

Experion Backup and Restore

EBR R501.2 Hotfix 1

Software Change Notice

Revision Date: July, 2018
Document ID: TP155012P2A

Notices and Trademarks

© Honeywell International Inc. 2018. All Rights Reserved.

While this information is presented in good faith and believed to be accurate, Honeywell disclaims the implied warranties of merchantability and fitness for a particular purpose and makes no express warranties except as may be stated in its written agreement with and for its customer.

In no event is Honeywell liable to anyone for any indirect, special or consequential damages. The information and specifications in this document are subject to change without notice. Honeywell PlantScape, Experion, and TotalPlant are US registered trademarks of Honeywell International Inc.

Other brand or product names are trademarks of their respective owners.

Honeywell Process Solutions
1860 West Rose Garden Lane
Phoenix, AZ 85027 USA
1-800 822-7673

Support and Other Contacts

For support, contact your local Honeywell Process Solutions Customer Contact Center (CCC). To find your local CCC visit the website, <https://www.honeywellprocess.com/en-US/contact-us/customer-support-contacts/Pages/default.aspx>.

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.

Table of Contents

1	Introduction.....	6
1.1	About the document	6
1.2	About the Hotfix.....	6
1.2.1	Problems resolved	6
1.2.2	Issues	6
1.2.3	Limitations	6
1.3	Before you begin	8
1.3.1	Prerequisites.....	8
1.3.2	Hotfix installation checklist	8
1.4	Supported Releases.....	8
1.5	Verify the present version on the node.....	9
1.6	Copying and extracting the Hotfix	9
2	Hotfix installation.....	19
2.1	Installing the Hotfix.....	19
2.1.1	Prerequisites.....	19
2.1.2	To install the Hotfix	19
2.2	To validate the Hotfix installation	20
2.3	Post installation tasks	21
3	Troubleshooting.....	23

1 Introduction

1.1 About the document

This Software Change Notice describes the prerequisites, resolved PARs, applicable nodes, and steps to install the hotfix. Additionally, the SCN contains information about the change impact and additional information for this hotfix. The latest version of this SCN is always available on the [Honeywell Process Solutions](http://www.honeywell.com/process-solutions) website.

1.2 About the Hotfix

This is latest updates (Build: 12.5.10130) 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.
--	--	---

1.2.3.4 Cumulative Hotfix

<input checked="" type="checkbox"/> Yes. See Prerequisites	<input type="checkbox"/> No
---	-----------------------------

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 R501.2 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

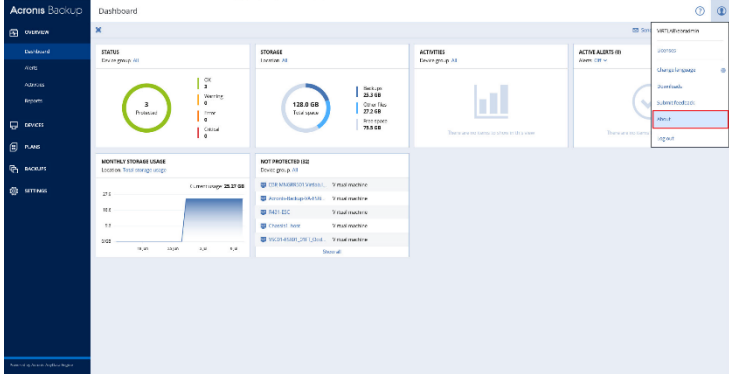
Product	Version
Experion PKS	<ul style="list-style-type: none"><input type="checkbox"/> R501.x<input type="checkbox"/> R500<input type="checkbox"/> R431<input type="checkbox"/> R430<input type="checkbox"/> R400 <p>Note: For EPKS 400 release, 32-bit agent needs to be installed on physical machine.</p>
Experion Backup and restore	<ul style="list-style-type: none"><input type="checkbox"/> R501.x<input type="checkbox"/> R500<input type="checkbox"/> R432<input type="checkbox"/> R410<input type="checkbox"/> R400 <p>Note: For EPKS 400 release, 32-bit agent needs to be installed on physical machine.</p>

For other support information refer the latest EBR R501.2 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 12.5 .
2	From the top right corner, click on the profile icon and then select About . 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 EBR_R501.2_Hotfix_1.zip file to a temporary folder on your hard disk.
2	Extract the EBR_R501.2_Hotfix_1.zip file.
3.	Burn the extracted file AcronisBackupAdvanced_ 12.5_10130_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	Install the Hotfix.	Section 2.1 Installing the Hotfix.
2	Validate the Hotfix.	Section 2.2 To validate the Hotfix installation
3	Post installation tasks	Section 2.3 Post installation tasks

