

CA Release Automation Upgrade Guide

Upgrading from RA 4.5.x – 5.0.1 to RA 6.x



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Document History

- Created 11/15/2016 by Mike Long, SWAT
- Updated to show RA 6.3 by Manjunath Narayan and Mike Long, SWAT – 1/3/2017
- Added Enabling JMX fix for extra spaces by Mike Long, SWAT – 1/11/2017

Upgrade Path:

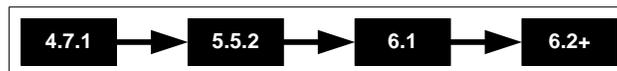
This document is a guide for upgrading older versions (4.5 through 5.0.1) to the current 6.x version of CA Release Automation.

Note: If your version is older than 4.5 you should contact CA Support or an Upgrade Specialist for guidance.

In general, these upgrades are a three-step process, because these versions must first be upgraded to a 5.x version before they can be upgraded to 6.1 and then upgraded again to the latest 6.x version.



If you are upgrading a 4.5.x version of CA Release Automation, then you must first upgrade to 5.0.2 and apply the 193 Patch. From there you can upgrade to the 6.1 version and then to the current 6.x version.



If you are upgrading a 4.7.1 to 5.0.1 version of CA Release Automation, then you must first upgrade to the 5.5.2 version. From there you can upgrade to the 6.1 version and then to the current 6.x version.

The Build of each version does not matter with the exception of CA Release Automation 5.0.2 which must have the 193 Patch applied before it can be upgraded to the 6.1 version.

It should be noted that Agents have a different upgrade path since agents at the 5.5.1 version do not need to be upgraded and will work with all versions of CA Release Automation through the current 6.x version. Since this document is covers versions 4.5.x through 5.0.1, once all upgrades are completed the Agents should be upgraded to the 6.x version.

Terminology:

- | | |
|--|---------|
| • CA Release Automation | RA |
| • Release Automation Management Server | NAC |
| • Execution Server | NES |
| • Release Operation Center | ROC |
| • Automation Studio | ASAP |
| • RA Installation Folder | RA_HOME |

Before You Upgrade:

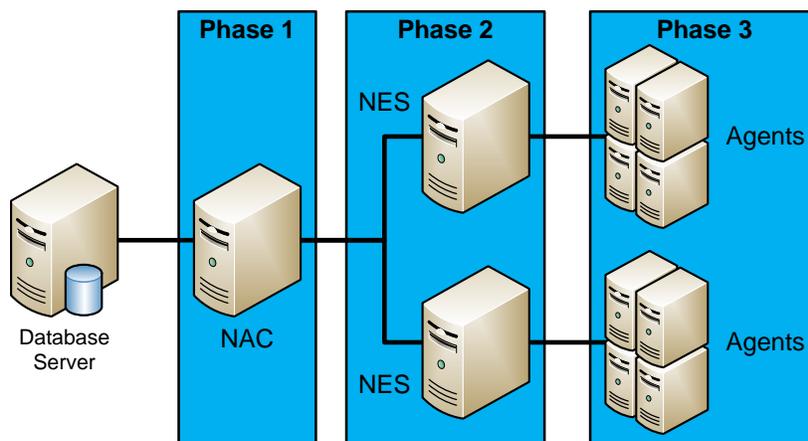
This upgrade process is pretty simple; however, it is always a good idea to be prepared. On the Upgrade website, please review the **Pre-Upgrade Tasks and Considerations** document before starting. This document contains ideas and items that should be taking into consideration before upgrading any environment. All come from real world situation and experience. That being said, if possible please do the following:

- Backup the Database
- Backup the folders and file under the RA_HOME directory
- If the NAC and NES are on virtual machines, take a Snapshot

All of these are Best Practices against any potential issues that may arise.

Architecture:

When upgrading an RA infrastructure, it should be approached in 3 phases, NAC, NES, and Agents.



1. NAC server or servers should be upgraded first. If this is a High Availability RA infrastructure, then the Primary NAC should be done first, then the secondary or backup NAC, and finally the Primary NAC should be made active or primary again.
 - a. Primary NAC
 - b. Secondary NAC
2. NES Servers
 - a. (Optional) Preferably one at a time to allow for failover and connectivity issues to automatically resolve themselves once communication is re-established with the NAC and Agents.
 - b. As a Best Practice, you should do a small test after upgrading one or two NES servers to validate that the upgrade is successful and your deployments are working.
3. Agent Servers
 - a. As noted if Agents are RA 5.5.1 or higher they do not need to be upgraded. However, since this document covers 4.5.x through 5.0.1 installation all Agents must be upgraded.
 - b. Agents should be upgraded after all NAC and NES servers have been upgraded, unless you are doing a small group to validate and test the upgrade.
 - c. Agents do not need to be upgraded to RA 6.1 before being upgraded to RA 6.2 or higher, they can be upgraded straight to the 6.x version.

Pre-Upgrade Steps:

For a complete list please consult the **Pre-Upgrade Tasks and Considerations** document before starting your upgrade. The following are basic things that need to be double checked and done before starting the upgrade:

- Check that there are no active, running, “In Queue”, or scheduled jobs
- Check that all User Interfaces (ROC, ASAP, and Dashboard) are closed
- Stop all CA Release Automation Services the server
 - On the NAC server this would be:
 - Nolio Release Automation Server
 - Nolio Update Service
 - On the NES server this would be:
 - Nolio Release Automation Server
 - Nolio Release Automation Server Watchdog

Upgrade:

As described in the Upgrade Path section there are two basic upgrade paths that should be followed based upon the RA version you are starting from.

