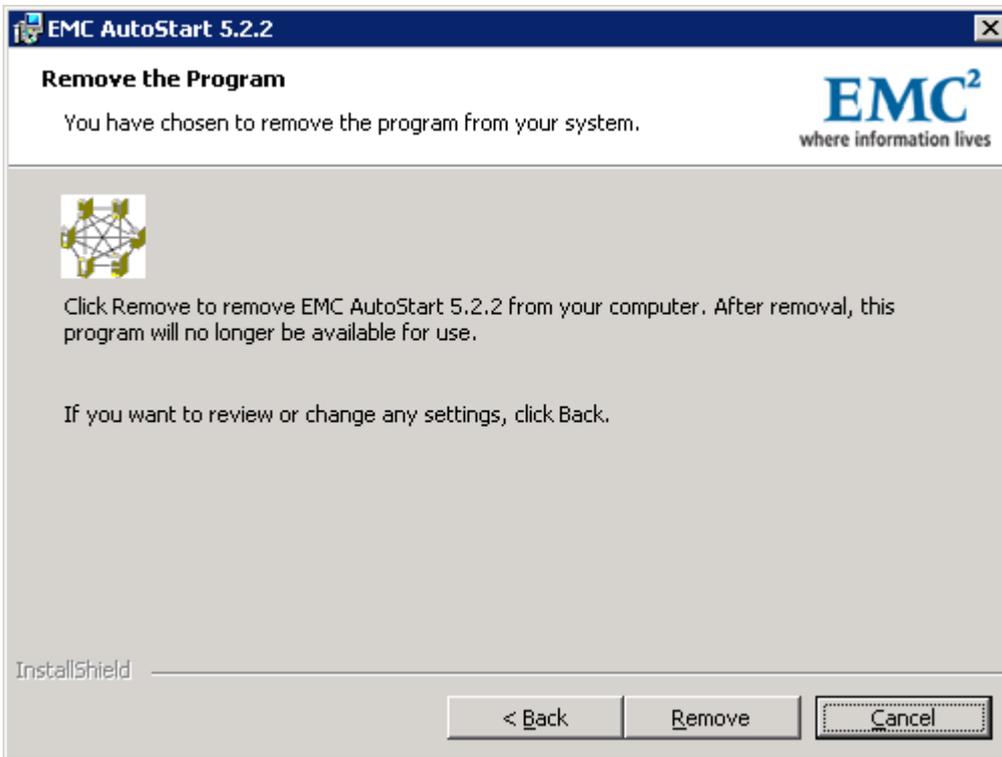
4.2. Select EMC AutoStart 5.2.2, and click Change.



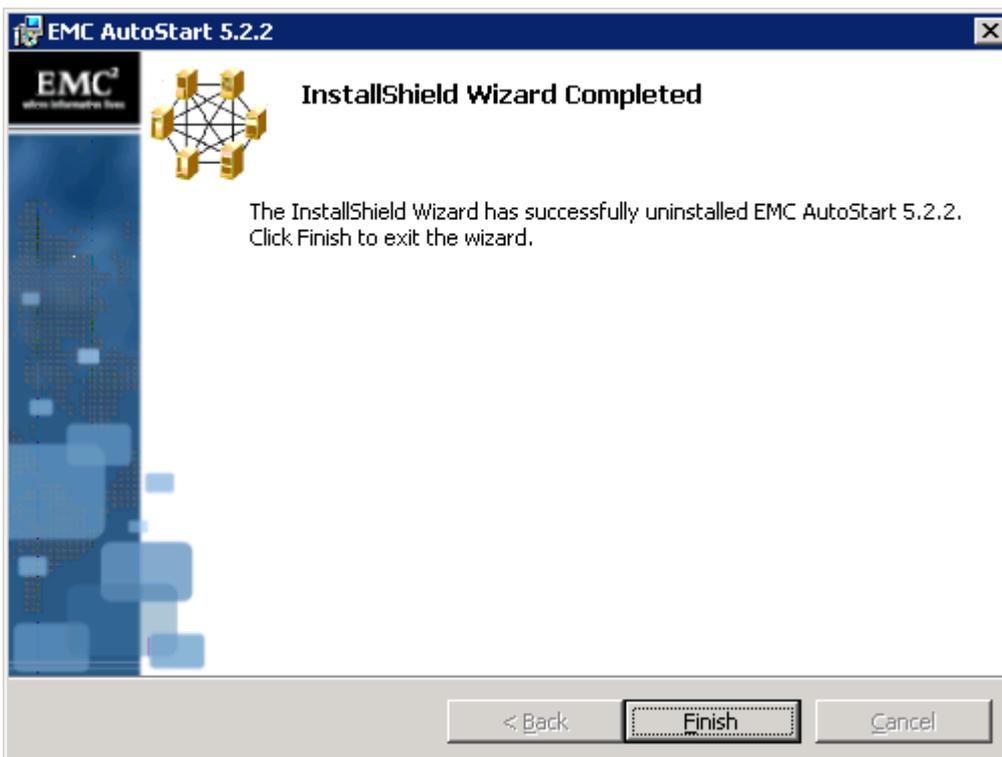
4.3. Click the “Next >” button to continue.



4.4. Select “Do Nothing” in the “AutoStart Agent” list, and select “Completely Uninstall EMC AutoStart 5.2 Console” in the “AutoStart Console” list, as shown above. Click the “Next >” button to continue.

