Ahsay Backup Software

version 6

Upgrade Guide

Ahsay Systems Corporation Limited

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Ahsay Backup Software

Upgrade Guide

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1 Overview

1.1 Conventions

Convention	Descriptions	Example
Bold	Important Information	**Important: You must check the timestamp of obrA.jar before proceeding to step2.**
Italic	Folder Path or File Path	*/usr/local/obs/conf*
[]	Graphical Interface Elements	[Manage Log]
%%	Filepath in Windows format	%AhsayOBSR_HOME%
$	Filepath in Linux / Unix / BSD format	$AhsayOBSR_HOME
italic	Command	*mkdir /usr/local/obs*

1.2 Definitions, Acronyms and Abbreviations

Term / Abbreviation	Definition
AhsayOBS	Ahsay Offsite Backup Server
AhsayRPS	Ahsay Replication Server
AhsayOBM	Ahsay Online Backup Manager
AhsayACB	Ahsay A-Click Backup
AhsayOBC	Ahsay Online Backup Client (group name for AhsayOBM and AhsayACB)
AhsayRDR	Ahsay Redirector Server
AUA	Ahsay Auto Update Agent
AhsayOBSR_HOME	The install location of AhsayOBSR. Windows *C:\Program Files\AhsayOBS and AhsayRPS* Linux/Unix/BSD */usr/local/obs/*

AhsayOBSR_HOME_BAK	The backup location of AhsayOBSR. It is used temporarily during the upgrade process. Windows *C:\Program Files\AhsayOBS and AhsayRPS.bak* Linux / Unix / BSD */usr/local/obs.bak/*
USER_HOME	The directories where AhsayOBS and AhsayRPS store the AhsayOBM & AhsayACB user accounts. Windows *%AhsayOBSR_HOME%\user* Linux / Unix / BSD *$AhsayOBSR_HOME/user*
SYSTEM_HOME	The directory where AhsayOBS and AhsayRPS store its system information. Windows *%AhsayOBSR_HOME%\system* Linux / Unix / BSD *$AhsayOBSR_HOME/system*
AhsayACB_HOME	The location where AhsayACB is installed
AhsayOBM_HOME	The location where AhsayOBM is installed
AhsayRDR_HOME	The location where AhsayRDR is installed
AhsayRDR_HOME_BAK	The backup location of AhsayRDR. It is used temporarily during the upgrade process. Windows *C:\Program Files\AhsayRDR.bak* Linux / Unix / FreeBSD */usr/local/rdr.bak/*
JAVA_HOME	The location where JAVA is installed

1.3 System Requirements

Please kindly refer to the FAQ: Ahsay Software Compatibility List (SCL) for version 6.3 or above (2323) for system requirements of AhsayOBSR version 6.

2 Best Practices and Recommendations

This chapter outlines the best practices and recommendations which you should consider before upgrading Ahsay Online Backup Products to a production environment.

- The recommended upgrade sequence for Ahsay Online Backup Products is as follows:

  1. AhsayRDR
  2. AhsayOBSR
  3. AhsayOBC

AhsayRDR

- It is recommended to check your license key support and expiry date has not expired before performing the upgrade to ensure that the license key is eligible to run on the latest version.

AhsayOBS

- It is recommended to check on the license key support and expiry date has not expired before performing the upgrade to ensure that the license key is eligible to run on the latest version.
- Disable AUA before upgrading to the latest version.
- Before enabling AUA on the system, it is recommended only enabling after running AhsayOBS for a least a week to ensure that the system is stable before upgrading the clients.
- If you have replication running, it is recommended that the replication is disabled before the upgrade for AhsayOBS is performed.
- If upgrading from versions 5.2.8.0 or 5.5.1.x, please be aware that the system would perform an index migration. As of version 5.5.3.x, the index system has been enhanced, so a migration to this enhanced version would be required. It is recommended if upgrading from version 5.5.1.x or earlier to perform the upgrade during the non-peak period to allow time for the system to migrate the indexes.

  Note:
  The backups can continue to run while the migration is in progress, but the process can affect the performance.

AhsayOBM

- Before performing the upgrade to AhsayOBM / AhsayACB, if the backup set has encryption enabled, it is recommended to make a note of the key.

- Before upgrading AhsayOBM, it is recommended to check on the supported applications to ensure that no backup sets would be affected by the upgrade. For details of the application that are supported by the latest version, please refer to FAQ: Ahsay Software Compatibility List (SCL) for version 6.3 or above (2323)

- It is highly recommended to upgrade both the AhsayOBS and AhsayOBC to the same major version to enjoy the new features.

3 Compatibility

This chapter provides information of the compatibility between all Ahsay Online Backup Products.

3.1 AhsayRDR

- AhsayRDR version Pre-6.7 does not support AhsayOBS version 6 systems with the reseller panel setup.

3.2 AhsayOBS

- AhsayOBS is compatible with AhsayOBC version 5.2.8.0 or above.
- To utilize the latest replication feature of AhsayOBS, it is recommended to use AhsayRPS version 6 on the other side.

3.3 AhsayRPS

- AhsayRPS supports AhsayOBS version 5.5.3.0 or above only.

3.4 AUA

- With AUA, once the client running AhsayOBM / AhsayACB has been upgraded to version 6, it would not be possible to downgrade to previous versions.
- For AUA v2 (bundled with AhsayOBM / AhsayACB version 6), it is enhanced to handle the upgrade of Java Runtime of itself and the AhsayOBM / AhsayACB.
- AUA v2 does not support AhsayOBC upgrade from version 5 to version 6 on the following platforms:

  i. FreeBSD

  ii. Solaris

  iii. Mac OS X

  AUA may update details on bundled Java that is packaged with AhsayOBM installation. Due to this reason, AUA will not support upgrades on these platforms as propriety Java are in use.

Please refer to section chapter 4.4 Upgrade AhsayOBM / AhsayACB for details on how to upgrade AhsayOBC from version 5.2.x.x to the latest version manually for the above platforms.

4 Upgrade

The recommended upgrade sequence for Ahsay Online Backup Products is as follows:

1. AhsayRDR
2. AhsayOBSR
3. AhsayOBC

4.1 Upgrade AhsayRDR

Important:

- AhsayRDR version **Pre-6.7** does not support AhsayOBS version 6 systems with the reseller panel setup
- If AhsayRDR is installed to work with AhsayOBSR, it is recommended to upgrade AhsayRDR before upgrading AhsayOBSR.
- It is possible to upgrade directly to AhsayRDR the latest version from versions 5.5.3.0 or above.
- Since we have disabled the default https connection protocol SSLv3 in version 6.21.2.0, to allow all your existing pre-6.21.2.0 clients to be able to connect to your new AhsayOBS/AhsayRDR, you need to ensure the https connection settings in conf\server.xml is set to "sslProtocol="TLS"". After you have auto-upgrade all your clients to the latest version (6.21.2.0 or later), you can change the default https connection protocol to "**sslProtocols="TLSv1"**". The default https connection protocol "TLSv1" is important and required to update as soon as possible, for further information, please refer to our forum post.

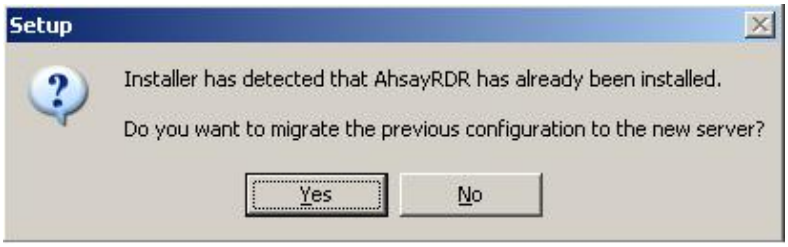
4.1.1 Upgrade AhsayRDR for Windows

The following steps are the instructions on how to upgrade AhsayRDR with rdr-win.exe on Windows platform.

As an example, to upgrade AhsayRDR from version 5.5.8.0 to the latest version:

1. Logon as administrator to Windows.
2. Download the AhsayRDR installer (rdr-win.exe) from our website.
3. Double-click downloaded rdr-win.exe to start the AhsayRDR setup wizard.

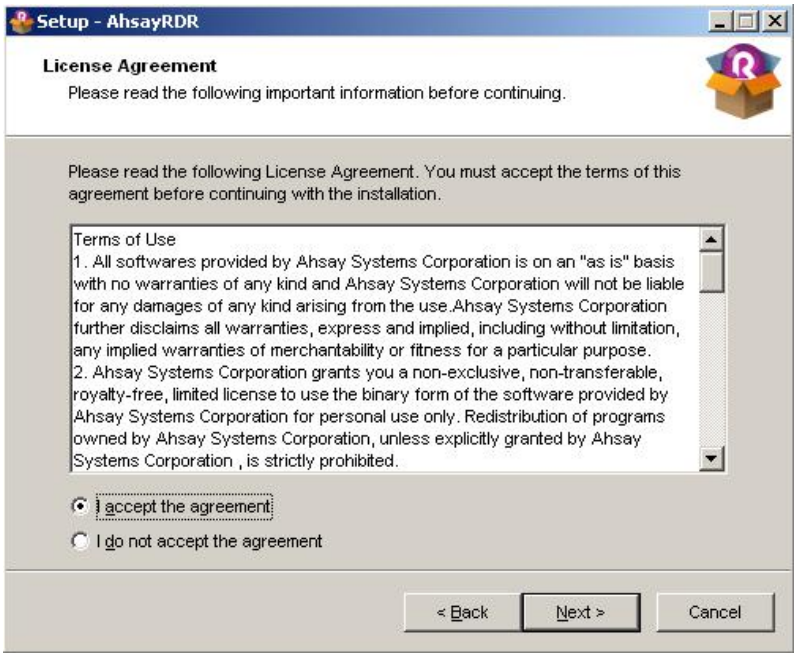
4. When the installer detects an existing copy of AhsayRDR version 5.5.8.0 is installed on the computer, the following message will be shown:



5. Clicking on the [Yes] button to allow the installer to handle the configuration for upgrade automatically. (Clicking the [No] button will remove all the previous setting which is not recommended.)

6. A welcome screen will be shown, please click [Next] button to go to the next step.

7. Choose [I accept the agreement] and click the [Next] button to start the installation after you have read the terms and conditions.


Setup - AhsayRDR
License Agreement
Please read the following important information before continuing.
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.
Terms of Use
1. All softwares provided by Ahsay Systems Corporation is on an "as is" basis with no warranties of any kind and Ahsay Systems Corporation will not be liable for any damages of any kind arising from the use.Ahsay Systems Corporation further disclaims all warranties, express and implied, including without limitation, any implied warranties of merchantability or fitness for a particular purpose.
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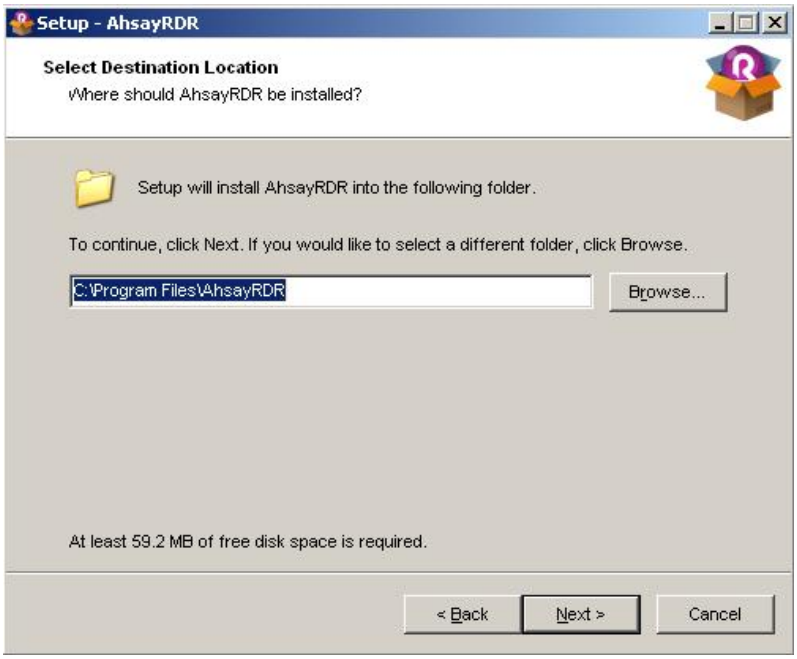
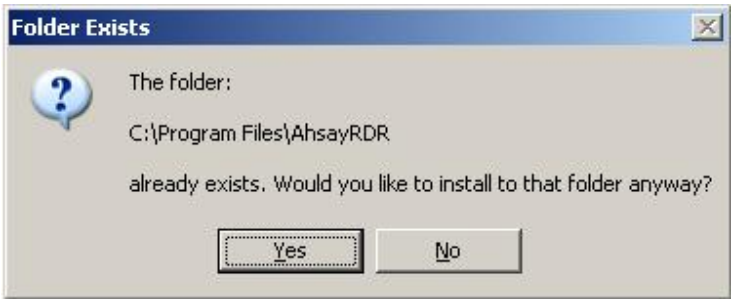
I accept the agreement
I do not accept the agreement
< Back
Next >
Cancel

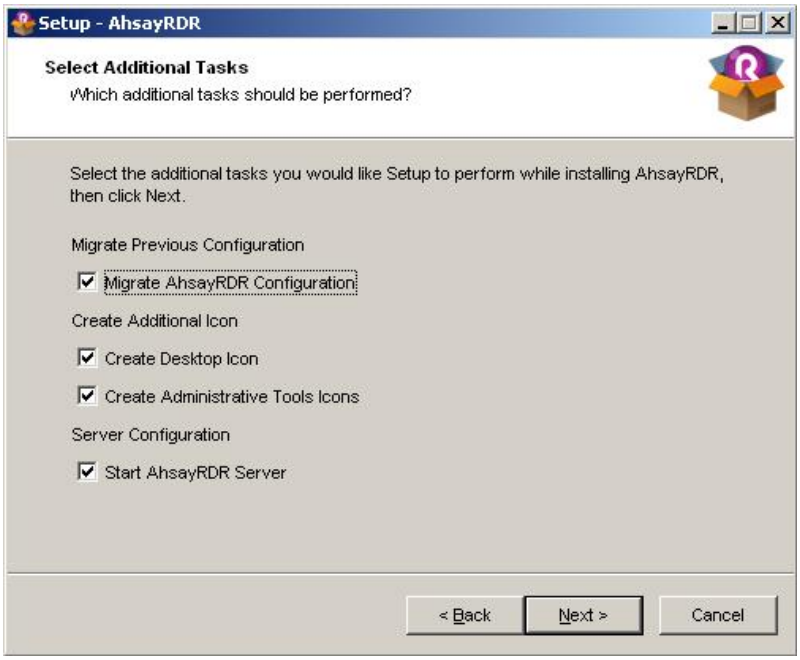
8. Select the folder that you would like to install AhsayRDR and click [Next] button to go to the next step.



