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 AutoStrart 5.2.2 is installed:

🐻 Add or Rer	nove Programs		_ 🗆 🗵	1
5	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	
C <u>h</u> ange or Remove	🚮 Adobe Reader 7.0.9		Size 65.15MB	
Programs	😼 CallPilot		Size 5.96MB	
- -	🙋 CallPilot Manager/Reporter		Size 189.00MB	
Add <u>N</u> ew	🙋 CP500415U065		Size 75.36MB	
Programs	🋼 EMC AutoStart 5.2.2		Size <u>82.90MB</u>	
	Click here for support information.		Used <u>rarely</u>	
Add/Remove			Last Used On 5/19/2009	
<u>wi</u> ndows Components	To change this program, click Change.		Change	
	📬 LiveReg (Symantec Corporation)		Size 1.80MB	
	🔞 LiveUpdate 3.0 (Symantec Corporation)		Size 5.82MB	
	💕 Microsoft .NET Framework 2.0		Size 88.36MB	
	📾 Power Console Plus Package		Size 3.25MB	
	👸 Server Appliance Kit		Size 10.20MB	
	Symantec pcAnywhere		Size 24.60MB	
	👸 U.S. Robotics 56K Faxmodem USB		Size 0.52MB	
	👸 Windows Server 2003 Service Pack 1			

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.

🍇 Services					_	. 🗆 🗡
<u>File Action View H</u>	<u>H</u> elp					
	□ 🛱 📄 🗉 🗉 🖦					
Services (Local)	🍇 Services (Local)					
			1	1	1	
	EMC AutoStart - asdomain Agent			Started	Startup Type	
	Stop the service	BCOM Server Process Launcher	Drouides la	Started	Automatic	
	Restart the service		Registers a	Started	Automatic	Ne
		Wa Distributed File System	Integrates	Startea	Disabled	Lo.
	Description:	Distributed Link Tracking Client	Enables cli		Disabled	Lo
	Manages EMC AutoStart Agent Activities	Distributed Link Tracking Server	Enables th		Disabled	Lo
		Distributed Transaction Coordinator	Coordinate	Started	Automatic	Ne
		🖏 DNS Client	Resolves a	Started	Automatic	Ne
		🏶 EMC AutoStart - asdomain Agent	Manages E	Started	Automatic	Lo
		🏶 EMC AutoStart - asdomain Backbone	Manages E	Started	Automatic	Lo
		EMC AutoStart Mirror Service	Manages E	Started	Automatic	Lo
		EMC AutoStart Transport Service	Manages E		Disabled	Lo
		Error Reporting Service	Collects, st		Disabled	Lo
		🖏 Event Log	Enables ev	Started	Automatic	Lo
		Several Se		Started	Automatic	Lo
		Section Section	Allows files		Disabled	Lo
		Service	Enables thi	Started	Automatic	Lo
		Nelp and Support	Enables He		Manual	Lo
		New HTTP SSL	This servic	Started	Manual	Lo
		No. 1997 Access	Enables ge		Disabled	Lo
			Enables thi	Started	Manual	Lo
			Manages C		Disabled	

2.2. Stop the "EMC AutoStart <Domain_Name> Backbone" service.

🍇 Services					. 🗆 🗡
<u>File Action View Help</u>					
Services (Local) Services (Local)					
EMC AutoStart - asdomain	Name A	Description	Status	Startup Type	Lo 🔺
Backbone	CTMS Server		Started	Automatic	Lo
Chan the service	DCOM Server Process Launcher	Provides la	Started	Automatic	Lo
Restart the service	DHCP Client	Registers a	Started	Automatic	Ne
	System	Integrates		Disabled	Lo
Burning and the second s	Sistributed Link Tracking Client	Enables cli		Disabled	Lo
Mapages EMC AutoStart Communication	Server 2000 Distributed Link Tracking Server	Enables th		Disabled	Lo
Activities	Distributed Transaction Coordinator	Coordinate	Started	Automatic	Ne
	DNS Client	Resolves a	Started	Automatic	Ne
	EMC AutoStart - asdomain Agent	Manages E		Automatic	Lo
	EMC AutoStart - asdomain Backbone	Manages E	Started	Automatic	Lo
	EMC AutoStart Mirror Service	Manages E	Started	Automatic	Lo
	🍓 EMC AutoStart Transport Service	Manages E		Disabled	Lo
	🏶 Error Reporting Service	Collects, st		Disabled	Lo
	🍓 Event Log	Enables ev	Started	Automatic	Lo
	🏶 EvtRtr		Started	Automatic	Lo
	🍓 File Replication	Allows files		Disabled	Lo
	🍓 FTP Publishing Service	Enables thi	Started	Automatic	Lo
	🍓 Help and Support	Enables He		Manual	Lo
	🍓 HTTP SSL	This servic	Started	Manual	Lo
	🍓 Human Interface Device Access	Enables ge		Disabled	Lo
	🍓 IIS Admin Service	Enables thi	Started	Manual	Lo
	🍓 IMAPI CD-Burning COM Service	Manages C		Disabled	Lo
	•				
Extended Standard					