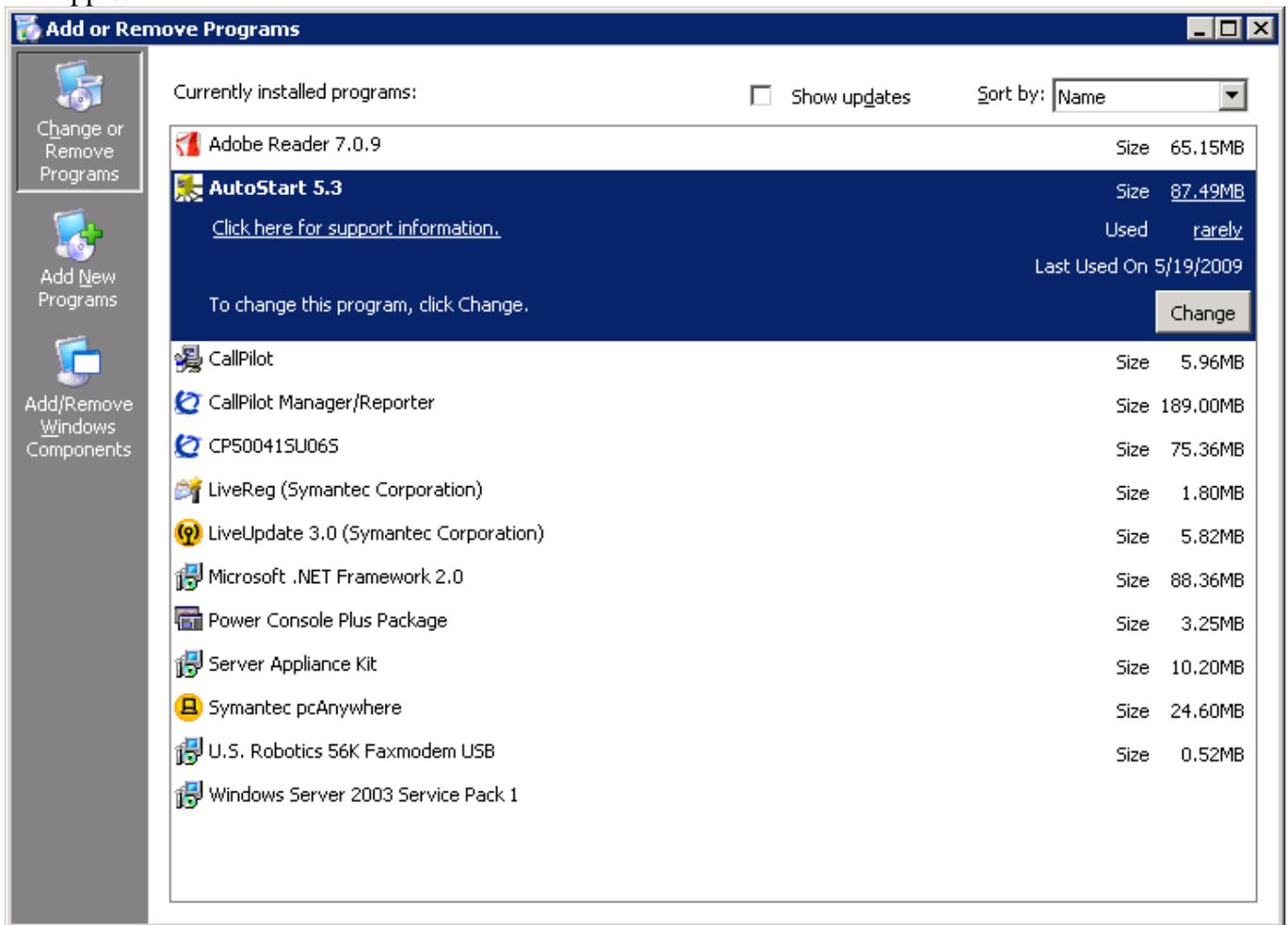


4.5. Click "Remove".

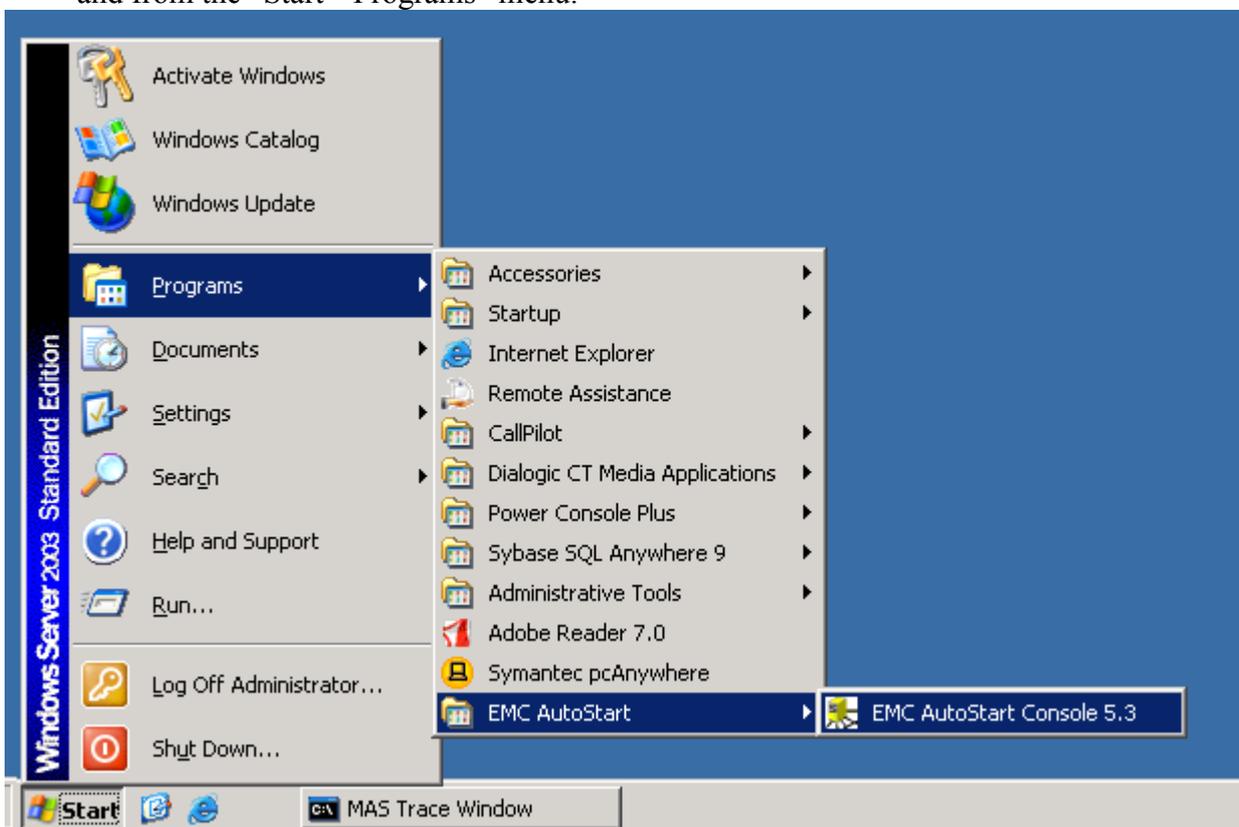


4.6. Once the uninstall process completes, a window will appear with the status of the install operation. Click "Finish" to continue. Reboot is not required.