Upgrade from 4.5.x

This upgrade can take two paths, one being the upgrade path described above for 4.5.x where you upgrade to 5.0.2 or you could upgrade to 4.7.1 and then follow the steps in the next section “**Upgrading to 4.7.1**”. This option is noted because when upgrading to the 5.x versions there is an issue where some parameters might be overridden and end up not having a value when the upgrades are completed. Once the upgrades are completed you simply need to add a value to these parameters before executing any jobs that use these parameters, however, the only way to identify these parameters is to run a special Utility which can only be run against the 4.7.1 version of RA.

Options:

- A. If you have a backup or test environment upgrade your 4.5.x version of RA to the 4.7.1 version and then run the Utility so that you know which parameters will need to have a value entered once you have completed upgrading. Then go back to your original 4.5.x version and follow the upgrade steps outlined in this section.
- B. Upgrade your 4.5.x version of RA to 4.7.1 and then follow the steps in the “**Upgrade to 4.7.1**” section, which will have you run the Utility first and then proceed with upgrading from the 4.7.1 version.

The instructions for running this Utility are in the **RA 4.7.1 Pre-Upgrade Discovery Utility** section and can be found in the Appendix of this document. Additionally, if you are upgrading your backup or test environment to the 4.7.1 version so that you can run this Utility, those instructions are located in the Appendix of this document as well. Once you have identified those parameters the following are the steps to upgrade your 4.5.x version to the current 6.x version:

1. **Upgrading to RA 5.0.2** – A step-by-step guide for performing this upgrade is in the Appendix. In general, the Upgrade Wizard should default to the correct settings and guide you through the upgrade.

2. **Applying the 193 Patch to RA 5.0.2** – This patch has several steps and the README should be reviewed before applying the patch. A guide to applying this patch is in the Appendix of this document.
3. **Upgrading to RA 6.1** – A step-by-step guide for performing this upgrade is in the Appendix. In general, the Upgrade Wizard should default to the correct settings and guide you through the upgrade.
4. **Upgrading to RA 6.3** – At this time, RA 6.3 is the most current release of RA. A step-by-step guide for performing this upgrade is in the Appendix. In general, the Upgrade Wizard should default to the correct settings and guide you through the upgrade.

Note: RA 6.3 is a new release so there are no patches that need to be applied at this time, skip Step 5.

5. **Apply latest Patch** – The patches have become much easier to apply than in the past. In general, you just need to run either the script once you have extracted the patch to the RA_Home folder.
 - a. Windows: There is still an issue with the 260-character limitation when extracting the patch.

Upgrade from 4.7.1

1. **RA 4.7.1 Pre-Upgrade Discovery Utility** – Run this Utility to identify parameters that might be overridden and have no value when the upgrades are completed. Once the upgrades are completed, simply add a value to these parameters before executing any jobs that use these parameters.
2. **Upgrading to RA 5.5.2** – A step-by-step guide for performing this upgrade is in the Appendix. In general, the Upgrade Wizard should default to the correct settings and guide you through the upgrade.
3. **Upgrading to RA 6.1** – A step-by-step guide for performing this upgrade is in the Appendix. In general, the Upgrade Wizard should default to the correct settings and guide you through the upgrade.
4. **Upgrading to RA 6.3** – At this time, RA 6.3 is the most current release of RA. A step-by-step guide for performing this upgrade is in the Appendix. In general, the Upgrade Wizard should default to the correct settings and guide you through the upgrade.

Note: RA 6.3 is a new release so there are no patches that need to be applied at this time, skip Step 5.

5. **Apply latest Patch** – The patches have become much easier to apply than in the past. In general, you just need to run either the script once you have extracted the patch to the RA_Home folder.
 - a. Windows: There is still an issue with the 260-character limitation when extracting the patch.

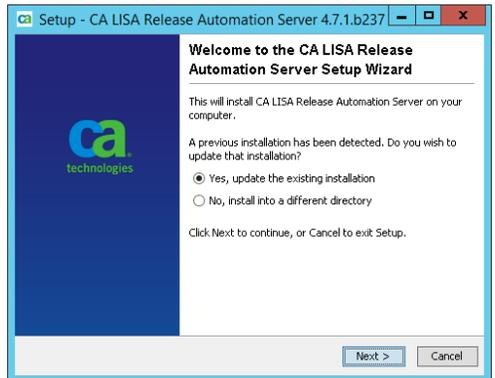
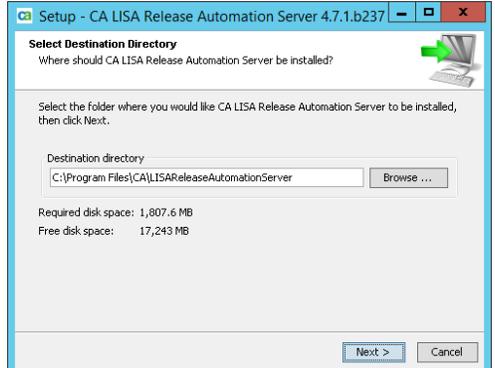
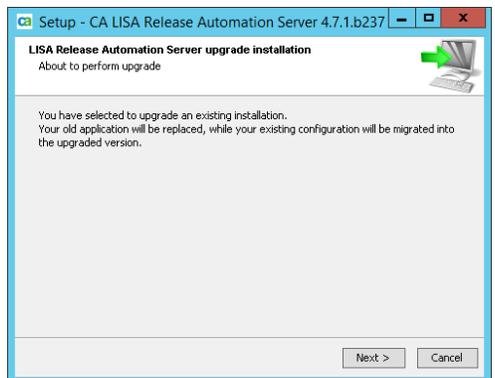
Post Upgrade:

