

Upgrade/Migration Guide

Introduction

This document describes the best practices to follow when upgrading a SonicWALL CDP appliance from version 5.1.3.16 to 6.0. See the following sections:

<i>Firmware Upgrade Deployment Prerequisite Checklist</i>	<i>1</i>
<i>Upgrading CDP 5.1.3-16 to 6.0 Firmware - Data Migration Path.....</i>	<i>2</i>
<i>Upgrading CDP 5.1.3-16 to 6.0 Firmware - No Data Migration Path</i>	<i>2</i>
<i>Upgrading Your CDP Agents</i>	<i>3</i>
<i>Testing and Verifying Your Completed Upgrade.....</i>	<i>3</i>
<i>Estimated Upgrade Times by Appliance Model</i>	<i>3</i>
<i>Issues with Upgrades</i>	<i>4</i>

Firmware Upgrade Deployment Prerequisite Checklist

NOTE: It is required that you complete this entire checklist and pause at step #6 to review the documentation for CDP 6 as requested there.

1. Verify that all SonicWALL CDP appliances are on firmware 5.1.3.16. This is the *ONLY* version of the appliance firmware on which the CDP 6 migration is intended to be run, and is the only production version of CDP appliance firmware that SonicWALL supports as of July 2010. You will be unable to upgrade any older version of CDP to the CDP 6 version.

Note: SonicWALL CDP Support will not be able to assist you on any CDP 6 migration issues unless you are on appliance firmware 5.1.3.16.

2. If the SonicWALL CDP appliances are configured for box to box or offsite, verify that this is working correctly.
3. Ensure that you have working email settings and configurations for all CDP appliances to be upgraded. The notification system for a completed CDP 6 firmware migration consists of emails sent by the appliance to you. This is the only widely viable notification system, as the upgrade duration will vary.
4. Obtain appropriate external USB drives and perform full Local Archives of all appliances to be upgraded. This creates a redundant copy of your data.
5. Confirm that you have performed the following tasks:
 - a. Backed up your existing deployment to USB drives
 - b. Verified your offsite or box to box setup
 - c. Ensured that all appliances are compliant with supported builds
 - d. Configured and tested your CDP appliance's mail alert functions
6. Before going any further, please take a moment to download and review the CDP 6 Administration and Getting Started Guides from your <http://www.mysonicwall.com> login.

Upgrade/Migration Guide

Upgrading CDP 5.1.3-16 to 6.0 Firmware - Data Migration Path

ISSUES ASSOCIATED WITH DATA MIGRATION

NOTE: As mentioned on the CDP 6.0 firmware download confirmation, SonicWALL's data migration path for upgrades from firmware 5.1.3-16 has been heavily tested, but in a minority of cases we have seen issues where data integrity could not be maintained due to the complexity of this migration to a new system and data architecture methodology. While we expect upgrades to run efficiently and correctly, please be aware that in some cases issues including, but not limited to, loss of data may occur on the 5.1.3-16 to CDP 6 migration.

Before starting this migration, review the "Firmware Upgrade Deployment Prerequisite Checklist" section above. Please ensure that you have performed a successful Local Archive of the CDP data if you need maximum continuous data access during this upgrade procedure. In the event that one of your local assets that is being backed up to your SonicWALL CDP may encounter issues while the CDP appliance is down for maintenance and migrations, or in the possibility that data integrity may be compromised or lost on the CDP appliance during the upgrade, this will help provide coverage.

You will need a minimum of 20% free space on your CDP appliance storage to proceed with this data migration path. *Please do not attempt this data migration path installation without 20% free space on the appliance.*

Note that even if the CDP appliance's saved data is removed, necessitating a full reseeding of local data on the new CDP 6.0 installation, the data on your local machines (such as Windows content or data) would be unaffected by the upgrade of the CDP appliance itself. There would simply be a "gap" in coverage during the migration process.