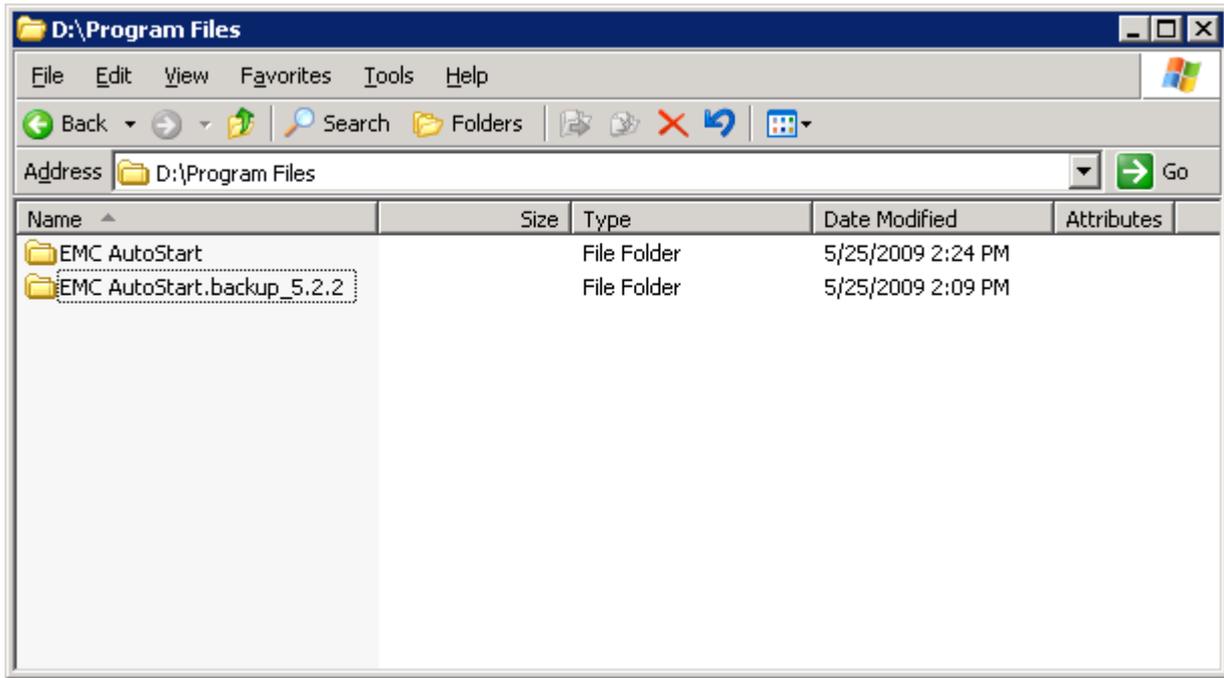
4.7. These actions will remove EMC AutoStart 5.2.2 entries from the “Add or Remove Programs” applet



and from the “Start->Programs” menu.

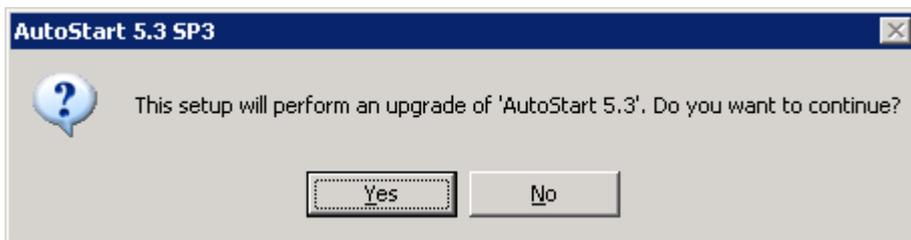


NOTE: Navigate to D:\Program Files and rename EMC AutoStart.backup to EMC AutoStart.backup_5.2.2.

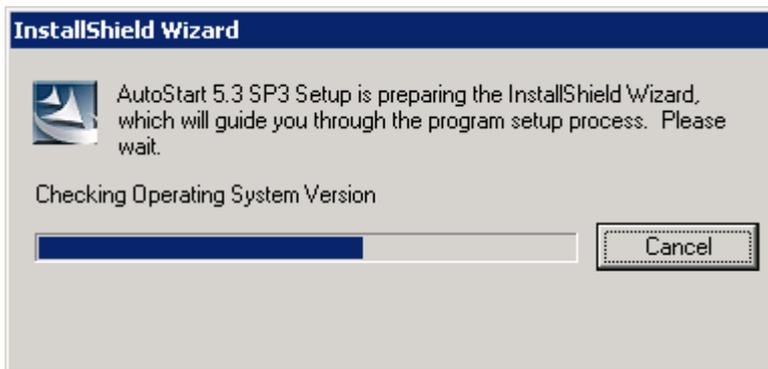


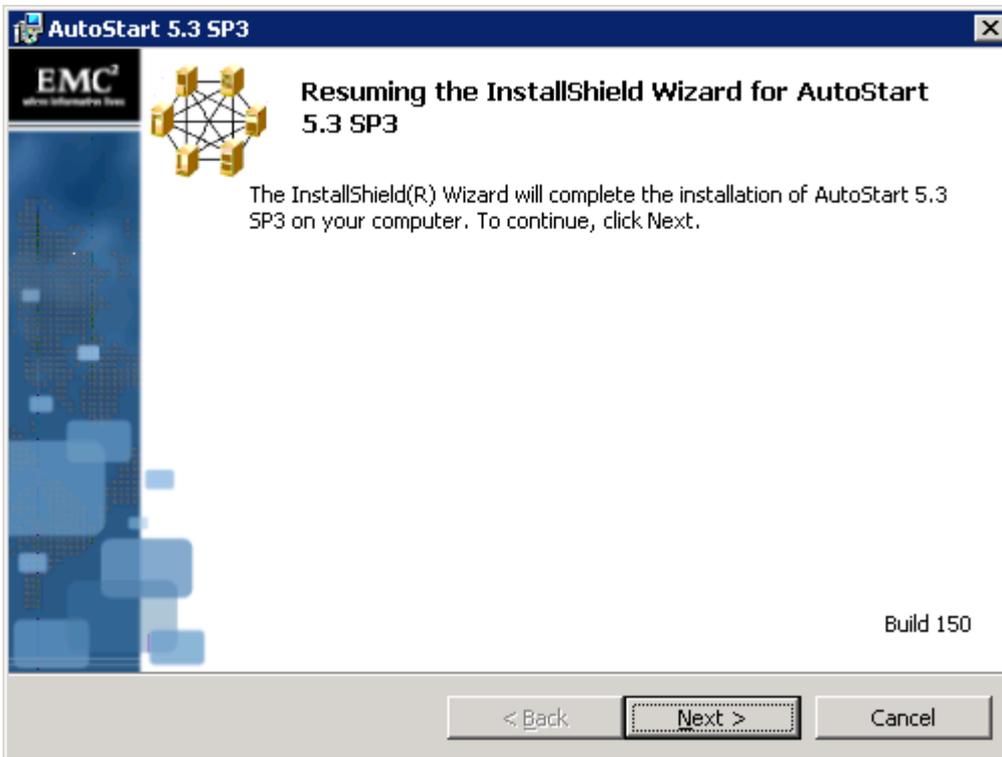
5. Installation of AutoStart 5.3 SP3.

