

Experion Backup and Restore

EBR R431.1 Hotfix 6

Software Change Notice

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Symbol Definitions

The following table lists the symbols used in this document to denote certain conditions.





Symbol	Definition
	ATTENTION: Identifies information that requires special consideration.
	TIP: Identifies advice or hints for the user, often in terms of performing a task.
	REFERENCE -EXTERNAL: Identifies an additional source of information outside of the bookset.
	REFERENCE - INTERNAL: Identifies an additional source of information within the bookset.
CAUTION	Indicates a situation which, if not avoided, may result in equipment or work (data) on the system being damaged or lost, or may result in the inability to properly operate the process.

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1 Introduction

1.1 About the document

This Software Change Notice describes the prerequisites, resolved PARs, applicable nodes, and steps to install the patch. Additionally, the SCN contains information about the change impact and additional information for this patch. The latest version of this SCN is always available on the Honeywell Process Solutions website.

1.2 About the Hotfix

This is latest updates provided by the Acronis for general changes.

1.2.1 Problems resolved

Not Applicable.

1.2.2 Issues

Not Applicable.

1.2.3 Limitations

Not Applicable.

1.2.3.1 Hotfix removal

Not Applicable.

1.2.3.2 Hotfix distribution

<input checked="" type="checkbox"/> Not Limited	<input type="checkbox"/> Limited for:
---	---------------------------------------

1.2.3.3 Localization

<input checked="" type="checkbox"/> Not impacted	<input type="checkbox"/> Hotfix may contain strings in English. A Localization version to be included in the next release.	<input type="checkbox"/> Needs additional localization support.
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1.2.3.4 Cumulative Hotfix

<input checked="" type="checkbox"/> Yes. See Prerequisites	<input type="checkbox"/> No
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1.3 Before you begin



ATTENTION

Before you install the hotfix, contact HPS Migration Help Desk. Contact the Help Desk at least four weeks before you install the hotfix.

1.3.1 Prerequisites

The hotfix must be installed on a node on which the EBR R431.1 software is installed.

1.3.2 Hotfix installation checklist

Task order	Task	Reference
1	Prerequisites	See section Prerequisites
2	Supported Releases	See section Supported Releases
3	Installing the hotfix	See section Hotfix installation

1.4 Supported Releases

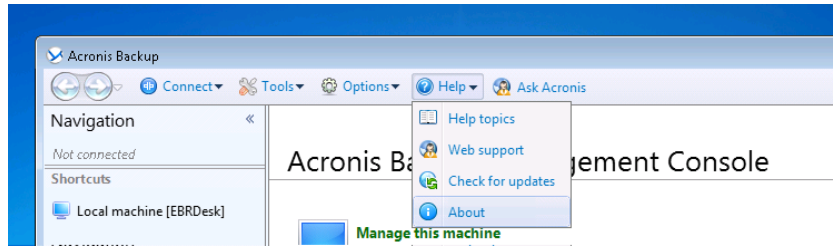
Product	Version
Experion PKS	<ul style="list-style-type: none">• R43x.x• R410.x• R400.x
Experion Backup and restore	<ul style="list-style-type: none">• R431.1• R430.x

For other support information refer the latest EBR R431.1 SCN available on Honeywell Process Solutions website: <https://www.honeywellprocess.com>.

1.5 Verify the present version on the node

Perform the following steps to verify the present version on the node.

Step	Action
1	Launch Acronis Backup & recovery 11.7.
2	From the Management Console , click Help Menu and then click on About submenu. The About page appears.



1.6 Copying and extracting the Hotfix

Perform the following steps to copy and extract the Hotfix.

Step	Action
1	Copy the EBR431_1.8_EBR_R431.1_Hotfix 6.zip file to a temporary folder on your hard disk.
2	Extract the EBR431_1.8_EBR_R431.1_Hotfix 6.zip file.
3.	Burn the extracted file AcronisBackupAdvanced_ 11.7_50073_en-US.exe into a DVD.

2 Hotfix installation

Below is the checklist providing the sequence for upgrade.

Step	Action	EBR Hotfix SCN Section #
1	Update EBR Manager Node components.	Section 2.1 "Installing the Hotfix on Manager node".
2	Update EBR Server/Desktop Node components.	Section 2.2 "Installing the Hotfix on Server/Desktop node" Or Section 2.3 "Installing the Hotfix to remote nodes from Manager node"
3	Update Agent for ESX(i).	Section 2.4 "Installing the Hotfix on ESXi host"

2.1 Installing the Hotfix on Manager node

2.1.1 Prerequisites

Ensure that none of the backup plans are scheduled to run during the upgrade.

