

Upgrading CAS

The CAS installation program will detect any older version of the CAS and offer to upgrade it to the current release. Optionally, the upgrade preserves configuration information and traffic monitoring data contained in the CAS database.

If upgrading from an earlier version, you may need to manually perform some elements of configuration migration. In particular, this applies to the configuration of alerts.

 Unknown macro: 'scroll-ig'

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Important:

This section describes the basic procedure for upgrading this component. For important additional information concerning backup and recovery procedures, see the component-specific installation guide.

To upgrade an earlier version of CAS to the latest version, fulfill the prerequisites described below, and then run the installer for the latest version of CAS. The installer will detect the earlier software and display your upgrade options.

Before You Begin

Upgrading Farm Deployments

Components in deployments utilizing the farm-cluster method should be upgraded to the same release version in a particular order. See [Upgrading Farm Deployments](#).

Migrating CAS from a 32-Bit Version to a 64-Bit Version

A direct upgrade from a 32-bit version to a 64-bit version is not supported. If you need to perform such an upgrade:

1. Save your 32-bit configuration settings manually (this pertains only to new server configuration files added after the 32-bit installation).
2. Uninstall the 32-bit version of the product while preserving the database.
3. Install the 64-bit version as a new installation, not an upgrade.
4. Perform a manual migration of configuration settings.

Note that settings maintained in the database are migrated with the database. For more information, see [Migrating 32-bit CAS to 64-bit CAS \(Same Platform, Local Database\)](#) and [Migrating 32-bit CAS to 64-bit CAS \(Same Platform, Remote Database\)](#).

Moving CAS to a New Machine

To migrate CAS from one platform to another, including the local database:

1. Make backups of your databases and configurations from your old machine.
2. Install the software on the new machine.
3. Restore your databases and configurations on the new machine.

For more information, see [Migrating CAS to a New Platform \(Local Database\)](#) and [Migrating CAS to a New Platform \(Remote Database\)](#).

Database Backup

Back up the database. For more information, see [Backing up Microsoft SQL Server databases](#).

Note:

This software requires integration with CSS. Be sure that your CSS connection is running and reliable throughout report server installation or upgrade. Loss of CSS access during the procedure may cause loss of system integrity. For more information, see [After CAS installation or upgrade, access to DMI reports is lost..](#)

To upgrade a CAS installation (to install a newer version over an existing version):

Locate and Run the Installer

1. Download the installation package from the [Dynatrace Community](#).
2. Extract the installation package into a temporary directory.
3. Exit all other programs before running the setup program.

- Some Windows programs, such as anti-virus software, may interfere with the upgrade process.
4. Stop the **Dynatrace Central Analysis Server** Windows service.
 5. Double-click `setup.exe` in the installation package to open the installation browser.
 6. On the **Data Center Real User Monitoring** tab, click Central Analysis Server (CAS).

The only available installation is for a 64-bit architecture.



Important:

Upgrading from a 32-bit version to a 64-bit version is not supported. For more information, see [Migrating 32-bit CAS to 64-bit CAS \(Same Platform, Local Database\)](#) and [Migrating 32-bit CAS to 64-bit CAS \(Same Platform, Remote Database\)](#).

7. If the detected amount of physical memory (RAM) on the target machine is lower than the recommended amount, a warning message is displayed.

Click **Cancel** to abort the installation and consider upgrading the machine's RAM before restarting the installation process, or click **Next** (not recommended) to continue this installation with less than the recommended amount of RAM.

Provide the Configuration Requirements

1. On the **Introduction** screen, click **Next**.

The **License Agreement** screen is displayed.

2. On the **License Agreement** screen, read the license, indicate that you accept the terms, and click **Next**.

If you do not accept the terms, click **Cancel** to terminate the installation.

3. If the **Security Configuration** screen is displayed, provide all requested CSS connection information.

You cannot continue until you provide working CSS connection information. The **Host** and **Port** settings describe the CSS connection.

Host

IP address of the CSS host.

Port

Port number of the CSS host.

- Default: 4182

The **User name** and **Password** settings are displayed only when upgrading from a release earlier than 12.0. You need to provide the credentials of a CSS user with administrative privileges when you migrate users from an old installation.

User Name

Enter the user name for your CSS administrator account.

Password

Enter the password for your CSS administrator account.

4. If the **Upgrade** screen is displayed (because a previous installation has been detected), indicate whether you want to change the current configuration while you upgrade the software.

If you choose to upgrade the software without changing the current settings, a minimal sequence of setup screens (**Database Connection Properties**, **Database Server Memory**, and **Installation Options - Summary**), with minimal editing options, are displayed. Review them before upgrading to 12.4. If you want to change any settings, use the **Back** button to come back to the **Upgrade** screen and select the other option.