5.1. Launch the EMC AutoStart 5.3 SP3 installer: EAS53SP3_WIN_x86.exe.

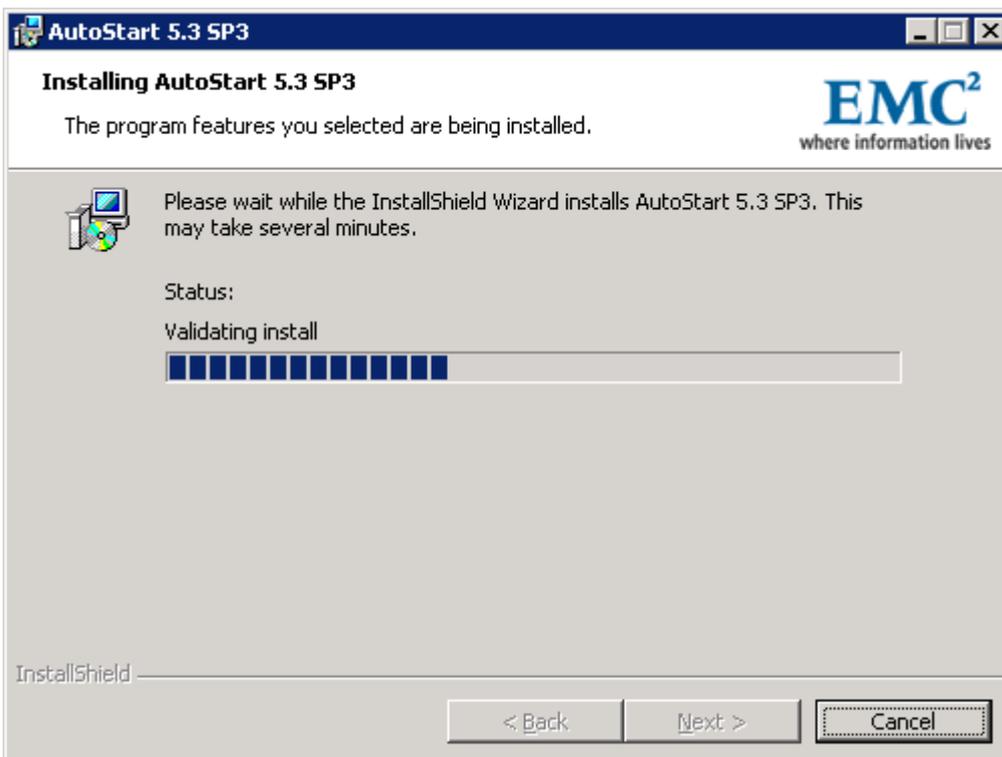


5.2. Setup informs about upgrade of “AutoStart 5.3”. Click “Yes” to continue

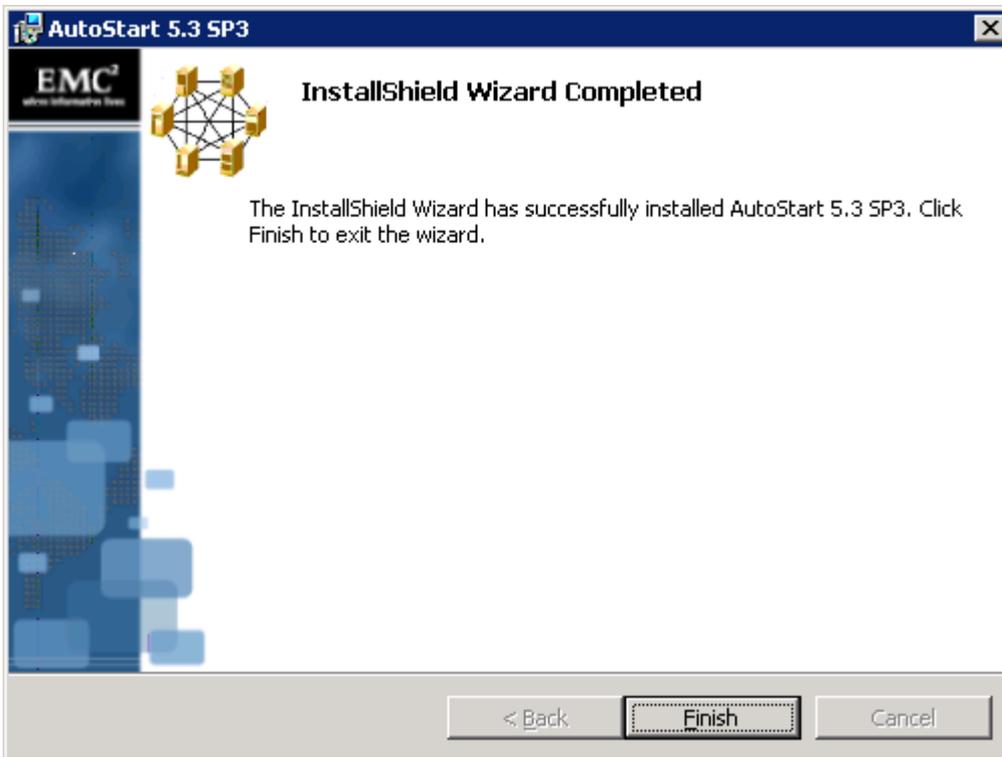




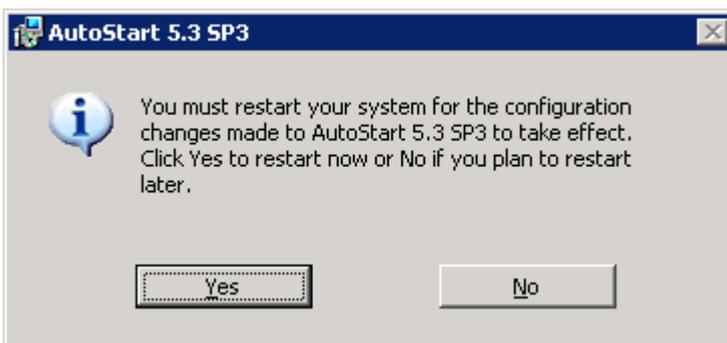
5.3. Click the “Next >” button to continue.