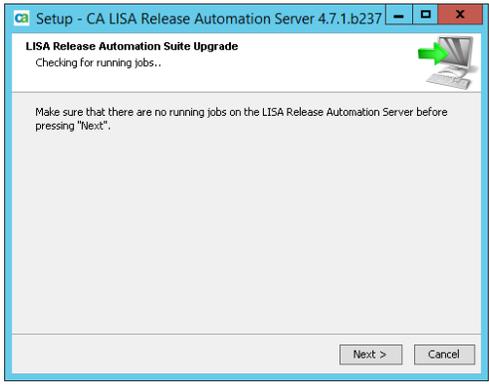
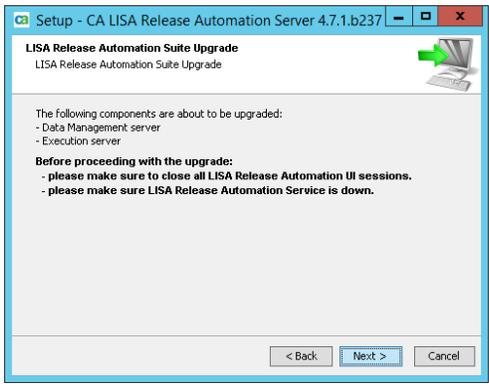
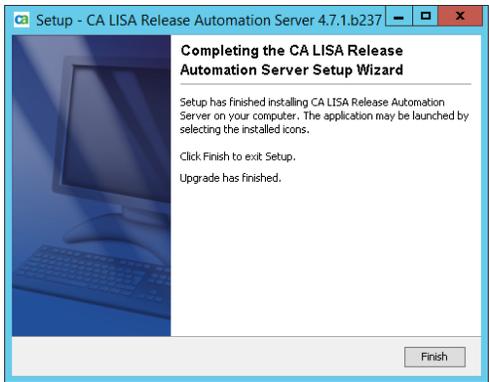
The following should be done from every computer that is used to access RA:

- Open a Command Prompt and clear the Java cache by entering `javaws -uninstall`
- Open all Browsers that has been used in the past to access RA and clear the Browser's cache

Appendix

Upgrading to RA 4.7.1

<ol style="list-style-type: none"> 1. Contact Support to get the RA 4.7.1 media 2. Load or mount the RA 4.7.1 media 3. Execute the Setup Wizard <ul style="list-style-type: none"> • Windows: nolio_server_windows-x64_4_7_1_b237 • Linux: nolio_server_linux-x64_4_7_1_b237 4. Verify that Yes, upgrade the existing installation is selected 5. Click Next 	
<ol style="list-style-type: none"> 6. This should default to the installation directory of the current RA installation <ul style="list-style-type: none"> • If it is not, click Browse to find and enter the correct location <p>Note: This location may be named different based upon the original initial installation of RA.</p> 7. Click Next 	
<ol style="list-style-type: none"> 8. This is to confirm that the old installation will be replaced and the existing content upgraded. 9. Click Next to confirm 	

<p>10. This should have been done in the Pre-Upgrade</p> <ul style="list-style-type: none"> • Make sure that there are no active or scheduled jobs <p>11. Click Next to confirm</p>	
<p>12. This should have been done in Pre-Upgrade</p> <ul style="list-style-type: none"> • Close all RA UI (ROC and ASAP) Sessions • Stop all RA Services <p>Note: The list of components may differ based upon what is installed on this local server</p> <p>13. Click Next to confirm</p> <p>Note: On a NES only server there will be an error message saying “Unable to stop Update Service”. This is because that service does not exist on a NES only server, click OK</p>	
<p>14. If you monitor the Upgrade Steps they will be something like this:</p> <ol style="list-style-type: none"> a. Services will be stopped if they are not already stopped b. Old files and folders will be moved to the upgradeBackup folder c. New files and folders will be copied in to their proper locations d. Services will be started e. Temporary files will be deleted <p>15. Click Finish</p>	

RA 4.7.1 Pre-Upgrade Discovery Utility

This Utility will identify the parameters and artifacts that need to be updated as part of the design change between RA 4.x and RA 5.x. When the utility is run, it will present a list of parameters (and their applications) that need attention and also will list the artifacts that are currently referencing folder with no single file.

To use the Pre-Upgrade Discovery Utility:

1. Download the RA 4.7.1 Pre-Upgrade Discovery Utility (**pre.upgrade.discovery.utility.zip**)
2. Extract the pre.upgrade.discovery.utility.zip file
3. Open the README file and confirm the following steps:
 - a. Copy the upgrade.jsp file in the following folder:
 - (RA_Home)\webapps\datamanagement
 - b. Copy the upgrade-report04.7.1.jar in the following folder
 - (RA_Home)\webapps\datamanagement\WEB-INF\lib
 - c. Restart the (Nolio) Release Automation Server service
 - d. Open a Browser and go to the following:
 - [http://\(NAC\):8080/datamanagement/upgrade.jsp?user=superuser&password=user](http://(NAC):8080/datamanagement/upgrade.jsp?user=superuser&password=user)