2.1.2 To install the Hotfix

Perform the following steps to install EBR Manager Software package.

Step	Action
1	Insert the EBR Hotfix Installation DVD into the DVD drive.
2	Double-click Open Folder to view the file. or Right-click on the DVD drive and then select Open .
3	Select AcronisBackupAdvanced_11.7_50073_en-US.exe, right-click and select Run as administrator . User Account Control dialog box appears. Click Yes .
4	Click Yes . Acronis Backup screen appears.
5	Choose the Install Acronis Backup option. The Software License Agreement page appears. Read the license agreement and choose the option I accept terms of this agreement and click Next .
6	On the Select the operation to perform page, click Update .
7	On the Ready to update page, unselect Agent for SQL and then click Next .
8	Tip 1: If any message pops up for Files in Use , click Continue . Tip 2: If message "Process 'explorer.exe' uses files that are required for

Step	Action
	installation” appears, click Restart process ‘explorer.exe’ .
9	On the Update Completed page, click Finish .



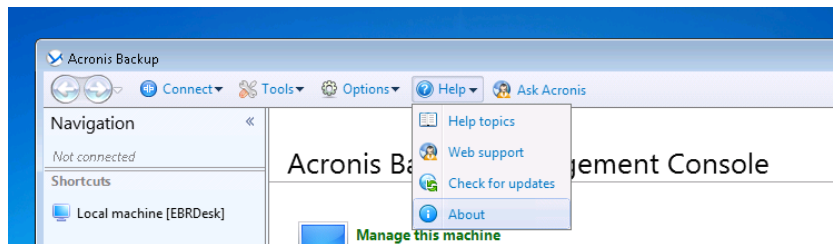
ATTENTION

If user come across with an installation error, follow the workaround mentioned in <https://kb.acronis.com/content/49568>.

2.1.3 To validate the Hotfix installation

Perform the following steps to validate the Hotfix installation on the node.

Step	Action
1	Launch Acronis Backup & recovery 11.7.
2	From the Management Console , click Help Menu and then click on About submenu.



Result: The **About** page appears. The version on the node should be Build 11.7.50073.

2.1.4 Post-installation tasks


Perform the following steps only if you have deduplication enabled for managed vaults.


2.1.4.1 Updating the deduplication database.

This method requires that you know the location of the deduplication database files.

2.1.4.2 How to find the deduplication database files

Use the deduplication database path displayed on the vault page:

 vaultname (Centralized managed vault)

Connected as: administrator [Change...](#) 

Free space: 4,674 TB	Archives: 10	Backed up data size: 984 MB	Storage node: xeon-asn
Occupied space: 723,7 MB	Backups: 23	Compression ratio: 1:1.3	Vault path: E:\datastore\
		Deduplication ratio: 1:1.3	Deduplication database: D:\DB\
		Ratio: 1:1.3	

The deduplication database files have the *.db3, *.db3-wal, and *.db3-shm extensions.

2.1.4.3 Re-attaching the vault

The procedure varies slightly, depending on where the database files are stored.

If the vault is encrypted, you must provide the encryption password when re-attaching the vault.

2.1.4.4 Deduplication database and datastore are in different folders

Step	Action
1	Note the folder where the old deduplication database files are stored (to be able to roll back the changes).
2	Detach the managed vault.
3	Attach the managed vault. Note: When attaching, specify another folder where the new deduplication database is to be created.

2.1.4.5 Deduplication database and datastore are in the same folder

Step	Action
1	Detach the managed vault.
2	Move the old deduplication database files to another folder.
3	Attach the managed vault. Note: When attaching, specify another folder where the new deduplication database is to be created.

2.1.4.6 Validating the result

Once the operation is completed, verify that the database files are present in the corresponding folder. The Update 6 database files look as follows:

Name	Date modified	Type	Size
EACCF683-3BDB-4BD5-8747-C7739A4C00A0.niod.locality	04.03.2015 14:51	LOCALITY File	451 KB
EACCF683-3BDB-4BD5-8747-C7739A4C00A0.niod.locality.atr	04.03.2015 14:51	ATR File	1 KB
EACCF683-3BDB-4BD5-8747-C7739A4C00A0.niod.locality.lck	04.03.2015 14:34	LCK File	1 KB
EACCF683-3BDB-4BD5-8747-C7739A4C00A0.properties	04.03.2015 14:34	PROPERTIES File	3 KB

After verifying the files are present, you can delete the old deduplication database files.