5.4. Setup starts to install EMC AutoStart 5.3 SP3.



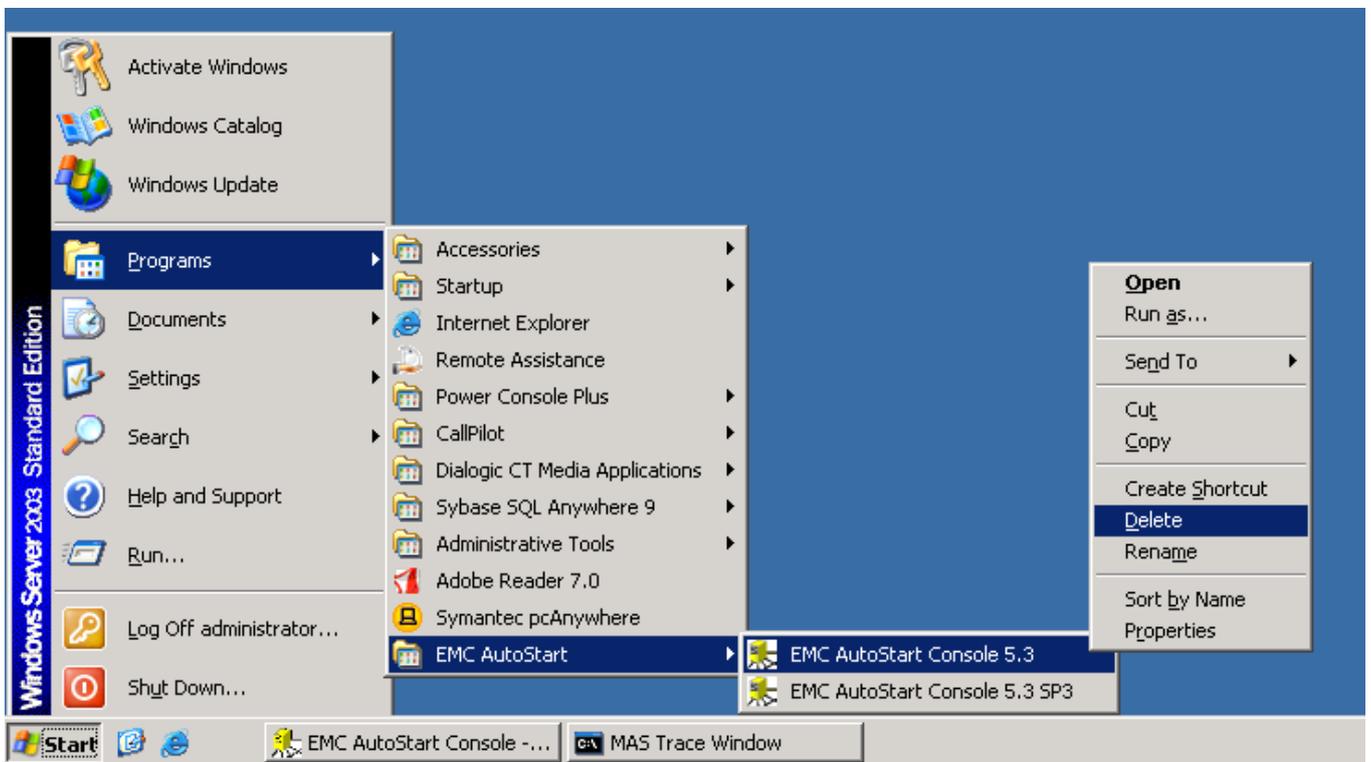
5.5. Once the install process completes, a window will appear with the status of the install operation. Click “Finish” to continue.



5.6. You will be prompted that a reboot of the server is required. Click “Yes” to restart the CallPilot Server.

NOTE: After reboot, an error can appear, indicating that “At least one service or driver failed to start.” This is normal, as the AutoStart mirroring service is not yet fully configured so the server cannot start.

5.7. After the reboot, two EMC AutoStart items appear in the “Start->Programs” menu. Each of them launches EMC AutoStart Console 5.3 SP3 version. Delete the EMC AutoStart Console 5.3 shortcut icon:



6. Execute the same procedure to upgrade the next node in the AutoStart domain.
 (Repeat steps 3, 4 and 5 on CP2).

7. After that, on CP1, perform the following actions:

- 7.1. Launch the AutoStart Console.
- 7.2. Take the CallPilot, CallPilot_[CP1] and CallPilot_[CP2] resource groups online.
- 7.3. Enable automatic failovers (start monitoring).

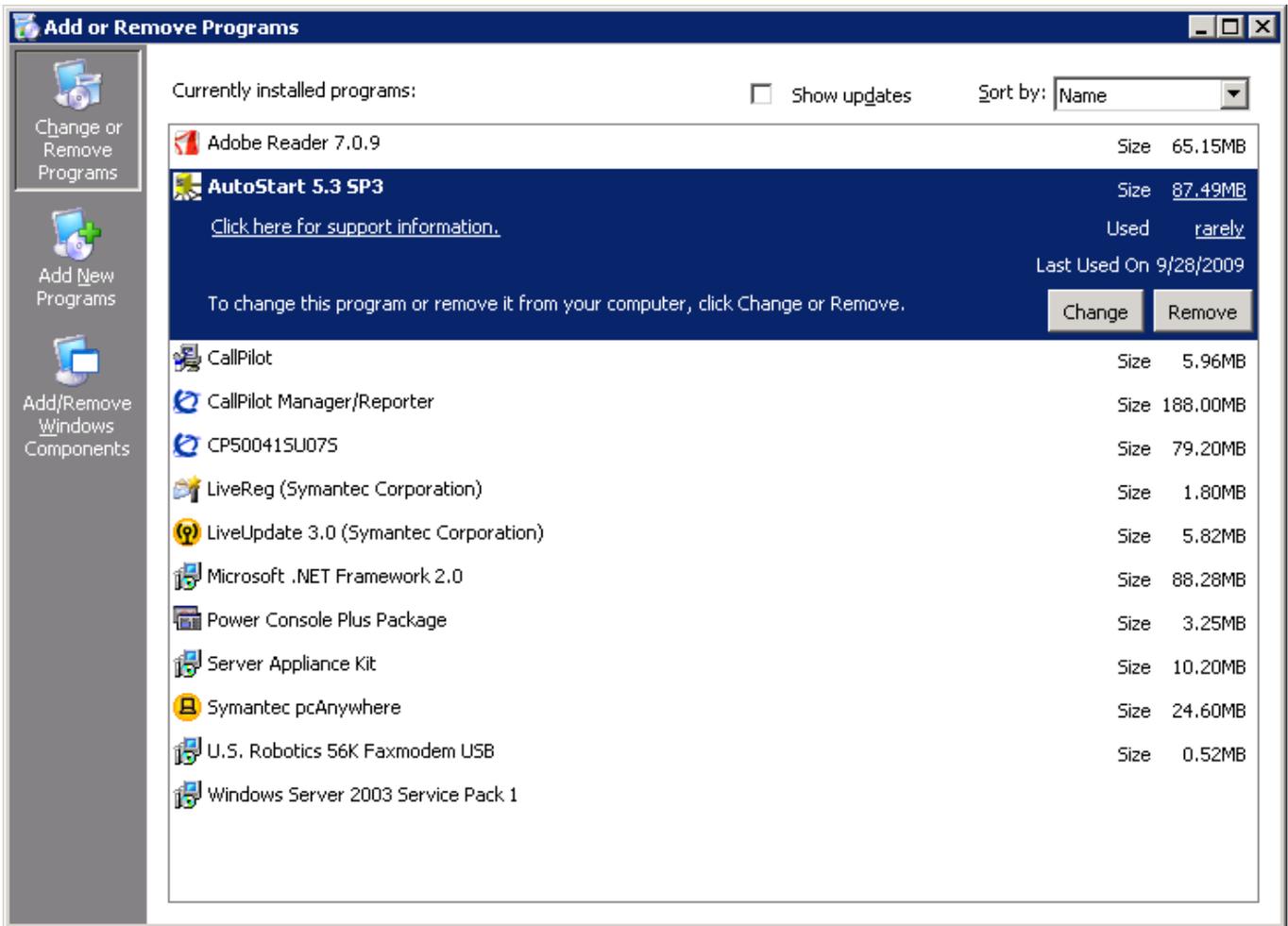
8. Perform synchronization of the RAID if no error or abnormal issues were encountered as described in "Synchronize the RAID after a successful maintenance procedure" (NN44200-311 High Availability: Installation and Configuration, page 268) or return the system back to its original configuration if something has gone wrong as described in "Synchronize the RAID after an unsuccessful maintenance procedure Step Action" (NN44200-311 High Availability: Installation and Configuration, page 268).