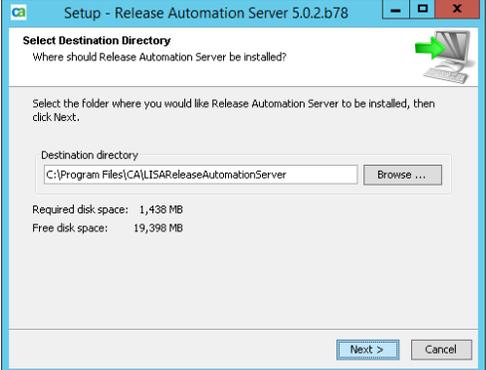
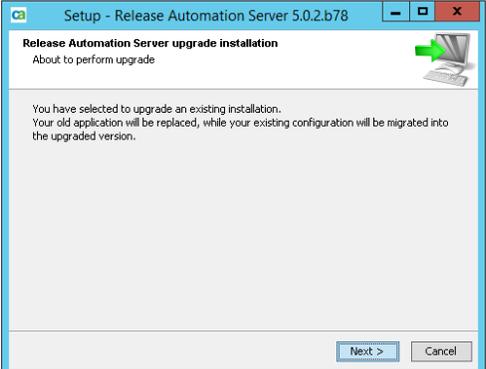
Note: If you have changed the superuser password you will need to enter the correct password

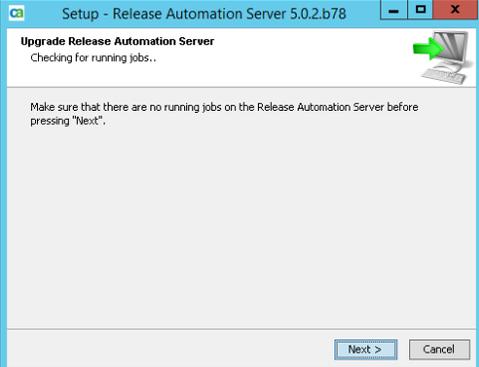
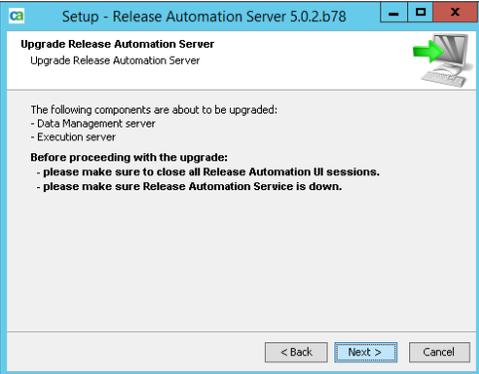
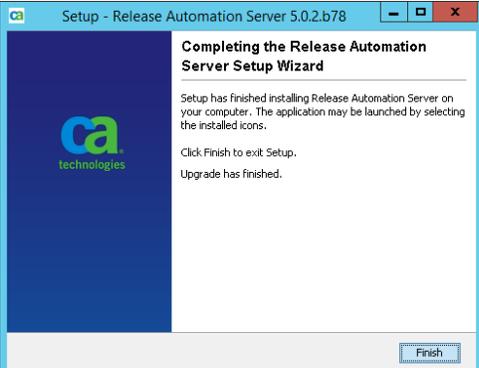
The following type of display will appear. In this example the parameters (WinServicePassword, TEMPLATE, and DomainUser) will need to be updated once all upgrades have been completed and the associated applications (WIN1, TEST, and XYZ) will need to be tested against the various environments listed below.

The following parameters are overridden per environments but some environments do not have values. Values for these environments must be provided before a release/process is executed on the given environment:

- **WinServicePassword** (id: 1742) application [**WIN1**] has no value in the following environments: [QA (id: 118), DEVTEST1 (id: 124), DEVTEST2 (id: 147), DEVTEST3 (id: 148), STAGE (id: 160), PROD (id: 278)]
- **TEMPLATE** (id: 2105) application [**TEST**] has no value in the following environments: [TEST-DEV (id: 395), WORKFLOW-TEST (id: 606), QA (id: 1013), STAGE (id: 1014), PROD (id: 1015)]
- **DomainUser** (id: 1380) application [**XYZ**] has no value in the following environments: [QA (id: 2), DEVTEST1 (id: 5), DEVTEST2 (id: 6), DEVTEST3 (id: 7)]

Upgrading to RA 5.0.2

<ol style="list-style-type: none"> 1. Download the RA 5.0.2 media <ul style="list-style-type: none"> • Windows: DVD09131141E • Linux: DVD09131045E 2. Load or mount the media 3. Execute the Setup Wizard <ul style="list-style-type: none"> • Windows: nolio_server_windows-x64_5_0_2_b78 • Linux: nolio_server_linux-x64_5_0_2_b78 4. Verify that Yes, upgrade the existing installation is selected 5. Click Next 	
<ol style="list-style-type: none"> 6. This should default to the installation directory of the current RA installation <ul style="list-style-type: none"> • If it is not, click Browse to find and enter the correct location <p>Note: This location may be named different based upon the original initial installation of RA.</p> 7. Click Next 	
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<p>12. This should have been done in Pre-Upgrade</p> <ul style="list-style-type: none"> • Close all RA UI (ROC and ASAP) Sessions • Stop all RA Services <p>Note: The list of components may differ based upon what is installed on this local server</p> <p>13. Click Next to confirm</p> <p>Note: On a NES only server there will be an error message saying “Unable to stop Update Service”. This is because that service does not exist on a NES only server, click OK</p>	
<p>14. If you monitor the Upgrade Steps they will be something like this:</p> <ol style="list-style-type: none"> a. Services will be stopped if they are not already stopped b. Old files and folders will be moved to the upgradeBackup folder c. New files and folders will be copied in to their proper locations d. Services will be started e. Temporary files will be deleted <p>15. Click Finish</p>	

Applying the 193 Patch to RA 5.0.2

Pre-Installation Instructions:

Windows Only:

Because Windows has a 260-character limitation special care must be taken when extracting the ZIP file for most RA Patches. The following is a suggested method:

1. Extract the file to a single letter drive either C:\ or C:\0\ it cannot be to a drive with anymore characters than that.
2. Once extracted there will be a Fix_Maintenance folder, CUT (do not Copy) this folder and Paste it in the RA_HOME directory

Once extracted you will find the following scripts that need to be executed:

Fix_Maintenance\RA_502_Cumulative_b193_21837902543690936:

- Windows: win_script.bat
- Linux/Solaris: linux_solaris_script.sh

Fix_Maintenance\RA_502_Cumulative_b193_21837902543690936\RA_5.0.2_Cumulative-b193:

- Windows: win_script_disableJMX_NAC_NES_RunOnlyOnce.bat
- Windows: win_script_enableJMX_NAC_NES_RunOnlyOnce.bat
- Windows: win_script_removeInstallNolio_NAC_RunOnlyOnce.bat
- Linux/Solaris: linux_disableJMX_NAC_NES_RunOnlyOnce.sh
- Linux/Solaris: linux_enableJMX_NAC_NES_RunOnlyOnce.sh
- Linux/Solaris: linux_updateESAPI_NAC_RunOnlyOnce.sh

Windows Only:

If you have renamed the following services, please create the following system environment variable setting these values if they have changed because the win_script.bat will use these values to stop and start these services:

- On the NAC server this would be:
 - Nolio Release Automation Server NOLIO_SERVER_SERVICE
 - Nolio Update Service UPDATE_SERVICE_NAME
- On the NES server this would be:
 - Nolio Release Automation Server NOLIO_SERVER_SERVICE
 - Nolio Release Automation Server Watchdog WATCHDOG_SERVICE_NAME

Linux Only:

- Extract patch so that the Fix_Maintenance folder is in the RA_HOME directory

Note: Please review the README for updated or more detailed instructions concerning this patch

Installation Instructions:

Please make sure there are no running deployment jobs before applying the fix.

Apply this patch to all NAC and NES servers using the “no start” option.

Windows Only:

1. Navigate to the RA_502_Cumulative_b193_21837902543690936 folder
2. Execute: win_script.bat –nostart

Linux Only:

1. Navigate to the RA_502_Cumulative_b193_21837902543690936 folder
2. Execute: ./linux_solaris_script.sh –nostart

Post-Installation Instructions:

Removing and Installing the Windows RA Service

This batch file will remove the existing "Nolio Release Automation Server" and replace it with a new "Nolio Release Automation Server". It should be noted that if you are running this service with a user other than "Local System", then after the script runs you will need to open the service and change the user from "Local System" back to user you have configured.

Windows Only:

This script should only be executed on the NAC servers using the “no start” option.

1. Navigate to the \RA_5.0.2_Cumulative-b193 folder
2. Execute: win_script_removeInstallNolio_NAC_RunOnlyOnce.bat –nostart

Updating the catalina file

Windows Only:

This may have been done in an earlier patch, but if not it should be done at this time.

1. Open the (RA_Home)\bin\catalina.bat file and find the following section:

```
rem Guess CATALINA_HOME if not defined
set "CURRENT_DIR=%cd%"
set JAVA_OPTS=%JAVA_OPTS% -Djava.library.path="%cd%\bin"
set JAVA_OPTS=%JAVA_OPTS% -Duser.country=US -Duser.language=en
set JAVA_OPTS=%JAVA_OPTS% -XX:+HeapDumpOnOutOfMemoryError
```

2. Add the following entry at the bottom of the section:

```
set JAVA_OPTS=%JAVA_OPTS% -Dorg.owasp.esapi.resources="%cd%\conf"
```

Linux Only:

Running the `linux_updateESAPI_NAC_RunOnlyOnce.sh` is mandatory to update the `catalina.sh` file. `RUN_AS_USER` will no longer be configured in `deployer_daemon.sh`, so if you had set a specific user in the `deployer_daemon.sh`, you must follow the detailed Post-Installation Instructions in the README document included with the 193 Patch.

1. Go to the `RA_5.0.2_Cumulative-b193` folder
2. Enter: `chmod 755 lin*`
3. Execute the following command: `./linux_updateESAPI_NAC_RunOnlyOnce.sh`

This `linux_updateESAPI_NAC_RunOnlyOnce.sh` script will update the `catalina.sh` file and insert the following lines after the `JAVA_OPTS` line automatically:

```
# add ESAPI.properties file location
JAVA_OPTS="$JAVA_OPTS -Dorg.owasp.esapi.resources=./conf"
```

Enable or Disable JMX

The following scripts are mandatory and must be run on all NAC and NES servers. Agent machines are optional consult the README for instruction regarding enabling and disabling JMX on Agents.

Windows Only:

1. Navigate to the `\RA_5.0.2_Cumulative-b193` folder
2. Execute either:
 - `win_script_enableJMX_NAC_NES_RunOnlyOnce.bat`
 - `win_script_disableJMX_NAC_NES_RunOnlyOnce.bat`

Linux Only:

1. Navigate to the `/RA_5.0.2_Cumulative-b193` folder
2. Execute either:
 - `./linux_enableJMX_NAC_NES_RunOnlyOnce.sh`
 - `./linux_disableJMX_NAC_NES_RunOnlyOnce.sh`

Please perform the following task if you are Enabling the JMX on the NAC or NES servers.