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.

🙀 AutoSta	rt 5.3	×
EMC	Welcome to the AutoStart 5.3 Installation.	
	WARNING: This program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law. It is strongly recommended that you exit all Windows® programs before continuing with the installation. The InstallShield® Wizard will install AutoStart 5.3 on your computer. To continue, click Next.	
	Build 264	
	< <u>B</u> ack <u>Next</u> > Cancel	

3.4. Click the "Next >" button again.

🙀 AutoStart 5.3	×						
License Agreement Please read the following license agreement carefully. wf	EMC ² here information lives						
EMC Corporation End-user License Agreement							
This Product contains computer programs and other proprietary material and information, the use of which is subject to and expressly conditioned upon acceptance of this end-user license and services agreement ("Agreement"). Unless EMC agrees otherwise in writing, this Agreement governs Customer's use of the Product except to the extent all or portion of the Product: (a) is the subject of a separate written agreement; (b) is the subject of a separate written agreement between Customer and a Distributor (provided such complies with EMC's agreement with the Distributor), or (c) is governed by a third party licensor's terms and							
I do not accept the terms in the license agreement Definit							
InstallShield							
< <u>B</u> ack <u>N</u> ext >	Cancel						

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.

🙀 AutoSt	art 5.3
1	A previous version of AutoStart 5.2 has been found on this system. There is no automatic downgrade process available in AutoStart 5.3 and only manual downgrade process is available, and is documented in the AutoStart 5.3 release documents. Click Ok to continue.
	ОК

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.

🙀 AutoStart 5.3	×
Confirm Settings We are going to do an upgrade for EMC AutoStart Agent. Verify the installation settings you have selected.	EMC ² where information lives
AutoStart 5.3 	
InstallShield	Cancel

3.9. Click the "Install" button to start installation.

🛃 AutoStar	t 5.3			
Installing The prog	AutoStart 5.3 ram features you selected are	being installed.		EMC ² where information lives
17	Please wait while the InstallS take several minutes.	hield Wizard install	s AutoStart 5.3.	This may
	Status:			
	Validating install			
InstallShield –				
		< <u>B</u> ack	<u>N</u> ext >	Cancel

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:

	3	Activate Windows		
		Windows Catalog		
	*	Windows Update		
	Î.	Programs	Accessories	
tion		Documents	e Internet Explorer	
rd Ed	P	Settings	CallPilot	
tanda	ρ	Sear <u>c</u> h •	Dialogic CT Media Applications	
S S S	0	Help and Support	Power Console Plus Sybase SQL Anywhere 9	
aver 2	7	<u>R</u> un	Administrative Tools	
ws Se		Log Off Administrator	B Symantec pcAnywhere	
Winde	0	Shut Down	EMC AutoStart Console EMC AutoStart Console 5.2 EMC AutoStart EMC AutoStart Console 5.2	
	Start	🕑 🥭 🛛 🔤 MAS Tra	ce Window	



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

🐻 Add or Rer	nove Program s			
5	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	
C <u>h</u> ange or Remove	🔏 Adobe Reader 7.0.9		Size	65.15MB
Programs	🏂 AutoStart 5.3		Size	87.49MB
- E	😼 CallPilot		Size	5.96MB
Add <u>N</u> ew	🙋 CallPilot Manager/Reporter		Size	189.00MB
Programs	🙋 CP500415U065		Size	75.36MB
	🛼 EMC AutoStart 5.2.2		Size	82.90MB
Add/Remove	Click here for support information.		Used	<u>rarely</u>
<u>wi</u> ndows Components			Last Used On !	5/19/2009
	To change this program, click Change.			Change
	📬 LiveReg (Symantec Corporation)		Size	1.80MB
	🔞 LiveUpdate 3.0 (Symantec Corporation)		Size	5.82MB
	🕞 Microsoft .NET Framework 2.0		Size	88.36MB
	📾 Power Console Plus Package		Size	3.25MB
	💦 Server Appliance Kit		Size	10.20MB
	Symantec pcAnywhere		Size	24.60MB
	🛃 U.S. Robotics 56K Faxmodem USB		Size	0.52MB
	🔀 Windows Server 2003 Service Pack 1			

- 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.