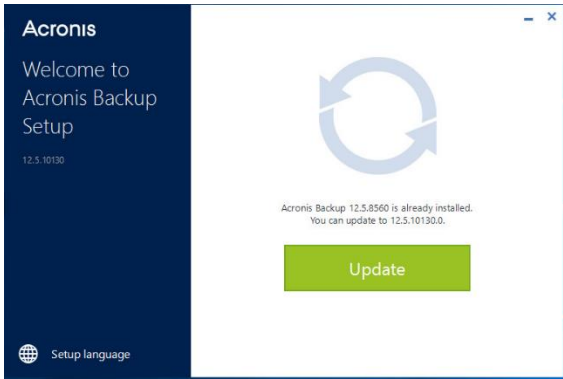
2.1 Installing the Hotfix

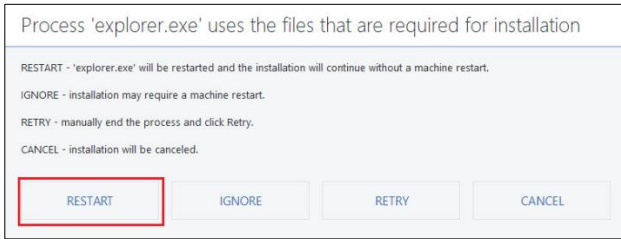
2.1.1 Prerequisites

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

2.1.2 To install the Hotfix

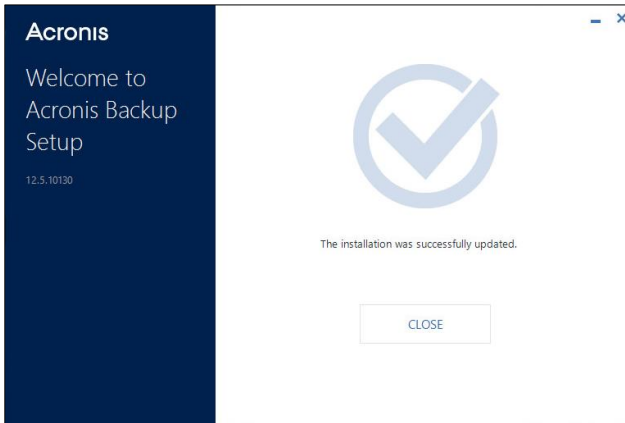
Perform the following steps to install EBR Manager Software package.

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_12.5_10130_en-US.exe , right-click and select Run as administrator . User Account Control dialog box appears. Click Yes .
4	If Acronis is earlier installed, click Update . 
5	Click Restart .



After the installation is complete, message appears.

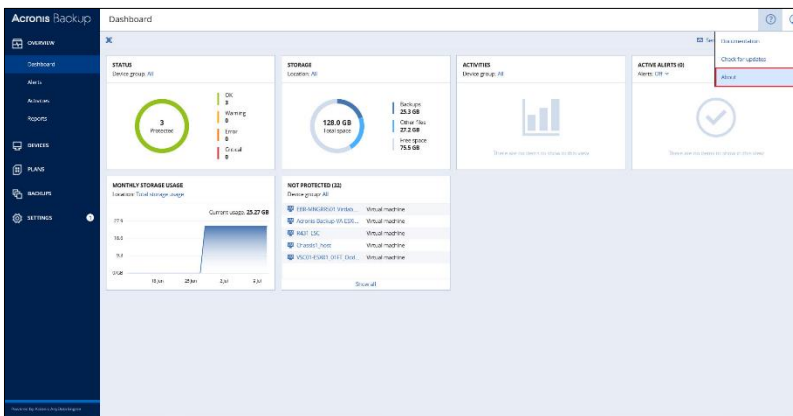
6 Click **Close**.



2.2 To validate the Hotfix installation

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

Step	Action
1	Launch Acronis Backup & Recovery 12.5 .
2	Click Help icon at the top right corner.