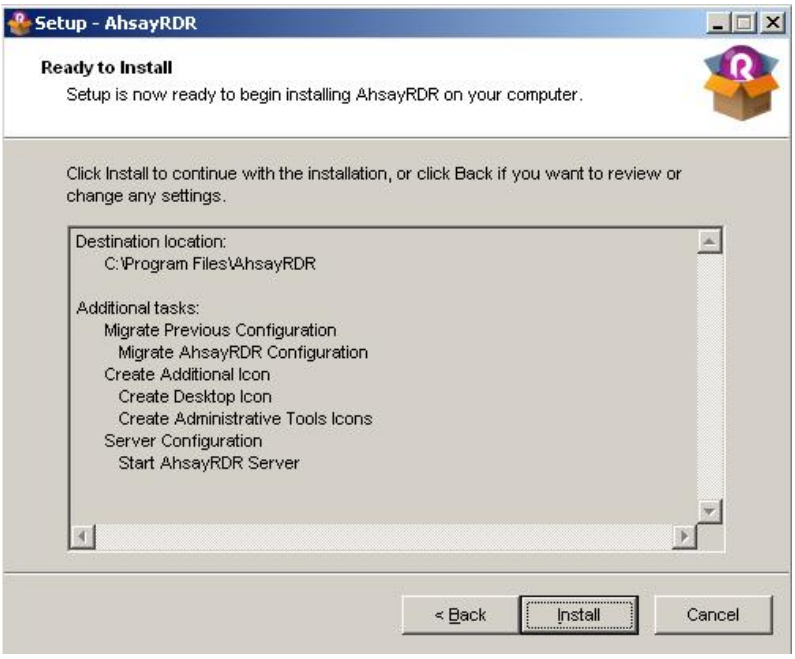
9. Select [Yes] button if you install want to AhsayRDR in the same installation directory as AhsayRDR version 5.5.8.0:



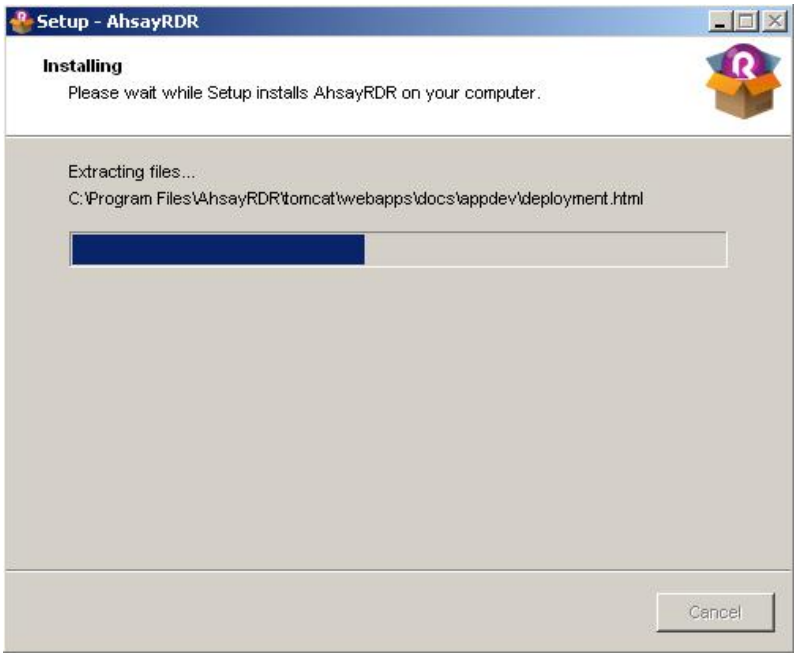
10. Select/deselect the options according to your preferences and click the [Next] button.



11. The next screen will provide a summary detail of the options selected. Please verify the installation options. If they are correct, click the [Install] button to begin the installation.



12. Wait until the upgrade process is completed.



13. Click [Finish] button and AhsayRDR should be started automatically.

14. Logon to the AhsayRDR Web Management console and press the [Update] button on the [Manage System] > [Software License] page.

15. The upgrade of AhsayRDR from version 5.5.8.0 to the latest version is completed. For more information, please refer to Installation Section in AhsayRDR Administrator's Guide.

4.1.2 Upgrade AhsayRDR for Linux / Solaris

The following steps are the instructions on how to upgrade AhsayRDR on Linux / Solaris platforms. As an example, to upgrade AhsayRDR from version 5.5.8.0 to the latest version:

1. Logon as root user in the Linux/Solaris machine.

2. Shutdown the AhsayRDR service by the following command:

```
# /etc/init.d/rdr stop
```

3. Rename the existing $AhsayRDR_HOME to $AhsayRDR_HOME_BAK, e.g. /usr/local/rdr > /usr/local/rdr.bak.

4. Run the uninstall.sh script to remove AhsayRDR startup script from /etc/init.d. To do this, please use the following command:

```
# sh /usr/local/rdr/bin/uninstall.sh
```

```
-------------------------Stopping RDR service
Wait 5 seconds before [ Ahsay Redirector ] is down
Remove [ Ahsay Redirector ] (rdr) from service
Uninstall Service for NIX type OS
Using init script path /etc/init.d
Using run level script path /etc/rc.d
Removing symbolic link from run levels
Removing script file rdr from /etc/init.d
[ Ahsay Redirector ] uninstall service is complete!
It is now safe to remove files from /usr/local/rdr
```

5. Create a new $AhsayRDR_HOME directory (e.g. /usr/local/rdr):

```
# mkdir –p /usr/local/rdr
```

6. Download the AhsayRDR installer (rdr-nix.tar.gz) from our website to $AhsayRDR_HOME.

7. If running on a Solaris system, please install the ”SUNWgtar“ package from the Solaris Installation Media which contain the GNU tar util.

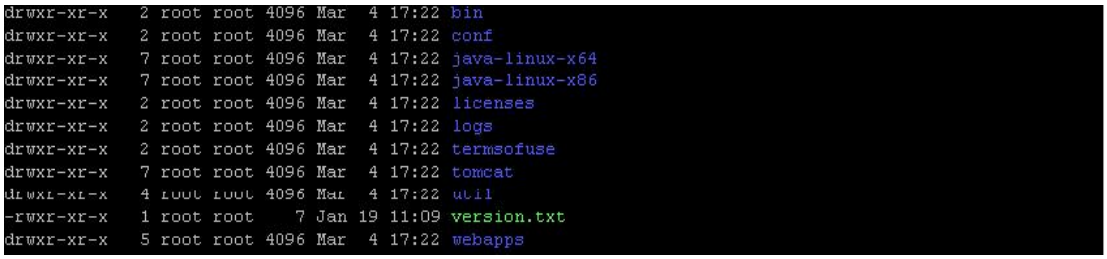
8. Expand rdr-nix.tar.gz to $AhsayRDR_HOME:

```
# cd $AhsayRDR_HOME
# gunzip rdr-nix.tar.gz
# tar –xf rdr-nix.tar
```

For Solaris system, please run the following command

```
# cd $AhsayRDR_HOME
# gunzip rdr-nix.tar.gz
# gtar –xf rdr-nix.tar.gz
```

Please make sure the directory structure is similar to the followings:



9. For systems running on Solaris, please remove the bundled Java, e.g. java-linux-x64 and java-linux-x86 using the commands:

```
# rm –rf /usr/local/rdr/java-linux-x64
# rm –rf /usr/local/rdr/java-linux-x86
```

10. Re-configure the new AhsayRDR server manually (e.g. backup server settings, email settings, options ... etc)

Important:

Please do not replace any of the xml configuration files directly with the previous version of them, these files may not be fully compatible with different version of the software. Please re-configure the new AhsayOBS server instead.

If your old system home and the application log directories were located in $AhsayRDR_HOME before, please move the following directories from the old installation to the upgrade installation:

- *$AhsayRDR_HOME_BAK/logs* > $AhsayRDR_*HOME/logs*

- *$AhsayRDR_HOME_BAK/system > $AhsayRDR_HOME/system*

11. For Solaris systems, create a symbolic link from $AhsayRDR_HOME to $JAVA_HOME with the command:

```
# ln –s /usr/java /usr/local/rdr/java
```

12. Run the install.sh script to install the startup script and run the AhsayRDR service:

```
# /etc/init.d/rdr start
# sh /usr/local/rdr/bin/install.sh
```

```
Verifying current user privilege ...
Current user has enough privilege to "install".

Start configuration on Generic Linux Platform (Linux)
Using RDR_HOME /usr/local/rdr
JVM is verified for installation!
Minimum supported JVM version: 1.5
Current JVM version is supported for installation.
Installing [ Ahsay Redirector ]
[ Ahsay Redirector ] Service Script created at /usr/local/rdr/bin/rdr
Install Service for NIX type OS
Using init script path /etc/init.d
Using run level script path /etc/rc.d
Copying script rdr to /etc/init.d
Creating symbolic link to run levels
You may start this service by:

sh "/etc/init.d/rdr" start &

[ Ahsay Redirector ] setup completed!
Startup [ Ahsay Redirector ]
Started [ Ahsay Redirector ]
[root@Fed01 bin]# ------------------------------------------------------------------------
You may set SYSTEM_DEBUG=0 to disable the debug message
------------------------------------------------------------------------
Current User Name    : root
Using SYSTEM_TYPE    : linux
Using SYSTEM_ARCH    : i686
Using PHYSICAL_MEM   : 1003 (MB)
Using SYSTEM_RESV    : 256 (MB)
------------------------------------------------------------------------
Using RDR_HOME       : /usr/local/rdr
Using JAVA_HOME      : /usr/local/rdr/java
Using CATALINA_HOME  : /usr/local/rdr/tomcat
Using CATALINA_OUT   : /usr/local/rdr/logs/catalina.out
Using JAVA_OPTS      : -Xss128k -Xms512m -Xmx512m -Xrs -XX:+UseConcMarkSweepGC -XX:+UseParNewGC -XX:NewRati
o=4 -XX:SurvivorRatio=6 -XX:PermSize=128m -Dsun.net.inetaddr.ttl=3600 -Dnetworkaddress.cache.ttl=3600 -Dsu
n.net.inetaddr.negative.ttl=300 -Dnetworkaddress.cache.negative.ttl=300 -Djava.net.preferIPv4Stack=true -D
java.library.path=/usr/local/rdr/tomcat/lib
Using CATALINA_OPTS : -Dtc.log.path=/usr/local/rdr/logs -Dtc.work.path=/usr/local/rdr/work -Dtc.rcr.conf.p
ath=/usr/local/rdr/conf  -Djavax.servlet.context.tempdir=/usr/local/rdr/work
------------------------------------------------------------------------
Starting RDR service
```

Note:
It has been found on some systems that the installation may appear to pause after displaying - Starting AhsayRDR service. If this occurs, please press the space bar to complete the install.

13. Logon to the AhsayRDR Web Management console and press the [Update] button on the [Manage System] > [Software License] page.

14. The upgrade of AhsayRDR from version 5.5.8.0 to is completed. For more information, please refer to Installation Section in AhsayRDR Administrator's Guide.

4.1.3 Upgrade AhsayRDR for FreeBSD

The following instruction shows the steps to upgrade AhsayRDR on a FreeBSD platform.

Please note that the steps below assume that the FreeBSD installation is already using Diablo JRE 1.6.0 Java. If this is not installed on the system, Diablo JRE 1.6.0 can be downloaded from:
http://www.freebsdfoundation.org/downloads/java.shtml

1. Logon as root user in the FreeBSD machine.

2. Shutdown the AhsayRDR service by the following command:

```
# /usr/local/etc/rc.d/rdr stop
```

3. Rename the existing $AhsayRDR_HOME to $AhsayRDR_HOME_BAK, e.g. /usr/local/rdr > /usr/local/rdr.bak.

4. Run the uninstall.sh script to remove AhsayRDR startup script from /usr/local/etc/rc.d. To do this, please use the following command:

```
# sh /usr/local/rdr/bin/uninstall.sh
```

5. Create a new $AhsayRDR_HOME directory (e.g. /usr/local/rdr):

```
# mkdir –p /usr/local/rdr
```

6. Download the AhsayRDR installer (rdr-nix.tar.gz) from our website to $AhsayRDR_HOME.

7. Expand rdr-nix.tar.gz to $AhsayRDR_HOME:

```
# cd $AhsayRDR_HOME
# gunzip rdr-nix.tar.gz
# tar –xf rdr-nix.tar
```

Please make sure the directory structure is similar to the followings:

```
drwxr-xr-x  12 root  wheel   512 Mar  7 02:41 .
drwxr-xr-x  21 root  wheel   512 Mar  7 02:34 ..
drwxr-xr-x   2 root  wheel   512 Mar  7 02:35 bin
drwxr-xr-x   2 root  wheel   512 Mar  7 02:35 conf
drwxr-xr-x   7 root  wheel   512 Mar  7 02:36 java-linux-x64
drwxr-xr-x   7 root  wheel   512 Mar  7 02:36 java-linux-x86
drwxr-xr-x   2 root  wheel   512 Mar  7 02:36 licenses
drwxr-xr-x   2 root  wheel   512 Mar  7 02:36 logs
drwxr-xr-x   2 root  wheel  1024 Mar  7 02:36 termsofuse
drwxr-xr-x   7 root  wheel   512 Mar  7 02:36 tomcat
drwxr-xr-x   4 root  wheel   512 Mar  7 02:36 util
-rwxr-xr-x   1 root  wheel     7 Mar  4 16:29 version.txt
drwxr-xr-x   5 root  wheel   512 Mar  7 02:36 webapps
```

8. For FreeBSD, remove bundled Java, e.g. java-linux-x64 and java-linux-x86:

```
# rm –rf /usr/local/rdr/java-linux-x64
# rm –rf /usr/local/rdr/java-linux-x86
```

9. Re-configure the new AhsayRDR server manually (e.g. backup server settings, email settings, options ... etc)

Important:

Please do not replace any of the xml configuration files directly with the previous version of them, these files may not be fully compatible with different version of the software. Please re-configure the new AhsayOBS server instead.

If your old system home and the application log directories were located in $AhsayRDR_HOME before, please move the following directories from the old installation to the upgrade installation:

- *$AhsayRDR_HOME_BAK/logs* > $AhsayRDR_*HOME/logs*
- *$AhsayRDR_HOME_BAK/system* > *$AhsayRDR_HOME/system*

10. For FreeBSD, create a symbolic link from $AhsayRDR_HOME to $JAVA_HOME:

```
# ln –s /usr/local/diablo-jre1.6.0 java
```

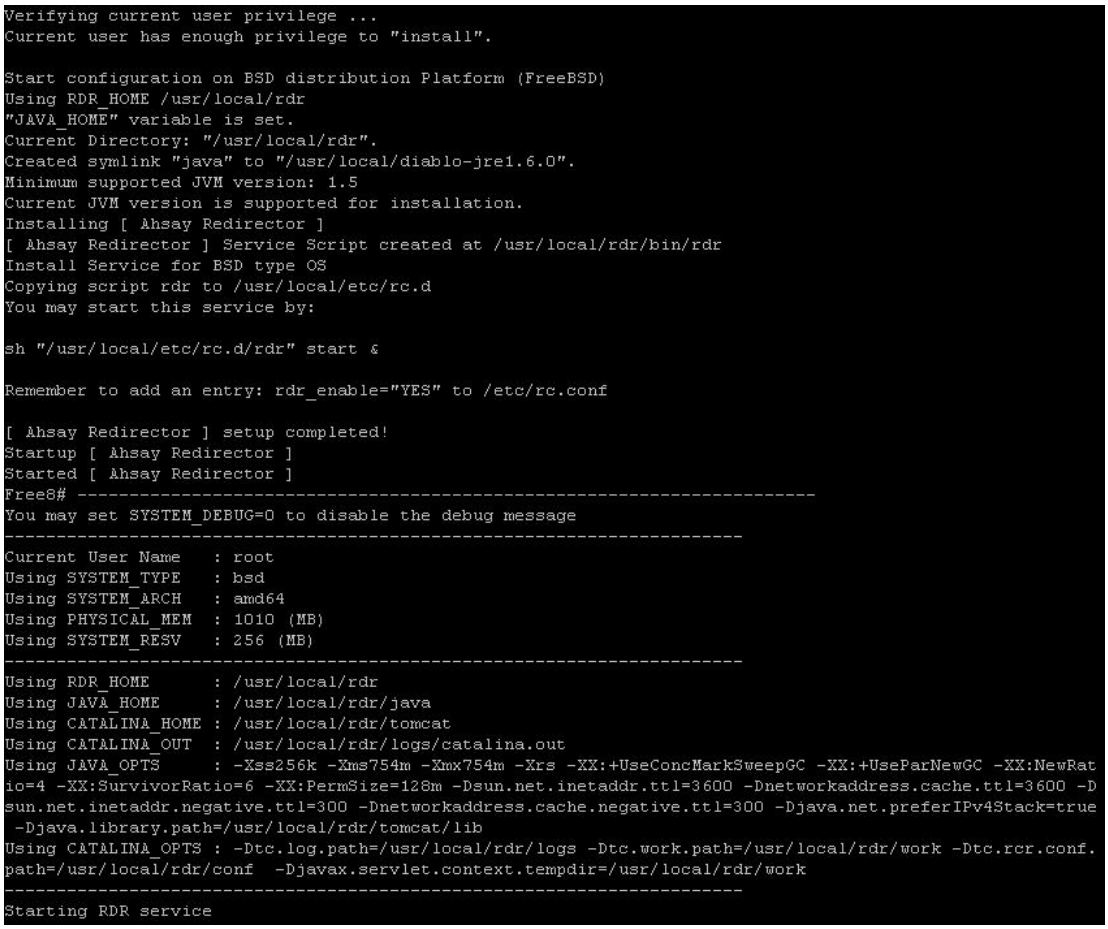
11. From the command line, run the following command:

```
# setenv JAVA_HOME /usr/local/Diablo-jre1.6.0
```

12. Install and startup the AhsayRDR service by the following command:

```
# /usr/local/rdr/bin/install.sh
```

After executing the command, you should see the following output.