Downgrade from EMC AutoStart 5.3.3 to EMC AutoStart 5.2.2.

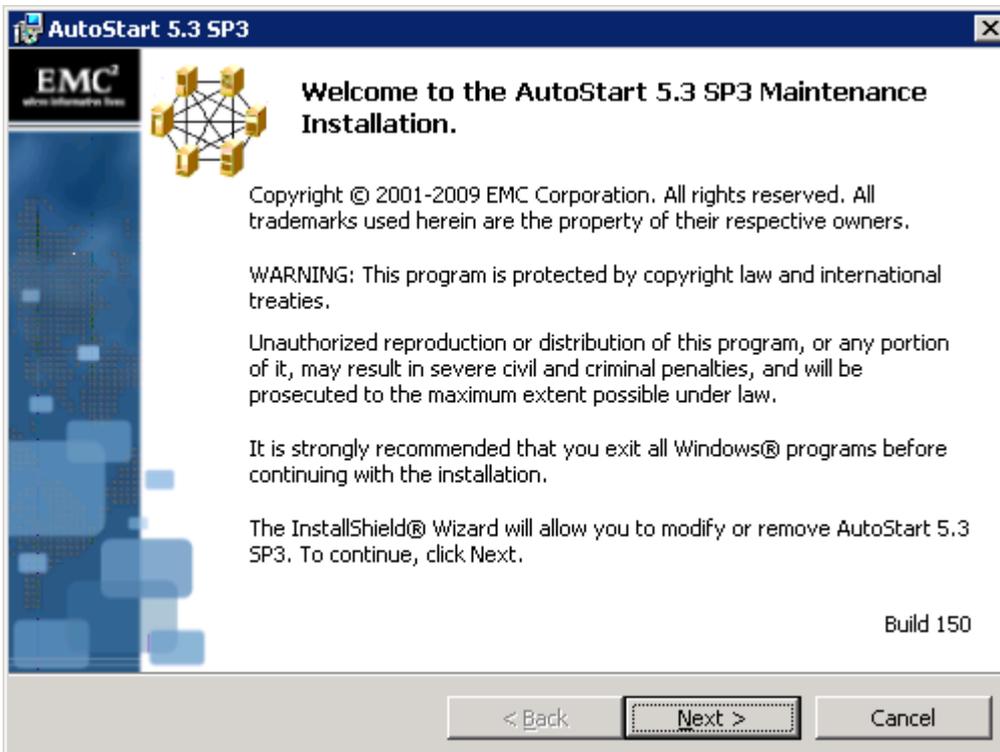
To performing downgrade to AutoStart 5.2.2, you must first uninstall AutoStart 5.3.3, and then install AutoStart 5.2.2.

1. On CP1 do the following actions:

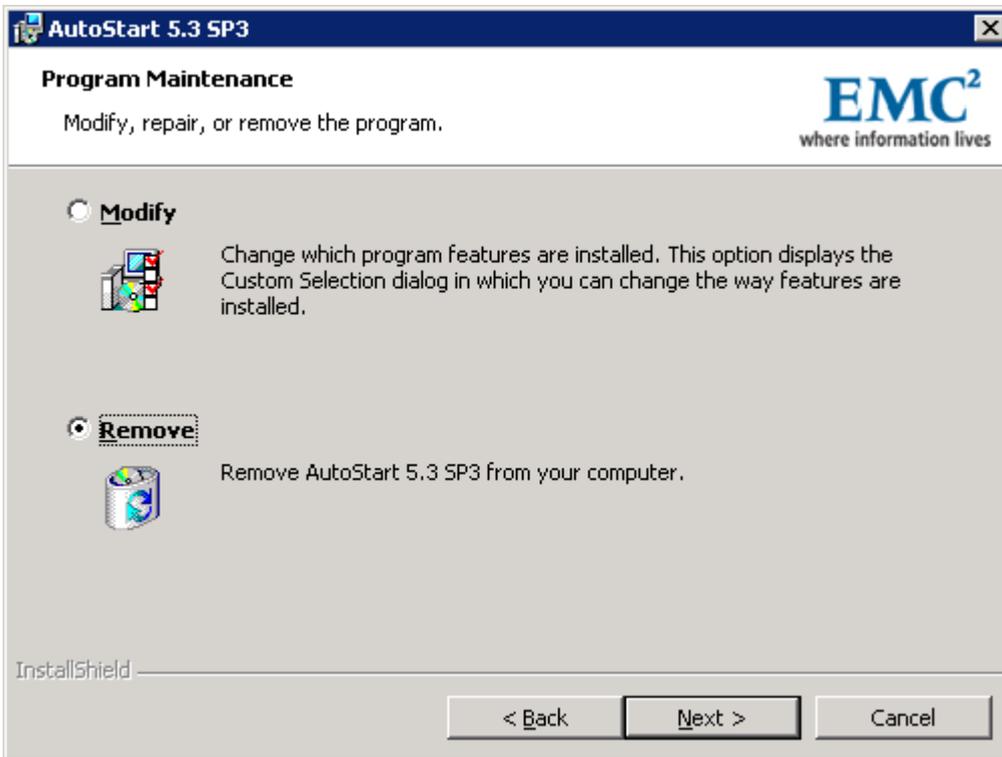
- 1.1. Launch the AutoStart Console.
- 1.2. Disable automatic failovers (stop monitoring).
- 1.3. Take the CallPilot, CallPilot_[CP1] and CallPilot_[CP2] resource groups offline.
- 1.4. Exit AutoStart Console.
- 1.5. Click "Start > Settings > Control Panel"
- 1.6. Double-click the "Add/Remove Programs" icon in the Control Panel.