🖶 EMC AutoStart 5.2.2			×
Removal Method Select the removal type.		,	EMC ² where information lives
What features would like to remove?			
AutoStart Agent			
Do Nothing Completely Uninstall EMC AutoStar	t Agent		
AutoStart Console			
Do Nothing Completely Uninstall EMC AutoStar	t 5.2 Console		
InstallShield	< <u>B</u> ack	Next >	Cancel

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.

🙀 EMC AutoStart 5.2.2			×
Remove the Program You have chosen to remove the progra	m from your syste	m.	EMC ² where information lives
Click Remove to remove EMC AutoStart program will no longer be available for u	5.2.2 from your ouse.	computer. After re	emoval, this
If you want to review or change any se	ttings, click Back.		
InstallShield			
	< <u>B</u> ack	<u>R</u> emove	

4.5. Click "Remove".

🛃 EMC Auto	Start 5.2.2				×
EMC		InstallShiel	d Wizard Co	mpleted	
	The Click	InstallShield Wi: Finish to exit th	zard has successi ne wizard.	fully uninstalled EMC /	AutoStart 5.2.2.
			< <u>B</u> ack	Einish	Gancel

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

🐻 Add or Ren	nove Programs		
5	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name
C <u>h</u> ange or Remove	🚰 Adobe Reader 7.0.9		Size 65.15MB
Programs	🅵 AutoStart 5.3		Size <u>87.49MB</u>
- -	Click here for support information.		Used <u>rarely</u>
Add <u>N</u> ew			Last Used On 5/19/2009
Programs	To change this program, click Change.		Change
5	😼 CallPilot		Size 5.96MB
Add/Remove	🙋 CallPilot Manager/Reporter		Size 189.00MB
<u>w</u> indows Components	🙋 CP50041SU06S		Size 75.36MB
	🎢 LiveReg (Symantec Corporation)		Size 1.80MB
	🔞 LiveUpdate 3.0 (Symantec Corporation)		Size 5.82MB
	🔂 Microsoft .NET Framework 2.0		Size 88.36MB
	📾 Power Console Plus Package		Size 3.25MB
	🕞 Server Appliance Kit		Size 10.20MB
	Symantec pcAnywhere		Size 24.60MB
	🔀 U.S. Robotics 56K Faxmodem USB		Size 0.52MB
	🔀 Windows Server 2003 Service Pack 1		

and from the "Start->Programs" menu.

	%	Activate Windows Windows Catalog					
		Windows Update					
	i	Programs >	in In	Accessories Startup)		
ition	Ø	Documents	0	Internet Explorer			
rd Ed	₽	Settings	è	Remote Assistance CallPilot	,		
tanda	ρ	Search •	ē	Dialogic CT Media Applica	ations 🕨	·	
S 8003	0	Help and Support		Power Console Plus Sybase SQL Anywhere 9) J		
erver		<u>R</u> un	1 1	Administrative Tools Adobe Reader 7.0)		
Ssw	$\mathbf{\mathscr{P}}$	Log Off Administrator	8	Symantec pcAnywhere			
Winde	0	Sh <u>u</u> t Down		EMC AutoStart			EMC AutoStart Console 5.3
<u>#</u> 9	Start	🮯 🥭 🛛 🔤 MAS Trac	.e W	indow			

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

🚞 D:\Program Files				
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u>	ools <u>H</u> elp			
🔇 Back 👻 🕥 👻 🏂 🎾 Searc				
Address 🛅 D:\Program Files				💌 🄁 Go
Name 🔺	Size	Туре	Date Modified	Attributes
EMC AutoStart		File Folder	5/25/2009 2:24 PM	
EMC AutoStart.backup_5.2.2		File Folder	5/25/2009 2:09 PM	

- 5. Installation of AutoStart 5.3 SP3.
 - 5.1. Launch the EMC AutoStart 5.3 SP3 installator: EAS53SP3_WIN_x86.exe.