Note:
It has been found on some systems that the installation may appear to pause after displaying - Starting AhsayRDR service. If this occurs, please press the space bar to complete the install.

13. Logon to the AhsayRDR Web Management console and press the [Update] button on the [Manage System] > [Software License] page.

14. The upgrade of AhsayRDR from version 5.5.8.0 to the latest version is completed. For more information, please refer to Installation Section in AhsayRDR Administrator's Guide.

4.2 Upgrade AhsayOBSR

To upgrade AhsayOBS from 5.2.x.x to the latest version (e.g. 6.9.x.x), the upgrade should be done in a 2 stage process.

1. Upgrade AhsayOBS from 5.2.x.x to 5.5.8.0.

2. In AhsayOBS web console > [Manage System] > [Routine Job], change the "Time to run" for [Rebuild User Storage] such that this System Job could run immediately.

3. Wait until the "Rebuild User Storage" job is completed. This log entry would be shown in the system log:

"[info][system][Thread][Job][RebuildUserStorage] Finished user storage info"

4. Upgrade your AhsayOBS to our latest version AhsayOBS (eg 6.9.x.x). The backup users should be listed correctly in your AhsayOBS.

Important:

- If you are performing an upgrade from versions 5.2.8.0 or 5.5.1.x, please be aware that the system would perform an index migration to update the index structure.

- This is due to enhancement to the indexing from version 5.5.3.x onwards. The migration would be triggered when the backup accounts is accessed and can affect the performance of the service.

- The time needed for the migration to complete can vary depending on the hardware setup and the number of files that would be processed.

- Since we have disabled the default https connection protocol SSLv3 in version 6.21.2.0, to allow all your existing pre-6.21.2.0 clients to be able to connect to your new AhsayOBS/AhsayRDR, you need to ensure the https connection settings in conf\server.xml is set to “sslProtocol="TLS"”. After you have auto-upgrade all your clients to the latest version (6.21.2.0 or later), you can change the default https connection protocol to “**sslProtocols="TLSv1"**”. The default https connection protocol “TLSv1” is important and required to update as soon as possible, for further information, please refer to our forum post.

4.2.1 Upgrade AhsayOBSR for Windows

There are two methods that can be used to upgrade the AhsayOBSR software on Windows platform:

1. Upgrade with obsr-win.exe

2. Upgrade with obsr-win.zip

Method 1 – Upgrade AhsayOBSR with obsr-win.exe

This is the easiest method to upgrade the software. The drawback when using this upgrade method is that for customized AhsayOBSR installations, a new version of obsr-win.exe file must be generated from the Customization Portal to retain all customization (all AhsayOBSR settings will be migrated to the upgraded software automatically upon completion of the upgrade).

For novice users, this is the recommended method for upgrade.

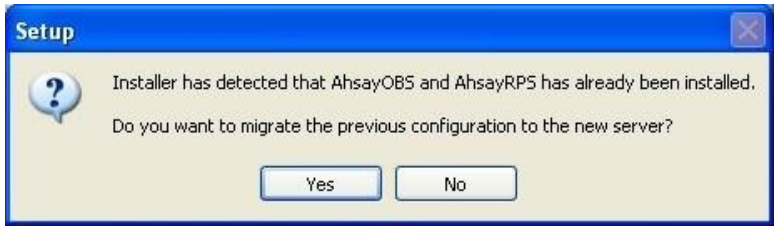
The following steps are instructions on how to perform the upgrade AhsayOBSR with obsr-win.exe file on Windows. As an example, to upgrade AhsayOBSR from version 5.5.8.0 to the latest version:

3. Logon as administrator to Windows.

4. Download the AhsayOBSR installer (obsr-win.exe) from our website.

5. Double-click obsr-win.exe to start the AhsayOBSR setup wizard.

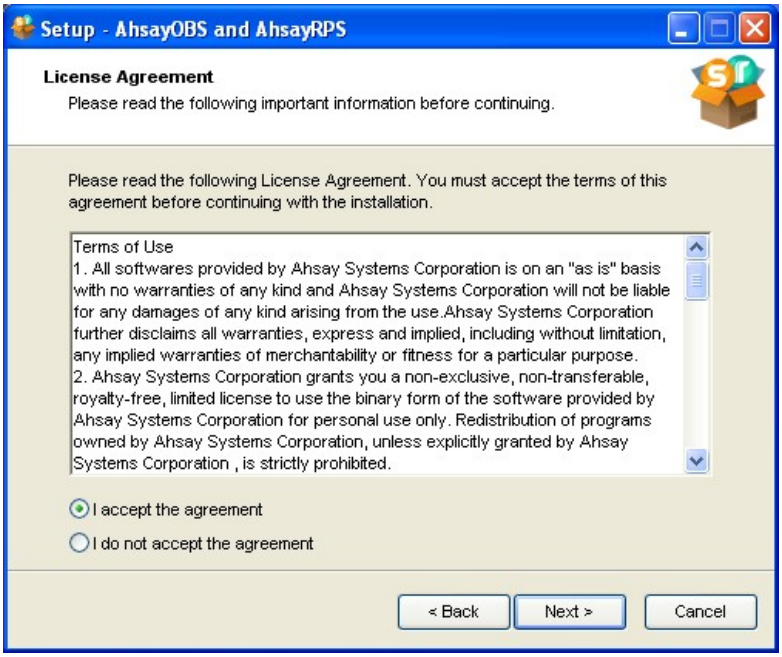
6. When the installer detects an existing copy of AhsayOBSR version 5.5.8.0 is installed on the computer, the following message will be shown:



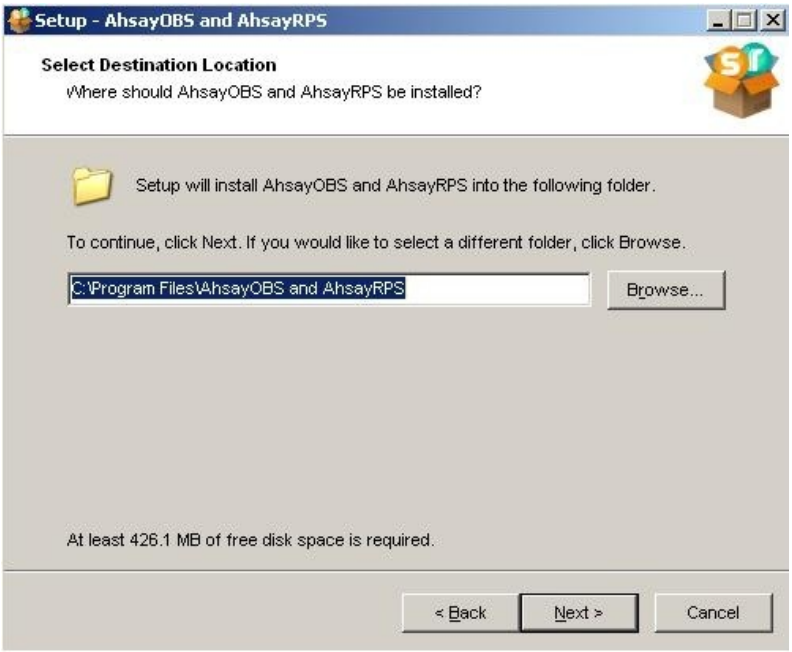
7. Click the [Yes] button to allow the installer to handle the configuration for upgrade automatically. (Click the [No] button will remove all the previous setting which is not recommended.)

8. A welcome screen will be shown and click [Next] to go to the next step.

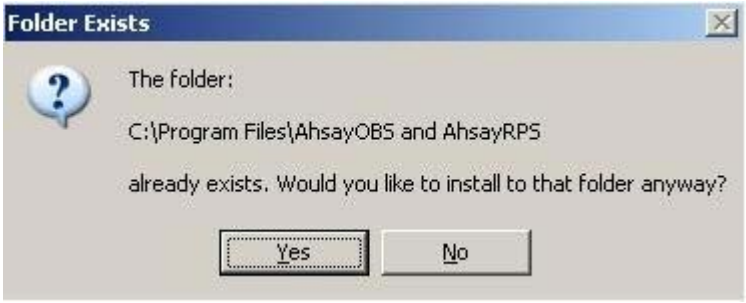
9. Choose [I accept the agreement] and click the [Next] button to start the installation after you have read the terms and conditions.



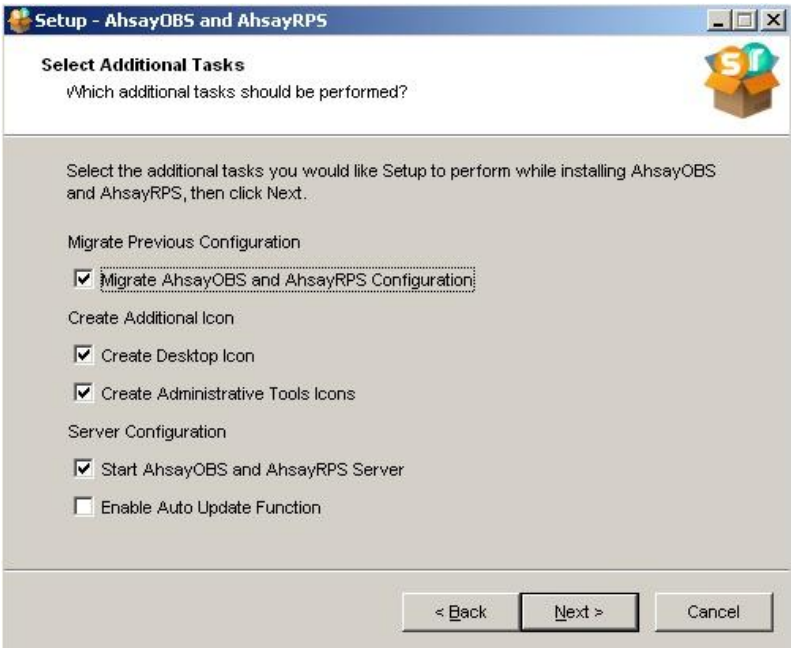
10. Select the folder that you would like to install AhsayOBSR and click the [Next] button.



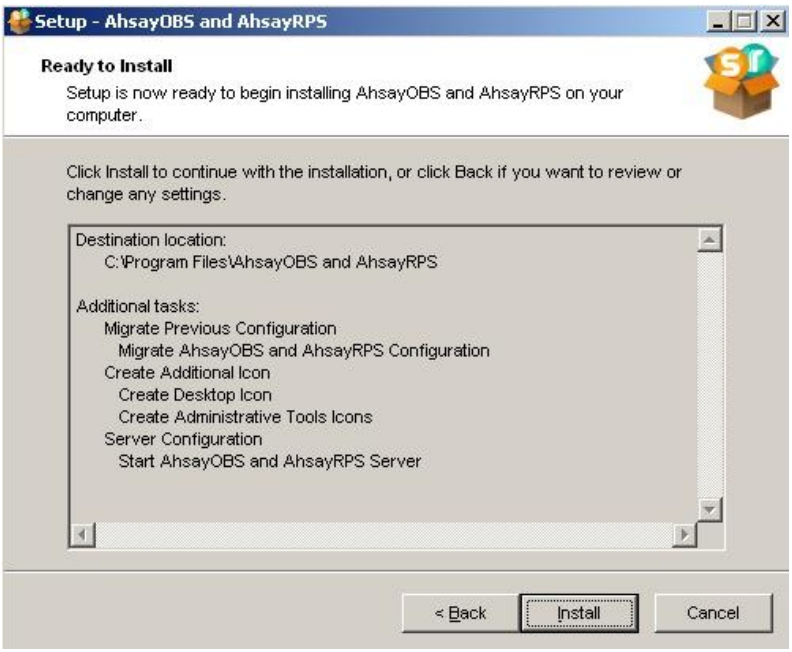
11. Select [Yes] button if you install AhsayOBSR in the same %AhsayOBSR_HOME% directory as AhsayOBSR version 5.5.8.0:



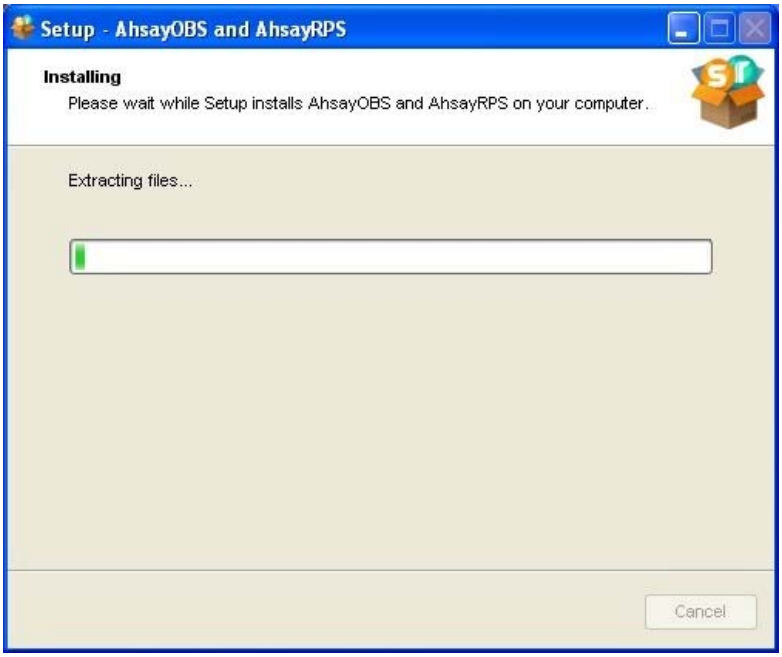
12. Select / deselect the options according to your preferences and click the [Next] button.



13. A summary detail would be provided. Please verify the installation option that is listed. If they are correct, click the [Install] button to begin the installation.



14. Wait until the upgrade process is completed.



15. Click [Finish] button and AhsayOBSR should be started automatically.

16. Press the [Update] button on the [Manage System] > [Software License] page of AhsayOBS Web Management Console.

17. Logon to the AhsayRPS Web Management Console and press the [Update] button on the [Manage System] > [Software License] page.

18. The upgrade of AhsayOBSR from version 5.5.8.0 to the latest version is now completed. To verify that, please point the web browser to http://your-backup-server/.

    For more information, please refer to the Quick Start Section in AhsayOBS Administrator's Guide.

Method 2 – Upgrade AhsayOBSR with obsr-win.zip file

By using this method to perform the upgrade, users will have full control on the files added to the upgrade software. This method is recommended for users who are using customized version and who are advanced users.

The following steps are the instructions on how to upgrade AhsayOBSR with obsr-win.zip file on Windows platform. As an example, to upgrade AhsayOBSR from version 5.5.8.0 to the latest version:

1. Logon as administrator on the Windows server.

2. Download obsr-win.zip from the upgrade links on our website.

3. From the Services management console, select [Ahsay Offsite Backup and Replication Server] service. This can be reached from [Control Panel] > [Administrative Tools] > [Services]. Press the [Stop] button to stop the [Ahsay Offsite Backup Server and Replication Server] service.

4. Once AhsayOBSR service has been stopped. Make a backup of your existing %SYSTEM_HOME% and %USER_HOME% directories.

5. Rename the existing %AhsayOBSR_HOME% to %AhsayOBSR_HOME_BAK%, e.g. *C:\Program Files\AhsayOBS and AhsayRPS* to *C:\Program Files\AhsayOBS and AhsayRPS.bak*

6. Expand obsr-win.zip to %AhsayOBSR_HOME% and make sure the directory structure look like this:

7. If the system is running on a 64bit Windows, please rename java16x64 to java. So that the folder listing would be similar to the example below.

If however the system is running on a 32bit version of Windows, please rename the java16x32 folder to Java. So that the folder listing would be similar to the example below:

8. Re-configure the new AhsayOBS server manually (e.g. email settings, proxy settings, options, trial user settings, replication settings ... etc)

Important:
Please do not replace any of the xml configuration files directly with the previous version of them, these files may not be fully compatible with different version of the software. Please re-configure the new AhsayOBS server instead.