If you choose to change settings and upgrade the software to the new version, the full set of configuration screens as outlined below are displayed to specify new configuration settings and upgrade to release 12.4.

Report Server Settings



Note:

The full set of configuration screens are outlined below. If you selected to upgrade your software without changing settings, most of these screens are not displayed.

1. On the **Installation Folder** screen, type or browse for the target installation directory and click **Next**.



Note:

If other Dynatrace products are currently active on the target machine, their services are stopped automatically before CAS is installed.

2. On the **Database Configuration Properties** screen, indicate whether you want to create a new database or use an existing database.
3. On the **Database Connection Properties** screen, review the SQL database connection properties and adjust them as needed.

Database upgrade options:

Upgrade Database

This option preserves all traffic monitoring data and database configuration settings.

Reset Database

This option deletes all traffic monitoring data but preserves database configuration settings.

Recreate Database

This option deletes the database and creates a new database of the same name. All the traffic monitoring data contained in the database and all database configuration settings are lost.

4. If the **Database Server Memory** screen is displayed, specify the maximum size of the SQL Server memory and click **Next**.

This screen is displayed if a new database is created or if an existing database is overwritten.

Note that for the reconfiguration to take effect, SQL Server must be restarted. If you are using a local SQL Server, the installation program offers to restart it automatically. If you have specified a remote server, you are asked to restart the server manually before attempting to use the database.

When you click **Next** from the **Database Server Memory** screen, an additional screen prompts you to specify whether to use all available RAM during the database upgrade. Select the check box if you don't need the RAM for other purposes during this upgrade.

5. On the **Connectivity Options** screen, review the HTTP/HTTPS settings for your report server.

Use HTTP

Whether to use HTTP to transfer and display reports.

HTTP Port

This number is incremented if the default port (80) is unavailable.

Use HTTP for communication

Use HTTP to transfer and display reports.

Redirect HTTP to HTTPS only

When an attempt is made to connect to this report server using HTTP, automatically redirect that connection to HTTPS.

Use HTTPS (HTTP over SSL)

When accessing the reports on a port other than 443, remember to supply the selected port number together with the host name in your browser.

This number is incremented if the default port is unavailable.

6. If the **SSL Key Generation Data** screen is displayed, specify the encryption key information.

You can either automatically generate a key and a certificate, or to use a custom encryption key. To generate the key, provide the required data, which varies depending on whether you selected automatic or custom key generation. The **SSL Key Generation Data** screen enables you to enter the information required to generate a new key. For a custom encryption key, you can provide only the password; the other fields cannot be edited.

Country

The standard abbreviation for your country. Select one from the list of approved country codes.

Locality

Usually your city. Use a full name such as "Los Angeles," not an abbreviation.

State or Province

Your administrative region within your country. Use a full name such as "California," not an abbreviation.

Organization Name

Usually a company name. Use the full legal company or personal name as registered in your locality.

Organization Unit

The company division or branch (such as Accounting or Marketing) to which the certificate was issued.

Common/Host Name

The host.

Email Address

The email address.

Choosing a custom encryption key requires that you configure the server manually. This process involves copying both the key and the certificate to the proper directory and modifying the `common.properties` file.

7. If the **SSL Key Security** screen is displayed, specify the encryption key security information.

Key Password

Confirm Key Password

The password associated with the key.

Remember the key password

Whether to remember the password.



Tip:

For Windows 2008, it is strongly recommended that you select the **Remember the key password** check box when you install your report server. If you do not do so, you will be asked for that password at every service start. Furthermore, when Interactive Service Detection is disabled you will not see the message at all and will not be able to provide a passphrase for the private SSL key.

If you do not select the **Remember the key password** check box, you can instead supply the key password at system startup, but only if you are directly connected to the server. Remember that the dialog box for entering the password will *not* appear if you are connected to the server using a remote terminal.

Also, remember that if you do not provide a password the key will not be encrypted.

8. If the **RUM Console Connection** screen is displayed (because no local RUM Console installation was detected), enter the address and port of a remote RUM Console installation and then click **Next**.

Note that you can change these settings later. For more information, see [Changing the RUM Console Connection Information](#).

Install the Software

1. On the **Pre-Installation Summary** page, review the summary of your installation choices and click **Install**.

To change the settings, click **Back** to return to the appropriate configuration screen.

The amount of time this takes depends on the size of the database and may take between several seconds and, for large databases, several hours. A progress box shows the status of the installation action currently in progress. When all of the required actions are completed, a final post-upgrade information screen is displayed.

2. On the **Installation Summary** screen, review the installation summary.

If you prefer, you can click **Show postinstall summary** to open a file that contains the installation summary.

3. Indicate whether you want to start CAS, and then click **Finish** to exit the installation program.
4. Clear your browser cache.

This ensures that your upgraded CAS configuration is displayed correctly.

What to Do Next

If you have not already obtained and installed a license, do so now.