Once you have run the script to Enable JMX go to the distribution.properties file which is located:

- On the NAC: RA_HOME\webapps\datamanagement\WEB-INF
- On the NES RA_HOME\webapps\execution\WEB-INF

Open the file and find the following section

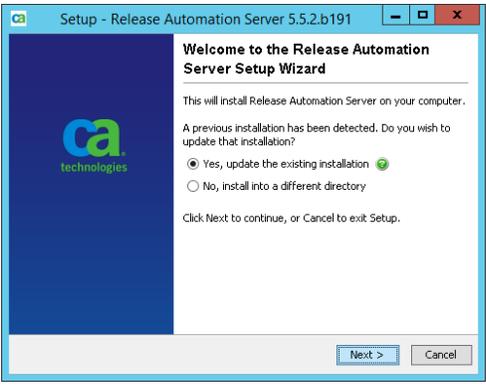
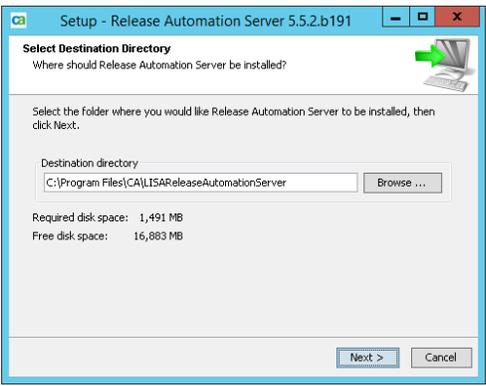
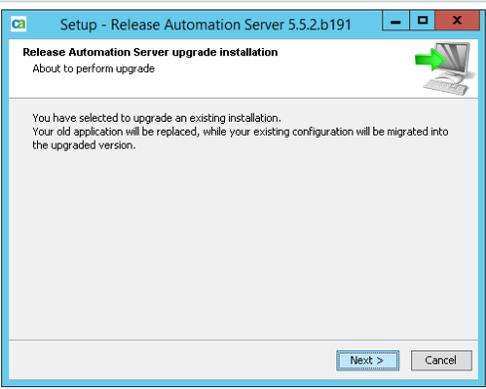
```
jmx.web.console.enabled=true
jmx.web.console.username=nolio
jmx.web.console.password=nolio
jmx.web.console.port=20203
jmx.web.console.ssl.enabled=false
jmx.web.console.ssl.keystore.path=conf//nolio.jks
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```

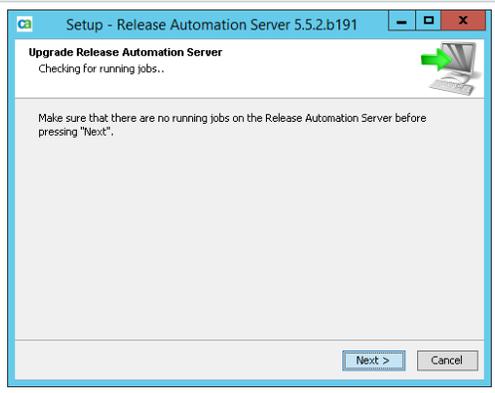
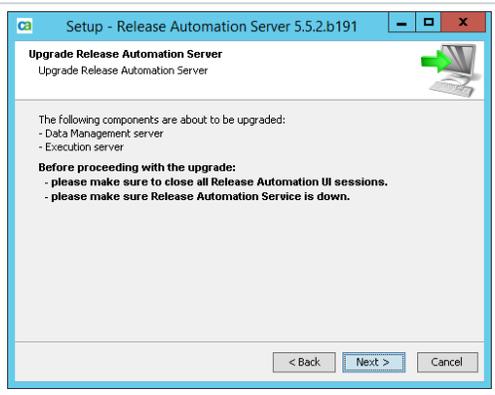
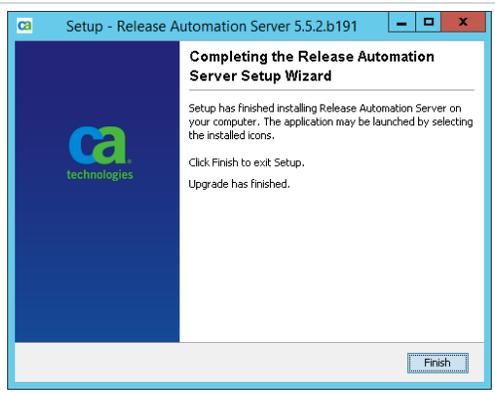
Highlight this section and check to see if a blank space is present at the end of each line. If this space is there, remove it and then restart the server service.

Restart the RA Services on all Window and Linux NAC and NES servers

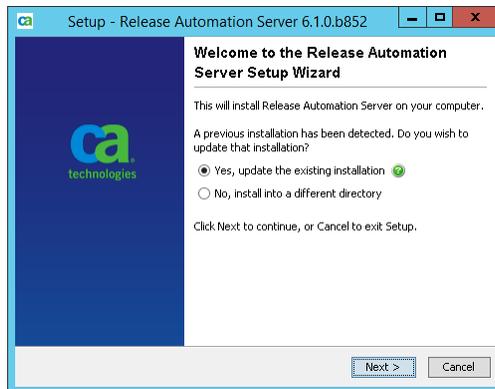
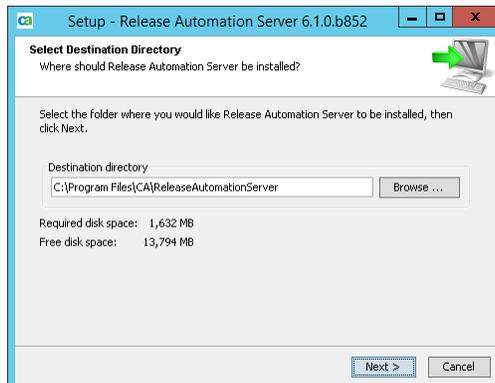
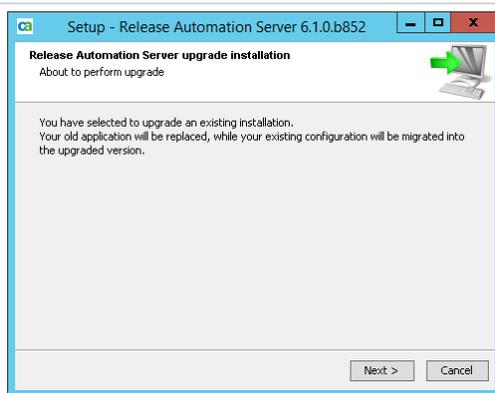
Note: Please review the README for updated or more detailed instructions concerning this patch

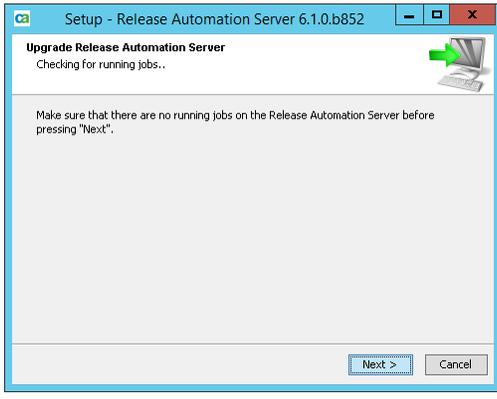
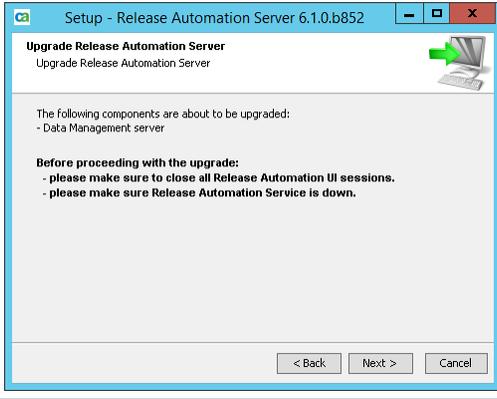
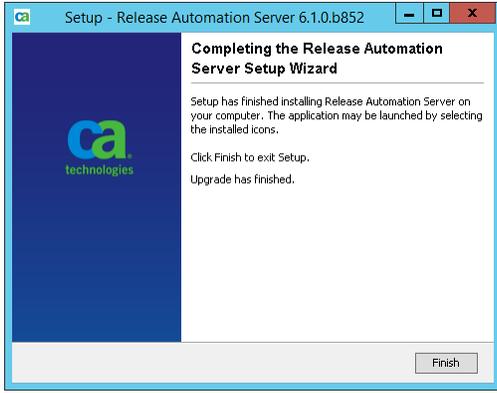
Upgrading to 5.5.2

<ol style="list-style-type: none"> 1. Download the RA 5.5.2 media <ul style="list-style-type: none"> • Windows: DVD07132128E • Linux: DVD07132044E 2. Load or mount the media 3. Execute the Setup Wizard <ul style="list-style-type: none"> • Windows: nolio_server_windows-x64_5_5_2_b191 • Linux: nolio_server_linux-x64_5_5_2_b191 4. Verify that Yes, upgrade the existing installation is selected 5. Click Next 	
<ol style="list-style-type: none"> 6. This should default to the installation directory of the current RA installation <ul style="list-style-type: none"> • If it is not, click Browse to find and enter the correct location <p>Note: This location may be named different based upon the original initial installation of RA.</p> 7. Click Next 	
<ol style="list-style-type: none"> 8. This is to confirm that the old installation will be replaced and the existing content upgraded. 9. Click Next to confirm 	

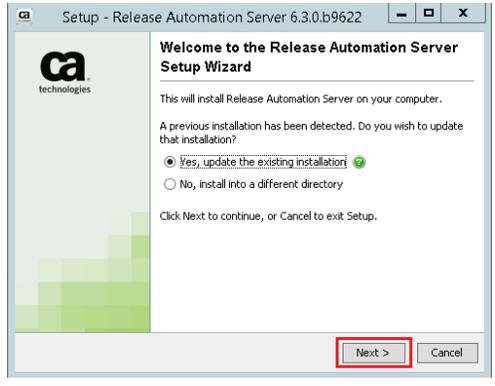
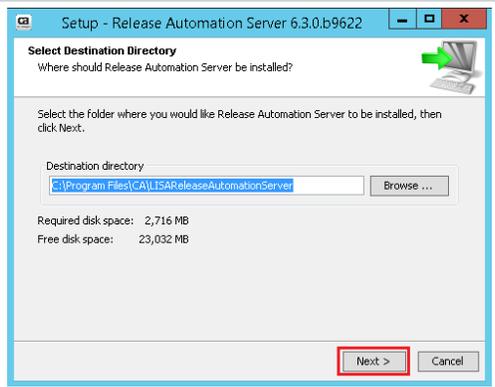
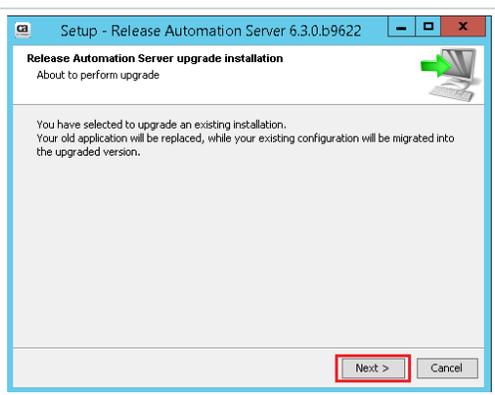