If your old user homes, system home and the application log directory were located in %AhsayOBSR_HOME% before, please move the following directories from the old installation to the upgrade installation:

- *%AhsayOBSR_HOME_BAK%/logs > %AhsayOBSR_HOME%/logs*
- *%AhsayOBSR_HOME_BAK%/user > %AhsayOBSR_HOME%/user*

- *%AhsayOBSR_HOME_BAK%/system > %AhsayOBSR_HOME%/system*
- *%AhsayOBSR_HOME_BAK%/rps-system > %AhsayOBSR_HOME%/rps-system*
- *%AhsayOBSR_HOME_BAK%/rcvshome > %AhsayOBSR_HOME%/rcvshome*
- *%AhsayOBSR_HOME_BAK%/bin/service*.bat > %AhsayOBSR_HOME%/bin/service*.bat*
- *%AhsayOBSR_HOME_BAK%/unins000.* > %AhsayOBSR_HOME%/unins000.**

9. Once the files has been copied over. Please restart AhsayOBSR service via the Service management console. This can be reached from [Control Panel] > [Administrative Tools] > [Services]. Press the [Start] button to start the [Ahsay Offsite Backup Server and Replication Server] service.

10. Logon to the AhsayOBS Web Management Console and press the [Update] button on the [Manage System] > [Software License] page.

11. (Optional) If you have modified the Java heap size setting of the AhsayOBS installation before, the setting will be revert to default when the upgrade is complete. Please refer to FAQ: How do I modify the Java heap size of AhsayOBS installation on Windows platform? (2638) for instructions on how to adjust the Java heap size setting afterward.

12. (Optional) If you have customized your AhsayOBSR, please refer to chapter 5 in AhsayOBSR Upgrade Guide for the information on how to migrate the customized files.

13. The upgrade of AhsayOBSR from version 5.5.8.0 to the latest version is now completed. To verify that, please point the web browser to http://your-backup-server/. For more information, please refer to the Quick Start Section in AhsayOBS Administrator's Guide.

4.2.2 Upgrade AhsayOBSR for Linux / Solaris

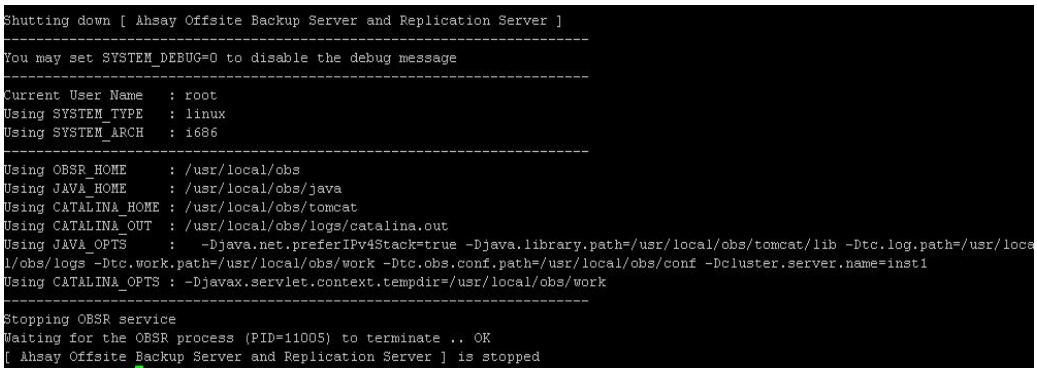
The following steps are the instructions on how to upgrade AhsayOBSR on Linux/Solaris platforms. As an example, to upgrade AhsayOBSR from version 5.5.8.0 to the latest version:

1. Logon as root user in the Linux / Solaris machine.

2. Shutdown the AhsayOBS and AhsayRPS service by the following command.

```
# /etc/init.d/obsr stop
```

After running the command, you should see an output similar to the example shown below.

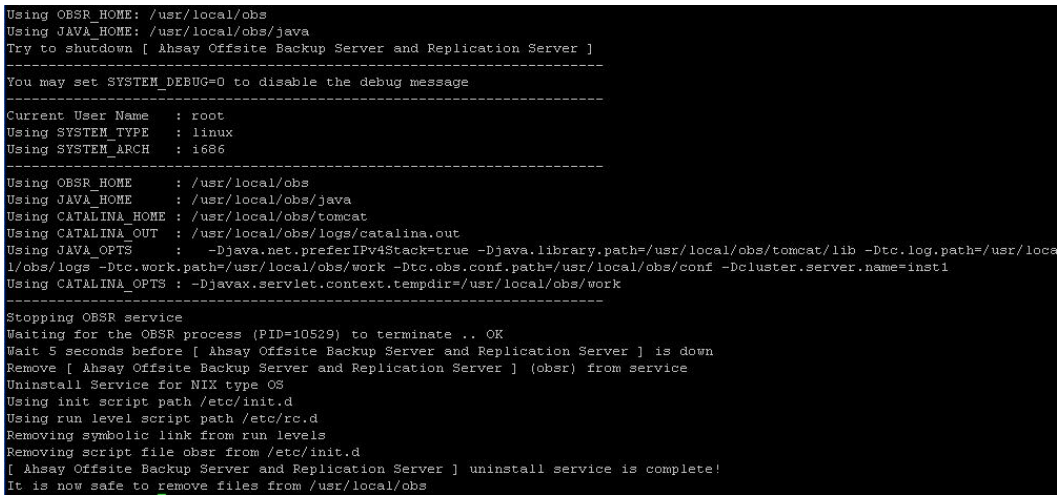


3. Once the shutdown process has completed, please make a backup of your existing $SYSTEM_HOME and $USER_HOME directories.

4. Run the uninstall.sh script to remove AhsayOBSR startup script from /etc/init.d . To do this, please use the following command

```
# sh /usr/local/obs/bin/uninstall.sh
```

Running the uninstall script will present an output similar to the example shown below



Note:
Running the uninstall.sh script will not alter the current configuration settings for AhsayOBS and AhsayRPS. This would also not make any changes to the backup data

5. Rename the existing $AhsayOBSR_HOME to $AhsayOBSR_HOME_BAK, e.g. /usr/local/obs > /usr/local/obs.bak.

6. Create a new $AhsayOBSR_HOME directory (e.g. /usr/local/obs).using the following command.

```
# mkdir –p /usr/local/obs
```

7. Download the AhsayOBSR installer (obsr-nix.tar.gz) from our website to $AhsayOBSR_HOME.

8. If running on a Solaris system, please install the "SUNWgtar" package from the Solaris Installation Media which contain the GNU tar util.

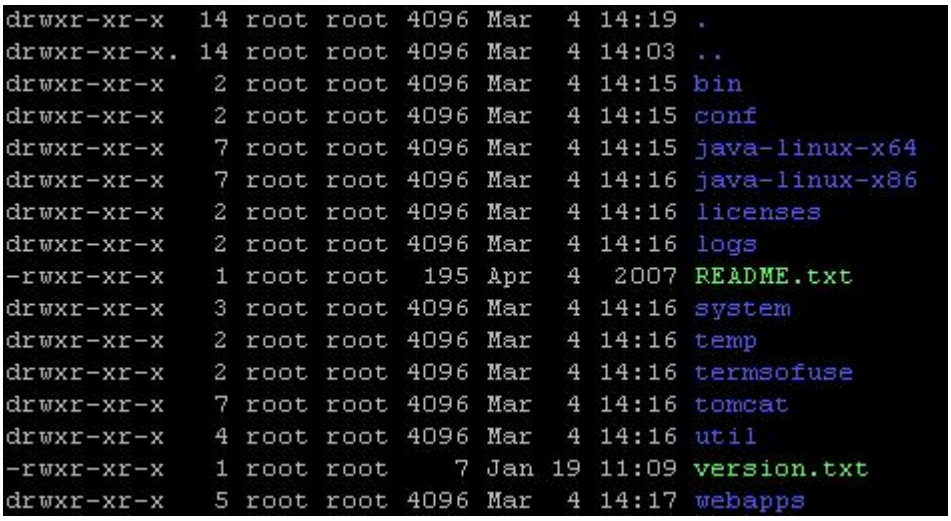
9. Expand obsr-nix.tar.gz to $AhsayOBSR_HOME:

```
# cd $AhsayOBSR_HOME
# gunzip obsr-nix.tar.gz
# tar –xf obsr-nix.tar
```

For system running on Solaris, please use the following commands

```
# cd $AhsayOBSR_HOME
# gunzip obsr-nix.tar.gz
# gtar –xf obsr-nix.tar.gz
```

Once the file has been expanded, please ensure the directory structure is similar to the details shown below:



10. On Solaris systems only. Please remove the bundled Java, e.g. java-linux-x64 and java-linux-x86 using the following commands:

```
# rm –rf /usr/local/obs/java-linux-x64
# rm –rf /usr/local/obs/java-linux-x86
```

11. Re-configure the new AhsayOBS server manually (e.g. email settings, proxy settings, options, trial user settings, replication settings ... etc)

    Important:
    Please do not replace any of the xml configuration files directly with the previous version of them, these files may not be fully compatible with different version of the software. Please re-configure the new AhsayOBS server instead.

    If your old user homes, system home and the application log directories were located in $AhsayOBSR_HOME before, please move the following directories from the old installation to the upgrade installation:

    - *$AhsayOBSR_HOME_BAK/logs > $AhsayOBSR_HOME/logs*
    - *$AhsayOBSR_HOME_BAK/user > $AhsayOBSR_HOME/user*
    - *$AhsayOBSR_HOME_BAK/system > $AhsayOBSR_HOME/system*
    - *$AhsayOBSR_HOME_BAK/rps-system > $AhsayOBSR_HOME/rps-system*
    - *$AhsayOBSR_HOME_BAK/rcvshome > $AhsayOBSR_HOME/rcvshome*

12. If Running on Solaris. Create a symbolic link from $AhsayOBSR_HOME to $JAVA_HOME:

```
# ln –s /usr/java /usr/local/obs/java
```

13. Run the install.sh script to install the startup script and run the backup server service. Startup the AhsayOBS and AhsayRPS service by the following command:

```
# sh /usr/local/obs/bin/install.sh
```

After running the command, you should see an output similar to the example shown below.

Note:
It has been found on some systems that the installation may appear to pause after displaying - Starting AhsayOBSR service. If this occurs, please press the space bar to complete the install.

14. Logon to the AhsayOBS Web Management Console and press the [Update] button on the [Manage System] > [Software License] page.

15. (Optional) If you have modified the Java heap size setting of the AhsayOBS installation before, the setting will be revert to default when the upgrade is complete. Please refer to FAQ: How do I modify the Java heap size of AhsayOBS installation on Linux / Unix distribution? (2432) for instructions on how to adjust the Java heap size setting afterward.

16. (Optional) If you have customized your AhsayOBSR, please refer to Migration of Customized Settings Section in Chapter 5 of the Upgrade Guide for the information on how to migrate the customized files.

17. The upgrade of AhsayOBSR from version 5.5.8.0 to the latest version is now completed. To verify that, please point the web browser to http://your-backup-server/. For more information, please refer to the Quick Start Section in AhsayOBS Administrator's Guide.

4.2.3 Upgrade AhsayOBSR for FreeBSD

The following section provides the steps on how to perform an upgrade for AhsayOBSR on a FreeBSD platform.

Please note that the steps below assume that the FreeBSD installation is already using Diablo JRE 1.6.0 Java. If this is not installed on the system, Diablo JRE 1.6.0 can be downloaded from:

http://www.freebsdfoundation.org/downloads/java.shtml

1. Logon as root user in the FreeBSD machine.

2. Shutdown the AhsayOBS and AhsayRPS service by the following command:

```
# /usr/local/etc/rc.d/obsr stop
```

3. Make a backup of your existing $SYSTEM_HOME and $USER_HOME directories.

4. Run the uninstall.sh script to remove AhsayOBS startup script from /usr/local/etc/rc.d . To do this, please use the following command:

```
# sh /usr/local/obs/bin/uninstall.sh
```

```
Using OBSR_HOME: /usr/local/obsr
Using JAVA_HOME: /usr/local/obsr/java
Try to shutdown [ Ahsay Offsite Backup Server and Replication Server ]
----------------------------------------------------------------------
You may set SYSTEM_DEBUG=0 to disable the debug message
----------------------------------------------------------------------
Current User Name   : root
Using SYSTEM_TYPE   : bsd
Using SYSTEM_ARCH   : amd64
----------------------------------------------------------------------
Using OBSR_HOME     : /usr/local/obsr
Using JAVA_HOME     : /usr/local/obsr/java
Using CATALINA_HOME : /usr/local/obsr/tomcat
Using CATALINA_OUT  : /usr/local/obsr/logs/catalina.out
Using JAVA_OPTS     :   -Djava.net.preferIPv4Stack=true -Djava.library.path=/usr/local/obsr/tomcat/lib -Dt
c.log.path=/usr/local/obsr/logs -Dtc.work.path=/usr/local/obsr/work -Dtc.obs.conf.path=/usr/local/obsr/con
f -Dcluster.server.name=inst1
Using CATALINA_OPTS : -Djavax.servlet.context.tempdir=/usr/local/obsr/work
----------------------------------------------------------------------
Stopping OBSR service
Wait 5 seconds before [ Ahsay Offsite Backup Server and Replication Server ] is down
Remove [ Ahsay Offsite Backup Server and Replication Server ] (obsr) from service
Uninstall Service for BSD type OS
[ Ahsay Offsite Backup Server and Replication Server ] uninstall service is complete!
It is now safe to remove files from /usr/local/obsr
```

5. Rename the existing $AhsayOBSR_HOME to $AhsayOBSR_HOME_BAK, e.g. /usr/local/obs > /usr/local/obs.bak.

6. Create a new $AhsayOBSR_HOME directory (e.g. /usr/local/obs).

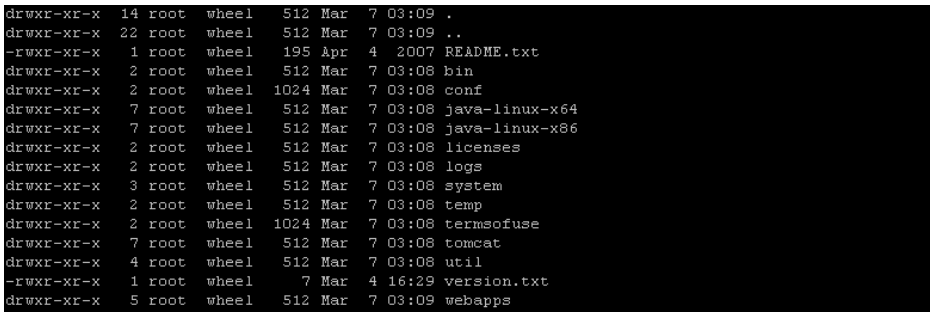
```
# mkdir –p /usr/local/obs
```

7. Download the AhsayOBSR installer (obsr-nix.tar.gz) from our website to $AhsayOBSR_HOME.

8. Please expand obsr-nix.tar.gz to $AhsayOBSR_HOME:

```
# cd $AhsayOBSR_HOME
# gunzip obsr-nix.tar.gz
# tar –xf obsr-nix.tar
```

Please make sure the directory structure is similar to the followings:



9. Please remove the bundled Java, with the commands:

```
# rm –rf /usr/local/obs/java-linux-x64
# rm –rf /usr/local/obs/java-linux-x86
```

10. Re-configure the new AhsayOBS server manually (e.g. email settings, proxy settings, options, trial user settings, replication settings ... etc)

Important:
Please do not replace any of the xml configuration files directly with the previous version of them, these files may not be fully compatible with different version of the software. Please re-configure the new AhsayOBS server instead.