If something goes wrong, you can detach and attach the vault again, pointing to the old deduplication databases.

If the database files were successfully created, but you prefer the old indexing algorithm, you can force the storage node to use that algorithm by using the PreferredDedupIndex configuration parameter.

2.2 Installing the Hotfix on Server/Desktop node

2.2.1 Prerequisites

Ensure that none of the backup plans are scheduled to run during the upgrade.

2.2.2 To install the Hotfix

Perform the following steps to install EBR Server/Desktop software package.

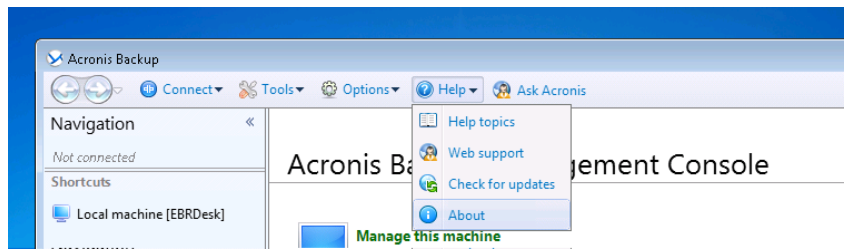
Step	Action
1	Insert the EBR Hotfix Installation DVD into the DVD drive.
2	Double-click Open Folder to view files. or Right-click the DVD drive and then select Open .
3	Select AcronisBackupAdvanced_11.7_50073_en-US.exe , right-click and then select Run as administrator . User Account Control dialog box appears.
4	Click Yes . Acronis Backup screen appears.
5	Choose the Install Acronis Backup option. The Software License Agreement page appears. Read the license agreement and choose the option I accept terms of this agreement and then click Next .
6	On the Select the operation to perform page, click Update .
7	On the Ready to update page, unselect Agent for SQL and then click Next .
8	Read the summary on the Summary page and then click Update . Tip 1: If any message pops up for Files in Use , click Continue . Tip 2: If message "Process 'explorer.exe' uses files that are required for installation" appears, click Restart process 'explorer.exe' .
9	On the Update Completed page, click Finish .

2.2.3 To validate the Hotfix installation

Perform the following steps to validate the Hotfix installation on the node.

Step	Action
1	Launch Acronis Backup & recovery 11.7.

Step	Action
2	From the Management Console , click Help Menu and then click on About submenu.



Result: The **About** page appears. The version on the node should be Build 11.7.50073.

2.2.4 Post-installation tasks

None

2.3 Installing the Hotfix to remote nodes from Manager node

2.3.1 Prerequisites

Ensure that none of the backup plans are scheduled to run during the upgrade.

2.3.2 To install the Hotfix

Note: This procedure is for remote installation of Agent to physical workstation or server nodes using Management Console.

2.3.2.1 Opening ports on EBR manager node and target node

Before attempting to install any EBR components remotely, add the following ports to Windows Firewall on the Manager node and on the target node:

- 9876
- 25001
- 445



TIP

For assistance related to adding Ports contact your System Administrator.

2.3.2.2 Installing EBR components on a remote computer



ATTENTION

On the Manager node, check if below folder and files inside are present.
C:\Program Files\Common Files\Acronis\RemoteInstaller\43994.



ATTENTION

EBR Scripts upgrade is not required.


Step	Action
------	--------

Connecting to the management server

- 1 Connect the console to the Manager.
- 2 On the homepage, click **Tools** and then select **Install Acronis components**. The **Remote Installation Wizard** appears.
- 3 Under **Add machine to the list**: click the **By IP/name** option. The **Add Machine by IP/Name** dialog box appears. Select the required option.

Option	What to do
By IP/name	Type a machine name or IP address and specify the credentials of an account with administrative privileges on it.
From network	Specify machines by browsing the network. You can select individual machines, as well as entire workgroups or domains.
From Active Directory	Specify machines by browsing an Active Directory domain. This option is available only if the machine with the management console is a member of that domain.
From file	Import the list of the machines from a .txt or .csv file. The file should contain machine names or IP addresses and they should be one machine per line.