<p>10. This should have been done in the Pre-Upgrade</p> <ul style="list-style-type: none"> • Make sure that there are no active or scheduled jobs <p>11. Click Next to confirm</p>	
<p>12. This should have been done in Pre-Upgrade</p> <ul style="list-style-type: none"> • Close all RA UI (ROC and ASAP) Sessions • Stop all RA Services <p>Note: The list of components may differ based upon what is installed on this local server.</p> <p>13. Click Next to confirm</p> <p>Note: On a NES only server there will be an error message saying “Unable to stop Update Service”. This is because that service does not exist on a NES only server, click OK</p>	
<p>14. If you monitor the Upgrade Steps they will be something like this:</p> <ol style="list-style-type: none"> Services will be stopped if they are not already stopped Old files and folders will be moved to the upgradeBackup folder New files and folders will be copied in to their proper locations Services will be started Temporary files will be deleted <p>15. Click Finish</p>	

Upgrading to RA 6.1

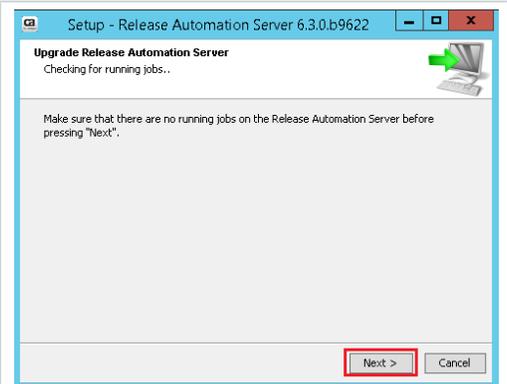
<ol style="list-style-type: none"> 1. Download the RA 6.1 media <ul style="list-style-type: none"> • Windows: DVD03151447E • Linux: DVD03151333E 2. Load or mount the media 3. Execute the Setup Wizard <ul style="list-style-type: none"> • Windows: nolio_server_windows-x64_6_1_0_b852 • Linux: nolio_server_linux-x64_6_1_0_b852 4. Verify that Yes, upgrade the existing installation is selected 5. Click Next 	
<ol style="list-style-type: none"> 6. This should default to the installation directory of the current RA installation <ul style="list-style-type: none"> • If it is not, click Browse to find and enter the correct location <p>Note: This location may be named different based upon the original initial installation of RA.</p> 7. Click Next 	
<ol style="list-style-type: none"> 8. This is to confirm that the old installation will be replaced and the existing content upgraded. 9. Click Next to confirm 	

<p>10. This should have been done in the Pre-Upgrade</p> <ul style="list-style-type: none"> • Make sure that there are no active or scheduled jobs <p>11. Click Next to confirm</p>	
<p>12. This should have been done in Pre-Upgrade</p> <ul style="list-style-type: none"> • Close all RA UI (ROC and ASAP) Sessions • Stop all RA Services <p>Note: The list of components may differ based upon what is installed on this local server.</p> <p>13. Click Next to confirm</p> <p>Note: On a NES only server there will be an error message saying "Unable to stop Update Service". This is because that service does not exist on a NES only server, click OK</p>	