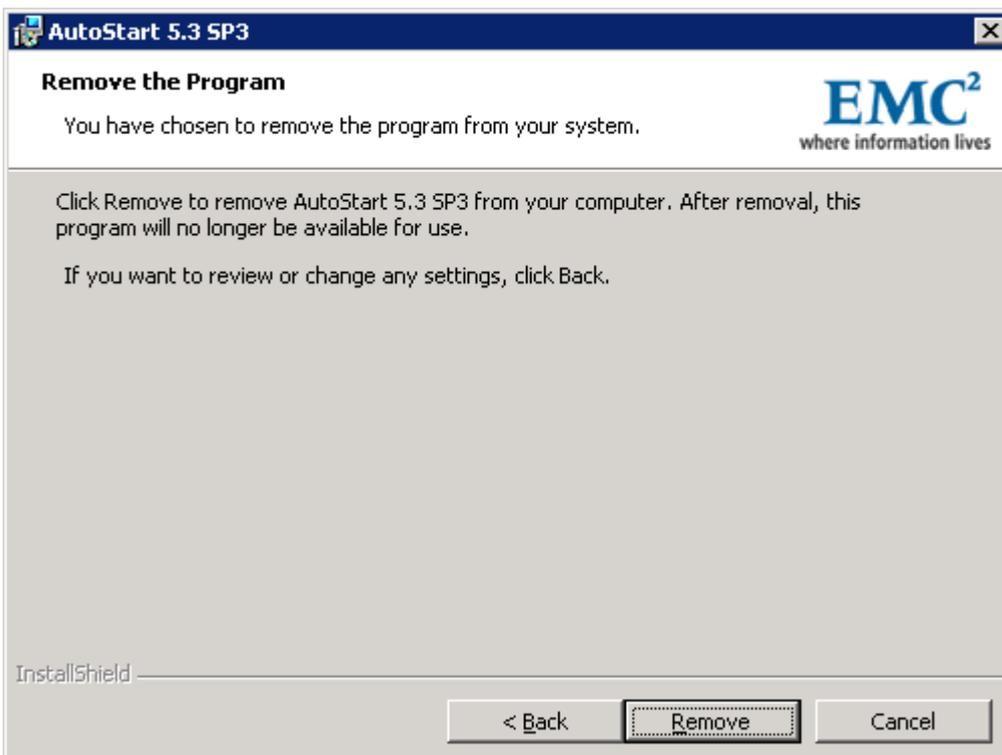
1.7. Select “AutoStart 5.3 SP3” and click “Change”.



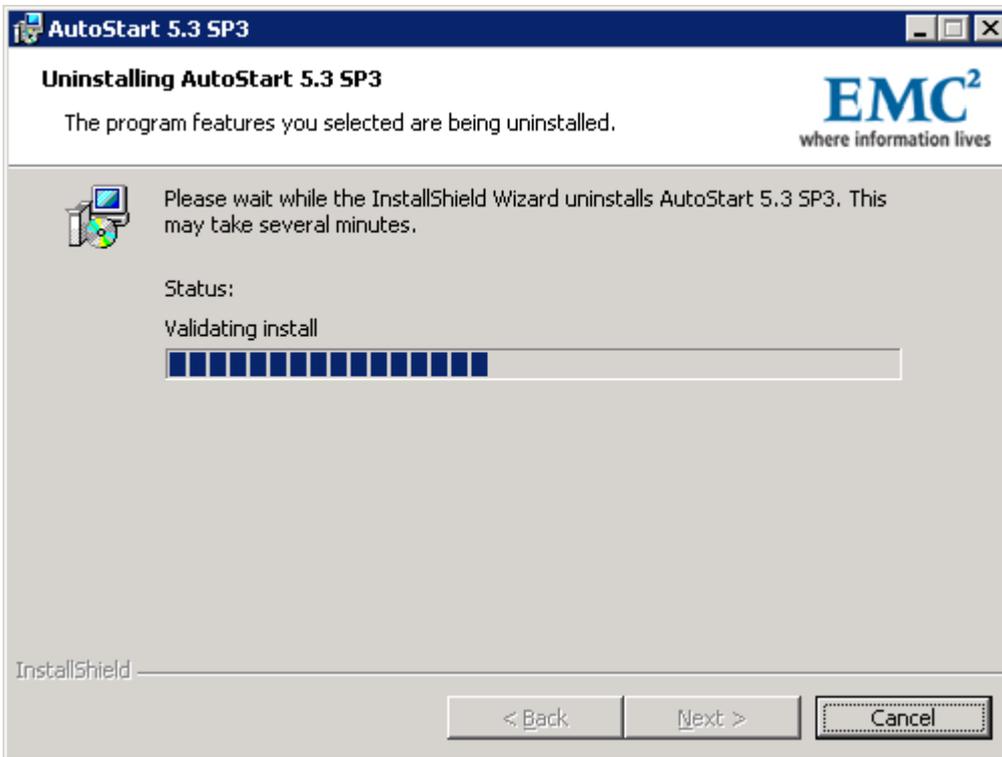
1.8. Click “Next” button to continue. The Program Maintenance screen appears.