If your old user homes, system home and the application log directories were located in $AhsayOBSR_HOME before, please move the following directories from the old installation to the upgrade installation:

- *$AhsayOBSR_HOME_BAK/logs > $AhsayOBSR_HOME/logs*
- *$AhsayOBSR_HOME_BAK/user > $AhsayOBSR_HOME/user*
- *$AhsayOBSR_HOME_BAK/system > $AhsayOBSR_HOME/system*
- *$AhsayOBSR_HOME_BAK/rps-system > $AhsayOBSR_HOME/rps-system*

- *$AhsayOBSR_HOME_BAK/rcvshome* > *$AhsayOBSR_HOME/rcvshome*

11. Create a symbolic link from $AhsayOBSR_HOME to $JAVA_HOME using the command:

```
# ln –s /usr/local/diablo-jre1.6.0 java
```

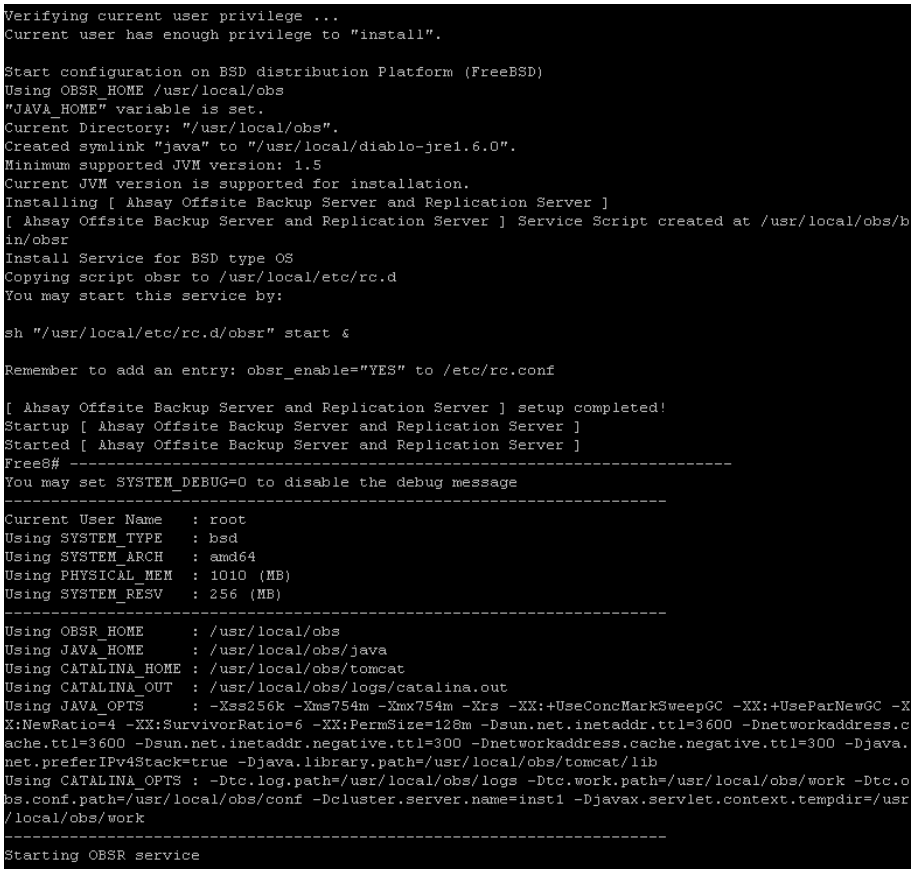
12. From the command line, run the following command:

```
# setenv JAVA_HOME /usr/local/Diablo-jre1.6.0
```

13. Install and startup the AhsayOBS service by the following command:

```
# /usr/local/obs/bin/install.sh
```

After executing the command, you should see the following output.



Note:
It has been found on some systems that the installation may appear to pause after displaying - Starting AhsayOBSR service. If this occurs, please press the space bar to complete the install.

14. Startup the AhsayOBS and AhsayRPS service by the following command:

```
# /usr/local/etc/rc.d/obsr start
```

15. Logon to the AhsayOBS Web Management Console and press the [Update] button on the [Manage System] > [Software License] page.

16. (Optional) If you have modified the Java heap size setting of the AhsayOBS installation before, the setting will be revert to default when the upgrade is complete. Please refer to FAQ: How do I modify the Java heap size of AhsayOBS installation on Linux / Unix distribution? (2432) for instructions on how to adjust the Java heap size setting afterward.

17. (Optional) If you have customized your AhsayOBSR, please refer to Migration of Customized Settings Section in Chapter 5 of the Upgrade Guide for the information on how to migrate the customized files.

18. The upgrade of AhsayOBSR from version 5.5.8.0 to the latest version is now completed. To verify that, please point the web browser to http://your-backup-server/. For more information, please refer to the Quick Start Section in AhsayOBS Administrator's Guide.

4.3 Configure AUA for AhsayOBM / AhsayACB Auto-Update

The AUA is a feature that has been introduced to help simplify and improve the update process of AhsayOBM / AhsayACB since version 5.2. In addition to this, AUA is also able to update itself.

The AUA service on the client machines will perform the update based on the update instructions stored in a file called index.xml found in *%AhsayOBSR_HOME%/webapps/obs/liveUpdate* folder.

Each client would connect to the backup server periodically to check on the information held within the index.xml. By default, the Auto Update feature is disabled on the AhsayOBSR server and this file is named to index.xml.disable. To enable the Auto Update feature, please rename the file to index.xml.

In order to use the AUA to deploy the update to client side, the following would need to be done:

1. Customize Update Package

2. Edit Auto Update Settings

Customize Update Package

With AhsayOBSR installation, there would already upgrade files bundled for AUA service to use, which can be found under:

%AhsayOBSR_HOME%/webapps/obs/liveUpdate/index.xml

This upgrade files supplied by the standard installation package would contain non-customized files. It is possible to customize the upgrade files. This would allow the AUA service to perform upgrades to client system without affecting the branding of AhsayOBM / AhsayACB.

For further details on how to customize the upgrade files for AUA, please refer to the forum article:

If you have updated your AhsayOBS via the hotfix or patch set, and you would like to update your AhsayOBM/AhsayACB via the auto update. Please follow the following instruction.

1. You need to download the OBS upgrade file from our website. (This auto update files are the same for all OS. In this example, we download the Windows version.)

2. Extra the [obsr-win.zip]/webapps/obs/liveUpdate to a temporary location (%TEMP_FOLDER%).

3. Customize the update packages by following the instructions in our forum article if necessary.

4. If you have made any changes to the index.xml located in %OBS_HOME%/webapps/obs/liveUpdate before, you may need to update the changes to the index.xml.disable located in %TEMP_FOLDER%/webapps/obs/liveUpdate.

5. Stop AhsayOBS service.

6. Rename the original index.xml to index.xml.bak

7. Copy all files in %TEMP_FOLDER%/webapps/obs/liveUpdate to %OBS_HOME%/webapps/obs/liveUpdate.

8. Rename index.xml.disable to index.xml to use the new AUA settings.

9. Start up AhsayOBS service.

Edit Auto Update Settings

The AUA settings on the backup server can be customized to perform updates to clients. This can be edited so that updates can be performed on certain users, platforms or versions.

The following steps provide examples on how to edit the index.xml files to allow this:

1. To add a new update package to AUA, the file *%AhsayOBSR_HOME%/webapps/obs/liveUpdate/index.xml* will need to be edited with a new entry to point to the update files.

   The example below shows the layout that is normally found within the index.xml file:

```
<AutoUpdate product="obm" version="6.3.0.0"
 compatible="5.5.X.X" host="">
 <patch os="Windows XP" url="/obs/liveUpdate/obm6300-
 win.zip" include-users="*" exclude-users="" force="false"
 />
<patch os="Linux" url="/obs/liveUpdate/obm6300-nix.zip"
 include-users="*" exclude-user="" force="false" />
 <patch os="Mac OS X" url="/obs/liveUpdate/obm6300-mac.zip"
 include-users="*" exclude-users="" force="false" />
</AutoUpdate>
```

2. To add a new update instruction set, a new entry of <AutoUpdate> would need to be added as shown in the following examples to *%AhsayOBSR_HOME%/webapps/obs/liveUpdate/index.xml:*

   Example 1:

```
<AutoUpdate product="obm" version="6.3.0.0"
 compatible="5.5.x.x" host="">
 <patch os=" Windows Server 2008"
 url="/obs/liveUpdate/obm6300-win.zip" include-users="*"
 exclude-users="" force="false"/>
</AutoUpdate>
```

   The details above would provide details for the AUA service to decide if an upgrade is required. From the information in the above example, this would upgrade AhsayOBM to version 6.3.0.0 for any clients that are on version 5.5.x.x.

   The example would also show the OS platform this would apply to and the file that would be used. In this case, the entry would only apply to Windows Server 2008 system and that AUA would need to download the file obm6300-win.zip to perform the upgrade.

Example 2.

The second example below shows how to set AUA to upgrade not only AhsayOBM, but also the JVM that is bundled with together AhsayOBM.

As the example shows, the “url=” attribute has information to the location of 2 of the files. For AhsayOBM, the entry “obs/liveUpdate/obm6300-win.zip” is listed so that AUA would upgrade AhsayOBM.

The following entry “/obs/liveUpdate/jvmupdate-160u19-win.zip” would provide AUA the location of the file that would be used to upgrade the JVM package used by AhsayOBM.

```
<AutoUpdate product="obm" version="6.3.0.0"
  compatible="5.5.x.x" host="">
<patch os="Windows XP"   url="/obs/liveUpdate/obm6300-
  win.zip, /obs/liveUpdate/jvmupdate-160u19-win.zip"
  include-users="*" exclude-users="" force="false" />
</AutoUpdate>
```

3. With AUA, it is possible to apply filtering to Product and Product Compatibility. This would allow the system to specify the Product, OS and users that can be upgraded. With this, it is possible to filter in certain clients that can be upgraded, such as only allowing Windows Server 2008 to upgrade.

   For details on each of the fields, please refer to the filter values as below:

Filter	Descriptions
Product	Specify the product id for different update patch.
Compatible	Specify the compatible version.
Host	Specify the hostname as viewed from client machine.
Os	Specify the OS name of the client machine
include-users	Specify the backup users to include in this upgrade.
exclude-users	Specify the backup users to exclude from this upgrade.

   By the use of this filter, AUA will check the product id and the compatibility of the upgrade package before performing the upgrade. These two filters can be identified by the <product> and <compatible> attributes.

   The following example would instruct AUA service to upgrade all AhsayACB and AhsayOBM on Windows Server 2008 from version 5.5.x.x to version 6.3.0.0. Any clients that are on AhsayOBM versions 5.2.X.X and 5.1.X.X are excluded from this update:

```
<AutoUpdate product="acb" version="6.3.0.0"
  compatible="5.5.X.X" host="">
  <patch os="Windows Server 2008"
  url="/obs/liveUpdate/acb6300-win.zip" include-users="*"
  exclude-users="" force="false" />
</AutoUpdate>

<AutoUpdate product="obm" version="6.3.0.0"
  compatible="5.5.X.X" host="">
  <patch os="Windows Server 2008"
  url="/obs/liveUpdate/obm6300-win.zip" include-users="*"
  exclude-users="" force="false" />
</AutoUpdate>
```

4. To apply filtering to a specific Operating System, please refer to the following example. The value of this attribute is returned by java property ”os.name”:

   Note:
   For version 6, AUA will not support use of OS family name. For example, using “os=”windows”” will not be supported.

   This would need to be updated to specify the platform version, such as Windows XP would need the entry “os=”Windows XP”” as shown in the example below.

```
<AutoUpdate product=”obm” version=”6.3.0.0”
  compatible=”5.5.X.X” host=””>
  <!--The patch contains special components for Linux users
  only -->
  <patch os=”Linux” url=”/obs/liveUpdate/obm6300-nix.zip”
  include-users=”*” exclude-users=”” force=”false” />
</AutoUpdate>

<AutoUpdate product=”obm” version=”6.3.0.0”
  compatible=”5.5.X.X” host=””>
  <!--The patch contains special components for Windows XP
  users only -->
  <patch os=”Windows XP” url=”/obs/liveUpdate/obm6300-
  winXP.zip” include-users=”*” exclude-users=””
  force=”false” />
</AutoUpdate>
```

5. It is possible to set the system to only upgrade specific users. To do this, the index would need to be edited so that AUA would only perform an upgrade if the user details matches.

   Please include their names or prefix of the name to the <include-users> attribute as shown in the following examples:

   Example 1:

   With the first example, the “Include-users” attribute shows that 4 user names have been added. This setup would allow under UserA, UserB, UserC and UserD to upgrade to version 6.3.0.0 via AUA, while all other users would skip this update.

```
<AutoUpdate product=”obm” version=”6.3.0.0”
compatible=”5.5.X.X” host=”localhost”>

   <patch os=” Windows Server 2008*”
url=”/obs/liveUpdate/obm6300-win.zip” include-users=”
userA,userB,userC,userD” exclude-users=”” force=”false” />
```

```
</AutoUpdate>
```

Example 2:

For this example, the detail shows that the "Include-user" attribute has userA and testing.*. This setup would allow the client UserA and any users with a username starting with "testing" to perform the upgrade with AUA. If the username does not match, then AUA would skip the upgrade process for these users.

```
<AutoUpdate product="obm" version="6.3.0.0"
compatible="5.5.X.X" host="localhost">
   <patch os="*" url="/obs/liveUpdate/obm6300.zip" include-
users="userA,testing.*" exclude-users="" force="false" />
</AutoUpdate>
```

6. While the above step shows details on how to include specific user for AUA to perform the upgrade, it is also possible to set exclusion on specific users. The examples below provide details on how to exclude certain users from upgrade, while still allowing all other users to upgrade.

Example 1:

With this example, the "exclude-users=" attribute has been set to with the username UserA, UserB, UserC and UserD. With this setup, when the Auto Upgrade Agent is running, the system would check on the username and if match the four users, no upgrade would be performed.

```
<AutoUpdate product="obm" version="6.3.0.0"
compatible="5.5.X.X" host="localhost">
   <patch os="*" url="/obs/liveUpdate/obm6300.zip" include-
users="*" exclude-users="userA,userB,userC,userD"
force="false" />
</AutoUpdate>
```

Example 2:

It is possible to set Auto Update Agent to exclude username that starts with certain letters/word. Such as the example shown below where the "exclude-users=" attribute hold the value "testing". With this set, the Auto Upgrade Agent would perform upgrades to all user accounts apart from account with the user name starting with "testing".

```
<AutoUpdate product="obm" version="6.3.0.0"
compatible="5.5.X.X" host="localhost">
```

```
   <patch os="*" url="/obs/liveUpdate/obm6300.zip" include-
users="*" exclude-users="testing.*" force="false" />
</AutoUpdate>
```

4.4 Upgrade AhsayOBM / AhsayACB from 5.2

For upgrade of AhsayOBM / AhsayACB from version 5.2 to the latest version, you will have to manually upgrade the client application.

Important:
As of version 6.3, enhancement has been added to allow AhsayOBM / AhsayACB to use multiple threads to improve the backup and restore process.

Due to this, AhsayOBM / AhsayACB would require more resources to complete the tasks. We would only recommend to perform upgrades to system with a minimum of 2GB RAM.

4.4.1 Auto Upgrade AhsayOBM / AhsayACB by AUA

4.4.2 Limitation

AutoUpdate is only supported for AhsayOBM / AhsayACB version 5.5.1.0 or above.

AutoUpdate Agent does not support AhsayOBM / AhsayACB installation on the following operating system platforms:

- FreeBSD
- Solaris
- Mac OSX

AutoUpdate Agent may update details on bundled Java that is packaged with the backup installation. Due to this reason, AutoUpdate Agent will not support upgrades on these platforms as propriety Java are in use.

4.4.3 How to enable AUA

To automatically upgrade AhsayOBM / AhsayACB from version 5.5.1.0 (or above) to the latest version, please rename the index.xml.disable file to index.xml. The file is located in the following location:

1. *%AhsayOBSR_HOME%\webapps\obs\liveUpdate* (Windows)

2. *$AhsayOBSR_HOME/webapps/obs/liveUpdate* (Linux/Solaris/FreeBSD)

Restart the AUA service on client machine afterward by restarting the service of [AutoUpdateAgent (Ahsay Online Backup Manager)] or [AutoUpdateAgent (Ahsay A-Click Backup)] in [Control Panel] > [Administrative Tools] > [Services].