<p>14. If you monitor the Upgrade Steps they will be something like this:</p> <ol style="list-style-type: none"> Services will be stopped if they are not already stopped Old files and folders will be moved to the upgradeBackup folder New files and folders will be copied in to their proper locations Services will be started Temporary files will be deleted <p>15. Click Finish</p>	

Upgrading to RA 6.3

<ol style="list-style-type: none"> 1. Download the RA 6.3 media <ul style="list-style-type: none"> • Windows: DVD12153651E • Linux: DVD12153502E 2. Load or mount the media 3. Execute the Setup Wizard <ul style="list-style-type: none"> • Windows: nolio_server_windows-x64_6_3_0_b9622 • Linux: nolio_server_linux-x64_6_3_0_b9622 4. Verify that Yes, upgrade the existing installation is selected 5. Click Next 	
<ol style="list-style-type: none"> 6. This should default to the installation directory of the current RA installation <ul style="list-style-type: none"> • If it is not, click Browse to find and enter the correct location <p>Note: This location may be named different based upon the original initial installation of RA.</p> 7. Click Next 	
<ol style="list-style-type: none"> 8. This is to confirm that the old installation will be replaced and the existing content upgraded. 9. Click Next to confirm 	

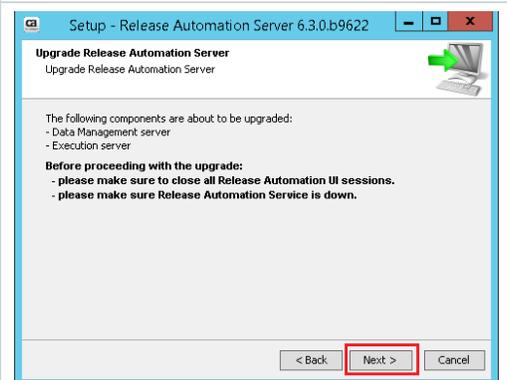
10. This should have been done in the Pre-Upgrade
 - Make sure that there are no active or scheduled jobs
11. Click **Next** to confirm



12. This should have been done in Pre-Upgrade
 - Close all RA UI (ROC and ASAP) Sessions
 - Stop all RA Services
- Note:** The list of components may differ based upon what is installed on this local server.

13. Click **Next** to confirm

Note: On a NES only server there will be an error message saying “Unable to stop Update Service”. This is because that service does not exist on a NES only server, click OK



14. If you monitor the Upgrade Steps they will be something like this:
 - a. Services will be stopped if they are not already stopped
 - b. Old files and folders will be moved to the upgradeBackup folder
 - c. New files and folders will be copied in to their proper locations
 - d. Services will be started
 - e. Temporary files will be deleted
15. Click **Finish**