1. Obtain the correct firmware and software packages, versions {XYZ}, from your <http://www.mysonicwall.com> login.
2. The approximate time required for upgrades is only an estimation. Each SonicWALL CDP appliance is totally unique based on the model and technical specifications, number of Agents installed, number of files backed up, number of revisions, and other factors. No two CDP appliances will be the same. Some may take less than an hour, while others could take tens of hours or longer to upgrade.
3. Because of the variable time required, it is recommended that users be notified that the CDP system may be inaccessible for a time. SonicWALL recommends that you begin the upgrade in the midday to mid-afternoon time frame, and if possible on a Friday (or on the last day of your business week).
4. First, begin the appliance firmware upgrade on any attached upstream CDP appliance.
5. Next, run the appliance firmware upgrade on any downstream CDP appliance.
6. Both the downstream and upstream CDP appliances should be upgraded.
7. You will receive notifications via your configured email when the firmware migrations are complete.
8. Once the firmware migration is complete, please upgrade all attached CDP Agent software installations per the instructions provided with each software package.

Upgrading CDP 5.1.3-16 to 6.0 Firmware - No Data Migration Path

NOTE: By selecting this method, ALL present data on the CDP will be lost.

1. Obtain the correct firmware and software packages, versions {XYZ}, from your <http://www.mysonicwall.com> login.
2. First, begin the appliance firmware upgrade on any attached upstream CDP appliance.
3. Next, run the appliance firmware upgrade on any downstream CDP appliance.
4. Once the upgrades are complete, in the Web UI for each appliance, do a **Purge Appliance** to reset the device into a "fresh" 6.0 firmware installation.
5. If you encounter any issues with this "no data migration" upgrade, please see the "Issues with upgrades" section below

Upgrade/Migration Guide

Upgrading Your CDP Agents

For a manual upgrade of each Agent, perform the tasks below, according to your current Agent version.

Upgrading your Agents from CDP 5.0 to 6.0

For these upgrades, simply install the new SonicWALL CDP 6.0 package for your agent system type. It will clean up the old installation. Depending on your environment or system, you may be prompted for a reboot.

Upgrading your Agents from CDP 5.1 to 6.0

1. Download the appropriate package for your client system from MySonicWALL.
2. Run the installation file on the desired system (.exe, .dmg, .sh).
3. The previous version 5.1 CDP will be overwritten. No reboot should be required on a 5.1 to 6 upgrade.

Using .msi to Push a Mass Install of the CDP 6.0 Agent on a Windows Domain

This is a new feature on CDP 6 for Windows domain systems. Please review the following Knowledge Base article for more details:

- How do I push CDP 6 installations via MSI and Group Policy Objects on a Windows Domain?
<http://www.fuzeqna.com/sonicwallkb/consumer/kbdetail.asp?kbid=8703>

Testing and Verifying Your Completed Upgrade

1. Test the attached CDP Agents after all the upgrades are complete to ensure that backups are working correctly.
2. Familiarize yourself with the new SonicWALL CDP 6 tools and user interfaces, and with a particular emphasis on the new policy section in the CDP 6 Web UI. The backup policies are effectively the new heart of the CDP system, and will drive your entire deployment. More details on all areas are in your CDP 6 Administration and Getting Started Guides.

Estimated Upgrade Times by Appliance Model

Please note that no two SonicWALL CDP systems or environments are the same, so any testing or extrapolation of this sort of information will be always subjective. For example, if we tested a CDP 6080 with 500,000 files and a 6080 with 1,000,000 files several times each, our times may be 2 hours and 7 hours on average (not real test results--these are examples). However, based on your local environment, age of the appliance, number of revisions, file sizes, sizes of revisions, and other factors, matching tests on your appliances may average 1 hour and 10 hours, or 3 hours and 5 hours. Each system will be unique.

For your convenience and to help you get an idea of approximate times that may help with planning, we have collected some internal results from our own testing as examples.