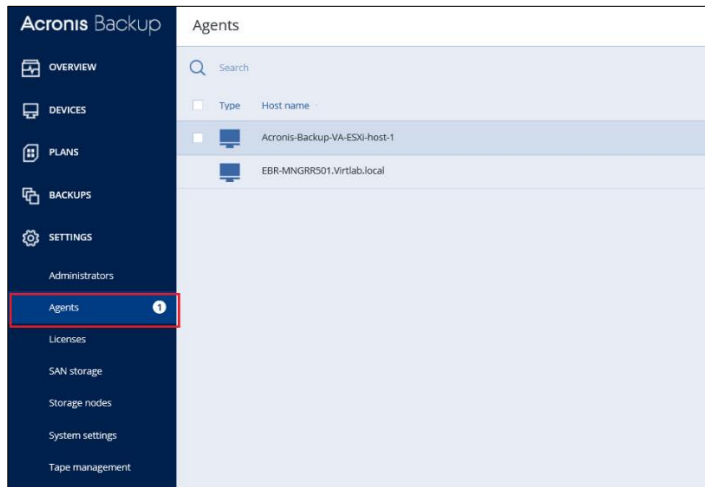


Result: The **About** page appears. The version on the node should be Build 12.5.10130.

2.3 Post installation tasks

Perform the following steps after the hotfix installation.

- | Step | Action |
|------|---|
| 1 | Launch Acronis Backup & Recovery 12.5 . |
| 2 | On the left pane, under Settings , click Agents . |



- | | |
|---|---|
| 3 | Select the Hostname and double-click on Agent version . |
| 4 | On the right pane, select the Hostname and click Upgrade agent . |



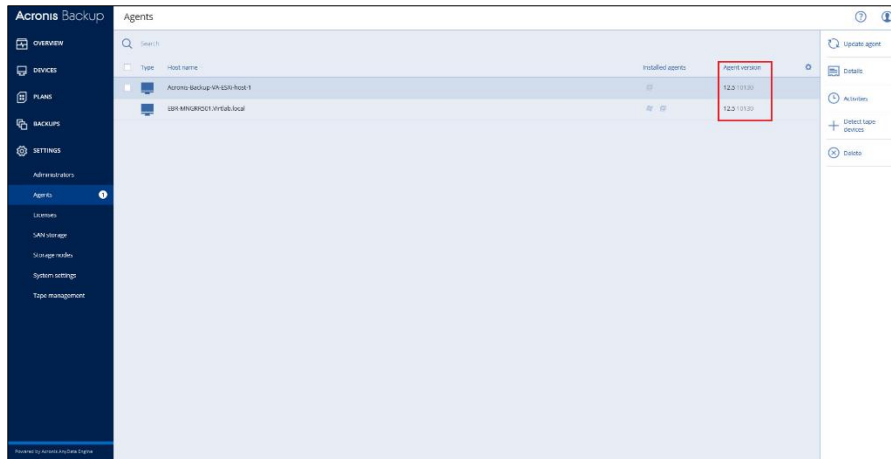
The Specify credentials dialog box appears.

Specify credentials

Specify the credentials that Agent for VMware (Virtual Appliance) uses to connect to vCenter/ESXi.

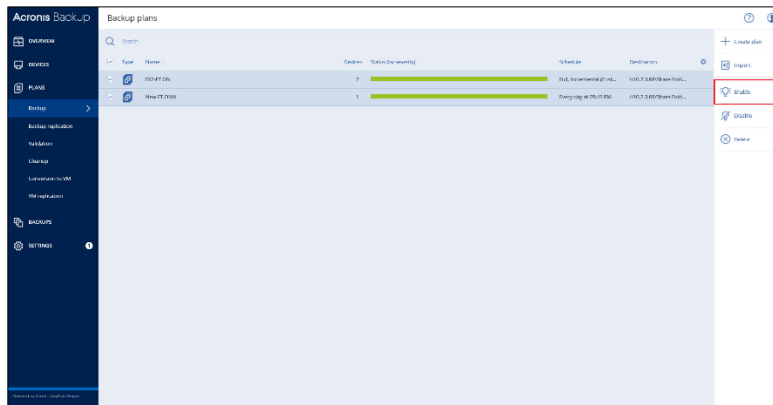
Select the management server name or IP address that the agent will use to access the server:

- | | |
|---|---|
| 5 | Type the credentials and click OK . |
| 6 | After the installation is complete, Agent version displays the latest version. |



7 On the left pane, under **Plans**, click **Backup**.

8 On the right pane, click **Enable**.



3 Troubleshooting

For virtual machines, if the user selects and click on **Update agent**, in rare cases, it gets hang on updating step for very long time. In this situation recommendation is to deploy a new virtual machine.



ATTENTION

Be aware that even if the virtual machine is updated it is like a clean installation, because the disks are replaced.

Honeywell

Honeywell Process Solutions
1860 W. Rose Garden Lane
Phoenix, AZ 85027 USA