

EPO 5.0 Upgrade / Migrate process.



[raghavendra gc](#) 820 posts since 14 Oct, 2010

EPO 5.0 Upgrade / Migrate process. 25 May, 2013 4:05 AM

Hello All,

There may be different scenario's to go for EPO 5.0, I have just described few situations with suggestions accordingly.

EPO 5.0 Upgrade / Migrate process

Sharing multiple scenario's with suggestions for the EPO 5.0 Upgrade / Migrate as this could be used as a templates.

Pre-requirement for EPO 5.0:

>> Windows 2008 SP2 with 4 bit

>> SQL 2008 R2

>> Minimum EPO should be 4.5.6 OR 4.6.4

Note: In my all examples as below, EPO is supported version.

Before going to scenario's, please make sure, every upgrade /migrate, the BACKUP is recommended, Take the EPO folder backup OR Check the KB66616 the backup column for specific folders to backup and EPO DB

Customers should check the KB76736, were this KB describes the supported point products and then take decision. Example: (EEPC and DLP is not supported with EPO 5.0, since the new versions yet to release)

<https://kc.mcafee.com/corporate/index?page=content&id=KB76736>

I have attached few documents this can be shared to customers, as it contains with screenshots.

EPO 5.0 Upgrade / Migrate process.

1. Step by Step procedure of the EPO 5.0 installation with SQL on remote machine.docx
2. STEPS TO ATTACH AND DETTACH THE DB FROM SQL 2005 TO SQL 2008 ON SAME SERVER.docx
3. EPO 5.0 Compatibility Tool.docx

Scenario 1:

>> We have EPO supported version on windows 2003 32bit OS with SQL 2005 and they are planning to go for EPO 5.0 and it should be In-place upgrade, since we don't have resources for new server with win2k8R2 ?

Note: This situation is same for windows 2008 32bit and customer not ready to go for new server.

Answer:

In this situation, customer have to backup the existing EPO db and epo folder and then, need to re-install the OS with windows 2008 R2 64bit and reinstall the same version of EPO with patch as earlier, With SQL 2008 R2 (Express or full version). Since epo 5.0 support only SQL 2008 R2, and follow the KB71078 (Because previous version of epo with 32bit, so restore files process is differ than normal, Default DR KB66616 for same platform 32bit to 32bit OR 64bit to 64bit).

<https://kc.mcafee.com/corporate/index?page=content&id=KB71078>

>> Once, the EPO DR process is completed, cross check the epo login and Agent communication to confirm everything is working fine.

>> Then, backup the EPO db and EPO folder and then follow the KB71825 (EPO checklist) <https://kc.mcafee.com/corporate/index?page=content&id=KB71825> and then run the EPO 5.0 setup to upgrade.

Scenario 2:

EPO 5.0 Upgrade / Migrate process.

>> We have EPO supported version on windows 2008 64bit with SQL 2005 version and planning to migrate epo to new server OR if possible upgrade EPO on same server ?

Answer:

>> Upgrading EPO on same server will be easiest method as per above requirement, until or unless customer doesn't have specific requirement or issues to go for new server.

>> Upgrading on existing server, the only drawback is SQL, since the OS is supported version. So, you can backup the EPO DB and uninstall the SQL and reinstall the SQL 2008 R2 and restore the DB and make sure, the instance name and port updated in EPO core/config page, so EPO can access the db as normal.

OR

>> You can run sql 2008 setup for new install, without uninstall existing SQL 2005 (SQL multiple versions can be installed on same server), then detach the db from SQL 2005 and attach the db in SQL 2008 and configure the port and instance name in EPO core/Config.

>> For above scenario, the attached document SQL De-attach and Attach will be suitable.

Scenario 3:

>> We have EPO supported version on windows 2003 32/64 bit OS with SQL 2008 R2 and planning to move epo to new server with windows 2008 R2 64bit ?

Answer:

>> First, we have to run the "Upgrade Compatibility tool" on existing EPO server and it will collect information with output: "MIGRATE.ZIP".

EPO 5.0 Upgrade / Migrate process.