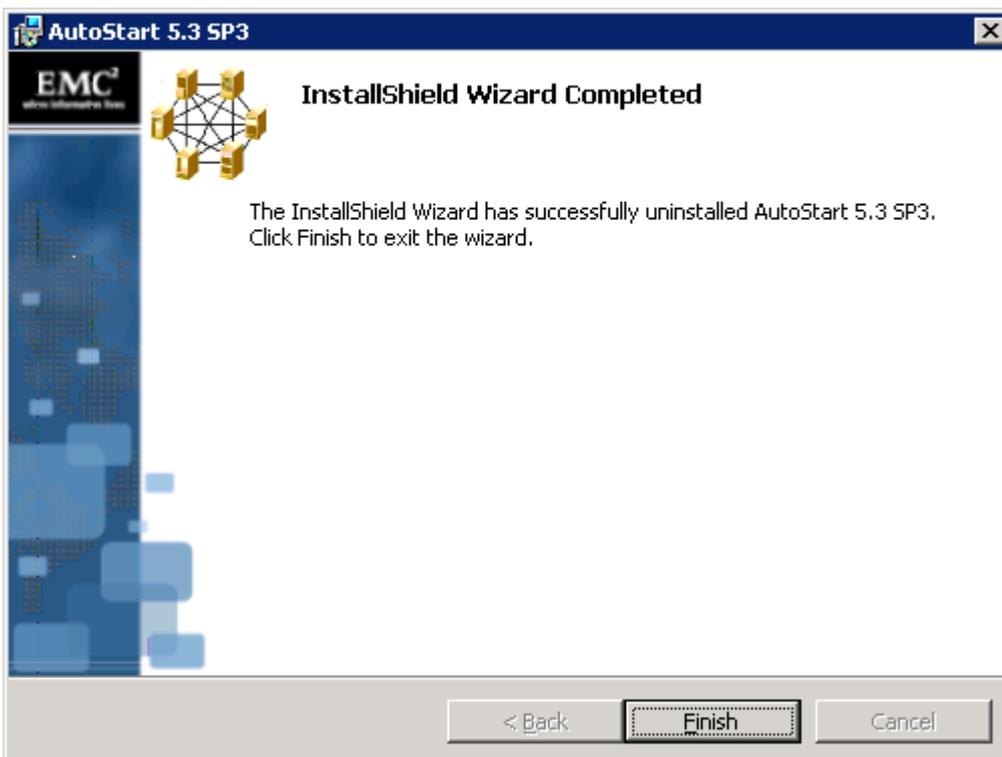
1.9. Select “Remove” and click “Next” button.



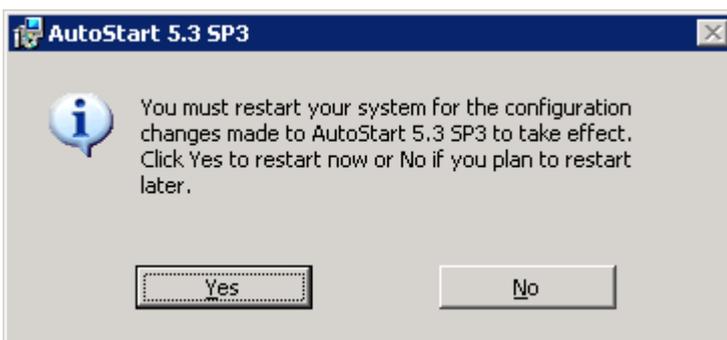
1.10. Click “Remove” at the Remove the Program screen.



1.11. Setup starts to uninstall EMC AutoStart 5.3 SP3.

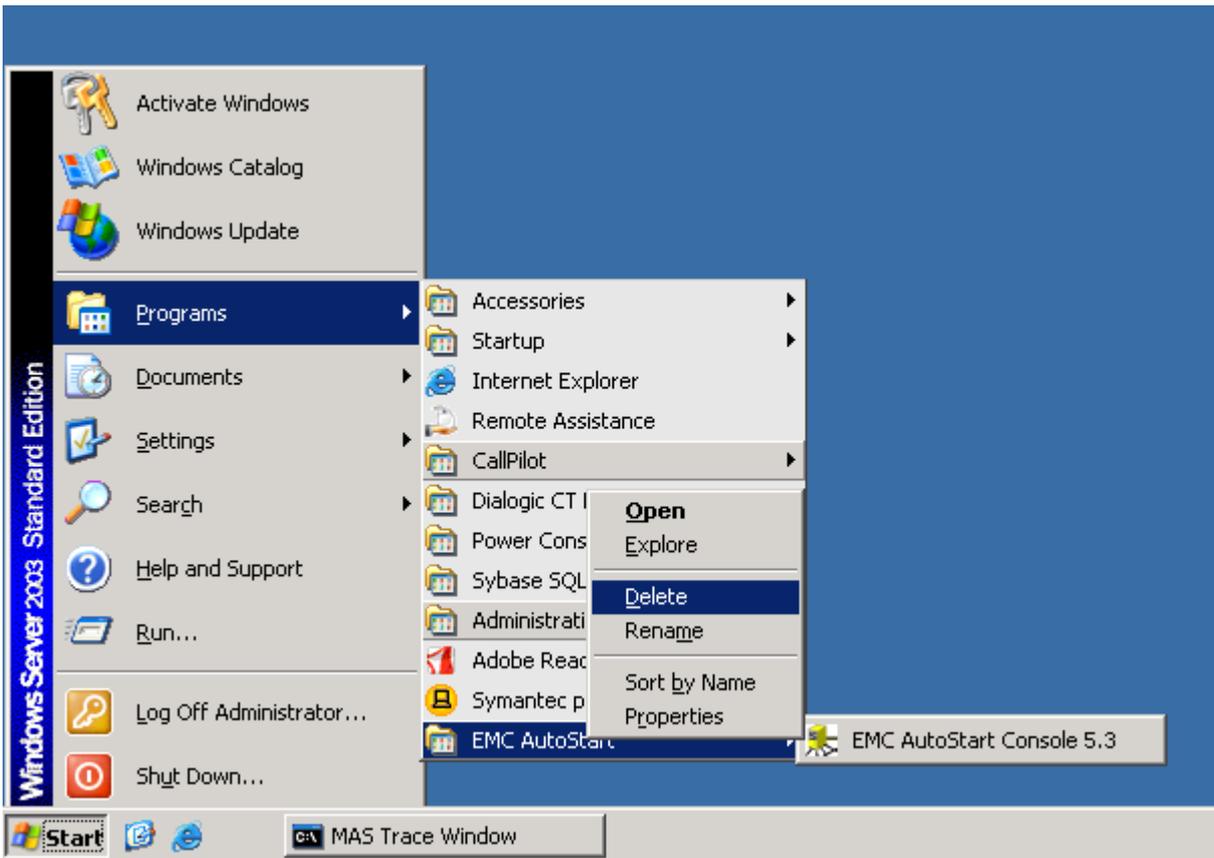


1.12. Once the uninstall process completes, a window will appear with the status of the uninstall operation. Click “Finish” to continue.



1.13. You will be prompted that a reboot of the server is required. Click “Yes” to restart the CallPilot Server.

1.14. After the reboot, go to “Start > Programs” and delete the 5.3 Console shortcut icon.



2. Uninstall EMC AutoStart 5.3.3 on another node.

3. After that, install and configure EMC AutoStart 5.2.2. For more information, see “High Availability Server: Installation and Configuration” (NN44200-311), Chapter 5, “Install the AutoStart Agent and Console software” and “Configure the AutoStart software”.