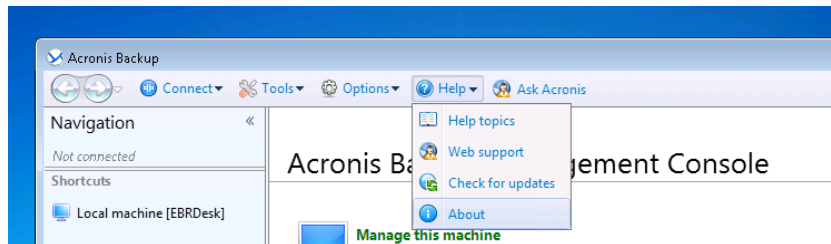
- 4 The **Remote Installation Wizard** appears and displays the list of machines added. The **Status column** displays if Acronis component is installed or not.
- 5 Click **Next**. **Select the components to install** dialog box appears.
Note: Ensure that you do not select the below two components:
 - **Acronis Backup 11.7 Agent for Hyper –V.**
 - **Acronis Wake-on-LAN Proxy**
- 6 Select the required components and then click **Next**.
The **Select whether to use licenses for installation** dialog box appears.
- 7 Select the option, **Use licenses from the following license server**: and provide the credentials of the EBR user.
- 8 Click **Next**. The **Licensing** dialog box appears.
- 9 To view or change the assignment of licenses, click **View license mapping**. The **View and modify license mapping settings** window appears.
In the window, you can set up which component will use which license, as follows:
 - a) Click a machine in the **Machines** list.
 - b) Under **Components**, examine which components on the machine require licenses.
 - c) Under **Used Licenses**, assign or reassign the licenses for these components by selecting or clearing the corresponding check boxes.
 - d) Click **OK**. The licensing dialog box appears.
- 10 Click **Next**. The **Installation options** dialog box appears.

Step	Action
11	In the Acronis Managed Machine Service field, click Change . The Acronis Managed Machine Service Account dialog box appears.
12	Select the option Use the following credentials and provide the credentials of the EBR user created by you and then click OK .
<hr/> <div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;">  </div> <div> <p>ATTENTION</p> <p>Ensure that you login with dedicated EBR user account credentials.</p> <p>Note: If a dedicated EBR user account does not exist, a new dedicated user account must be created. For creating a new EBR user see section “Creating EBR User” in <i>EBR R431.1 User’s Guide</i>.</p> </div> </div> <hr/>	
13	In the Installation options dialog box, click Next . The Add to management server dialog box appears.
14	Select the option, Add machines to management server, In the Management server (IP or name): field and then provide the credentials of the EBR user created by you.
15	Click Next . The User Account Control dialog box appears.
16	Click Yes . The Acronis Customer Experience Program dialog box appears.
17	Select the option, No, I do not want to participate in the CEP and then click Next . The Summary page appears. In the summary page, you can review the list of machines where the components will be installed, the components that will be installed, and the installation settings for those components.
18	Click Proceed . The installation starts and the program displays the names of the machines on which the components are being installed.

2.3.3 To validate the Hotfix installation

Perform the following steps to validate the Hotfix installation on the node.

Step	Action
1	Launch Acronis Backup & recovery 11.7.
2	From the Management Console , click Help Menu and then click on About submenu.



The **About** page appears. The version on the node should be Build 11.7.50073.

2.3.4 Post-installation tasks

None

2.4 Installing the Hotfix on ESXi host

2.4.1 Prerequisites

Ensure that none of the backup plans are scheduled to run during the upgrade.

2.4.2 Removing EBR R43x.x Agent for ESX(i) from EBR manager

Perform the following steps to remove EBR R43x.x Agent for ESX(i) from EBR manager.

Step	Action
1	Connect to the management server. For detailed procedure, see section “Connecting the Management Console to the management server” of <i>EBR R431.1 User’s Guide</i> .
2	In the home page, click Virtual machines . The Virtual Machines page appears.
3	Click Remove Agent for ESX(i) . The Agent for ESX(i) removal dialog box appears.
4	Select the agents to remove. The ESX(i) Host Credentials dialog box appears. Click Remove Agent for ESX(i) .
5	Type the credentials and then click OK .
6	Click Remove Agents for ESX(i) ; you will be prompted for confirmation.
7	Click Yes .