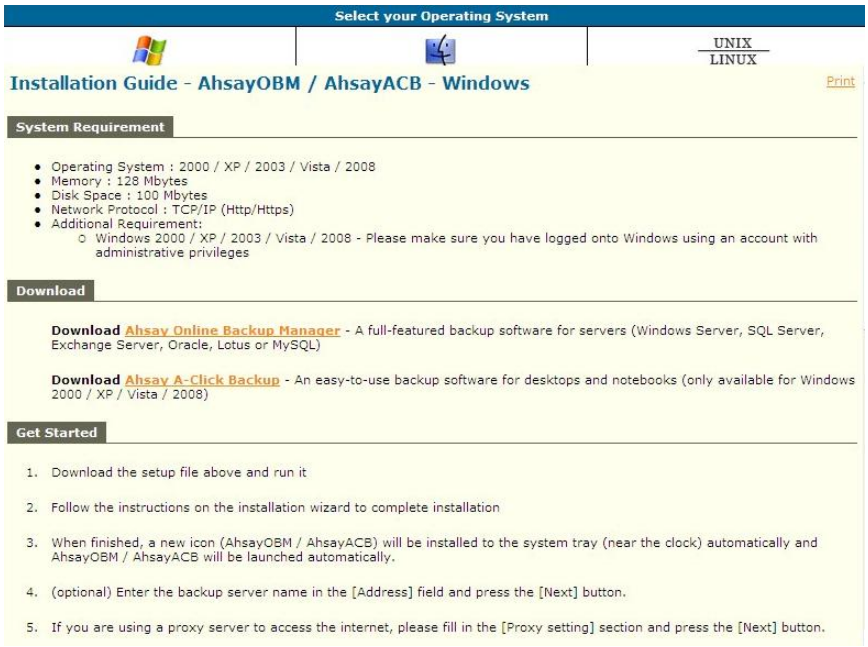
For detail information on this section, please refer to our AhsayOBS Administrator's Guide.

4.4.4 Manual Upgrade AhsayOBM / AhsayACB for Windows

The following steps are the instructions on how to upgrade AhsayOBM / AhsayACB on Windows platform manually. As an example, to upgrade AhsayOBM / AhsayACB from version 5.5.8.0 to the latest version:

1. Logon as administrator to Windows.

2. Download the AhsayOBM installer (obm-win.exe) or AhsayACB installer (acb-win.exe) from the AhsayOBS web interface.

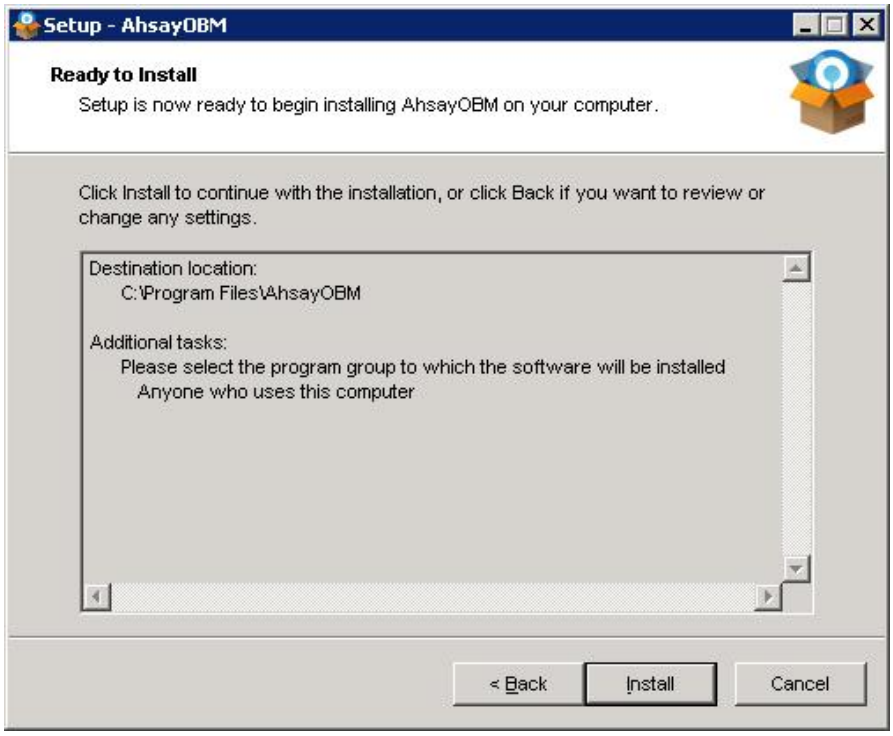


3. Run the downloaded installation file by double clicking on the file to start of the upgrade. Please click on the [Next] button to continue the upgrade.

4. A License agreement window will appear, please select "I accept the agreement" and click on the [Next] button to continue.

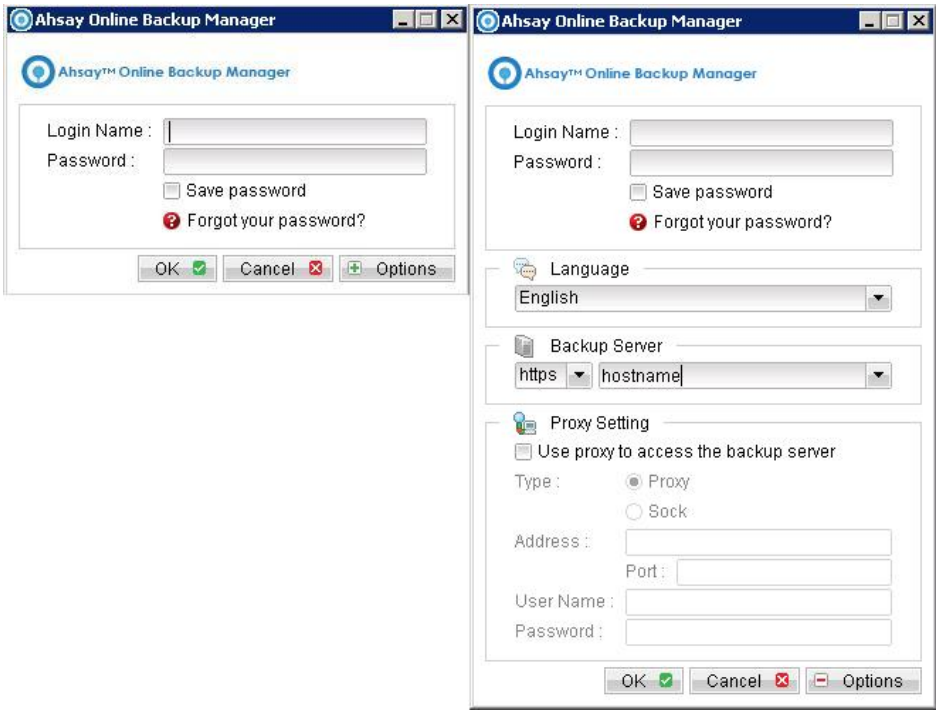
5. After accepting the agreement, the installer will ask to confirm the path for installation and also if only the administrator account or anybody using the computer can access AhsayOBM.

   Once you have made the selection and clicked on yes, a summary would be similar to example below would be provided.



6. Once the upgrade has completed, a system tray icon for AhsayOBM / AhsayACB will be installed, and AhsayOBM / AhsayACB will be launched automatically

7. A Logon window similar to the examples shown below would be displayed. Please logon AhsayOBM / AhsayACB by entering the [Login Name] and [Password] of an existing backup account in AhsayOBSR.



8. Select [OK] button to logon.

9. The upgrade of AhsayOBM / AhsayACB from version 5.5.8.0 to the latest version is now completed.

   For more information, please refer to Installing AhsayOBM Section in AhsayOBS User's Guide and Installing AhsayACB Section in AhsayACB User's Guide.

4.4.5 Manual Upgrade AhsayOBM / AhsayACB for Mac OS X

The following steps are the instructions on how to upgrade AhsayOBM / AhsayACB on Macintosh platform manually.

As an example, to upgrade AhsayOBM / AhsayACB from version 5.5.8.0 to the latest version:

1. Remove all program files for AhsayOBM / AhsayACB version 5.5.8.0 by running the following commands under Terminal:

   For AhsayOBM upgrades:

```
# cd $AhsayOBM_HOME/bin
# cd /
# sudo .$AhsayOBM_HOME/uninstall.sh
# cd $AhsayACB_HOME/bin
# sudo ./uninstall.sh
```

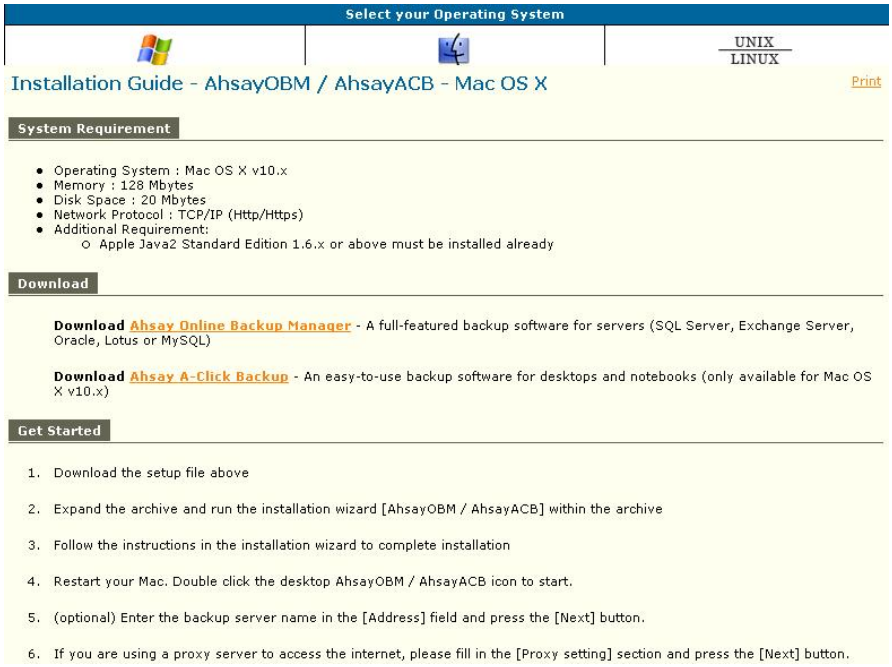
   Once the un-installation has completed, information similar to the example below would be presented:

```
Shutdown Scheduler for Ahsay Online Backup Manager
Wait 5 seconds before Scheduler exits
Shutdown AutoUpdateAgent for Ahsay Online Backup Manager
AutoUpdateAgent System sending SHUTDOWN command to AutoUpdateAgent Service
Polling AutoUpdateAgent Server if shutdown action is allowed
AutoUpdateAgent Server replied shutdown sequence started, please wait 5 seconds for clean up
Wait 5 seconds before AutoUpdateAgent exits
Kill Process by Image Name: /Applications/AhsayOBM/BackupManager.app
Kill Process by Image Name: /Applications/AhsayOBM/bin/BackupManager.app
Kill Process by Image Name: /Applications/AhsayOBM/jvm/bin/java
Kill Process by Image Name: /Applications/AhsayOBM/aua/jvm/bin/java
Remove Scheduler for Ahsay Online Backup Manager from service
Remove AutoUpdateAgent for Ahsay Online Backup Manager from service
Remove Desktop Link AhsayOBM from path /Users/ahsay/Desktop
Removed Ahsay Online Backup Manager Desktop Link
Remove Desktop Link AhsayOBM from path /Users/nfs-user/Desktop
Removed Ahsay Online Backup Manager Desktop Link
Remove Desktop Link AhsayOBM from path /Users/nfs-user2/Desktop
Removed Ahsay Online Backup Manager Desktop Link
Remove Ahsay Online Backup Manager from Your Mac OS X
```

   For AhsayACB upgrades:

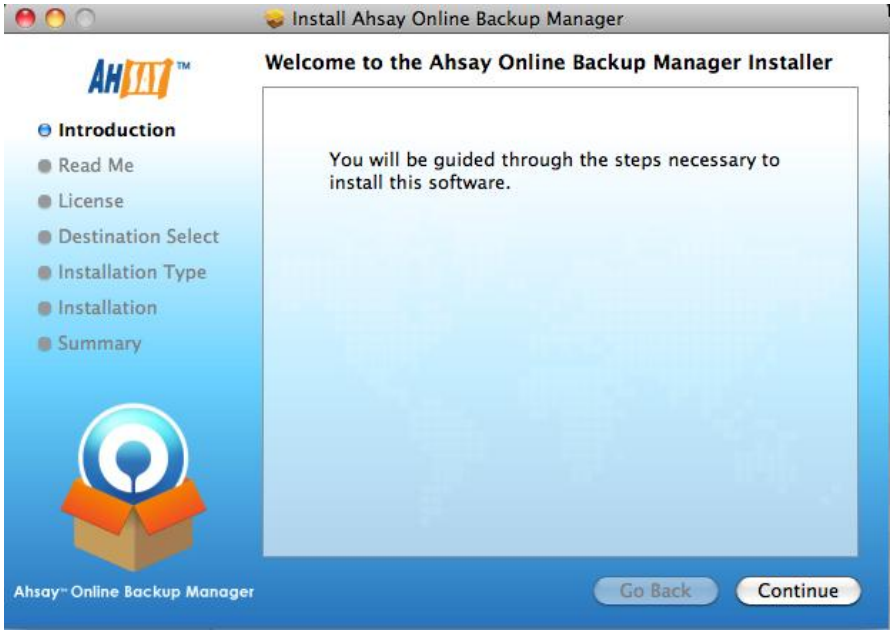
```
# cd /
# sudo .$AhsayACB_HOME/uninstall.sh
```

2. Download the AhsayOBM installer (obm-mac.zip) or AhsayACB installer (acb-mac.zip) from the AhsayOBS web console.

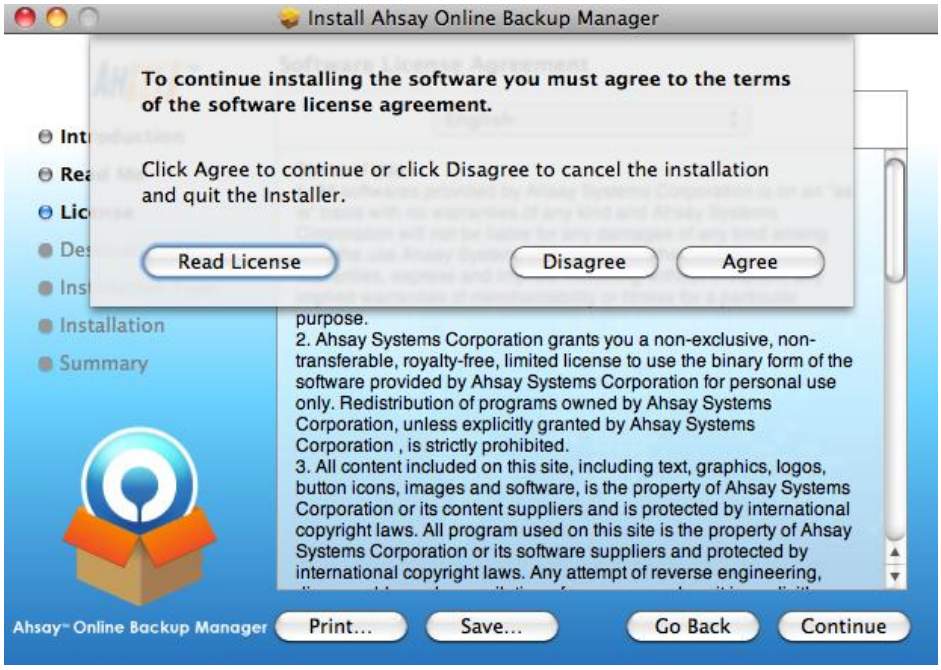


3. Expand the archive and run the AhsayOBM / AhsayACB installation wizard within the archive.

4. Run the installer extracted from the archive. A Welcome screen would be show, similar to the example below

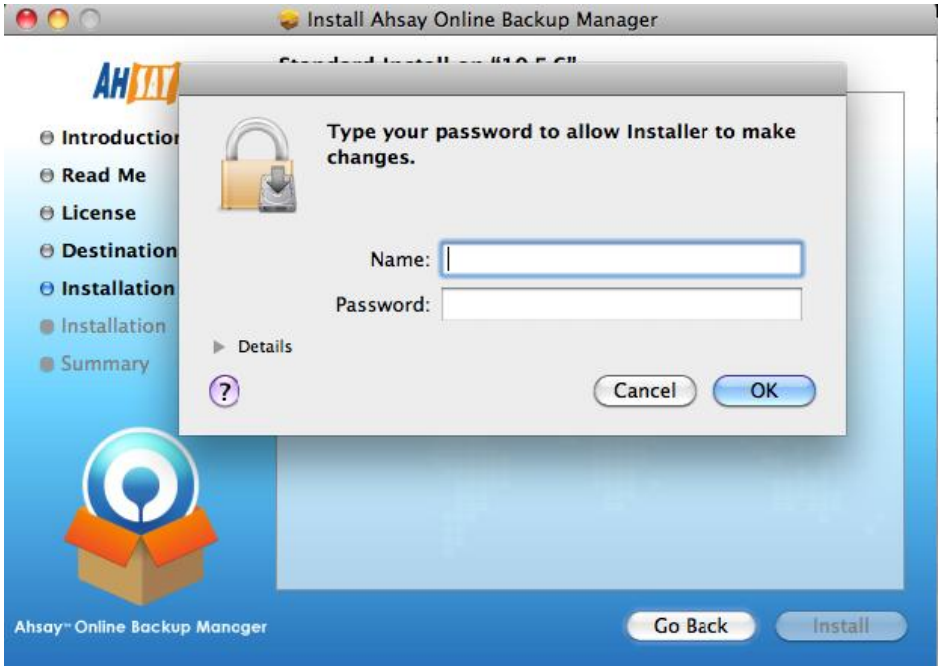


5. A License agreement window will appear, please click on the [Continue] button. A second window would drop down for the license agreement, please click on the [Agree] button to continue.