Please review them at this Knowledge Base article:

- How long will my CDP take to upgrade to version 6?
<http://www.fuzeqna.com/sonicwallkb/consumer/kbdetail.asp?kbid=8699>

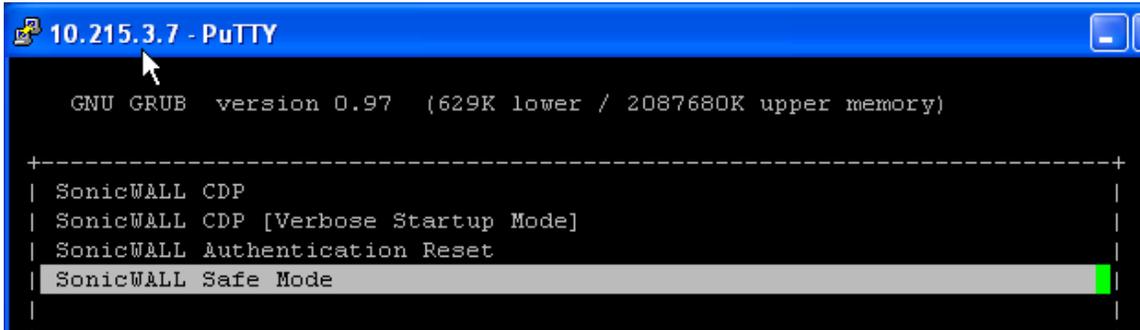
Upgrade/Migration Guide

Issues with Upgrades

Should you encounter any issues with your CDP upgrade under the “no data migration path”, perform the steps described below. If you encounter unforeseen issues with the path to maintain data, please contact SonicWALL CDP Support and bypass this step.

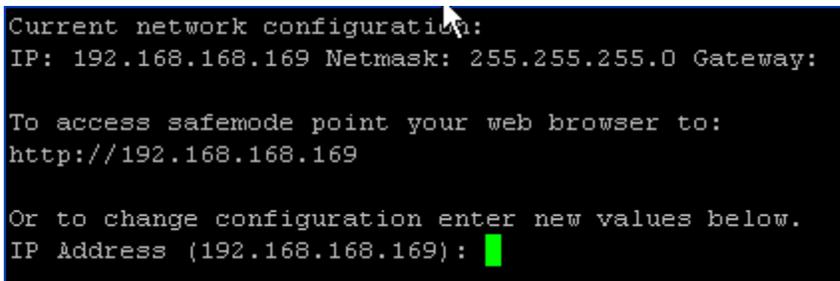
Uploading SonicWALL CDP Firmware in Safe Mode

1. During bootup, press any key when prompted to access GRUB loader.
2. In the GRUB menu, select SonicWALL Safe Mode:



```
10.215.3.7 - PuTTY
GNU GRUB version 0.97 (629K lower / 2087680K upper memory)
-----
| SonicWALL CDP
| SonicWALL CDP [Verbose Startup Mode]
| SonicWALL Authentication Reset
| SonicWALL Safe Mode
-----
```

3. Enter network IP/Netmask/Gateway when prompted:

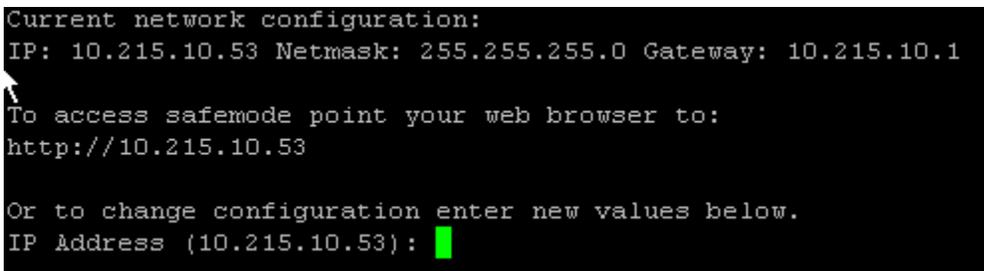


```
Current network configuration:
IP: 192.168.168.169 Netmask: 255.255.255.0 Gateway:

To access safemode point your web browser to:
http://192.168.168.169

Or to change configuration enter new values below.
IP Address (192.168.168.169):
```