ATTENTION

If you face problems while removing agent for ESX(i) from EBR manager, see section 16.2 “Manually removing virtual appliance from vCenter/ESX(i)” of *EBR R431.1 User’s Guide*.

2.4.3 Deploying Agent for ESX(i) from Manager

Perform the following steps to deploy an agent for ESX(i) from manager.

Step	Action
1	Connect to the management server. For detailed procedure, see section “Procedure for connecting the Management Console to the management server” of <i>EBR R431.1 User’s Guide</i> .
2	In the home page, click Virtual machines . The Virtual Machines page appears.
3	Click Deploy Agent for ESX(i) . The Add ESX(i) Host dialog box appears.
4	Type the IP address of the vCenter Server/ESX(i) host.

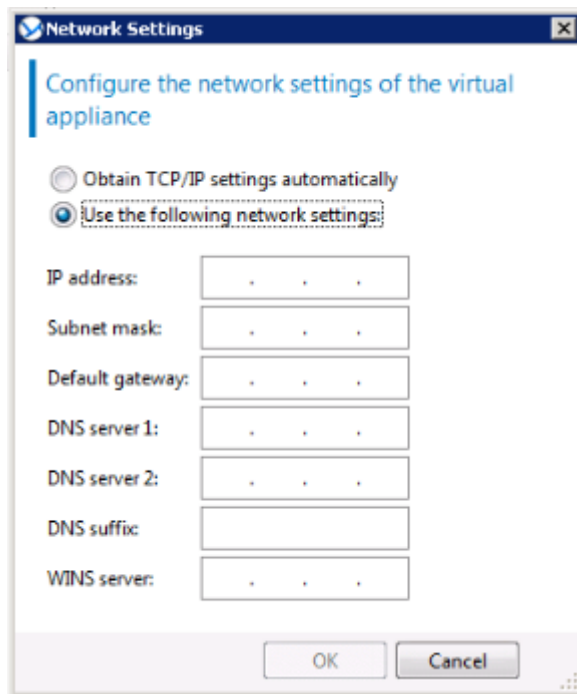
**TIP**

If you want to deploy the Agent to all ESX(i) hosts configured in a vCentre, provide the IP of vCenter Server.

If you want to deploy the Agent to an individual ESX(i) host, provide the IP of the individual host.

Each ESX(i) host needs minimum one Agent for ESX(i) on IBM Blade Centre HS23

-
- 5 Type the User Name and Password of the Esx(i) host and then click **OK**.
 - 6 The **Agent for ESX(i) Deployment** dialog box appears. Select the **Deploy Agent for ESX(i) on this host** check box.
 - 7 In the **VA name** field, provide a name for the virtual appliance.
 - 8 From the **Datastore** list, select a suitable option.
 - 9 From the **Network interface** list, select a suitable option.
 - 10 Click **Credentials for agent connection to ESX(i) server**. The network Settings dialog box appears. Select a suitable option and then click **OK**.
 - 11 Click **Network configuration**. The **Network settings** dialog box appears.





ATTENTION

It is recommended you enter the network settings manually by selecting the option **use the following network settings**.

Provide the following network settings parameters:

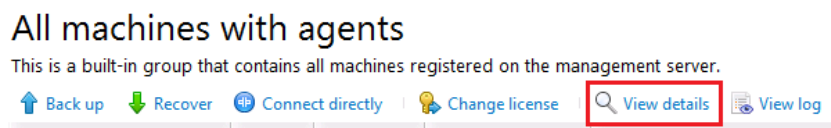
- IP address(any free IP address of management network)
- Subnet mask
- Default gateway
- Any DNS server
- DNS suffix

Ensure that VM Management network is used for the EBR virtual appliance.

- 12 Select a suitable option and then click **OK**.
- 13 The **Agent for ESX(i) Deployment** dialog box appears. Click **Deploy Agent for ESX(i)**.

2.4.4 To validate the Hotfix installation

Perform the following steps to validate the Hotfix installation on the node.

Step	Action
1	Launch Acronis Backup & recovery 11.7.
2	From the Management Console , select the currently installed Virtual Appliance, click on View Details Menu and then click on Machine tab.
	 <p>All machines with agents This is a built-in group that contains all machines registered on the management server.</p> <p>Back up Recover Connect directly Change license View details View log</p>
3.	The version of the Virtual Appliance should be 11.7.50073.

2.4.5 Post-installation tasks

None.

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