6. The next screen would present information on the amount of space AhsayOBM / AhsayACB would take.

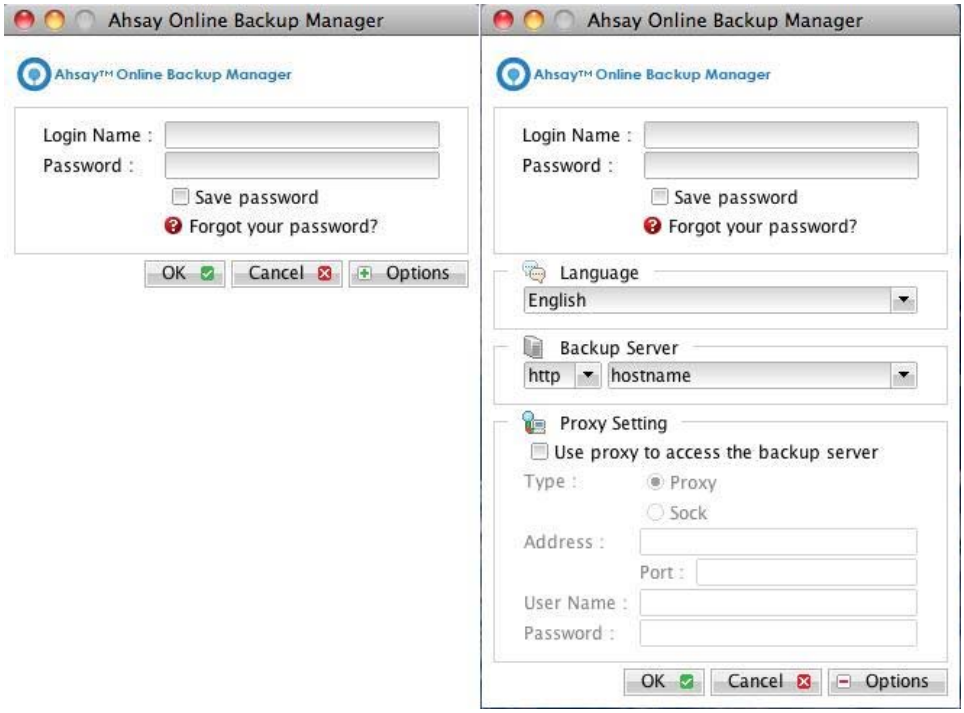
7. Clicking on the [Install] button would prompt for an account on the Mac that has rights to make changes. Please enter the user account details and click on [OK]



8. Once the installation has completed, a summary screen would be provided, please click on the [Close] button to complete the installation.

9. After the installation has completed, double click the desktop AhsayOBM / AhsayACB icon on the desktop to start.

10. A Logon window similar to the examples shown below would be displayed. Please logon AhsayOBM / AhsayACB by entering the [Login Name] and [Password] of an existing backup account in AhsayOBSR.



11. Select [OK] button to logon.

12. The upgrade of AhsayOBM / AhsayACB from version 5.5.8.0 to the latest version is now completed.

    For more information, please refer to Installing AhsayOBM Section in AhsayOBS User's Guide and Installing AhsayACB Section in AhsayACB User's Guide.

4.4.6 Manual Upgrade AhsayOBM for Linux

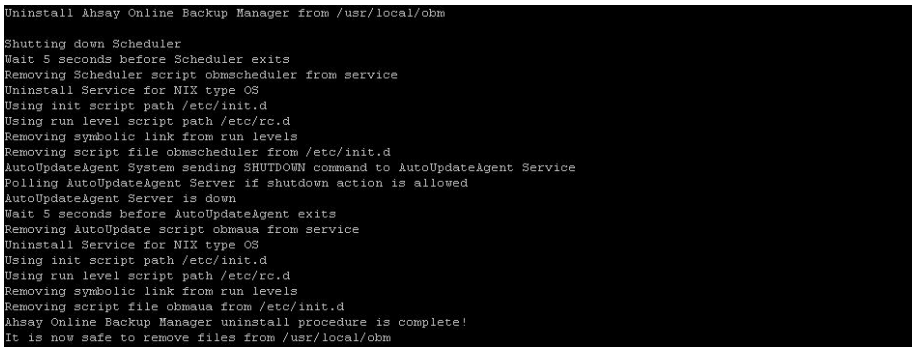
The following steps are the instructions on how to upgrade AhsayOBM on Linux / Unix platform manually. As an example, to upgrade AhsayOBM from version 5.5.8.0 to the latest version:

1. Logon as root user in the Linux machine.

2. To uninstall AhsayOBM version 5.5.8.0, please run the uninstall script in *bin* folder under $AhsayOBM_HOME (e.g. /usr/local/obm):

```
# sh /usr/local/obm/bin/uninstall.sh
```

After running the uninstall script, an output would be provided to show that the uninstallation has completed.



3. Make a backup of your existing $AhsayOBM_HOME to $AhsayOBM_HOME_BAK, e.g. /usr/local/obm > /usr/local/obm.bak.

4. Create a new $AhsayOBM_HOME directory (e.g. /usr/local/obm):

```
# mkdir –p /usr/local/obm
```

5. Download the AhsayOBM tarball release (obm-nix.tar.gz) from the AhsayOBS web console to $AhsayOBM_HOME.

6. Unpack the install file to $AhsayOBM_HOME:

```
# cd /usr/local/obm
# gunzip obm-nix.tar.gz
# tar –xf obm-nix.tar
```

Please make sure the directory structure is similar to the followings:

```
drwxr-xr-x   9 root root 4096 Mar  7 17:29 .
drwxr-xr-x. 18 root root 4096 Mar  7 17:29 ..
drwxr-xr-x   6 root root 4096 Mar  7 17:23 aua
-rwxr-xr-x   1 root root   70 Jul 17  2008 autoDiscovery.xml
drwxr-xr-x   2 root root 4096 Mar  7 17:24 bin
-rwxr-xr-x   1 root root  166 Feb 28 14:09 config.ini
-rwxr-xr-x   1 root root 1080 Mar  4 14:39 custom.xml
-rwxr-xr-x   1 root root    0 Jun 12  2007 home.txt
drwxr-xr-x   7 root root 4096 Mar  7 17:27 jre32
drwxr-xr-x   7 root root 4096 Mar  7 17:29 jre64
drwxr-xr-x   2 root root 4096 Mar  7 17:29 licenses
-rwxr-xr-x   1 root root 1458 Dec 14 09:36 obm.lookandfeel.xml
drwxr-xr-x   2 root root 4096 Mar  7 17:29 termsofuse
drwxr-xr-x   6 root root 4096 Mar  7 17:29 util
-rwxr-xr-x   1 root root    7 Mar  4 16:29 version.txt
```

7. Install AhsayOBM:

```
# cd /usr/local/obm/bin
# sh install.sh > install.log
```

Details of the installation can be found under the install.log file, which would contain an output similar to the example below.

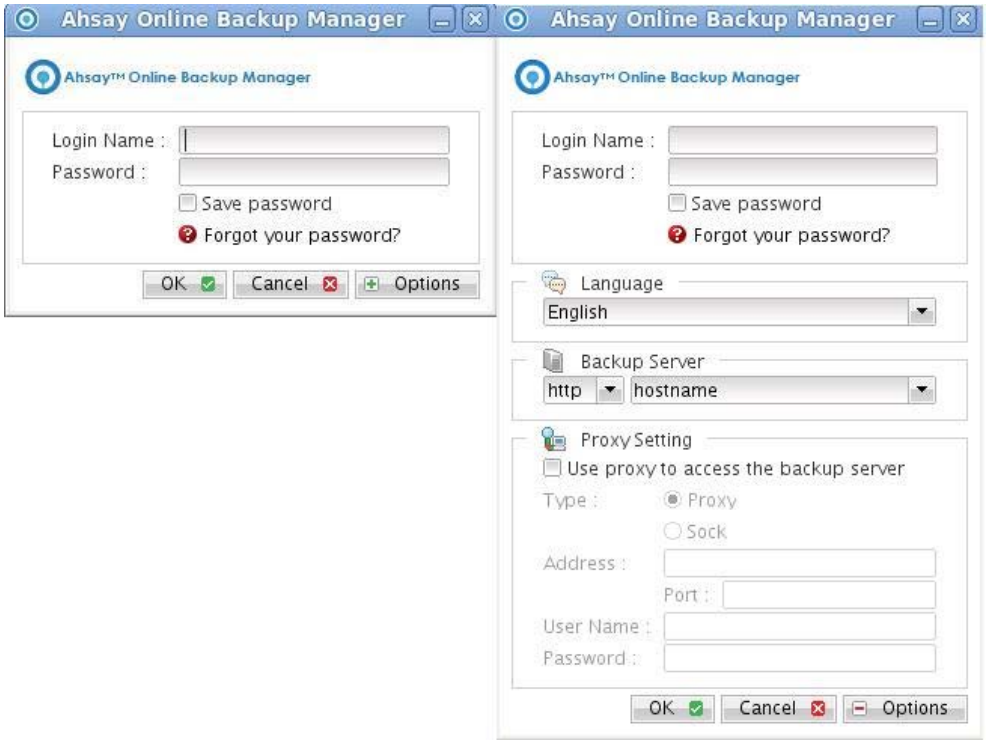
```
Verifying current user privilege ...
Current user has enough privilege to "install".

Start installation on Generic Linux Platform (Linux)

Installation Path: /usr/local/obm
Configure Application Path: /usr/local/obm
Installing Scheduler Service
Scheduler Service Script created at /usr/local/obm/bin/obmscheduler
Install Service for NIX type OS
Using init script path /etc/init.d
Using run level script path /etc/rc.d
Copying script obmscheduler to /etc/init.d
Creating symbolic link to run levels
You may start this service by:

sh "/etc/init.d/obmscheduler" start &

Installing AutoUpdate Service
AutoUpdate Service Script created at /usr/local/obm/aua/bin/obmaua
Install Service for NIX type OS
Using init script path /etc/init.d
Using run level script path /etc/rc.d
Copying script obmaua to /etc/init.d
Creating symbolic link to run levels
You may start this service by:

sh "/etc/init.d/obmaua" start &

Run Scheduler Serivce
Started Scheduler Serivce
Run AutoUpdate Serivce
Started AutoUpdate Serivce
```

8. If AhsayOBM is running on a platform with X-window, to start up the AhsayOBM interface, please run the following commands:

```
# cd /usr/local/obm/bin
# sh RunOBC.sh
```

If the client machine does not have X-window, please proceed to step 11.

9. A Logon window similar to the examples shown below would be displayed. Please logon to AhsayOBM / AhsayACB using the [Login Name] and [Password] of an existing backup account in AhsayOBSR.



10. Select [OK] button to logon.

11. The upgrade of AhsayOBM from version 5.5.8.0 to the latest version is now completed. For more information, please refer to Installing AhsayOBM Section in AhsayOBS User's Guide.

4.4.7 Manual Upgrade AhsayOBM for FreeBSD

The following steps are the instructions on how to upgrade AhsayOBM on FreeBSD platform manually.

Please note that the steps below assume that the FreeBSD installation is already using Diablo JRE 1.6.0 Java. If this is not installed on the system, Diablo JRE 1.6.0 can be downloaded from http://www.freebsdfoundation.org/downloads/java.shtml

As an example, to upgrade AhsayOBM from version 5.5.8.0 to the latest version:

1. Logon as root user in the FreeBSD machine.

2. Run the uninstall script:

```
# sh /usr/local/obm/bin/uninstall.sh
```

```
Uninstall Ahsay Online Backup Manager from /usr/local/obm

Shutting down Scheduler
Wait 5 seconds before Scheduler exits
Removing Scheduler script obmscheduler from service
Uninstall Service for BSD type OS
Remove script obmscheduler from /usr/local/etc/rc.d
AutoUpdateAgent System sending SHUTDOWN command to AutoUpdateAgent Service
Polling AutoUpdateAgent Server if shutdown action is allowed
AutoUpdateAgent Server replied shutdown sequence started, please wait 5 seconds for clean up
Wait 5 seconds before AutoUpdateAgent exits
Removing AutoUpdate script obmaua from service
Uninstall Service for BSD type OS
Remove script obmaua from /usr/local/etc/rc.d
Ahsay Online Backup Manager uninstall procedure is complete!
It is now safe to remove files from /usr/local/obm
```

3. Make a backup of your existing $AhsayOBM_HOME to $AhsayOBM_HOME_BAK, e.g. /usr/local/obm > /usr/local/obm.bak.

4. Create a new $AhsayOBM_HOME directory (e.g. /usr/local/obm):

```
# mkdir –p /usr/local/obm
```

5. Download the AhsayOBM tarball release (obm-nix.tar.gz) from the AhsayOBS web console to $AhsayOBM_HOME.

6. Unpack the install file to /usr/local/obm:

```
# cd /usr/local/obm
# gunzip obm-nix.tar.gz
# tar –xf obm-nix.tar
```

Please make sure the directory structure is similar to the followings:

```
drwxr-xr-x   9 root  wheel   512 Mar  7 05:18 .
drwxr-xr-x  23 root  wheel   512 Mar  7 05:15 ..
drwxr-xr-x   6 root  wheel   512 Mar  7 05:15 aua
-rwxr-xr-x   1 root  wheel    70 Jul 17  2008 autoDiscovery.xml
drwxr-xr-x   2 root  wheel  4096 Mar  7 05:15 bin
-rwxr-xr-x   1 root  wheel   166 Feb 28 14:09 config.ini
-rwxr-xr-x   1 root  wheel  1080 Mar  4 14:39 custom.xml
-rwxr-xr-x   1 root  wheel     0 Jun 12  2007 home.txt
drwxr-xr-x   7 root  wheel   512 Mar  7 05:16 jre32
drwxr-xr-x   7 root  wheel   512 Mar  7 05:17 jre64
drwxr-xr-x   2 root  wheel   512 Mar  7 05:17 licenses
-rwxr-xr-x   1 root  wheel  1458 Dec 14 09:36 obm.lookandfeel.xml
drwxr-xr-x   2 root  wheel  1024 Mar  7 05:17 termsofuse
drwxr-xr-x   6 root  wheel   512 Mar  7 05:17 util
-rwxr-xr-x   1 root  wheel     7 Mar  4 16:29 version.txt
```

7. Remove bundled java, e.g. jre32 and jre64 using the following commands:

```
# rm –rf /usr/local/obm/jre32
# rm –rf /usr/local/obm/jre64
```

8. Create a symbolic link for JRE under /usr/local/obm folder:

```
# ln –s /usr/local/diablo-jre1.6.0 jvm
```

If you are using csh as your shell, you need to type “rehash” and hit [Enter] to make the symbolic link take effect. For other shell, please use the following:

```
# setenv JAVA_HOME /usr/local/diablo-jre1.6.0
```

9. Install AhsayOBM:

```
# cd /usr/local/obm/bin
# sh install.sh > install.log
```

Details of the installation can be found under the install.log file, which would contain an output similar to the example below:

```
Verifying current user privilege ...
Current user has enough privilege to "install".

Start installation on BSD distribution Platform (FreeBSD)

Installation Path: /usr/local/obm
Configure Application Path: /usr/local/obm
Installing Scheduler Service
Scheduler Service Script created at /usr/local/obm/bin/obmscheduler
Install Service for BSD type OS
Copying script obmscheduler to /usr/local/etc/rc.d
You may start this service by:

sh "/usr/local/etc/rc.d/obmscheduler" start &

Remember to add an entry: obmscheduler_enable="YES" to /etc/rc.conf

Installing AutoUpdate Service
AutoUpdate Service Script created at /usr/local/obm/aua/bin/obmaua
Install Service for BSD type OS
Copying script obmaua to /usr/local/etc/rc.d
You may start this service by:

sh "/usr/local/etc/rc.d/obmaua" start &

Remember to add an entry: obmaua_enable="YES" to /etc/rc.conf

Run Scheduler Serivce
Started Scheduler Serivce
Run AutoUpdate Serivce
Started AutoUpdate Serivce
```

10. The upgrade of AhsayOBM from version 5.5.8.0 to the latest version is now completed. For more information, please refer to Installing AhsayOBM Section in AhsayOBS User's Guide.