4. Confirm network configuration:



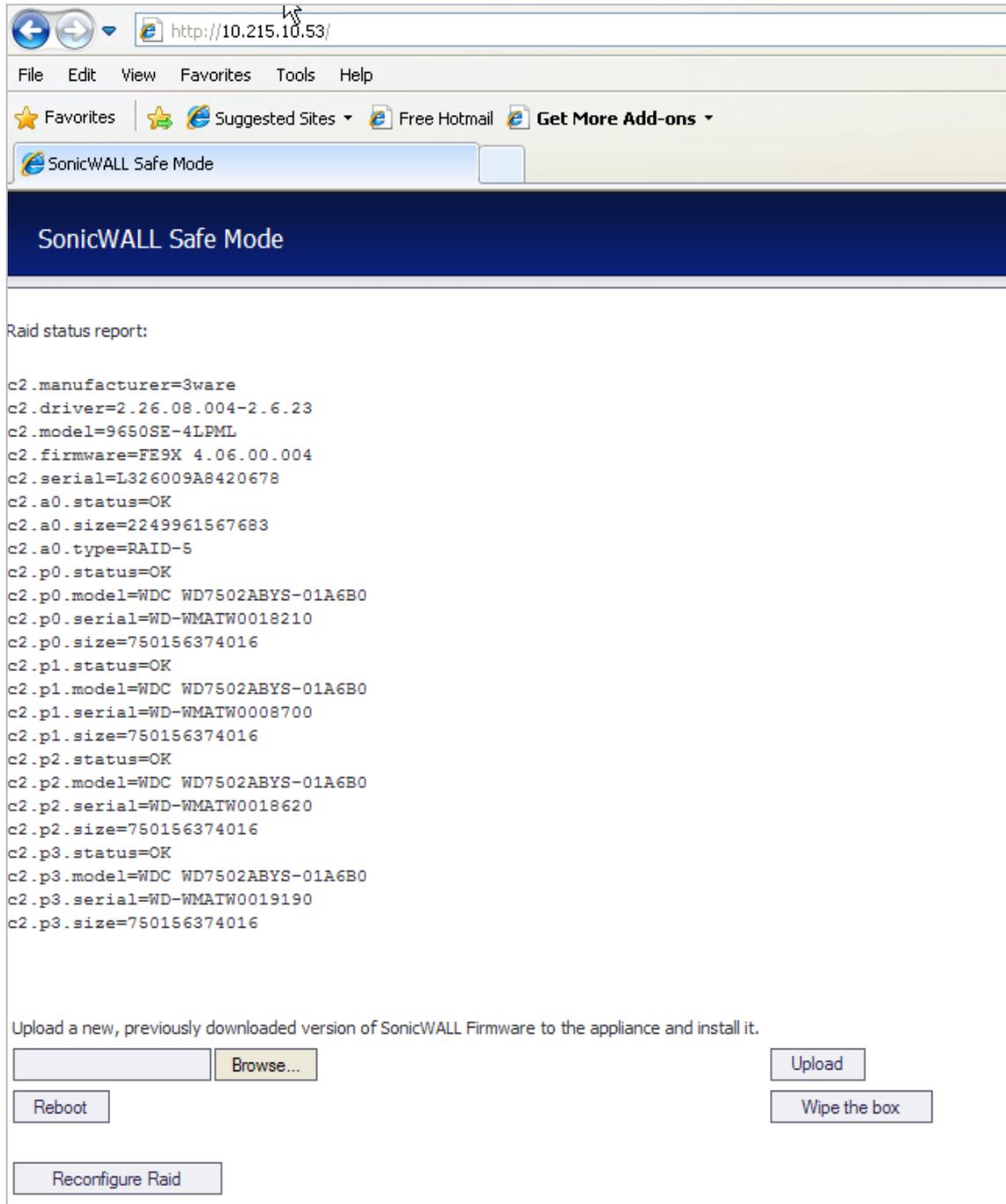
```
Current network configuration:
IP: 10.215.10.53 Netmask: 255.255.255.0 Gateway: 10.215.10.1

To access safemode point your web browser to:
http://10.215.10.53

Or to change configuration enter new values below.
IP Address (10.215.10.53):
```

Upgrade/Migration Guide

5. Enter newly configured IP address in a browser to access the Safe Mode web page (screen shot below has some RAID related info because it was taken on high-end appliance; this info is not displayed on lower end units):



6. Browse to the location of the firmware .sh image file and click the **Upload** button.
If issues persist and you have tried Safe Mode, contact SonicWALL CDP Support by opening a ticket online at: <https://www.sonicwall.com/SSO/login.asp>

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Prepared by: Joe Szilagyi