AutoStar	t 5.3 SP3
2	This setup will perform an upgrade of 'AutoStart 5.3'. Do you want to continue?
	<u>Y</u> es <u>N</u> o

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



🚼 AutoSta	rt 5.3 SP3				×
EMC		Resuming t 5.3 SP3	he InstallSh	iield Wizard for A	utoStart
	The SP3	InstallShield(R) on your comput	Wizard will comp er. To continue,	olete the installation of click Next.	AutoStart 5.3
	-				
					Build 150
			< <u>B</u> ack	Next >	Cancel

5.3. Click the "Next >" button to continue.

🛃 AutoStar	t 5.3 SP3			
Installing The prog	AutoStart 5.3 SP3 ram features you selected are	being installed.		EMC ² where information lives
13	Please wait while the InstallS may take several minutes.	hield Wizard install:	s AutoStart 5.3 S	P3. This
	Status:			
	Validating install			
InstallShield –				
		< <u>B</u> ack	Next >	Cancel

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.

🙀 AutoSt	art 5.3 SP3		×
٩	You must restart your system changes made to AutoStart 5. Click Yes to restart now or No later.	for the configuration 3 SP3 to take effect. if you plan to restart	
	Yes	No	

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 it's 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.

🐻 Add or Ren	nove Programs		_ 🗆 🗡	ζ
5	Currently installed programs:	Sort by: Name	•	
C <u>h</u> ange or Remove	🚮 Adobe Reader 7.0.9	Size	65.15MB	
Programs	🛼 AutoStart 5.3 SP3	Size	<u>87.49MB</u>	
- -	Click here for support information.	Used	<u>rarely</u>	
Add <u>N</u> ew		Last Used On	9/28/2009	
Programs	To change this program or remove it from your computer, click Change or Remove.	Change	Remove	
6	邊 CallPilot	Size	5.96MB	
Add/Remove	🙋 CallPilot Manager/Reporter	Size	188.00MB	
<u>w</u> indows Components	2 CP50041SU07S	Size	79.20MB	
	🎯 LiveReg (Symantec Corporation)	Size	1.80MB	
	🔞 LiveUpdate 3.0 (Symantec Corporation)	Size	5.82MB	
	🔀 Microsoft .NET Framework 2.0	Size	88.28MB	
	Power Console Plus Package	Size	3.25MB	
	🔀 Server Appliance Kit	Size	10.20MB	
	Symantec pcAnywhere	Size	24.60MB	
	🔀 U.S. Robotics 56K Faxmodem USB	Size	0.52MB	
	🔀 Windows Server 2003 Service Pack 1			

1.7. Select "AutoStart 5.3 SP3" and click "Change".

🙀 AutoSta	art 5.3 SP3 🛛 🗙
EMC	Welcome to the AutoStart 5.3 SP3 Maintenance Installation.
	Copyright © 2001-2009 EMC Corporation. All rights reserved. All trademarks used herein are the property of their respective owners.
	WARNING: This program is protected by copyright law and international treaties.
	Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
	It is strongly recommended that you exit all Windows® programs before continuing with the installation.
	The InstallShield® Wizard will allow you to modify or remove AutoStart 5.3 SP3. To continue, click Next.
	Build 150
	< <u>B</u> ack Cancel Cancel

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

🙀 AutoStart 5.3	SP3	×
Program Maint Modify, repair,	enance or remove the program.	EMC ² where information lives
C Modify	Change which program features are installed. This Custom Selection dialog in which you can change t installed.	s option displays the the way features are
ি <u>Remove</u>	Remove AutoStart 5.3 SP3 from your computer.	
InstallShield ———	< <u>B</u> ack <u>N</u> e	xt > Cancel

1.9. Select "Remove" and click "Next" button.

🖶 AutoStart 5.3 SP3		li in the second se	×
Remove the Program You have chosen to remove the program	n from your system.	where information live	5
Click Remove to remove AutoStart 5.3 Si program will no longer be available for us	P3 from your computer. e.	. After removal, this	
If you want to review or change any se	ttings, click Back.		
InstallShield			_
	< <u>B</u> ack	Remove Cancel	

1.10. Click "Remove" at the Remove the Program screen.

🖶 AutoStart 5.3 SP3				
Uninstalling AutoStart 5.3 SP3 The program features you selected are being uninstalled.				EMC ² where information lives
12	Please wait while the InstallShield Wizard uninstalls AutoStart 5.3 SP3. This may take several minutes.			
	Status:			
	Validating install			
InstallShield -				
		< <u>B</u> ack	<u>N</u> ext >	Cancel

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".