>> The migrate.zip contains complete information of existing epo (Irrespective of 32 /64bit), and on new windows 2008 R2 run the “Upgrade Compatibility tool“ to extract the migrate.zip.

>> This will extracts the old EPO details and required files, and then you have to run EPO 5.0 setup with DB credentials (This time it is Remote DB) to get installed completely.

Important:

Since the machines are having two different host names, the clients reporting to the old EPO 4.x server need to have a way to reach the new server. This can be done by creating a CNAME record on your DNS server to have the clients trying to reach the old EPO 4.6 server to redirect to the newly installed 5.0 server.

OR

>> If you are okay, re-deploy the agents once EPO 5.0 is installed.

The scenario 3 is MOST Important, because as per above example, Customer consider the OLD EPO server is not need and they will remove machine from network, but

we have forgot the SQL 2008 R2 is running on old EPO server ONLY, which is pointing for EPO 5.0 (Where while install the EPO we provide DB credentials of OLD existing EPO to get the migrate process complete).

So, They have to install the SQL 2008 R2 on EPO 5.0 machine and then attach and detach the DB to new server and change the core/ config accordingly.

NOTE: To run the upgrade compatibility tool, dotnet 3.5 p1 is MUST and this tool is available in EPO 5.0 download package.

Scenario 4:

>> We have EPO supported version on windows 2003 32/64 bit OS with SQL 2008 R2 and planning to move EPO to new server with windows 2008 R2 64bit?

NOTE: This is same question as scenario 3. But answer is different way.

Answer:

>> Before running the Upgrade compatibility tool, We suggest to install the SQL 2008 R2 on new server and detach and attach the Existing EPO DB to new server and change the core/config

>> So, existing EPO is pointing to remote SQL server (The server is ready to install EPO 5.0). Then follow the Upgrade compatibility tool as follows.

>> First, we have to run the “Upgrade Compatibility tool“ on existing EPO server and it will collect information with output: “MIGRATE.ZIP”.

>> The migrate.zip contains complete information of existing EPO (Irrespective of 32 /64bit), and on new windows 2008 R2 run the “Upgrade Compatibility tool“ to extract the migrate.zip.

>> This will extracts the old EPO details and required files, and then you have to run EPO 5.0 setup with DB credentials (This time it is local DB) to get installed completely.

>> NOTE: To run the upgrade compatibility tool, dotnet 3.5 p1 is MUST and this tool is available in EPO 5.0 download package.

- [KB76736 – McAfee ePO 5.0 Supported Products](#)
- [KB76737 – McAfee ePO 5.0 Unsupported Products](#)
- [KB76739 – ePO 5.0 Installation/Upgrade Checklist for Known Issues](#)
- [PD24350 – ePO 5.0 Product Guide](#)
- [PD24349 – ePO 5.0 Installation Guide](#)

- **Hardware requirements and recommendations**

- Make sure that your environment conforms to these requirements and recommendations before installing ePolicy Orchestrator software.

- Component Requirements and recommendations
- Dedicated server If managing more than 250 systems, we recommend using a dedicated server.
- Domain controllers The server must have a trust relationship with the Domain Controller on the
- Network. For instructions, see the Microsoft product documentation.
- File system NT file system (NTFS) partition recommended.
- Free disk space 5 GB — Recommended minimum
- IP address We recommend using static IP addresses for ePolicy Orchestrator servers.

EPO 5.0 Upgrade / Migrate process.

- ePolicy Orchestrator supports both IPv4 and IPv6 networks.
- Memory 4 GB available RAM recommended minimum

The above information from the EPO install guide page # 7.

Warm Regards,

Raghavendra GC

Tier I Gold Support Engineer

Attachments:

- [STEPS TO ATTACH AND DETTACH THE DB FROM SQL 2005 TO SQL 2008 ON SAME SERVER.docx](#) (1.8 MB)
- [Step by Step procedure of the EPO 5.0 installation with SQL on remote machine.docx](#) (386.6 K)
- [EPO 5.0 Compatibility Tool.docx](#) (347.7 K)

Tags: for, epo, with, multiple, upgrade, 5.0, the, suggestions, as, a, sharing, /, migrate, be, could, this, used, scenario's, templates.