4.4.8 Manual Upgrade AhsayOBM for Solaris

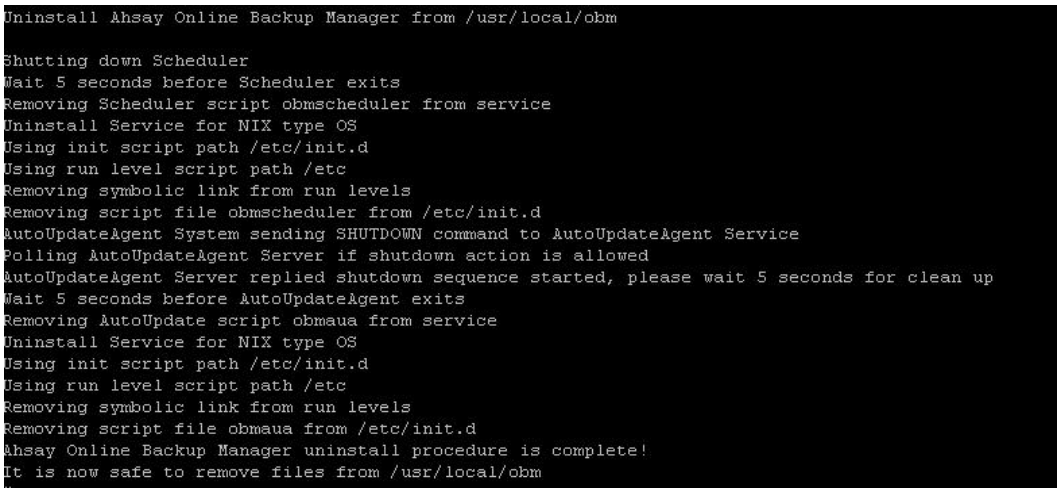
The following steps are the instructions on how to upgrade AhsayOBM on Solaris platform manually. As an example, to upgrade AhsayOBM from version 5.5.8.0 to the latest version:

1. Logon as root user in the Solaris machine.

2. To uninstall AhsayOBM version 5.5.8.0, please run the uninstall script in *bin* folder under $AhsayOBM_HOME (e.g. /usr/local/obm):

```
# sh /usr/local/obm/bin/uninstall.sh
```

After running the uninstall script, an output would be provided to show that the uninstall has completed:



3. Make a backup of your existing $AhsayOBM_HOME to $AhsayOBM_HOME_BAK, e.g. /usr/local/obm > /usr/local/obm.bak.

4. Create a new $AhsayOBM_HOME directory (e.g. /usr/local/obm):

```
# mkdir –p /usr/local/obm
```

5. Download the AhsayOBM tarball release (obm-nix.tar.gz) from the AhsayOBS web console to $AhsayOBM_HOME directory.

6. Please install the "SUNWgtar" package from the Solaris Installation Media which contain the GNU tar util.

7. Unpack the install file to /usr/local/obm with the commands below:

```
# cd /usr/local/obm
# gtar –zxf obm-nix.tar.gz
```

Please make sure the directory structure is similar to listing on the following image:

8. Remove bundled java, e.g. jre32 and jre64:

```
# rm –rf /usr/local/obm/jre32
# rm –rf /usr/local/obm/jre64
```

9. Create a symbolic link for JRE:

```
# ln –s /usr/java /usr/local/obm/jvm
```

10. Set the JAVA_HOME environment variable:

```
# JAVA_HOME=/usr/java;export JAVA_HOME
```

11. Copy the following directory from old installation to upgrade installation:

    - *$AhsayOBM_HOME_BAK/~ > $AhsayOBM_HOME/~*

12. Install AhsayOBM:

```
# cd /usr/local/obm/bin
# sh install.sh > install.log
```

Details of the installation can be found under the install.log file, which would contain an output similar to the example below:

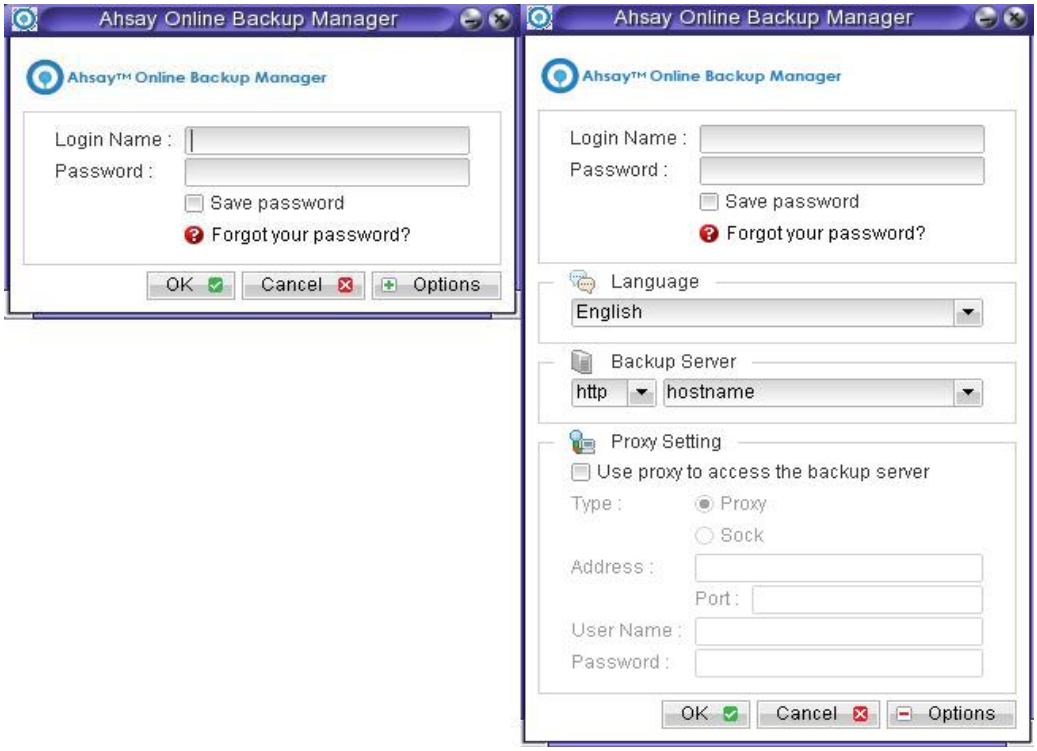
```
Verifying current user privilege ...
Current user has enough privilege to "install".

Start installation on Solaris 5.X Platform (SunOS)

Installation Path: /usr/local/obm
Configure Application Path: /usr/local/obm
Installing Scheduler Service
Scheduler Service Script created at /usr/local/obm/bin/obmscheduler
Install Service for NIX type OS
Using init script path /etc/init.d
Using run level script path /etc
Copying script obmscheduler to /etc/init.d
Creating symbolic link to run levels
You may start this service by:

sh "/etc/init.d/obmscheduler" start &

Installing AutoUpdate Service
AutoUpdate Service Script created at /usr/local/obm/aua/bin/obmaua
Install Service for NIX type OS
Using init script path /etc/init.d
Using run level script path /etc
Copying script obmaua to /etc/init.d
Creating symbolic link to run levels
You may start this service by:

sh "/etc/init.d/obmaua" start &

Run Scheduler Serivce
Started Scheduler Serivce
Run AutoUpdate Serivce
Started AutoUpdate Serivce
```

13. If AhsayOBM is running on a platform with X-window, to start up the AhsayOBM interface, please run the following commands:

```
# cd /usr/local/obm/bin
# sh RunOBC.sh
```

If the client machine does not have X-window, please proceed to step 16.

14. A Logon window similar to the examples shown below would be displayed. Please logon to AhsayOBM / AhsayACB using the [Login Name] and [Password] of an existing backup account in AhsayOBSR.



15. Select [OK] button to logon.

16. The upgrade of AhsayOBM from version 5.5.8.0 to the latest version is completed. For more information, please refer to Installing AhsayOBM Section in AhsayOBS User's Guide.

5 Migration of customized settings

For systems that are using a customized version of AhsayOBSR, please refer to the following instructions for details on maintaining your customization between upgrade:

1. If you have installed your own SSL certification, please copy the file:

   %AhsayOBSR_HOME_BAK%\conf\keystore >
   %AhsayOBSR_HOME%\conf\keystore

   Please also copy any files that are used for the SLL certification.

2. If you are using custom TCP ports for backup traffic, please open "%AhsayOBSR_HOME%\conf\server.xml", and change the [port] attributes inside the <Connector> tags.

3. If you have updated the welcome page on the web interface, please open "%WEBAPPS_HOME%\root\index.html", and make any required change to this file.

4. If you have customized the Look & Feel (CSS style sheet, logo ,etc) of the web interface, please copy:

   %WEBAPPS_HOME_BAK%\obs\jsp\lib\jsp.css* >
   %WEBAPPS_HOME%\obs\jsp\lib\jsp.css*

   %WEBAPPS_HOME_BAK%\obs\jsp\lib\resource.js* >
   %WEBAPPS_HOME%\obs\jsp\lib\resource.js*

   %WEBAPPS_HOME_BAK%\obs\logo.gif* >
   %WEBAPPS_HOME%\obs\logo.gif*

   %WEBAPPS_HOME_BAK%\rps\jsp\lib\jsp.css* >
   %WEBAPPS_HOME%\rps\jsp\lib\jsp.css*

   %WEBAPPS_HOME_BAK%\rps\jsp\lib\resource.js* >
   %WEBAPPS_HOME%\rps\jsp\lib\resource.js*

   %WEBAPPS_HOME_BAK%\rps\logo.gif* >
   %WEBAPPS_HOME%\rps\logo.gif*

5. If you have customized the text messages or labelling of the web interface, please do this to migrate your settings over to the upgrade installation:

   i. Login to Ahsay Customization Portal.

   ii. Click on the [Step 1. Customize Properties] to go to the properties customization page.

iii. Select [AhsayOBS – Web Interface] or [AhsayRPS – Web Interface] from the group drop down menu and press [Search].

iv. Make the changes that you want (by clicking on the corresponding field).

v. Press [Generate and Download properties.zip] button to generate the resources files required (jsp*.properties).

vi. Extract the properties_*.zip file.

vii. Copy all generated jsp*.properties files back from:

%PROPERTIES_ZIP%\custom\custom-obsr\app\common\webapps\obs\WEB-INF\classes

> %AhsayOBSR_HOME%\webapps\obs\WEB-INF\classes

%PROPERTIES_ZIP%\custom\custom-obsr\app\common\webapps\rps\WEB-INF\classes

> %AhsayOBSR_HOME%\webapps\rps\WEB-INF\classes

viii. Restart the service to apply the changes.

6. If you have signed the AhsayOBS restored applet (obsA.jar) with your own code signing certificate, please do the followings:

i. Compare the timestamps of the applet that you have signed with the newly supplied applet, e.g. compare:

%WEBAPPS_HOME_BAK%\obs\jsp\applet\obr\obrA.jar

With

%WEBAPPS_HOME%\obs\jsp\applet\obr\obrA.jar

ii. If your signed applet has a later timestamp, you can simply copy:

%WEBAPPS_HOME_BAK%\obs\jsp\applet\obr\obrA.jar

>

%WEBAPPS_HOME%\obs\jsp\applet\obr\obrA.jar

iii. Otherwise, if the supplied applet has a later timestamp, you will need to sign the newly supplied obrA.jar with your code signing certificate again.

IMPORTANT:
Do not overwrite the newly supplied obrA.jar if its timestamp is later than the previous version's applet.

7. If you have relaxed your running AhsayOBS & AhsayRPS to allow external API to be invoked from another machine or you have enforced AhsayOBS to use SSL for all web traffics, please do this to migrate your settings over to the upgrade installation:

   i. Open: [WEBAPPS_HOME]\webapps\obs\WEB-INF\web.xml

   ii. Relax external APIs IP restriction by making changes to the <filter> and <filter-mapping> section (at the start of web.xml).

   iii. Enforcing SSL by removing the XML comments tags (e.g. <!—and ->) enclosing the <security-constraint> tag (at the end of web.xml.).

   Note:
   Content of web.xml may have been updated between releases. Please do not copy the entire web.xml over from your running installation to the upgrade installation.

   Instead, use the newly supplied web.xml as the basis when you are migrating customized settings over to the upgrade installation.

8. (For registered partners only) If you want to customize AhsayOBM or AhsayACB (e.g. putting your own name, logo and backup server URL settings inside the EXE installer), please do this:

   i. Visit the Customization Portal (http://partners.ahsay.com)

   ii. Logon to the Ahsay Customization Portal (use the email you have registered to retrieve your password if you forget your login credentials).

   iii. Follow the instructions available on the page to complete your customization.

6 Applying hot-fix

To apply the latest hot-fix patch onto AhsayOBS / AhsayRPS / AhsayACB / AhsayOBM / AhsayRDR, please refer to the following articles from Ahsay Forum:

FAQ: How to install the latest patch set or hotfixes for AhsayOBS or AhsayRPS? (2435)

FAQ: How to install the latest patch set or hotfixes for AhsayOBM or AhsayACB? (2436)

FAQ: How to install the latest patch set or hotfixes for AhsayRDR? (2578)

7 Further Information

If you need any additional information, please submit your questions to our support team via our Ahsay Forum.

Appendix

Appendix A Product Documentations

Please visit this link for the documentations of Ahsay Products.

Appendix B Tag Definition of index.xml

Tag	AutoUpdate
Attribute	**Description**
product	Product ID of software Must not change unless your customized version is using another ID. Used for naming in config folder in USER_HOME (.obm, .acb)
version	Version Number of the update patch. The Version No. is in the Format x.x.x.x
compatible	Compatibility of the update patch, in Version No. Format x.x.x.x or superset x.x.x, x.x or x.
host	Hostname of the server providing for updated patch, used for the Virtual-Hosting purpose.

Tag	Patch
Attribute	**Description**
os	The target OS name as returned by java property “os name”, it accepts Family Name and Exact Name. **Note: For version 6 or above, the OS Family Name is not supported.**
include-users	Username filter to include related users.
exclude-users	Username filter to exclude related users.
force	Push this update to the client side forcefully.

Appendix C Possible Values for Attributes of index.xml

Attribute	Value
product	acb obm auaacb auaobm
version	Version number of the product in this format x.x.x.x e.g. 6.3.0.0
compatible	Version number of the product that is compatible with this upgrade patch in this format x.x.x.x e.g. 5.5 (== “5.5.x.x”) 5.5.X (== “ 5.5.x.x”) 5.5.3.X
host	Hostname of the server providing the update patch. e.g. eval.ahsay.com qa2.ahsay.com
os	The target OS name as returned by java property “os.name”, it accepts Exact Name Only. Windows Windows 2003, XP Windows Vista Windows Server 2008 Windows 7 Linux Mac OS Mac OS, Mac OS X Solaris Solaris, SunOS BSD FreeBSD
include-users	Username filter to include related users. e.g. vip.*, *.vip

exclude-users	Username filter to exclude related users. e.g. eval.*, *.eval
force	If this attribute is set to true, auto update will ignore the settings on client side and update the product forcefully.